# Questions and Answers

## **Executive** Thursday 27th July 2017

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## Agenda Item 2.

### DRAFT

Note: These Minutes will remain DRAFT until approved at the next meeting of the Committee

## EXECUTIVE MINUTES OF THE MEETING HELD ON THURSDAY, 15 JUNE 2017

**Councillors Present**: Dominic Boeck, Keith Chopping, Jeanette Clifford, Hilary Cole, Lynne Doherty, Marcus Franks and Graham Jones

**Also Present:** Nick Carter (Chief Executive), Sarah Clarke (Acting Head of Legal Services), Melanie Ellis (Chief Accountant), Kevin Griffin (Head of ICT & Corporate Support), Gary Lugg (Head of Planning & Countryside), Peta Stoddart-Crompton (Public Relations Officer), Rachael Wardell (Corporate Director - Communities), Desre Wicks (Exchequer Services Manager), Stephen Chard (Principal Policy Officer), Councillor Lee Dillon, Councillor Billy Drummond, Councillor Mollie Lock, Councillor Alan Macro and Gabrielle Mancini (Group Executive -Conservatives)

**Apologies for inability to attend the meeting:** Councillor Anthony Chadley, Councillor James Fredrickson and Councillor Rick Jones

### PART I

### 4. Minutes

Councillor Graham Jones opened the meeting by welcoming Councillor Keith Chopping back to the Executive as Portfolio Holder for Corporate Services.

Councillor Jones also took the opportunity to wish Councillor Dominic Boeck a happy birthday.

The Minutes of the meeting held on 4 May 2017 and the special meeting held on the 25 May 2017 were approved as true and correct records and signed by the Leader.

### 5. Declarations of Interest

There were no declarations of interest received.

### 6. Public Questions

There were no public questions submitted.

### 7. Petitions

There were no petitions presented to the Executive.

### 8. Financial Performance 2016-17 Provisional Outturn (EX3138)

The Executive considered a report (Agenda Item 6) which set out the provisional financial outturn of the Council for 2016-17.

Councillor Graham Jones introduced the report and explained that the provisional revenue outturn was an overspend of  $\pounds$ 7,487 against a net revenue budget of  $\pounds$ 116.8m, which equated to 0.006% of the net budget. Councillor Jones also reported that 95% of the 2016/17 savings programme was achieved in year.

Councillor Jones felt that these were commendable achievements during difficult financial times. This was particularly so when considering the difficulties being experienced by some near neighbour local authorities. By way of an example, Councillor Jones referred to Reading Borough Council whose provisional outturn was an overspend of £7.3m.

Councillor Lynne Doherty stated her pleasure at the underspend reported for Children and Family Services. This was particularly commendable when considering that the service had undergone an improvement journey. A number of measures had been implemented successfully in order to achieve this, whilst still meeting demand. There had therefore been no need to utilise the service risk fund.

Councillor Doherty added that there had been a reduced need for agency staff in the service and therefore cost, with the use of agency staff having reduced from 29% to 12% of the workforce. Placement costs had also been well managed.

Councillor Lee Dillon referred to Adult Social Care. He noted that the overspend in this service had reduced from Quarter Three and this was partly due to client care packages not commencing as previously forecast. He queried whether this was due to some clients having a less acute need than originally anticipated.

Councillor Dillon also noted that there had been less use of direct payments and queried whether there was a need to educate residents on the use of this funding to encourage them to make use of it.

There had also been a lower demand for carer support. Councillor Dillon queried whether this was due to the needs of residents being less complex or whether there was a stricter assessment process in place for this support.

In response to these points, Rachael Wardell explained that a high cost scenario was forecast for care packages. Actual costs became clearer towards year-end and some lower cost packages had been achieved. It was also the case that not all packages would continue for a full year as, sadly, some clients died.

Direct payments were discussed with clients as part of social work reviews when consideration was given to the expenditure of this funding and whether the needs of clients were being sufficiently met. This was alongside seeking to encourage independence of service users.

Rachael Wardell agreed to explore with the service whether there was an identifiable reason for the reduced demand for carer support and to confirm that in writing, but confirmed that the service did take steps to ensure carers were made aware of support available.

Turning to the Education Service, Councillor Dillon noted that savings had been achieved in Property due to a reduction in reactive and planned maintenance. He queried whether this related to corporate buildings or schools, and whether reductions to planned maintenance could lead to higher building costs in future years.

Councillor Doherty explained that this related to both corporate buildings and schools. She added that savings to planned maintenance were due to works not being required currently and this would not therefore impact on future years.

In the Capital Programme, the Superfast Broadband project had underspent by £740k as one of the main contractors, Gigaclear, had not invoiced the Council by year end. Councillor Dillon queried whether it was also the case that the project was behind schedule.

Councillor Dominic Boeck advised that Phase Two of the Superfast Broadband project would be completed by year end, whilst acknowledging that the project had suffered some delay. By that time, the necessary invoices would have been received and paid, with the 2016/17 underspend carried into 2017/18 to meet these costs.

Councillor Alan Macro noted that the weekly cost of residential and nursing care home beds had increased by 12% and 14% respectively. He was concerned should this level of

increase continue and queried whether this was budgeted for in the 2017/18 financial year.

Rachael Wardell explained that an increase in care home beds was budgeted for and added that prices were reviewed on an ongoing basis to ensure funds were adequate. Whilst there had been no need to utilise the Adult Social Care Risk Fund in 2016/17, it continued to be available to meet pressures.

Councillor Macro then queried the grant received from the European Social Fund. This helped to achieve a underspend in the Education Service, but Councillor Macro queried why this had not already been included in the budget. Councillor Doherty gave her understanding that this grant, which served to provide support to young people for costs relating to 2015/16, was based on the number of eligible young people in a Census count and the number of young people, and therefore the level of grant, was not known in advance of the grant being received.

Councillor Macro next made reference to the fact that a payment from Kennet School for Kennet Leisure Centre of £43k was still in dispute. He queried how long this had been an issue and whether efforts were being made to resolve it. Councillor Hilary Cole agreed to provide a written response on this point, but gave an assurance that efforts continued to resolve this matter.

Income on interest on investments was £113k below target due to factors including the low level of interest rates currently available in the market and a lower cash fund balance in 2016/17 because of use of balances in 2015/16. Councillor Macro queried why this had not been identified earlier. Melanie Ellis agreed to provide a written response to this query that would contain a detailed breakdown of why this target was not achieved.

Councillor Billy Drummond noted that pressures had arisen in Highways and Transport in relation to street lighting energy. It was explained in the report that this was a result of the new corporate energy contract, but Councillor Drummond queried the reason for this pressure developing. Councillor Jeanette Clifford explained that while expenditure on street lighting had reduced, this was not at the level forecast earlier in the year, hence the pressure.

Councillor Drummond also noted that high consultancy costs for large planning applications was another pressure within Highways and Transport. He queried whether it would be preferable and more affordable for the Council to have in-house staff able to perform this work. Councillor Clifford responded that these were exceptional projects which required additional resource. Councillor Cole added that it was standard practice for the highways modelling team, in West Berkshire and other areas, to buy in consultants for specialist work on major applications.

Councillor Dillon accepted the point around exceptional cases, however with a view to ongoing and further large planning applications, he queried whether it would be more efficient for the Council to have its own in-house team for this purpose. Councillor Cole responded that this was not felt to be the case. She assured Members that effort was always given to deliver the most efficient and effective service, and a decision to bring in external expertise was always carefully considered first, with the merits of doing so carefully weighed up. In some cases this was felt to be the appropriate way forward as it reduced the risk of the Council being challenged on its decision making for major planning applications.

### RESOLVED that:

1. the outturn position be noted and that the service specific risk funds would not be called upon, due to under spends in other areas across the Council.

2. the budget movements processed in year and detailed in Appendix E had been reviewed.

**Reason for the decision:** The report forms part of the Council's financial monitoring framework.

Other options considered: None– factual report for information only.

## 9. West Berkshire Council ICT & Digital Services Strategy 2017-2020 (EX3267)

The Executive considered a report (Agenda Item 7) which provided a high level overview of the various sections of the Council's new three year ICT and Digital Services Strategy.

Councillor Dominic Boeck introduced the report and explained that the time had come to replace the existing three year Strategy with this new Strategy that would cover the period 2017 to 2020.

Councillor Boeck explained that there were a number of opportunities arising for West Berkshire from the new Strategy. This was particularly the case when considering the excellent superfast broadband coverage that was being introduced by Gigaclear, with coverage close to 100% being achieved by year end. Only a small number of homes would be without superfast access (in the tens).

It was also the case that four out of five residents owned and regularly used a smart phone and/or other digital asset.

The above two points would enable residents to perform more digital transactions.

ICT was also the catalyst for many changes, and would greatly aid the Council in providing more efficient and effective services.

Councillor Lee Dillon referred to discussions held at the Resources Select Committee in January 2017 on the Strategy. At that time he raised the potential to procure ICT systems etc jointly with other local authorities. He noted that there was concern with doing so as a result of contracts in different areas ending at different times, but he felt that this was something that Officers should be asked to explore further and should be a consideration as part of the Strategy. Cost effectiveness and potential for savings did feature within the Strategy, but this did not specifically cover joint procurement.

Councillor Dillon was pleased to note the customer centric focus of the Strategy. As stated in the Strategy, this would benefit internal and external customers, including residents. However, access was a key component of this focus with more services moving online and it was important to not lose sight of residents without internet access, i.e. the elderly and vulnerable residents, to ensure they could access services. There was a potential role for the voluntary and community sector to assist/train these residents.

Councillor Boeck stated that these were good points. He would continue to work closely with the ICT Service and the potential for joint procurement would be an element of that. Councillor Boeck added his agreement to the need to be conscious of people who were unable to access services online to ensure their service delivery was not negatively affected.

Councillor Alan Macro was disappointed at the lack of reference to specific digital developments. He also raised concerns with the search facility on the Council's website, but the Strategy did not propose any improvements in that respect.

Councillor Macro then queried whether the costs of Gigaclear, in comparison to other providers, i.e. Virgin, were a barrier to developments. Gigaclear cost £12 more per month per individual contract than Virgin. Councillor Boeck explained that this was not a straight

forward comparison. Gigaclear was a new organisation who were working on today's prices, whereas the costs for Virgin, a long established organisation, were based on a legacy network.

Councillor Macro raised a concern in relation to 4G 'not-spots' in areas without a strong signal. This would be a barrier to digital services. Councillor Boeck explained that this was beyond the Council's control.

Councillor Macro noted that an ICT Cloud would be used for back up purposes. He encouraged enhancing this for storage. Councillor Boeck noted this good point.

Councillor Macro felt there was a need to manage expectation levels, specifically an expectation that online Council services could be accessed anytime/anywhere. This level of response would not be possible and could be compromised by ICT upgrades. Councillor Boeck stated that a 24/7 type response had never been promoted and there was not therefore an expectation that this would be available.

Councillor Billy Drummond explained that superfast broadband coverage did not include Greenham. This was a concern for Greenham residents.

Councillor Graham Jones commended the Strategy. The Council needed a robust Strategy that enabled good digital access, balanced with a robust security network. He agreed however with the importance of ensuring services remained available for residents without access to online services.

**RESOLVED that** the West Berkshire Council ICT & Digital Services Strategy 2017-2020 be approved.

### 10. Members' Questions

A full transcription of the public and Member question and answer sessions are available from the following link: <u>Transcription of Q&As</u>.

#### (a) Question to be answered by the Deputy Leader of the Council and Portfolio Holder for Planning, Housing and Leisure submitted by Councillor Mollie Lock

A question standing in the name of Councillor Mollie Lock on the subject of the progress made with the process of decanting the residents of Four Houses Corner was answered by the Deputy Leader of the Council and Portfolio Holder for Planning, Housing and Leisure.

#### (b) Question to be answered by the Deputy Leader of the Council and Portfolio Holder for Planning, Housing and Leisure submitted by Councillor Mollie Lock

A question standing in the name of Councillor Mollie Lock on the subject of the procedure for the residents of Four Houses Corner that owned their own homes was answered by the Deputy Leader of the Council and Portfolio Holder for Planning, Housing and Leisure.

## (c) Question to be answered by the Portfolio Holder for Children, Education and Young People submitted by Councillor Mollie Lock

A question standing in the name of Councillor Mollie Lock on the subject of the arrangements in place for the children of Four Houses Corner to continue in their current place of education was answered by the Portfolio Holder for Children, Education and Young People.

### (d) Question to be answered by the Deputy Leader of the Council and Portfolio Holder for Planning, Housing and Leisure submitted by Councillor Alan Macro

A question standing in the name of Councillor Alan Macro on the subject of unallocated Section 106 funding for off site affordable housing was answered by the Deputy Leader of the Council and Portfolio Holder for Planning, Housing and Leisure.

### (e) Question to be answered by the Portfolio Holder for Culture and Environment submitted by Councillor Alan Macro

A question standing in the name of Councillor Alan Macro on the subject of the number of volunteers recruited to man public libraries during the current year was answered by the Portfolio Holder for Culture and Environment.

### 11. Exclusion of Press and Public

**RESOLVED that** members of the press and public be excluded from the meeting for the under-mentioned item of business on the grounds that it involves the likely disclosure of exempt information as contained in Paragraphs 1, 2 and 7 of Part 1 of Schedule 12A of the Local Government Act 1972, as amended by the Local Government (Access to Information)(Variation) Order 2006. Rule 8.10.4 of the Constitution also refers.

### 12. Request for Debt Write Off (EX3312, EX3313, EX3314)

(Paragraph 1 – information relating to an individual)

(Paragraph 2 – information identifying an individual)

(Paragraph 7 – action taken in relation to crime prevention)

The Executive considered an exempt report (Agenda Item 10) which sought approval to write off debts.

It was agreed, in the Part II debate, that the total figure proposed to be written off should be included within these minutes. The total debt proposed to be written off was  $\pounds 65,577.43$ .

**RESOLVED that** the recommendations in the exempt report be agreed.

Reason for the decision: as outlined in the exempt report.

Other options considered: as outlined in the exempt report.

(The meeting commenced at 5.00pm and closed at 5.45pm)

CHAIRMAN	
Date of Signature	

## Key Accountable Performance 2016/17: Quarter Four

Committee considering report:	Executive on 27 July 2017
Portfolio Member:	Councillor Keith Chopping
Date Portfolio Member agreed report:	26 June 2017
Report Author:	Catalin Bogos / Jenny Legge
Forward Plan Ref:	EX3112

### 1. Purpose of the Report

- 1.1 To report quarter four outturns, for the Key Accountable Measures which monitor performance against the 2016/17 Council Performance Framework.
- 1.2 To provide assurance that the objectives set out in the Council Strategy and other areas of significant activity are being managed effectively.
- 1.3 To present, by exception, those measures that are RAG rated 'red' (not achieved) and provide information on any remedial action taken and the impact of that action.
- 1.4 To recommend changes to measures / targets, as requested by services.

### 2. Recommendations

- 2.1 To note progress against the Key Accountable Measures and the key achievements in all service areas.
- 2.2 To review those areas reported as 'red' to ensure that appropriate action is in place. In particular, to consider and refer for further analysis at the Overview and Scrutiny Management Commission (OSMC) the results and improvement actions for:
  - (a) the percentages of Council Tax and Business Rates collection,
  - (b) the timeliness of reviews for the long term adult social care clients and the 'front door' pressures for Adult Social Care service.
- 2.3 To note the actions and progress made to reduce the delayed transfer of care from hospital (DTOC) and decide if this should be scrutinised again by the OSMC.
- 2.4 To task Strategy Board to assess if additional solutions could be adopted to improve housing affordability in the District.

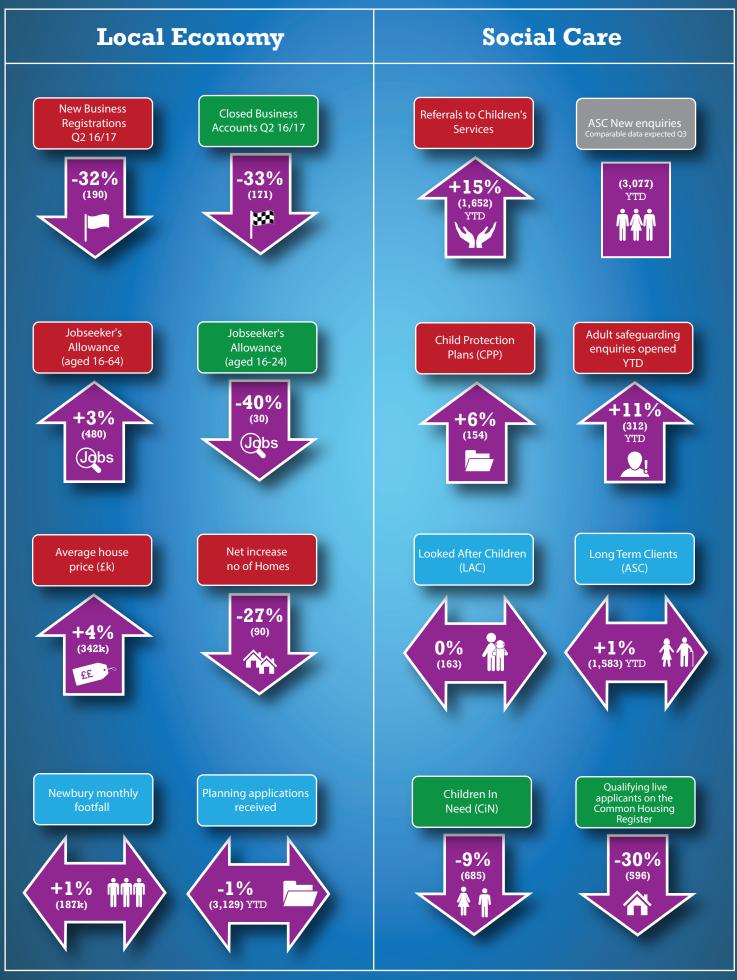
### 3. Implications

3.1 **Financial:** Financial implications relating to performance results (above or below targets) are highlighted and managed by each service. The impact of not achieving the required collection rates for both Council Tax and Business Rates will have an

impact on the income generated for the Council. The higher levels of delayed transfer of care from hospital could also result in costs to the Council.

- 3.2 **Policy:** Policy implications are highlighted and managed by each service accordingly. To note that revised recovery and write off policies are being produced to look at different ways of collecting outstanding debt relating to Council Tax collection.
- 3.3 **Personnel:** Personnel implications are highlighted and managed by each service accordingly.
- 3.4 Legal: Legal implications are highlighted and managed by each service accordingly.
- 3.5 **Risk Management:** Risk management implication are highlighted and managed by each service accordingly.
- 3.6 **Property:** Property implications are highlighted and managed by each service accordingly.
- 3.7 **Other:** There are no other known direct implications as a result of this report.
- 4. Other options considered
- 4.1 None

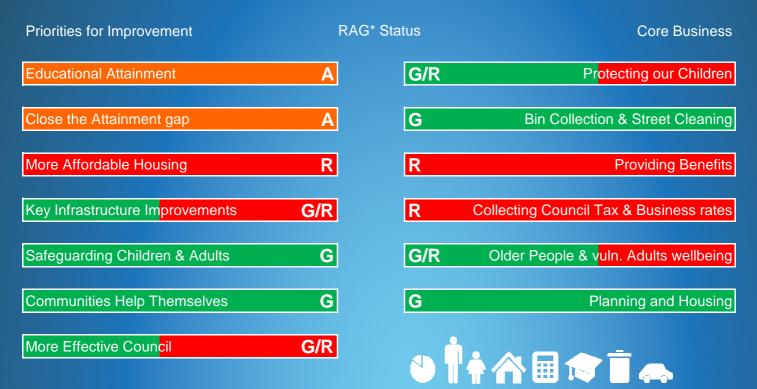
## Measures of Volume Dashboard Q4 2016/17



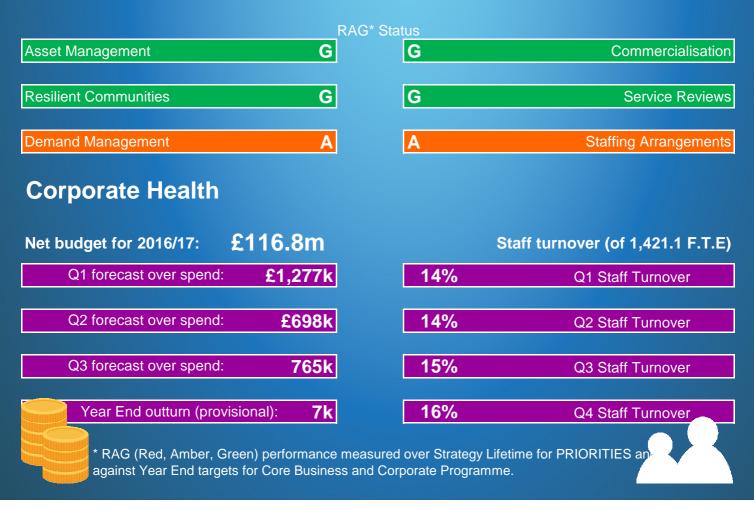
Arrows indicate direction of travel (DoT) latest quarter versus same period last year unless otherwise stated Page 11

### Council Strategy 2015-2019: Performance Scorecard Summary of Performance Quarter 4 2016/17

### **Council Strategy**



### **Corporate Programme**



### **Executive Summary**

### 5. Introduction / Background

5.1 This report provides the Executive with a summary of the Council performance during 2016/17. Performance is shown against the priorities for improvement as set out in the Council Strategy, core business activity, progress with the Corporate Programme and the main corporate health indicators. The overall position is summarised in the Council Performance Scorecard.

### 6. Synopsis

- 6.1 In terms of priorities for improvement, progress with regard to educational attainment and closing the educational gap remains slightly behind target. The challenging affordable housing target is also behind where it would be expected to be although progress is being made. The 'More effective council' aim, reflects that a minority of measures/milestones have not achieved their targets (see exception reports Appendix E).
- 6.2 Performance in relation to child protection is good. Performance in relation to processing benefit claims has been a challenge over the past year, although they have been close to the national average. Performance in relation to Council Tax and NNDR (business rates) collection remain high but are narrowly below target this year due to a combination of factors (see the exception reports Appendix E).
- 6.3 In terms of the Corporate Programme, good progress has been made across all areas of activity. Some temporary delay has been experienced with regard to the demand management and staffing arrangements themes.
- 6.4 High level corporate health indicators are generally positive. The revenue budget outturn will be just £7k above the £117m net budget set by Council in March 2016 and staffing turnover remains stable at around 15% (See Council Performance Scorecard).

### 7. Conclusion

- 7.1 Given the major financial challenges that faced the Council in setting the 2016/17 budget, the past year's performance has remained good. Some elements of the Council Strategy remain challenging but then challenging targets were set from the outset. The Corporate Programme remains largely on track with some of the areas of work now being adopted as 'business as usual'. Resource management remains strong, most notably in relation to the budget.
- 7.2 Whilst there is no evidence that performance concerns raised as part of this report are not being managed the Executive might wish to consider asking the Overview and Scrutiny Management Commission to consider further the following areas:
  - more affordable housing in the District,
  - delayed transfers of care (DTOC) due to demand levels and capacity issues in the home care and residential/nursing placements
  - Council Tax and Business Rates collection

• Long term clients' reviews (where a proportional approach based on the needs of the clients is considered) and also the 'front door' pressures in Adult Social Care

### 8. Appendices

- 8.1 Appendix A Supporting Information
- 8.2 Appendix B Equalities Impact Assessment
- 8.3 Appendix C Key Accountable Measures of Volume
- 8.4 Appendix D Key Accountable Measures by Strategic Priority
- 8.5 Appendix E Exception Reports
- 8.6 Appendix F Technical background and conventions used to report performance

## Key Accountable Performance 2016/17: Quarter Four– Supporting Information

### 1 Introduction/Background

- 1.1 This report provides the Executive with an update on performance of the Council during quarter 4 of 2016/17. Reflecting the Council's Performance Management Framework (see Appendix F for the technical background and conventions), information is provided to cover the following areas:
  - Any notable changes to the Measures of Volume
  - Delivery of the Council's Strategy priorities and core business areas of activity
  - Update on the progress being made with the Corporate Programme
  - An overview of the key Corporate Health Measures

### 2 Supporting Information

### 2.1 Measures of Volume (contextual, non-targeted measures) – See Appendix C

- 2.2 The measures of volume related to West Berkshire's Local Economy to highlight include:
  - On average there have been less business 'births' each quarter compared to the previous year but also less business 'deaths'. This means that there continues to be a net gain in the number of businesses (registered for NNDR).
  - On a longer term downward trend, the number of working age (16-64) claimants of unemployment benefit (JSA), at quarter 4 is slightly higher. This will continue to be monitored to identify if the trend is reversing or there is some other reason for this change. Younger claimants (16-24) also continued to reduce.
  - Last two quarters have seen a slow down in the net change (increase) in number of new properties built compared with the quarterly levels over the previous 2 years.
- 2.3 Similarly, notable changes in the local Social Care area are:
  - A 15% increase year on year of referrals to Children's Services (one of the reasons being the consolidation of 'front door' arrangements) and a 6% increase in child protection plans (for a few large sibling groups the service had to progress to a level of statutory intervention quickly due to the level of concerns). This increase in demand has placed pressures on the service.
  - Whilst the number of new Adult Social Care enquires cannot be compared with last year's level (due to changes in recording practice) and the number of Long Term Service Clients remained similar to the previous year, the number of adult

safeguarding enquiries has increased by 11%. In addition, increasing waiting lists levels indicate pressure at the 'front door' for adult social care. It is understood that vacancies resulting from the reshaping of the Adult Social Care teams and the more time-intensive intervention required in some cases under the new delivery model is the cause of this.

### 2.4 Performance by Council Strategy Priorities for Improvement (See Appendix D):

### (A) Priority for Improvement: Improve Educational Attainment (RAG: AMBER)

- 2.5 The key measures for Year 1 and Key Stage 4 (KS4, end of secondary stage) educational attainment show an improvement and the targets being exceeded. However, Phonics decoding for Year 1 remained in the 3rd quartile nationally and the KS4 attainment is border line between the top and second quartile.
- 2.6 The results for key Stage 2 (KS2) assessments for 11 years olds, assess the new, more challenging curriculum introduced in 2014, and as a result need to be treated with caution. The % reaching the Expected standard in Reading, Writing and Mathematics at 56% for West Berkshire is better than the national average of 54%. This result places the Council in the second quartile, which is below the Council's target of top quartile. The reason for not achieving this target is largely due to scores in writing which are Teacher assessed. Considering the previous consistent trend of very high performance in writing, the variation in teacher assessment nationally is seen as a factor that impacted on West Berkshire. School level analysis enabled the identification of a number of remedial actions which are being undertaken. This includes the provision of bespoke support and training, feedback following moderation of how teachers scored pupils and providing regular updates to schools on available resources to improve standards etc. (see exception report Appendix E).

## (B) Priority for Improvement: Close the Educational Attainment Gap (RAG: AMBER)

- 2.7 The result for the key attainment measure for disadvantaged<sup>1</sup> pupils at KS4 has achieved the target to improve from a rank position of 96th in 2015 and has reached the 67th 0place out of 152 local authorities in 2016. This places the Council in the second quartile nationally.
- 2.8 The Phonics decoding results of Year 1 pupils eligible for Free School Meals (FSM) and attainment of disadvantaged pupils at KS2 are below West Berkshire's comparator group and ranked bottom quartile (missing their targets for this year). Factors identified as contributing to this performance include the very small FSM cohorts in schools, timeliness of using the additional phonics teaching, specific schools with higher cohorts of pupils needing targeted support, variation in teacher assessment at KS2 and the complexity of barriers that pupils in the cohort are facing.
- 2.9 As solutions are being implemented to increase the educational attainment of all pupils' cohorts in the District, the reduction of the educational gap means that the disadvantaged cohorts need to improve even more. The actions being taken to improve performance include targeted support for identified schools' teachers and pupils, closer monitoring in year of the progress pupils are making, professional development programmes for teachers and thematic (pupil premium) networking.

<sup>&</sup>lt;sup>1</sup> Disadvantaged pupils are pupils in eligible for Free Schools Meals for the previous 6 years, Looked After or adopted from care

## (C) Priority for Improvement: Enable the Completion of More Affordable Housing (RAG: RED)

- 2.10 Provisional Q4 data (14) and updated Q3 data (44) on affordable housing completions bring the total for 2016/17 to 166 completions. Whilst this is higher than the 158 achieved for the previous year, it is still below an average annual level of 200 needed by 2020.
- 2.11 Contextual information (see Appendix C) shows increasing pressure in terms of house prices and little variation in the number of new planning applications.
- 2.12 Work continues to enable the delivery of more affordable housing and the latest available data shows that 225 completions will now be required on average each year in order to achieve the overall target of 1,000 houses.

(D) Priority for Improvement: Deliver or enable key infrastructure projects in relation to roads, rail, flood prevention, regeneration and the digital economy (RAG: GREEN/RED)

- 2.13 Good performance was achieved for the principal road (A roads) network's condition. The detailed planning application for the Market Street Redevelopment has been submitted as per the revised timetable.
- 2.14 Continued delay due to ongoing court action resulted in the London Road Industrial Estate Redevelopment falling behind schedule (the appeal decision is still pending).
- 2.15 West Berkshire households' access to superfast broadband is just below the reprofiled target for the end of March 2017 as the rate of network build has increased this year. (see Appendix E Exception Report). Service planning process for 2017/18 will agree a new completion date. Once delivery is completed, West Berkshire will have extended Superfast Broadband coverage to in excess of 99%, becoming one of the best areas in the UK.
- 2.16 The Highway Improvement Programme has exceeded the target of 95 out of the 100 programmed schemes to be complete by year end. The remaining four schemes that had to be deferred due to utility works will be carried forward to the following year.

(E) Priority for Improvement: Good at Safeguarding Children and Vulnerable Adults

- 2.17 The Improvement Programme across Children and Family Services continued to progress and improved practice was becoming embedded across many areas of activity. The service continued to progress with preparations for the next Ofsted Inspection and considered that it had a strong performance data set to evidence the progress made.
- 2.18 The time taken to respond to adult safeguarding concerns was better than the target.
- 2.19 Only one (of five) Adult Social Care Services was not rated Good or better in the area of safe (in 2015). It is expected that the Care Quality Commission (CQC) will complete a review by September 2017 and it is hoped that the outcome will be a rating of good or better based on the improvements already made (see exception report).

- 2.20 The increase in demand for Children and Family Services is impacting on service capacity. Repeat child protection plans are higher than expected as are repeat referrals. However, a number of successes are noted during the quarter including a reduction of the agency social worker rate and the timeliness of single assessments completed.
- 2.21 Information on both Adult Social Care and Children's Service, together with feedback received from Ofsted's monitoring visit suggest good progress is being made. At the time of producing this report Ofsted were conducting a two weeks re-inspection of Children and Family Service. The outcome of the inspection will feature in future performance reports.

### (F) Priority for Improvement: Support Communities to do More to Help Themselves

- 2.22 Progress has been made on a number of work streams that are part of this priority:
  - The new multi agency Building Communities Together Team work was completed to ensure the multiagency team (including staff from Thames Valley Police and also the Council) was able to start in April 2017. The team will be focused on sustaining and developing Community Conversations and exploring other community engagement opportunities to build community resilience.
  - The Library Service commenced its journey into a transformed service that will see a 44% reduction in employed staff and significant involvement of volunteers and financial contribution from the community. Community engagement has been a key aspect of the library transformation and a high level of management resource has been allocated to support this activity. This will be an ongoing need during 2017/18.
  - **Community conversations** Despite some challenges in sustaining momentum with some of the earlier conversations, there have been some notable outcomes, particularly in Hungerford where thematic problem solving meetings aimed to address domestic abuse, anti-social behaviour and mental health. Community Anchors and other participants informed the creation of a new toolkit for supporting existing and new conversations (e.g. in Newbury starting Jun 2017 and in Calcot aiming to engage and enable young people to contribute).
  - **The devolution agenda** has been progressed. The parish portal has been finalised and was ready to launch on 3 April 2017 enabling town and parish councils to submit expressions of interest to take over local services and assets. Further advice and promotion of devolution opportunities was delivered in a workshop for all town and parish clerks in June 2017.

### 2.23 Performance by Council Strategy's core business areas:

### (a) Core business: Protecting our children

2.24 The timeliness of single assessments is well above the target and previous year's results. Child protection reviews, LAC reviews and the completions of health assessments and dental checks have all shown improvement in performance.

2.25 The results of the majority of the measures indicate good improvements and performance above the end of year targets. The timeliness of concluding care proceedings is underperforming against the target set for the end of year. Work is taking place with the judiciary to ensure the delays in care proceedings were not attributable to the Council.

### (b) Core business: Bin collection and street cleaning

- 2.26 The estimated result for the household waste recycled, composted, reused or recovered (82.6%) is above the year end target (80%). The measure regarding the level of litter, detritus and graffiti achieved a 'good' assessment (better than the target).
- 2.27 There are no issues to highlight regarding this core business area.

### (c) Core business: Providing benefits

2.28 The average number of days to make a full decision on new benefit claims and to make a full decision on changes in a benefit claimant's circumstances have improved compared to previous quarters as a result of new staff recruitment and training. The results are in line with the national averages but at 22.75 days and 8.7 days respectively have narrowly not achieved the year end targets set by the Council by 4.25 days and 0.7 days respectively. The introduction of a new server coupled with new staff becoming more experienced is expected to improve performance further.

### (d) Core business: Collecting Council Tax and Business rates

- 2.29 Despite previous quarterly results, the end of year percentage of 'in year' collection of Council Tax is below target by 0.5%. The result has been impacted by an increase in the number of properties in the district which has, in turn, resulted in a reduction in the proportion of income received.
- 2.30 Business rates collection was 0.8% below target due to two ratepayers disputing their liability (one company owning over £400k and the other £225k).
- 2.31 A number of actions have been put in place to improve performance including, improved IT infrastructure and support for newly recruited staff. It is proposed to also draft a revised recovery and write off policy. Consideration will be given to next year's targets based on the increase in demand for the service.

### (e) Core business: Wellbeing of older people and vulnerable adults

- 2.32 The time taken to undertake financial assessments referred to the Financial Assessment & Charging team and the measures relating to reablement/rehabilitation service are all above the target.
- 2.33 The Delayed Transfers of Care (DTOC) measure has improved from quarter 1 but due to unprecedented demand, highlighted by the acute trusts and challenges in accessing homecare and nursing/residential placements, the target (4) has not been met. Further improvements have already been made by joining up processes with Health and providing 7 days working but the main challenge relates to sourcing external care and further actions are therefore planned (e.g. to introduce Step Down beds).

2.34 The timeliness of reviews of adult social care clients with a long term service has declined and the target of 75% was missed with a performance outturn of 67%. One of the reasons for not achieving the target was that during Q4 the service had experienced a reduction of resources compared to the previous year. Plans are being implemented to use a proportionality approach for reviews, based on the level of needs of each client.

### (f) Core business: Planning and housing

- 2.35 Good performance continued for the majority of the measures, including the timeliness of determining planning applications (major, minor and other), prevention of homelessness, timeliness of the Disabled Facilities Grant's approval and the adoption of the Housing Site Allocation Development Plan Document (HAS DPD).
- 2.36 Despite the improvements achieved in quarter 3 in relation to the 'timeliness for determining the claims for Discretionary Housing Payments', Q4 performance at 67% was below the target (70%) due to recruitment and retention issues (see Appendix E Exception Report for further details).

## 2.37 Corporate Programme's performance part of the Overarching aim: Become a More effective council

- 2.38 Corporate Programme Board is monitoring a range of initiatives that support the aim of becoming a more effective council. The key updates for quarter four relating to these initiatives are:
  - **Service Reviews** The Waste Service Review has been concluded and a corporate project is now in place.

Plans have also been progressed to finalise the methodology to conduct future service reviews. The Planning Service and the Education Service have been identified as the first two reviews and these will begin over the next 6 months.

- Demand Management The Digital Transformation Programme is exploring solutions to streamline a number of processes with the aim of using technology to improve Council services. Discussions around efficiency savings identified as part of the Bookings digitisation project are still ongoing and the project is still expected to improve the customer experience.
- Asset Management The Council is exploring a number of approaches and business cases to identify ways to generate income or meet its statutory duties based on the way assets are managed.
- Staffing arrangements The 'Valuing each other' project has been concluded following a number of successful focus group based activities with staff. The actions in response to these findings will now be delivered as part of everyone's day to day job (business as usual). Based on feedback it has been decided to take a different approach to the car allowance/leasing proposals
- **Commercialisation** The temporary accommodation component of the programme has been transferred to become 'business as usual'.

The alternative service delivery models project was completed and the outcomes will be made available as guidance to all staff on the intranet. Services offered to Schools and Academies have also been reviewed and a new targeted approach will be adopted for the new municipal year.

- 2.39 Under the aim of 'A more effective council', an analysis of the basket of key accountable measures used to monitor the delivery of the Council Strategy 2015-2019, indicates that 64% (25/39) of them were RAG rated Green and 36% (14/39) Red compared to 81% (21/26) Green for 2015/16.
- 2.40 Corporate Health Measures (see Council Performance Scorecard).
- 2.41 The Corporate Health Measures, which are applicable for all services, focus on the human resources measures which are useful from a management perspective. The provisional revenue outturn shows an over spend of £7,487 against a net revenue budget of £116.8 million, which is 0.006% of net budget. The staff turnover is now at 16% which is the highest level over the last two years. A healthy level of turnover should be expected (an average of 10%) and whilst the average for West Berkshire was above this level this figure did include redundancies.

### 3 Conclusion

- 3.1 Despite the ongoing significant financial pressures for 2016/17, the Council continued to work hard to deliver against agreed priorities for improvement and core business areas, maintaining challenging targets which were similar to previous years.
- 3.2 There has been good progress and good performance in a number of areas, most notably:
  - Safeguarding Children and Vulnerable Adults improvements made in order to achieve better outcomes at the imminent inspections;
  - Communities Helping Themselves implemented a multi-agency approach to conduct community conversation for increasing community resilience and made progress with the devolution agenda
  - Key Infrastructure Improvements maintained a low percentage of principal roads in need of repair, progressed milestones of the Market Street Redevelopment
  - Protecting our children improved the timeliness of assessments, the measures supporting the health of the Looked After Children (LAC) and maintained excellent timeliness of Child Protection and LAC reviews;
  - Bin Collection and Street Cleaning maintained good performance on recycling and on level of litter, detritus and graffiti;
  - Older people and Vulnerable adults' wellbeing improved the outcomes of reablement services (after discharge from hospital) and maintained good timeliness of financial assessments.
  - Planning and housing exceeding targets relating to the timeliness of determining planning applications, homelessness alleviation, timeliness of Disabled Facilities Grants approval.

- 3.3 Whilst there has been a higher proportion of measures RAG rated Red compared to 2015/16, an analysis of all these measures shows that actions have been implemented to improve performance, which in many of the cases was just below the targets/thresholds set:
  - Education attainment and attainment gap extensive plans are being delivered including training and support provided to identified schools to improve assessment scores and to ensure consistency of teacher assessments, coordination of subject specific support networks etc.
  - Infrastructure superfast broadband project was expected to require an additional 6 months but will deliver over 99% coverage making the district one of the best area in the country.
  - Care homes rating at inspection all necessary actions to improve the rating of one care homes in the area of 'safe' have been put in place and due to the home not being at significant risk it was not prioritised for re-inspection by the Regulator.
  - Timeliness to conclude care proceedings for a minority of cases delays have been unavoidable due to the courts' capacity rather than Local Authority case planning and resulted in West Berkshire's average being 2 weeks higher than the local and national target of 26 weeks.
  - Timeliness of determining the claims for Discretionary Housing Payments was 3% below target due to staff recruitment and retention issues.
  - Timeliness of decisions related to benefit claims delays of less than one day compared to national averages have been addressed by implementing new IT and recruitment and training of new staff for the service.
- 3.4 Following an analysis at Corporate Board, it is proposed that the following measures RAG rated Red are considered by the Executive for further scrutiny:
  - Council tax and business rates collections target was not achieved by 0.6% in relation to council tax collection and actions have been put in to replace the IT servers, increase staff recruitment and support and the drafting of a new recovery and write off policies to collect outstanding debt. This is an area that could also be referred to the OSMC for review.
  - Timeliness of adult social care long term cases compared to previous year the service had less capacity available to conduct reviews and was planning to adopt a proportional approach (based on the level of need of each client) in terms of the way the reviews are conducted. This is an area that could also be referred to the OSMC for review.
  - Enable more affordable housing completions work continues to support this area however, more solutions are required relating to the housing affordability in the district. This is an area that could be further explored by the Strategy Board.
  - Delayed Transfer of Care (DTOC) from hospital a number of actions have been implemented and this area has also been subject for scrutiny at OSMC. Performance has improved compared to the start of the financial year but the

key challenges in terms of access to homecare and residential/nursing care placements impacted on not being able to access the end of year targets.

### **Background Papers:**

Council Strategy 2015-2019 (refreshed March 2016

Subj	to Call-In:	
Yes:	$\boxtimes$	No:

The item is due to be referred to Council for final approval	
Delays in implementation could have serious financial implications for the Council	
Delays in implementation could compromise the Council's position	
Considered or reviewed by Overview and Scrutiny Management Commission or associated Task Groups within preceding six months	
Item is Urgent Key Decision	
Report is to note only	

### Wards affected:

All

 $\boxtimes$ 

### Strategic Aims and Priorities Supported:

The proposals will help achieve the following Council Strategy aims:

- **BEC Better educated communities** 
  - SLE A stronger local economy
- P&S Protect and support those who need it
- HQL Maintain a high quality of life within our communities
- MEC Become an even more effective Council

The proposals contained in this report will help to achieve the following Council Strategy priorities:

- $\square$ **BEC1 – Improve educational attainment**
- $\boxtimes$ BEC2 – Close the educational attainment gap
- $\boxtimes$ SLE1 – Enable the completion of more affordable housing
- $\square$ SLE2 – Deliver or enable key infrastructure improvements in relation to roads, rail, flood prevention, regeneration and the digital economy
  - P&S1 Good at safeguarding children and vulnerable adults
- $\boxtimes$ HQL1 – Support communities to do more to help themselves  $\boxtimes$ 
  - MEC1 Become an even more effective Council

The proposals contained in this report will help to achieve the above Council Strategy aims and priorities by providing evidence on progress and inform any additional or remedial actions.

### Officer details:

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Job Title:	Performance, Research and Consultation Manager
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### Appendix B

### Equality Impact Assessment - Stage One

We need to ensure that our strategies, polices, functions and services, current and proposed have given due regard to equality and diversity as set out in the Public Sector Equality Duty (Section 149 of the Equality Act), which states:

- "(1) A public authority must, in the exercise of its functions, have due regard to the need to:
  - (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
  - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; This includes the need to:
    - (i) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
    - (ii) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
  - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it, with due regard, in particular, to the need to be aware that compliance with the duties in this section may involve treating some persons more favourably than others.
- (2) The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.
- (3) Compliance with the duties in this section may involve treating some persons more favourably than others."

The following list of questions may help to establish whether the decision is relevant to equality:

- Does the decision affect service users, employees or the wider community?
- (The relevance of a decision to equality depends not just on the number of those affected but on the significance of the impact on them)
- Is it likely to affect people with particular protected characteristics differently?
- Is it a major policy, or a major change to an existing policy, significantly affecting how functions are delivered?
- Will the decision have a significant impact on how other organisations operate in terms of equality?
- Does the decision relate to functions that engagement has identified as being important to people with particular protected characteristics?
- Does the decision relate to an area with known inequalities?
- Does the decision relate to any equality objectives that have been set by the council?

## Please complete the following questions to determine whether a full Stage Two, Equality Impact Assessment is required.

What is the proposed decision that you are asking the Executive to make:	To note performance levels achieved and to review any remedial actions proposed.
Summary of relevant legislation:	
Does the proposed decision conflict with any of the Council's key strategy priorities?	No
Name of assessor:	Catalin Bogos
Date of assessment:	25/05/2017

Is this a:		Is this:						
Policy	No	New or proposed	No					
Strategy	No	Already exists and is being reviewed	No					
Function	Yes	Is changing	Yes					
Service	No							

1. What are the main aims, objectives and intended outcomes of the proposed decision and who is likely to benefit from it?								
Aims:To inform about progress in delivering the Council Strategy priorities and core business areas.								
Objectives:	Decision making bodies are up to date about the progress to deliver the priorities and core business related objectives of the Council Strategy.							
Outcomes:	Corporate Board and Executive to note performance levels and review the actions to address any under-performance.							
Benefits:	All beneficiaries of the Council's services should indirectly benefit from better outcomes delivered as highlighted in the Council's Strategy.							

2. Note which groups may be affected by the proposed decision. Consider how they may be affected, whether it is positively or negatively and what sources of information have been used to determine this.

(Please demonstrate consideration of all strands – Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex and Sexual Orientation.)

Group Affected	What might be the effect?	Information to support this						
Age								
Disability								
Gender Reassignment								
Marriage and Civil Partnership								
Pregnancy and Maternity								
Race								
Religion or Belief								
Sex								
Sexual Orientation								
Further Comments	relating to the item:							
It is not expected that the above categories of beneficiaries are directly impacted by								

3. Result

the proposed decision.

Are there any aspects of the proposed decision, including how it is delivered or accessed, that could contribute to inequality?

No

### Please provide an explanation for your answer:

Any changes to services as a result of performance reporting are managed at service level if necessary taking in consideration all the implications including the inequalities.

Will the proposed decision have an adverse impact upon the lives of people, including employees and service users?

No

### Please provide an explanation for your answer:

Any changes to the services that impact on people's lives are being made at service level if necessary taking in consideration all the implications.

If your answers to question 2 have identified potential adverse impacts and you have answered 'yes' to either of the sections at question 3, or you are unsure about the impact, then you should carry out a Stage Two Equality Impact Assessment.

If a Stage Two Equality Impact Assessment is required, before proceeding you should discuss the scope of the Assessment with service managers in your area. You will also need to refer to the Equality Impact Assessment guidance and Stage Two template.

4. Identify next steps as appropriate:	
Stage Two required	No

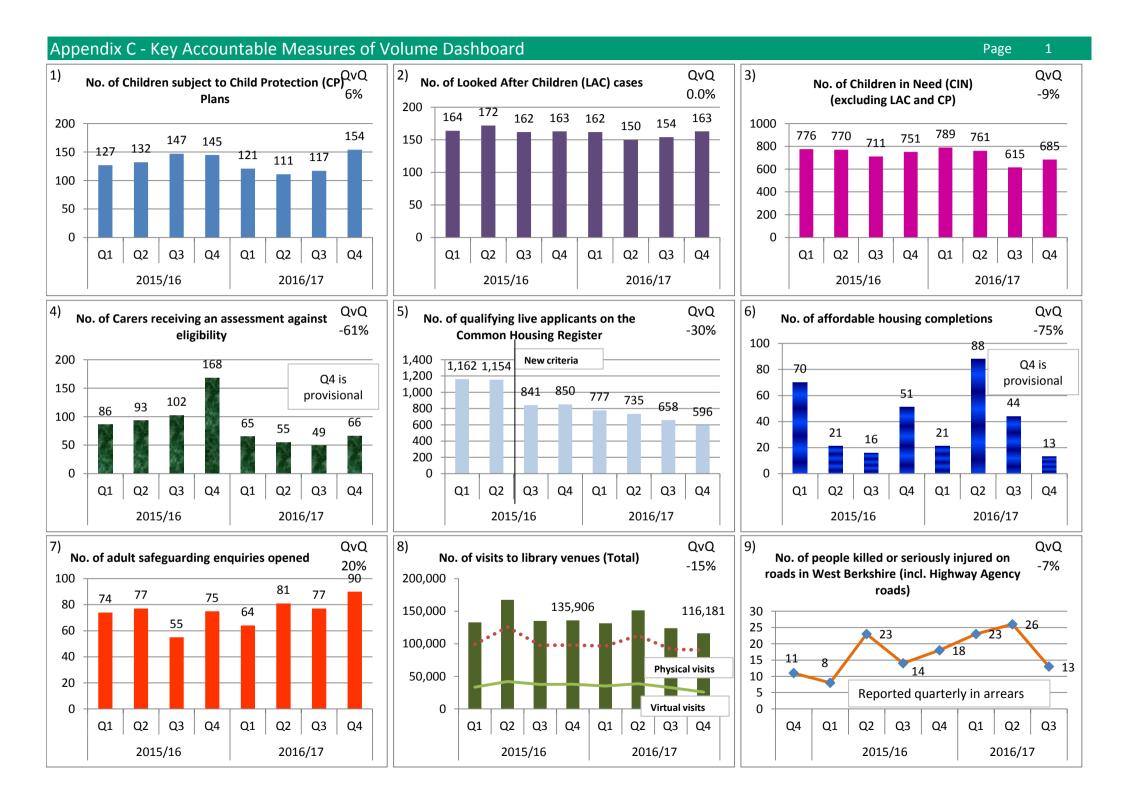
Owner of Stage Two assessment:	
Timescale for Stage Two assessment:	

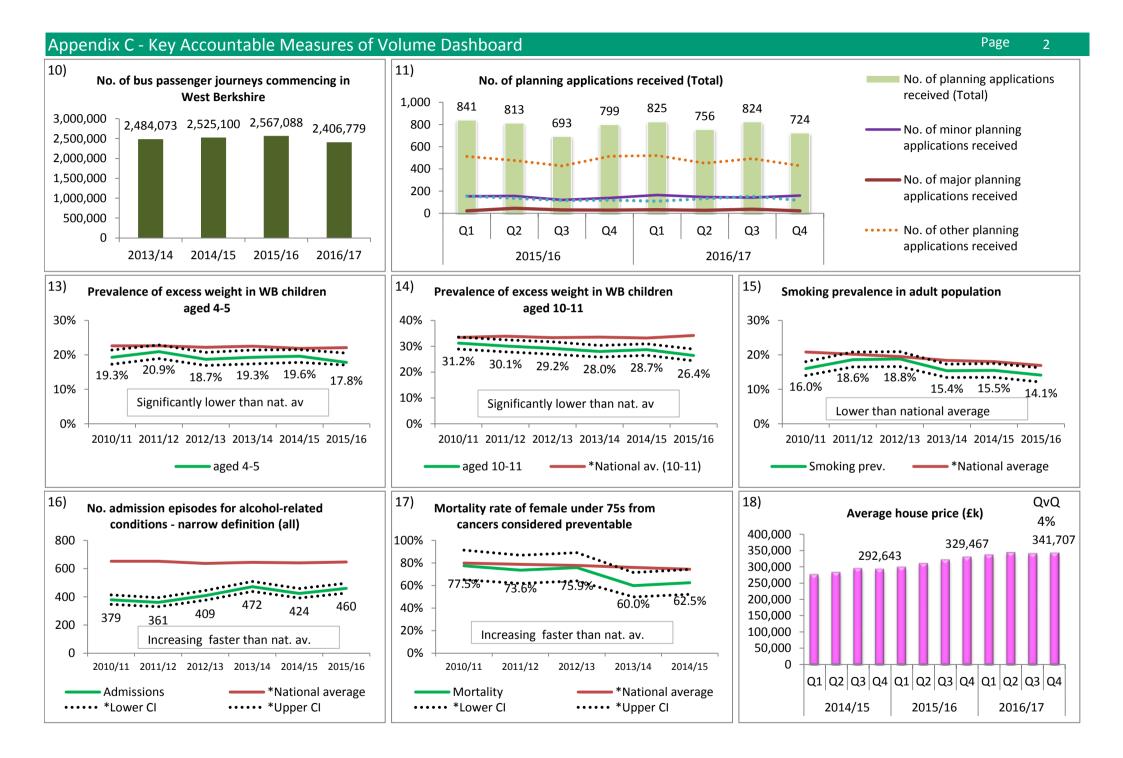
Name: Catalin Bogos

Date: 30/05/2017

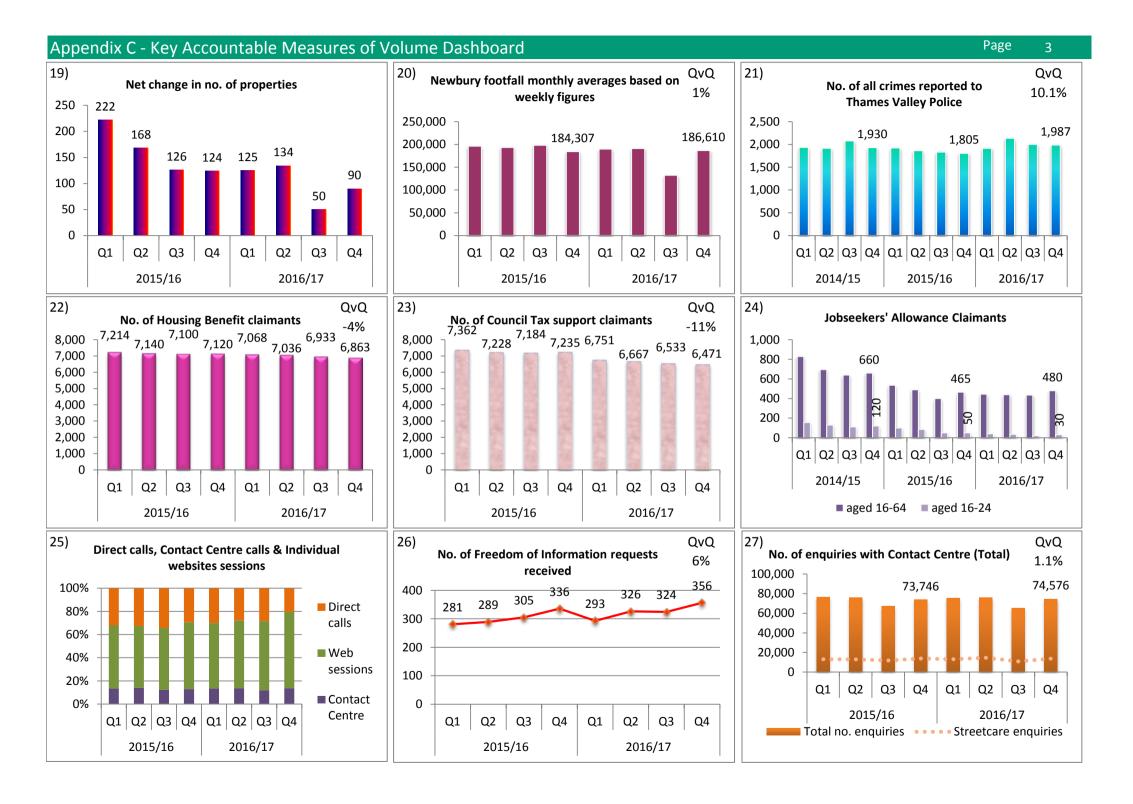
Please now forward this completed form to Rachel Craggs, Principal Policy Officer (Equality and Diversity) (<u>rachel.craggs@westberks.gov.uk</u>), for publication on the WBC website.

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### Appendix D - Key Accountable Measures by Priority 2016/17

BEC 1 - Im	prove educational attainment														
ACADEMIC	C Year						_								
Ref	Title	Year end 2014/15	National Rank/Quar tile 2014/15	Year end 2015/16	National Rank/Quartil e 2015/16	Target <b>AY</b> 2015/16		Q1 RAG / Outturn		! (YTD) RAG / Outturn		(YTD) RAG / Outturn	C	Q4 (YE) RAG / Outturn	Q4 Comment
	Yr1 Phonics: Proportion of pupils achieving expected level in Phonics decoding	77%	3rd	80%	3rd	78%	0	Annual	0	Annual	*	80.0%	*	Annual in Q3	80% reported in Q3 for the 2015/16 Academic Year. See exception report for details.
	At KS4, the average attainment 8 score is in the top 25% of English Local Authorities	-	-	Top 25%	38 / 152 1st	Top 25%	0	Annual	0	Annual	0	Annual	*	Rank = 38 / 152	Reported for the 2015/16 Academic Year.
BEC1edAY 09	At KS2, the percentage achieving the national standard is in the top 25% in England for reading, writing and maths combined	-	-	Тор 50%	2nd	Тор 25%	0	Annual	٢	Annual		Top 50%		Annual in Q3	Top 50% reported in Q3 for the 2015/16 Academic Year. Please see exception report for details.

BEC 2 - Clo	se the educational attainment gap														
ACADEMIC	Year														
Ref	Title	Year end 2014/15	National Rank/Quar tile 2014/15	Year end 2015/16	National Rank/Quartil e 2015/16	Target <b>AY</b> 2015/16		Q1 RAG / Outturn		(YTD) RAG / Outturn		(YTD) RAG / Outturn		Q4 (YE) RAG / Outturn	Q4 Comment
	Yr1 Phonics: Proportion of pupils eligible for Free School Meals (FSM) achieving expected level in Phonics decoding	55%	4th	54%	4th	59%	0	Annual	0	Annual	-	54.0%	-		54% reported in Q3 for the 2015/16 Academic Year. Please see exception report for details.
BEC2edAY:	To improve on 2015 rankings for disadvantaged pupils in KS2 for 2016	-	-	Rank = 122 / 152	122 / 152 4th	Higher than 112	0	Annual	0	Annual	•	Rank = 122 / 152			Rank = 122 / 152 reported in Q3 for the 2015/16 Academic Year. Please see exception report for details.
BEC2edAY	To improve on 2015 rankings for disadvantaged pupils in KS4 for 2016	-	-	67 / 152 2nd	67 / 152	Improve	0	Annual	٢	Annual	0	Annual	*	Prog8 ranked 67 / 152	5A*-C incl EM in 2015 ranked 96 / 152

### SLE 1 - Enable the completion of more affordable housing

\*NB. No targeted measures have been assigned. Actions are currently being monitored by the Corporate Programme Board. See Measures of Volume for 'No. of affordable housing completions'

SLE 2 - Del	SLE 2 - Deliver or enable key infrastructure improvements in relation to roads, rail, flood prevention, regeneration and the digital economy													l	
Ref	Title	Year end 2014/15	National Rank/Quar tile 2014/15	Year end 2015/16	National Rank/Quartil e 2015/16	YE target 2016/17		Q1 RAG / Outturn		(YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn		Q4 (YE) RAG / Outturn		Q4 Comment
	Ensure that no more than 5% of the principal road network (A roads) is in need of repair	3%	47/147 2nd	2%	14 / 149 1st	5%	0	Annual	0	Annual	0	Annual	*	3.%	
SLE2ict02		52,085 (75.5%)	local	57,340 (82.8%)	local	0.9	•	57,859 (83.5%)	•	58,832 (84.9%)	-	59,963 (86.5%)	-	60,519 (87 3%)	Service requested to redefine target to 90% in Q3. Gigaclear has only managed to increase the number of new superfast properties by a further 556. Gigaclear have plans in place to ramp up delivery, but the build is likely to extend into 2018. Please see exception report for details
CEO1	Milestone - Market Street Redevelopment: Submit detailed planning application to WBC Planning Committee	-	local	Complete	local	Dec-16	*	On track	•	Delayed	*	Complete	*	Complete in Q3	
CEO3	Milestone 1 - London Road Industrial Estate Redevelopment (LRIER) with St. Modwen Plc. Dependent on determination on JR (Aug/Sept 16) - St Modwen to create a business plan and present to the Project Steering Group for approval during Q1 2017	-	local	Complete	local	Apr-17	*	On track	•	Delayed	•	Delayed		Delayed	Appeal decision is still pending. Please see exception report for details.

PS 1 - Goo	PS 1 - Good at safeguarding children and vulnerable adults													l i i i i i i i i i i i i i i i i i i i	
Ref	Title	Year end 2014/15	National Rank/Quar tile 2014/15	Year end 2015/16	National Rank/Quartil e 2015/16	YE target 2016/17		1 RAG / Dutturn		(YTD) RAG / Outturn		YTD) RAG / Dutturn		4 (YE) RAG / Outturn	Q4 Comment
PS1asc03	Maintain % of safeguarding concerns responded to within 24 hours (Adult).	91%	local	94%	local	92%	*	95%	*	92.7%	•	92.3%	*	93%	Q4: 151 / 157 YE: 573 / 614
PS1asc04	% of WBC provider services inspected by Care Quality Commission (CQC) that are rated good or better by CQC in the area of "safe"	-	local	75%	local	100%	•	80.0%		80.0%	-	80.0%	•	80%	Relates to three homes, Shared Lives, and Re-ablement service. Willow's Edge 'required improvement' during review in July 2015. Changes have been made to improve the service, awaiting next review. Please see exception report for details
PS1c&f01	Improved Ofsted rating for Children and Families Service	-	-	Inadequate	-	> previous	0	Annual	0	Annual	0	Annual	0	Annual	We are awaiting a re-inspection from Ofsted.
PS1c&f02	Positive endorsement of progression from Peer Review of Children and Families Service	-	-	-	-	Mar-17	٢	Annual	*	Complete	* (	Complete in Q2	* (	Complete in Q2	The Safeguarding Peer Review acknowledged a number of positives through their visit and have made recommendations which continue to be progressed through the Children's Services Improvement Programme. A key priority being progressed in the service is 'there should be a focus on always doing the basics well in Children's Social Care rather than trying to deliver everything at the same time and the Team considering that now is a good time to focus on key issues when there is a strong stable workforce and a leadership team that can invoke and lead change.

HQL 1 - Support communities to do more to help themselves														
Ref	Title	Year end 2014/15	National Rank/Quar tile 2014/15	Year end 2015/16	National Rank/Quartil e 2015/16	YE target 2016/17		1 RAG / utturn		TD) RAG / utturn		TD) RAG / utturn	Q4 (YE) RAG , Outturn	Q4 Comment
	All 6 communities involved in the Building Community Together have developed their community plan	-	-	6	-	-	#	5	m	5	m	5	🗯 dna	Data was not available for the publication of this report
HQL1pdcr(	No of staff and volunteers that received Restorative Practice Training	-	local	859	local	-	<i></i>	137	<i></i>	155	<i></i>	172	🗯 dna	Data was not available for the publication of this report
HQL1pdcr0	No of children and young people that have received Restorative Practice Training	-	local	452	local	-	#	150	m	200	#	200	🗯 dna	Data was not available for the publication of this report

HQL 1 - Su	ipport communities to do more to help thems	selves													
Ref	Title	Year end 2014/15	National Rank/Quar tile 2014/15	Year end 2015/16	National Rank/Quartil e 2015/16	YE target 2016/17		Q1 RAG / Outturn		(YTD) RAG / Outturn		(YTD) RAG / Outturn	Q4	4 (YE) RAG / Outturn	Q4 Comment
HQL1phw	Tackle loneliness and social isolation by increasing the number of people who have connected with a service through the village agents volunteer scheme.	-	local	dna	local	120 pq (420 pa)	•	71	•	192	•	300	2	dna	Data was not available for the publication of this report
HQL1ss03	Provide a range of support and advice to community groups on the development of parish plans, engaging with partners and the community	Achie- ved	local	Complete	local	Complete	*	On track	*	On track	*	On track	*	Complete	Parish Planning activity is ongoing but the target to support communities has been achieved.

Core Busin	ess - a. Protecting our children														
Ref	Title	Year end 2014/15	National Rank/Quar tile 2014/15	Year end 2015/16	National Rank/Quartil e 2015/16	YE target 2016/17		Q1 RAG / Outturn		YTD) RAG / Dutturn		YTD) RAG / Dutturn		YE) RAG / utturn	Q4 Comment
CBac&f05	To maintain a high percentage of (single) assessments being completed within 45 working days	71%	124 / 152 4th	86%	67 / 152 2nd	90%	•	86.6%	*	93.5%	*	95.5%	*	97%	YE: 1,467 / 1,518
CBac&t10	The number of weeks taken to conclude care proceedings (Children's Social Care)	31	local	23	local	<=26 weeks	•	30	•	30		29	-	28	Please see exception report for details
CBac&f12	Percentage of Looked After Children with Health Assessments on time	63%	local	98%	local	>90%	*	92.7%	*	97.1%	*	99.0%	*	99%	YE: 97 / 98
	Percentage of Looked After Children with Dental Checks completed on time	68%	local	88%	local	>90%	*	97.2%	*	94.3%	*	96.0%	*	97%	YE: 98 / 101

Core Busin	ess - a. Protecting our children														
Ref	Title	Year end 2014/15	National Rank/Quar tile 2014/15	Year end 2015/16	National Rank/Quartil e 2015/16	YE target 2016/17		Q1 RAG / Outturn		(YTD) RAG / Outturn		(YTD) RAG / Outturn		l (YE) RAG / Outturn	Q4 Comment
	Placement moves - stability of placement of Looked After Children - number of moves (3 or more in a year)		5 / 152 1st	6%	5 / 152 1st	<=10%	*	0.6%	*	4.7%	*	6.0%	*	9%	YE: 15 / 161
CBac&f15	% of Leaving Care Clients with Pathway Plans	100%	local	97%	local	>=95%	•	96.9%	*	98.0%	*	98.0%	*	99%	YE: 96 / 97
CBapdcr0 6	Child Protection Reviews - held on time	-	-	98%	-	>=95%	*	100%	*	98.7%	*	98.6%	*	99%	YE: 71 / 72
CBapdcr0 7	Looked after children cases which were reviewed within required timescales	-	-	99%	-	>=95%	*	99.3%	*	100%	*	100.0%	*	100%	YE: 152 / 152

Core Business - c. Bin collection and street cleaning

Ref	Title	Year end 2014/15	National Rank/Quar tile 2014/15	Year end 2015/16	National Rank/Quartil e 2015/16	YE target 2016/17	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q4 (YE) RAG / Outturn	Q4 Comment
CBccen11	Maintain the proportion of household waste recycled/composted/reused/recovered (Local Indicator)	82%	local	83%	local	80%	★ 79.2% (P)	★ 83.8% (P)	★ 83.9% (E)	★ 82.6% (E)	Q4: 13,389 / 17,173 YE: 66,551 / 80,527 This quarters result is an estimate based on partial availability of data and will not be finalised until the next quarter. This result is also subject to change once figures are validated and confirmed by DEFRA after quarter 4.
CBccep14	Maintain an acceptable level of litter, detritus and graffiti (as outlined in the Keep Britain Tidy local environmental indicators).	TORV	-	Good	-	Satisfactory	le Annual	★ Good	★ Good	★ Good	

Core Busir	ness - d. Providing benefits										
Ref	Title	Year end 2014/15	National Rank/Quar tile 2014/15	Year end 2015/16	National Rank/Quartil e 2015/16	YE target 2016/17	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q4 (YE) RAG / Outturn	Q4 Comment
CBdcus01	The average number of days taken to make a full decision on new Benefit claims	17.86 days	25 / 124 1st	19.04 days	72 / 124 3rd	<18.5 days	♦ 22.8 days	23.14 days	23.27 days	22.75 days	2015/16 Q4 = 19.04 days Please see exception report for details.
CBdcus02	The average number of days taken to make a full decision on changes in a Benefit claimants circumstances	6.18 days	58 / 122 2nd	5.85 days	33 / 123 2nd	<8 days	♦ 13.31 days	12.16 days	10.92 days	8.7 days	2015/16 Q4 = 5.85 days Please see exception report for details.

Core Busir	ess - e. Collecting Council Tax and Business ra	ates									
Ref	Title	Year end	National Rank/Quar tile 2014/15	Year end	National Rank/Quartil e 2015/16	YE target 2016/17	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q4 (YE) RAG / Outturn	Q4 Comment
CBecus04	The 'in –year' collection rate for Council Tax	98%	11 / 152 1st	99%	4 / 152 1st	99%	★ 30%	★ 57.2%	★ 84.9%		For comparison: 2015/16 Q4 return = 99% Please see exception report for details
CBecus05	The 'in-year' collection rate for Business Rates	99%	44 / 152 2nd	99%	26 / 152 1st	99%	★ 34%	★ 59.3%	★ 85.1%		For comparison: 2015/16 Q3 return = 99% Please see exception report for details

Core Business - f. Ensuring the wellbeing of older	people and vulnerable adults

Ref	Title	Year end 2014/15	National Rank/Quar tile 2014/15	Year end 2015/16	National Rank/Quartil e 2015/16	YE target 2016/17		Q1 RAG / Outturn		YTD) RAG / Dutturn		YTD) RAG / Dutturn		:) RAG / :turn	Q4 Comment
	Proportion of clients with Long Term Service (LTS) receiving a review in the past 12 months	62%	local	95%	local	75%	*	93.7%	*	82.9%	*	77.1%		67%	Please see exception report for details
CBfasc07	Decrease the level of delayed transfers of care (DTOC) from hospital and those attributable to social care from acute and non-acute settings (ASCOF 2C Part 2)	4.5	118 / 152 4th	7.5	127 / 152 4th	4	-	16.7	-	13.7	-	13.3	• 1	13.4 (E)	Q4 is January data. Full Q4 data is not available until mid-May however it is expected to be around January levels. Please see exception report for details
CBIasc10	Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	93%	14 / 151 1st	79%	117 / 152 4th	82%	*	81.5%	*	85.3%	*	86.8%	*	93%	YE: 103 / 111
CBfcchs07	Maintain percentage of financial assessments within 3 weeks of referral to the Financial Assessment & Charging Team	99%	local	99%	local	90%	*	99.5%	*	99.6%	*	99.6%	*	99%	Q4: 438 / 441 YE: 1,580 / 1,588

# Core Business - g. Planning and housing

Ref	Title	Year end	National Rank/Quar tile 2014/15	Year end 2015/16	National Rank/Quartil e 2015/16	YE target 2016/17	Q1 RAG / Outturn	Q2 (YTD) RAG / Outturn	Q3 (YTD) RAG / Outturn	Q4 (YE) RAG / Outturn	Q4 Comment
CBgcchs0 8	Maintain % of people presenting as homeless where the homelessness has been relieved or prevented	78%	local	79%	local	75%	★ 80.8%	★ 81.8%	★ 77.2%		Q4: 59 / 77 YE: 269 / 349

Core Busir	ess - g. Planning and housing														
Ref	Title	Year end 2014/15	National Rank/Quar tile 2014/15	Year end 2015/16	National Rank/Quartil e 2015/16	YE target 2016/17		21 RAG / Outturn		(YTD) RAG / Outturn		(YTD) RAG / Outturn		(YE) RAG / Outturn	Q4 Comment
	Maintain % of claims for Discretionary Housing Payment, determined within 28 days following receipt of all relevant information	86%	local	97%	local	70%	•	58.0%	•	59%	•	75.0%	-	67%	Q4: 5 / 28 Resources have been reduced - 1FTE post has been reduced to 0.5FTE and the post is currently vacant. Please see exception report for details.
CBgcchs1 0	Approve % of high priority Disabled Facilities Grants within 9 weeks of receipt of full grant application	100%	local	97%	local	80%	*	100%	*	83.0%	*	92.0%	*	95%	Q4: 18 / 18 YE: 63 / 66
CBgpc11	Subject to examination, adopt the Site Allocations Development Plan Document (DPD) by June 2017	-	local	Behind schedule	local	Jun-17	*	On track	-	Behind schedule	*	On track	*	On track	Scheduled to go to Full Council in May 2017
CBgpc12	60% of 'major' planning applications determined within 13 weeks or the agreed extended time.	(56/76) 74%	88/125 3rd	(56/70) 80%	72/125 3rd	60%	*	86.4%	*	76.1%	*	75.7% (E)	*	75.6% (E)	Q4: 12 / 16 YE: 65 / 86
CBgpc13	65% of 'minor' planning applications determined within 8 weeks or the agreed extended time.	(320/446) 72%	73/125 3rd	(298/411) 73%	78/125 3rd	65%	*	66.4%	*	72.5%	*	75.0% (E)	*	75.3% (E)	Q4: 65 / 85 YE: 329 / 437
CBgpc14	75% of 'other' planning applications determined within 8 weeks or the agreed extended time.	(1146/1427) 80%	29/125 2nd	(1,127/1,274) 89%	32/125 2nd	75%	*	96.2%	*	93.9%	*	93.0% (E)	*	92.5% (E)	Q4: 266 / 293 YE: 1,193 / 1,290

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Rachael Wa	ardell / Ian P	earson		Education Servic	e	Q3 2016/17	7	RED
Indicator Ref: E	3EC2edAY09	At KS2,	the percentage a	achieving the nation	al standard is in the t maths combined	op 25% in England fo	or reading,	writing and
Free sections	2013/14	2014/15		2015/16	Academic Year		Tanat	Delevitu
Executive	Year End	Year End	Q1	Q2	Q3	Q4	Target	Polarity
RAG	-	-	Annual	Annual	-	Annual		
Qrtly outturn	-	-	-	-	-	-	Тор	Higher is
YTD outturn	-	-	-	-	Rank 50 / 152 Quartile B	-	25%	better

The 2016 key stage 2 assessments (KS2) for eleven year olds are the first which assess the new, more challenging curriculum introduced in 2014. The new primary assessments are a mixture of tests and teacher assessment. Ofsted's National Director, Sean Harford, has advised that this year's results need to be treated with caution. This is due to the schools getting used to the new tests and also likely variations in judgements in teacher assessments across schools and local authorities.

In the key measure of Expected Standard in Reading, Writing and Mathematics (RWM) West Berkshire scored 56% which is above the national scores of 54%. The reason West Berkshire is in Quartile B in the key measure of Expected Standard in Reading, Writing and Mathematics rather than Quartile A is largely due to low scores in writing which are Teacher Assessed. Reading scores, which were based on tests, are quartile A (rank 33/152) compared to writing (rank 125/152) which is quartile D. Mathematics is also quartile B (rank 75/152). However, this is an improvement on 2015 rank of 94/152.

West Berkshire has previously had a consistent trend of very high performance in writing. The drop against national in 2016 can be seen to be partly due to the impact of variation in teacher assessment nationally. High reading tests scores support this point. However, evidence from local authority writing moderations showed that, in some schools, pupils were judged not to have reached the expected standard due to insufficient evidence of breadth and depth of writing, inconsistent spelling, and weaknesses in grammar and punctuation. Boys' writing scores were also typically lower than girls.

In mathematics, the performance of girls lags behind that of boys. School analysis also shows that, in some schools, pupils did less well in the reasoning aspects of mathematics paper.

#### **REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN:**

#### Writing and Mathematics

- KS2 performance data was used to identify 10 schools for a Reading/Writing network and 10 schools for a mathematics network. These schools are receiving bespoke support and training to improve scores in 2017 from the LA Teaching and Learning School Improvement Adviser. The mathematics network is focusing on supporting year 3/4 teachers improve the performance of girls. The Reading/Writing network is also being supported by Nikki Gamble, a nationally renowned trainer and author on improving reading and writing.
- Schools which were moderated in writing were given very detailed feedback about what to do to improve writing scores. Schools which are being remoderated in 2017 are receiving early support visits to ensure that schools are on track to improve performance in 2017.
- The LA will continue to support LINK group moderations to help teachers identify what pupils need to demonstrate to achieve the expected standard or higher in writing.
- LA presentation was given to all headteachers and English subject leads about "lessons learned" from moderation of writing, identifying good practice and common areas for improvements. Headteachers and English subject leads have also been briefed on ways to engage boys in reading and how to motivate boys to write.
- The LA has organised a Literacy Shed Conference on Multi modal literacy for teachers and English Subject leads
- The LA is participating in the implementation of the Maths Mastery approach through involvement in the regional Maths Mastery Hub. A group of teachers are being trained in this approach which will be disseminated to all schools. CPD is being offered through the year on Maths Mastery.
- The LA teaching and learning consultant provides regular updates to schools on key resources to support improving standards in English and maths e.g. "No Nonsense Spelling, " "No Nonsense Grammar" "Maths No Problem", and termly meetings for English and maths coordinators which are used to disseminate key messages. The LA offers extensive CPD on all key aspects of improving reading, writing and mathematics. E.g. improving grammar, punctuation and spelling; bar modelling in mathematics.
- School Improvement Advisers are working with headteachers to set challenging targets for maths and writing and to ensure that school improvement plans have clearly identified actions to improve results.

## AND ALTERNATIVE PLANS:

Termly monitoring of schools' progress against school targets. This is achieved through School Improvement Advisers visits. If schools are not on track, then schools must provide a plan of action to remedy this

FINANCIAL IMPLICATIONS: None

SERVICE PLAN UPDATES REQUIRED: None

STRATEGIC ACTIONS REQUIRED: None

Rachael Wa	ardell / Ian P	earson		Education Service	e	Q3 2016/17	7	RED
Indicator Ref: E	BEC2edAY07	Yr1 Ph	onics: Proportio	n of pupils eligible fo	or Free School Meals decoding	(FSM) achieving exp	ected level	in Phonics
Freedotting	2013/14	2014/15		2015/16	Academic Year		Tanat	Delevitu
Executive	Year End	Year End	Q1	Q2	Q3	Q4	Target	Polarity
RAG	-	*	Annual	Annual	•	Annual		
Qrtly outturn	-	-	-	-	-	-	59%	Higher is better
YTD outturn	50%	55%	-	-	54%	-		

- The reason for red is that whilst results in the Year 1 phonic scores rose from 77% in 2015 to 80% in 2016 (national 81%), the percentage of Free School Meals (FSM) pupils passing the test fell from 55% to 54%.
- Numbers in the cohort are small 177/1955 and in many schools are 1 or 2 pupils in a year group. Schools with low numbers of FSM may not be as skilled at identifying and addressing their needs, especially the importance of early intervention and working with parents.
- Some schools only start using additional phonics teaching for pupils once they have fallen behind
- Three of the schools which have the highest number of Pupil Premium (PP) pupils had low PP scores in 2016. Leadership of the teaching of phonics has now improved in these schools.

## REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:

- Based on an analysis of 2016 phonic results, a group of 6 schools have been identified to work with the LA teaching and learning consultant to improve results. PP pupils will be targeted for additional teaching. Teachers will identify strategies for more effective ways to engage parents of PP pupils. A tracking document for (PP) pupils, Special Educational Needs (SEN) and gender has been presented to these schools. Schools have also been trained how to analyse their data to calculate through the year how many pupils are "on track" to pass the test. The LA will scrutinise this data with the school in the spring term.
- The phonics FSM tracking document has been opened up to all schools.

- The LA CPD programme runs 2 phonic courses a year for teachers "Letters and Sounds planning to meet children's needs in phonics".
- School Improvement Advisers have ensured that Headteacher have set challenging targets for the Year 2 phonics retake and the Year 1 phonics test 2017.
- Some of the schools with low FSM phonic scores also part of the KS1 Pupil Premium network.
- All school have access to the termly PP network for schools.

SERVICE PLAN UPDATES REQUIRED: None

STRATEGIC ACTIONS REQUIRED: None

Rachael Wa	Rachael Wardell / Ian Pearson			Education Service	2	Q3 2016/1	RED	
Indicator Ref: B	BEC2edAY10		To im	prove on 2015 rank	ings for disadvantage	ed pupils in KS2 for 2	2016	
E an Dar	2013/14	2014/15		2015/16 A	Academic Year		<b>T</b>	Dele di
Executive	Year End	Year End	Q1	Q2	Q3	Q4	- Target	Polarity
RAG	-	-	Annual	Annual		Annual		
Qrtly outturn	-	-	-	-	-	-	Improve on 112	Higher is better
YTD outturn	-	-	-	-	Rank 122 / 152	-		

The 2016 key stage 2 assessments (KS2) for eleven year olds are the first which assess the new, more challenging curriculum introduced in 2014. The new primary assessments are a mixture of tests and teacher assessment. Ofsted's National Director, Sean Harford, has advised that this year's results need to be treated with caution. This is due to the schools getting used to the new tests and also likely variations in judgements in teacher assessments across schools and local authorities

The number of disadvantaged pupils (Free School Meals in the last 6 years) in West Berkshire Year 6 cohort for eleven year olds is very small i.e. 307/1682. The number of current Free School Meals (FSM) in Year 6 is even smaller at 123 pupils.

Identified reasons for the low rank

- The LA is rank 122 for this key measure of Expected Standard in Reading, Writing and Mathematics(RWM) due to only 33% of pupils achieving this measure (39% nationally) compared to 61% of pupils who are not disadvantaged.(60% nationally). However, when considering the performance of Free School Meals pupils (i.e. those currently receiving FSM) the rank is higher at 83 which is an improvement on the 2015 rank of 131.
- Disadvantaged pupils fare less well than their peers and also with national in each of the single subjects and especially in mathematics and writing. 2016 results for disadvantaged pupils can also be seen to be adversely affected by the unexpectedly very low scores in teacher assessment of writing for all pupils, falling from rank 16/152 to rank 140. West Berkshire has previously had a consistent trend of very high performance in writing.
- The drop in performance of three large primary schools with high percentages of disadvantaged pupils impacted negatively on overall

scores (14%).

• Headteachers cited a lack of resilience on the part of some disadvantaged pupils which meant they did not complete some of the new more challenging tests.

The reasons for low attainment for disadvantaged pupils are complex and can vary from school to school depending on the barriers those pupils face. Schools and the LA have raising achievement for these pupils as a key priority and there is no complacency. Typically, WB disadvantaged pupils are of White British origin – one of the lowest achieving groups nationally at all ages. Disadvantaged pupils from other ethnic groups achieve more highly e.g. Chinese, Bangladeshi and Indian. Several reasons have been offered for the differing performance between ethnic groups, including relative levels of aspiration, socio-economic inequalities and the prominence of particular cultural and curricular norms in education. The low 2016 scores do mask the improved provision in schools for disadvantaged pupils which is consistently reflected in positive Ofsted reports.

### **REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN:**

- Dedicated pupil premium (PP) KS1 network of 10 schools which are receiving bespoke support from the LA strategic lead for PP. There is a specific focus on working effectively to increase engagement with parents and how to gain most impact with pupil premium funding.
- Pupil premium network for all schools meet on a termly basis to share good practice and "get underneath" some of the issues.
- Pupil premium is a standing item at English and mathematic networks.
- Head teacher and Leadership/Governor Forums have had a dedicated focus on analysis of 2016 pupil premium results and what more can be done to improve.
- Targeted schools have pupil premium reviews provided by the LA. Approximately one third of WB schools have undertaken a pupil premium review.
- School Improvement Advisers (SIAs) who visit each school have worked with all Headteachers to ensure that challenging targets are set for PP pupils. The LA PP strategic lead has provided comprehensive PP data for SIAs for individual schools to analyse where patterns of achievement are low are and set key priorities.
- The LA Education vulnerable pupils group regularly discusses how improvement for these pupils can be raised and share strategies and information across Education.

FINANCIAL IMPLICATIONS: None SERVICE PLAN UPDATES REQUIRED: None STRATEGIC ACTIONS REQUIRED: None

Nick Cart	Nick Carter / Kevin Griffin			ICT & Support Servi	ces	Q4 2016/17	RED	
Indicator Ref:	SLE2ict02	Increase	e number of West Berkshire premises able to receive Superfast Broadband serv					b/s or above
Freedow	2014/15	2015/16		20	16/17		Taurat	Delevite
Executive	Year End	Year End	Q1	Q2	Q3	Q4	Target	Polarity
RAG	*	*	•	•				
Qrtly outturn	-	-	-	-	-		90%	Higher is
YTD outturn	83% 83%	57,859	58,832	59,963	60,519		better	
	0370	83%	83.5%	84.9%	86.5%	(87.3%)		

Gigaclear has continued to expand the build into more areas (12/38 are now live) and have increased the rate of network build since the start of the year. However, in order to bring the project back on track Gigaclear need to inject a still further step up in the rate of delivery. Their relationship with West Berkshire Highways has improved since Gigaclear employed additional Inspectors to carry out more stringent on-site works monitoring. However, WBC has also had to deploy one full time highway technician to monitor their standard of work. Whilst Gigaclear has covered 2,632 contracted properties, they have also provided ultrafast broadband opportunities to 1148 properties under their own private funding. Although these additional properties already have access to a superfast solution, they now have a choice of providers offering significantly different speeds and a 'future proof' solution for many years hence. If these additional properties were 'counted as new', the percentage would have reached 89%.

In conjunction with Superfast Berkshire, Gigaclear will continue the expansion of coverage as quickly as possible but realistically the completion of this contract is expected to run to the end of 2017/18 and may even take a further quarter as they look to close out some of the more challenging areas of the build. However, once delivery is completed, West Berkshire will have extended coverage to in excess of 99%, one of the best areas in the UK.

# REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:

Gigaclear has acknowledged the rate of network build that is required but is committed to bringing on board additional civil sub-contractors where possible. Gigaclear's plan for the remainder of 2017 will be processed, once received by Highways, to fit with works already booked by other utility companies. Due to the continuous nature of the fibre build it is important that the build progresses in a logical sequence and must

be co-ordinated with other works (e.g. West Berkshire's own Highway improvement programme).

This speed of build is being closely monitored by Superfast Berkshire to ensure that Gigaclear are progressing as fast as possible and get as close to their original target as possible. However, in order to 'manage expectations', it is proposed that the KPIs are adjusted to reflect a completion date at the end of June 2018. This has been discussed with the Superfast Berkshire Project Board who has accepted the likely extension to the project.

# FINANCIAL IMPLICATIONS:

There are no financial penalties for a late delivery under the phase 2 contract with Superfast Berkshire. However, Gigaclear are only paid once they can demonstrate that they have completed the build (and properties have been tested and available to take service). There are no financial implications for Superfast Berkshire, West Berkshire Council or local communities. Just the frustration that faster broadband will have taken longer than was originally anticipated.

# SERVICE PLAN UPDATES REQUIRED:

The service will update the KPIs for 2017/18 and beyond to reflect the more realistic completion date set out above.

STRATEGIC ACTIONS REQUIRED: None

N	ick Carter		C	hief Executive Officer	(CEO)	Q4 2017		RED
Indicator R	ef: CEO3	Depend		London Road Industri nation on JR (Aug/Se <sub>l</sub> Project Steering		o create a business p		
Executive 2014/15 Year End		2015/16		20	)16/17			
		Year End	Q1	Q2	Q3	Q4	Target	Polarity
RAG	-	-	0	•	•			
Qrtly outturn	-	-	-	-	-	-	April-	-
YTD outturn	-	-	-	Behind schedule	Behind schedule	Behind schedule		
REASON FOR R	ED:	I		1	I	I	<u> </u>	
		-		al Review action was v this is still pending.	von in the high court,	, however the appella	ant has sou	ght leave to
REMEDIAL MAI		ACTION BEIN	G UNDERTAKEI	N AND ALTERNATIVE	PLANS:			
None								
FINANCIAL IMP	LICATIONS:							
Nono								

None

SERVICE PLAN UPDATES REQUIRED:

None

# STRATEGIC ACTIONS REQUIRED

None

Rachel Ward	Rachel Wardell / Tandra Forster			Adult Social Care (A	NSC)	Q4 2017	RED	
Indicator Ref:	P&S1asc04	%	% of care homes rated good or better by Care Quality Commissioning (CQC) in the					"safe"
E constitue	2014/15	2015/16		20	016/17			Dala di
Executive	Year End Y	nd Year End	Q1	Q2	Q3	Q4	- Target	Polarity
RAG			<b>♦</b>	•	•			
Qrtly outturn	-	-	-	-	-	-	100 %	Higher is
YTD outturn	3 / 4	3 / 4	4 / 5	4 / 5	4 / 5	4 / 5	100 %	better
	75%	75%	80 %	80 %	80 %	80 %		

A CQC inspection in 2015 rated Willows Edge as good but highlighted one area, Safe as requiring improvement. This was on the basis that the service was not always safe because there were not always sufficient staff available to meet people's needs. The provider's medicines procedure did not provide guidance to staff on the circumstances when medicines may be given covertly. However, individual guidelines were provided in one case where this might be necessary and appropriate best interests agreements had been obtained. The full report can be found here <a href="http://www.cqc.org.uk/location/1-111590066">http://www.cqc.org.uk/location/1-111590066</a>

# REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:

Willows Edge has worked with the Care Quality team to improve performance, a recent CQ report have evidence we now meet CQC requirements. We are currently embedding outcomes, and in 3 months we are confident we will be a good service in all areas.

A new permanent full time manager has now been recruited to further help embed good practice.

FINANCIAL IMPLICATIONS: None

SERVICE PLAN UPDATES REQUIRED: KPI now includes Shared Lives and Reablement services for 2016/17.

**STRATEGIC ACTIONS REQUIRED:** Whilst improvements are identified, the CQC have not considered the home to be at significant risk and will not prioritise a review. The home will remain categorised as 'requiring improvement' until a further review takes place.

April 2017 – Request from CQC received for PIR (Provider Information Return), expectation that they will complete a review by Sept 2017

Rachael W	Rachael Wardell/Mac Heath			nildren and Family S	ervices	Q4 2017		RED
Indicator Ref:	P&S1c&f14		The number of weeks taken to conclude care proceedings					
2014/15		2015/16		2	016/17			Dala di
Executive	Year End	Year End	Q1	Q2	Q3	Q4	Target	Polarity
RAG	-	*	•	•		•		
Qrtly outturn	-	-	-	-	-	-	<=26 weeks	Lower is better
YTD outturn	31	23	30	30	29	28		

This indicator measures the average number of weeks taken to conclude care proceedings for those concluded year to date. Although the majority of our cases fall within this threshold, there are a minority of cases where long delays have been unavoidable. The average has been pushed up as a result. We continue to be above the national average and be in discussion with the judiciary and the Local Family Justice Board. It is accepted that Court capacity has contributed to our proceeding timescales and it is not attributable to delays within Local Authority planning.

### REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:

An additional line has been added to our Internal 'Data Zone' to allow us to monitor 'month on month' as well as year to date performance. There continues to be discussion at Performance Board to ensure that delays are unavoidable and in the best interests of the child/young person concerned.

### FINANCIAL IMPLICATIONS:

There can be financial implications if it delays placement arrangements being able to be concluded but largely concerns the importance of timely outcomes for children and their families.

### SERVICE PLAN UPDATES REQUIRED: None Required

STRATEGIC ACTIONS REQUIRED: None Required

Nick Carte	er / Sean An	derson		Customer Services	Q4 2016/17		RED	
Indicator Ref:	CBdcus01		The average n	umber of days take	n to make a full dec	ision on new Benef	it claims	
<b>Executive</b> 2014/15 2015/16				201	6/17		Target	Polarity
	Year End	Year End	Q1	Q2	Q3	Q4		
RAG	*		<b>♦</b>					
Qrtly outturn	-	-	-	-	-	-	<18.5	Lower is
YTD outturn	17.86 days	19.04 days	22.8 days	23.14 days	23.27 days	22.75 days	days	better

**REASON FOR RED:** December 2015 budgetary pressures coupled with the Universal Credit being scheduled for full working age implementation by 2020/21 required changes to be made in staffing arrangements, in particular, the employment of new benefits assessment officers. These matters contributed to some performance issues. The need for new IT infrastructure also contributed to longer processing times.

Despite these difficulties the Council's average processing time for the entire year finished 0.75 of a day above the national average as identified by the most recent performance figures issued by DWP.

**REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:** Server replacement during April 2017.

**FINANCIAL IMPLICATIONS:** In order to avoid the potential loss of Subsidy Grant as a result of delays in processing claims management action has been put in place which will involve monitoring this area of activity more closely.

**SERVICE PLAN UPDATES REQUIRED:** Performance targets for 2017/18 should be based on the capacity determined by the Administration Subsidy grant availability.

**STRATEGIC ACTIONS REQUIRED:** Nothing at this stage but performance targets may need revisiting in light of the comments made above.

Nick Carte	er / Sean An	derson	Customer Services			Q4 2016/:	17	RED	
Indicator Ref:	CBdcus01	The ave	rage number of day	rs taken to make a f	ull decision on chan	ges in a Benefit clai	mants circ	umstances	
Executive	2014/15	2015/16		2010	6/17		Target P		
	Year End	Year End	Q1	Q2	Q3	Q4			
RAG	*	*	<b>♦</b>						
Qrtly outturn	-	-	-	-	-	-	<8 days	Lower is better	
YTD outturn	6.18 days	5.85 days	13.31 days	12.16 days	10.92 days	8.7 days			

**REASON FOR RED:** December 2015 budgetary pressures coupled with the Universal Credit being scheduled for full working age implementation by 2020/21 required changes to be made in staffing arrangements, in particular, the employment of new benefits assessment officers. These matters contributed to some performance issues. The need for new IT infrastructure also contributed to longer processing times.

Despite these difficulties the Council's average processing time for the entire year finished 0.3 of a day within the national average identified by the most recent performance figures issued by DWP.

**REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:** Server replacement during April 2017.

**FINANCIAL IMPLICATIONS:** In order to avoid the potential loss of Subsidy Grant as a result of delays in processing claims management action has been put in place which will involve monitoring this area of activity more closely.

**SERVICE PLAN UPDATES REQUIRED:** Performance targets for 2017/18 should be based on the capacity determined by the Administration Subsidy grant availability.

**STRATEGIC ACTIONS REQUIRED:** Nothing at this stage but performance targets may need revisiting in view of the above.

Nick Carte	Nick Carter / Sean Anderson			Customer Service	25	Q4 2016/17	7	RED
Indicator Ref:	CBecus04		The 'in -year' collection rate for Council Tax					
	2014/15	2015/16		20	016/17		<b>T</b>	Dala di
Executive	Year End	Year End	Q1	Q2	Q3	Q4	Target	Polarity
RAG	*	*	*	*	*			
Qrtly outturn			-	-	-		99%	Higher is better
YTD outturn	98%	99%	29.6%	57.2%	84.9%	98.4%		

- Collection down by 0.5% on same position last year. This was down to a combination of factors. The overall net expected income from Council Tax last year rose by about £6m due to an increase in the number of properties, increasing Council Tax levels and a reduction in the entitlement of Council Tax reduction.
- In January 2017 we completed a Single Resident Discount Review with Capita Solutions. In some cases where the discount was cancelled more time was required to collect the outstanding balance in full. They are being pursued.
- The service continues to take legal action against persistent defaulters.
- The new Revenues & Benefits Manager has only been in post for 6 months at the time of reporting Some procedures have been changed and these are still being bedded in.
- The service is operating with one full time vacancy although an appointment is expected shortly.
- The upgrading of some IT infrastructure. .

## REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:

- Produced draft version of a revised recovery and write off policies which looks at different ways of collecting outstanding debt. This should be completed by 1<sup>st</sup> July. Have already completed a revised recovery timetable
- Purchased new server which is currently being tested and will be installed shortly (date to be confirmed). Once installed system speeds and productivity should improve.

• Plan a revised timetable for accounts to be reviewed where a discount has been applied (to be completed by 31<sup>st</sup> May)

#### FINANCIAL IMPLICATIONS:

As in % terms less money has been collected, income generated for the Council will be reduced

### SERVICE PLAN UPDATES REQUIRED:

There is a need to review the targets for collection. With a significant number of new properties (approx 1000) being planned for the next financial year and changes to the Council Tax reduction scheme having a target of 99% would be challenging.

### STRATEGIC ACTIONS REQUIRED

• Agree a new recovery/write off policy

Nick Carte	Nick Carter / Sean Anderson			Customer Service	s	Q4 2016/17	7	RED
Indicator Ref:	CBecus05		The 'in-year' collection rate for Business Rates					
	2014/15 2015/16			20	16/17			Dala di
Executive	Year End	nd Year End	Q1	Q2	Q3	Q4	- Target	Polarity
RAG	*	*	*	*	*			
Qrtly outturn			-	-	-	-	99%	Higher is better
YTD outturn	99%	99%	34.0%	59.26%	85.1%	98.2%		

The main reason why the collection of Business Rates is lower (by 0.7%) from last year, is due to 2 ratepayers disputing their liability. One company owes over £400k and the other £225K. This relates to more than 0.7% of the debt.

#### REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:

In relation to both cases legal opinions are being sought. In respect to the larger of the 2 debts other local councils are having the same issue and therefore a joint opinion is being requested.

It is not clear when a response will be provided.

FINANCIAL IMPLICATIONS: Less income for the council

**SERVICE PLAN UPDATES REQUIRED:** None – at the present time – Need to monitor situation in terms of next course of action.

STRATEGIC ACTIONS REQUIRED: None

Rachel Ward	lell / Tandra	Forster	ŀ	Adult Social Care (AS	C)	Q4 2017	RED				
Indicator Ref: P&S1asc04 Proport			on of clients with L	-	v in the past 12 mon longer than 12 mont		those clients that have had a				
Fucestine		2015/16		2016/17				Polarity			
Executive			Q1	Q2	Q3	Q4	Target	Polarity			
RAG	-	*	*	*	*						
Qrtly outturn	-		-	-	-	-		Higher is			
YTD outturn	-	1129 / 1187 95.1%	1121/1196 93.7%	1010/1219 82.9%	934/1211 77.1%	826/1240 66.6%	75 %	better			

Additional capacity was put in place at the end of 2015/16 to ensure reviews were completed for all long term clients under the new Care Act eligibility framework by 31 March 2016. Additional capacity resulted in an increased pace at the end of last year which meant that for Q4 2016-17 the number of reviews due was significantly inflated; the teams were unable to maintain the completion of reviews required.

### REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:

New Review Team as a result of ASC restructure are considering proportional approach to reviews based on the specific circumstances/needs of each client.

Care Director supports a proportional approach to reviews and minimises paperwork to be completed.

Q1 2017/18 provides an opportunity for the Review team to catch up on overdue reviews, weekly report provides detail of reviews required and will continue to be monitored.

### FINANCIAL IMPLICATIONS: None

SERVICE PLAN UPDATES REQUIRED: None

### STRATEGIC ACTIONS REQUIRED: None

Rachel Ward	lell / Tandra	Forster		Adult Social Care (ASC) Q4 2017				RED
Indicator Ref:	OP3asc14	Decrease	e the level of delayed transfers of care (DTOC) from hospital and those attributable to acute and non-acute settings (ASCOF 2C Part 2)					cial care from
Fucestine	2014/15	2015/16		2	015/16		Taraat	Delevity
Executive	Year End	Year End	Q1	Q2	Q3	Q4	Target	Polarity
RAG		*		•		•		
Qrtly outturn	-	-	16.7	13.7	13.3	13.4 (Jan data)	4.0	Lower is better
YTD outturn	4.5	7.5	16.7	13.7	13.3	13.4 (Jan data)		Setter

During the early part of 2016/17 (Q1), as a system we experienced unprecedented demand, this was highlighted nationally by acute trusts. This demand flowed through so saw more people needing our assistance; we are helping a significant number and performing well on getting in early and quickly establishing what needs to happen next.

Q2 showed an improved performance for delays attributable to ASC. (dropped to 13.7) providing evidence that we have had a greater success at getting people out of hospital.

DToC have remained challenging; both nationally and our neighbouring authorities have shown a decrease in performance. Looking across the West of Berkshire some improvement has been made in the last 2 quarters regarding our BCF target around bed days delayed.

The key challenge for West Berkshire remains access to both homecare and nursing/residential placements, which is responsible for 70% of all social care delays. This means we struggle to get a small group of people out and their average length of stay stacks up; taken together these represent the most significant cause of delays.

We are considering options to look at how we create capacity in the residential/nursing market but this will be challenging particularly from a budget perspective. We will continue to monitor and strive to improve on our performance but there are no easy answers.

\* Performance for January has been released, ytd performance is 13.4, national data for March is not available until late May 2017.

### REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:

The team have been doing some intensive work to improve discharge arrangements including a weekly systems call. Work continues with North Hants, we now participate in regular systems calls, have met with the CCG lead and are starting to see improvements in the discharge process.

7 day working and work through Joint Care Pathway (JCP) scheme continues.

Building relationships with North Hants and Swindon to improve discharge pathways.

Main challenges continue to be sourcing external care.

DToC continues to be an area that will be targeted through the BCF Plan 2016/17, monitored by H&WB.

FINANCIAL IMPLICATIONS: Increased cost in fines attributed to ASC as a result of higher number of delayed bed days.

### SERVICE PLAN UPDATES REQUIRED: None.

### STRATEGIC ACTIONS REQUIRED:

DToC continues to be an area that will be targeted through the BCF Plan 2017/18, monitored by H&WB.

Aim to introduce the use of Step Down beds to support discharge from hospital. (June 2017)

There have been some challenges in understanding Mental Health (MH) delays and ensuring that the reasons are jointly agreed. This will continue to be actively discussed with MH colleagues.

Rachael Wa	Rachael Wardell / June Graves			issioning, Housing ar	nd Safeguarding	Q4 2016/17	RED	
Indicator Ref:	CBgcchs09	Maintai	n % of claims for	r Discretionary Housi re	ng Payment, determ elevant information	ined within 28 days	following	receipt of all
Freeding	2014/15	2015/16		20	16/17		Tarrat	Delevity
Executive	Year End	Year End	Q1	Q2	Q3	Q4	Target	Polarity
RAG	*	*	•	<b>♦</b>	•			
Qrtly outturn	82 / 95	66 / 68		15 / 24 62.5%	85 / 98 86.7%	5/28 18%	70%	Higher is
YTD outturn	86.3 %	97.1 %	29 / 50 58 %	44 / 74 59.5%	129 / 172 75.0%	134 / 200 67.0%		better

Resources have been reduced - 1FTE post has been reduced to 0.5FTE, post currently vacant.

We have had no DHP officer since beginning of April 2016. Other staff have therefore been picking up assessments on top of their own current workloads. We have been out to recruitment and did appoint but within a couple of weeks this person successfully applied for a secondment to a full-time role

#### REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:

We have had no DHP officer since beginning of April 2016. Other staff have therefore been picking up assessments on top of their own current workloads. We have been out to recruitment and did appoint, but within a couple of weeks this person successfully applied for a secondment to a full-time role.

#### FINANCIAL IMPLICATIONS: None

SERVICE PLAN UPDATES REQUIRED: None

STRATEGIC ACTIONS REQUIRED: None

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# Appendix F – Technical Background and Conventions

To provide an update on progress against the council's Key Accountable Measures (KAMs) for 2016/17.

The measures within this report have been distilled from those monitored through individual service delivery plans and focuses on those which deliver the strategic priorities in the Council Strategy and the core business of the council as a whole. In order to:

- provide assurance to the Executive that the objectives laid out in the Council Strategy are being delivered;
- provide assurance to the Executive that areas of significance / particular importance are performing;
- act as an early warning system, flagging up areas of significance / particular importance which are not performing - or are not expected to perform - as hoped;
  - and therefore ensures that adequate remedial action is put in place to mitigate the impact of any issues that may arise.

Measures are RAG rated by projected year end performance, e.g. a prediction of whether the target or activity will be achieved by the end of the financial year (or, for projects, by the target date:

🔪 On	Behind	Target	👝 Annual	👳 Data not	🗯 Baseline	
target	target	missed	target	available		

Where measures are reported as 'red' or 'amber', an exception report is provided.

### **Comparative Outturns**

This relates to standardised, nationally reported measures. By default the data is compared to England as a whole. Our relative standing is presented as quartiles (i.e. 4th quartile up to 1st quartile). Where available, this is included against the previous year's outturn. Where a direct, national comparison is not available, this is labelled as 'local'. Because of the timescales involved in central government, compiling, validating and publishing relative statistics, these are only published 6-12 months in arrears, sometimes longer.

### **Measures of Volume**

In addition to the key accountable measures, a number of contextual measures are recorded. These are non-targeted measures, which serve to illustrate the workload in a service, as well as how this may have changed from the previous quarter, or on a like-for like basis, to the same period last year.

### Scorecard

The Council Performance Scorecard is an overall summary of performance against the Council Strategy Priorities and Overarching Aim, Core Business areas and the two corporate health measures relating to revenue expenditure forecast and staff turnover.

A RAG rating is given to each Priority and the Overarching aim. This decision is not based on an exact formula, but is reached by the relevant decision bodies (e.g. Corporate Board, Executive), through their discussion of the KSM report. The RAG judgement aims to reflect the likelihood of delivering the priorities and aims over the lifetime of the Council Strategy.

- Green (G) indicates we have either achieved / exceeded or expected to achieve / exceed what we set out to do
- Amber (A) indicates we are behind where we anticipated to be, but still expect to achieve or complete the activities as planned
- Red (R) indicates that we have either not achieved or do not expect to achieve what we set out to do based on the current plans and results to date.

In a similar manner, an overall RAG rating is applied to each core business area and the Corporate Programme, but the focus is instead on the likelihood of achieving the end of year targets.

Link to Performance framework

## Dashboard

The dashboard is providing a visual representation for the evolution of some Measures of Volume. The elements used to provide information are as follows:

- Arrows upwards or downwards based on the evolution of the measure quarter versus quarter (e.g. Q2 this year vs. Q2 of the previous financial year). In some cases it is more appropriate to compare Year to Date values and this is indicated by the 'YTD' text on the arrows. A sideway pointing arrow indicates that there is not much difference between the two reporting periods.
- Values on the arrows reflect the result for the reporting quarter (except where 'YTD' text is added which indicates that the value is year to date). The percentages provided show the percentage variance between the reporting period (quarter only or year to date) and the corresponding period of previous year
- The colours used as background for the measures indicate: Red (increase in demand, pressure, worse context). Green (reduction in demand, less pressure, better context), Blue (no change in evolution).

To note: direction of travel is based on the difference between the two values and not as a result of a statistical test to assess if such a difference is statistically significant or not.

Available from westberks.gov.uk/strategyandperformance

# A339/Bear Lane Improvements

Committee considering report:	Executive on 27 July 2017
Portfolio Member:	Councillor Jeanette Clifford
Date Portfolio Member agreed report:	6 July 2017
Report Author:	Neil Stacey
Forward Plan Ref:	EX3318

## 1. Purpose of the Report

- 1.1 To report the results of the public consultation into the proposed highway improvement project and approve an appropriate way forward. The public consultation proposed the following:
  - (1) making Bear Lane one-way eastbound between Wharf Road and the A339;
  - (2) replacing the traffic signals at the A339/Bear Lane junction with new more efficient equipment;
  - adding a third lane to the northbound approach to the A339/Bear Lane junction for the benefit of traffic intending to turn right into Kings Road/Mill Lane;
  - (4) constructing a new signal controlled junction from the A339 into Cheap Street to allow traffic travelling from the north and east to access the town centre;
  - (5) removing the central reserve on the A339 between Bear Lane junction and the new Cheap Street junction to provide a right turn lane;
  - (6) restricting parking on Cheap Street (south) to accommodate the additional flow of traffic;
  - (7) introducing a new pedestrian crossing on Cheap Street (south); and
  - (8) introducing a new mini roundabout at the Market Street and Cheap Street junction.

### 2. Recommendations

- 2.1 It is recommended that the A339/Bear Lane Improvements and associated highway improvement works are progressed, albeit with some changes to the proposals advertised in the consultation. The amended scheme is described as "Option 3" in Appendix A to this report, and involves:
  - (1) Retaining the on-street parking on Cheap Street (south);

- (2) Replacing the "give way" priority junction at the Cheap Street/Market Street junction with a new traffic signal controlled junction incorporating controlled pedestrian crossings on all arms and a "no-entry" restriction which prevents access (except cycles) to Cheap Street (south);
- (3) Removing the existing pedestrian crossings on Cheap Street (north) and Market Street (these will be replaced by the crossings at the above junction);
- (4) Not implementing the proposed mini roundabout or pedestrian crossing on Cheap Street (south).
- 2.2 It is recommended that Traffic Regulation Orders to give effect to the various traffic restrictions required to deliver the project are taken to statutory advertisement and consultation, with any objections received being reported to the Executive Member for Highways and Transport for Individual Decision.
- 2.3 It is recommended that, if approved, the revised proposal detailed in Paragraph 2.1 is assessed by the VISSIM traffic modelling software prior to construction to check that the benefits are similar to the benefits of the original proposals.
- 2.4 It is recommended that, if approved, an assessment of the air quality implications of the revised scheme is carried out.

## 3. Implications

- 3.1 **Financial:** The recommended option will cost in the region of £1.5 million and will be funded from the 2017-18 and 2018-19 capital programmes.
- 3.2 Policy: None
- 3.3 **Personnel:** None
- 3.4 Legal: Traffic Regulation Orders will be processed by Legal Services.
- 3.5 **Risk Management:** The project will be managed in accordance with the Transport and Countryside Service's approach to risk.
- 3.6 **Property:** None. The project will be delivered entirely within the boundary of the existing public highway.
- 3.7 **Other:** A public and media relations strategy for the project will be developed in conjunction with the Council's Communications Manager.

### 4. Other options considered

Option 1

4.1 Implement the proposals unaltered.

Option 2

4.2 Implement the proposals, with the following amendments:

- (1) Retain the on-street parking on Cheap Street (south);
- (2) Retain the current "give way" priority junction at the Cheap Street/Market Street junction but implement a "no-entry" restriction which prevents access (except cycles) to Cheap Street (south);
- (3) Do not implement the proposed mini roundabout or pedestrian crossing on Cheap Street (south).

Option 4

- 4.3 "Do minimum":
  - (1) Replace the traffic signals at the A339/Bear Lane junction with new equipment and implement a new control strategy;
  - (2) Add the third lane to the northbound approach to the A339/Bear Lane junction;
  - (3) Do not implement any of the other proposals

# **Executive Summary**

### 5. Introduction / Background

- 5.1 On 2<sup>nd</sup> May 2017, the Council began a consultation into a proposed major highway improvement project in Newbury town centre. The project involves:
  - (1) making Bear Lane one-way eastbound between Wharf Road and the A339;
  - (2) replacing the traffic signals at the A339/Bear Lane junction with new more efficient equipment;
  - adding a third lane to the northbound approach to the A339/Bear Lane junction for the benefit of traffic intending to turn right into Kings Road/Mill Lane;
  - (4) constructing a new signal controlled junction from the A339 into Cheap Street to allow traffic travelling from the north and east to access the town centre;
  - (5) removing the central reserve on the A339 between Bear Lane junction and the new Cheap Street junction to provide a right turn lane;
  - (6) restricting parking on Cheap Street (south) to accommodate the additional flow of traffic;
  - (7) introducing a new pedestrian crossing on Cheap Street (south); and
  - (8) introducing a new mini roundabout at the Market Street and Cheap Street junction.
- 5.2 The proposals are shown in Appendix C, in the form of a preliminary design drawing and a consultation leaflet.
- 5.3 The consultation closed on 4<sup>th</sup> June and the purpose of this report is to summarise the responses received, address the issues raised, consider alternatives to the proposals where appropriate and recommend a course of action.

### 6. Proposal

6.1 In view of the consultation responses and the Officer comments in Appendix D, four distinct options have been identified:

Option 1

6.2 Implement the proposals unaltered.

Option 2

- 6.3 Implement the proposals, with the following amendments:
  - (1) Retain the on-street parking on Cheap Street (south);

- (2) Retain the current "give way" priority junction at the Cheap Street/Market Street junction but implement a "no-entry" restriction which prevents access (except cycles) to Cheap Street (south);
- (3) Do not implement the proposed mini roundabout or pedestrian crossing on Cheap Street (south).

## Option 3

- 6.4 Implement the proposals with the following amendments:
  - (1) Retain the on-street parking on Cheap Street (south);
  - (2) Replace the "give way" priority junction at the Cheap Street/Market Street junction with a new traffic signal controlled junction incorporating controlled pedestrian crossings on all arms and a "no-entry" restriction which prevents access (except cycles) to Cheap Street (south);
  - (3) Remove the existing pedestrian crossings on Cheap Street (north) and Market Street (these will be replaced by the crossings at the above junction);
  - (4) Do not implement the proposed mini roundabout or pedestrian crossing on Cheap Street (south).

## Option 4

- 6.5 "Do minimum":
  - (1) Replace the traffic signals at the A339/Bear Lane junction with new equipment and implement a new control strategy;
  - (2) Add the third lane to the northbound approach to the A339/Bear Lane junction;
  - (3) Do not implement any of the other proposals
- 6.6 For Options 2 and 3, a small number of parking bays may have to be removed to accommodate design changes to the junctions at either end of Cheap Street but these would be kept to a minimum.
- 6.7 Options 2 and 3 satisfy the main concern raised in the consultation in that they enable the on-street parking to be retained on Cheap Street (south). There is a risk that under Option 2, traffic would have difficulty in exiting Cheap Street (south), particularly turning right towards the Wharf. Option 3 gives a greater degree of control, as the configuration of the traffic signals can be varied to accommodate the needs of vehicles approaching from each direction and pedestrians wishing to cross the roads. Option 3 would, however, increase the cost of the project by around £100,000.
- 6.8 Option 4 would reduce the cost of the project to around £400,000, be less disruptive to build and would enable further improvements to be carried out at a later date. It would, however, not offer the same overall benefits as the other options.

# 7. Conclusion

- 7.1 It is clear from the consultation and parking survey that Option 1 is not popular with road users and business owners in Cheap Street and removes a well used parking facility. Officers consider that Option 3 is an acceptable compromise, subject to it being checked by the traffic model and a more detailed air quality analysis being carried out.
- 7.2 The delivery of Option 3 will require new Traffic Regulation Orders, to give effect to the various traffic restrictions which form part of the project. Statutory consultations must therefore be held, with any objections received being reported back to the Executive Member for Highways and Transport for Individual Decision.

## 8. Appendices

- 8.1 Appendix A Supporting Information
- 8.2 Appendix B Equalities Impact Assessment
- 8.3 Appendix C Plans and drawings of the options for improvement; Frequently Asked Questions from the consultation process
- 8.4 Appendix D Consultation responses and Officer Comments

# A339/Bear Lane Improvements – Supporting Information

#### 1. Introduction

- 1.1 On 2<sup>nd</sup> May 2017, the Council began a consultation into a proposed major highway improvement project in Newbury town centre. The project involves:
  - (1) making Bear Lane one-way eastbound between Wharf Road and the A339;
  - (2) replacing the traffic signals at the A339/Bear Lane junction with new, more efficient equipment;
  - adding a third lane to the northbound approach to the A339/Bear Lane junction for the benefit of traffic intending to turn right into Kings Road/Mill Lane;
  - (4) constructing a new signal controlled junction from the A339 into Cheap Street to allow traffic travelling from the north and east to access the town centre;
  - (5) removing the central reserve on the A339 between Bear Lane junction and the new Cheap Street junction to provide a right turn lane;
  - (6) restricting parking on Cheap Street (south) to accommodate the additional flow of traffic;
  - (7) introducing a new pedestrian crossing on Cheap Street (south); and
  - (8) introducing a new mini roundabout at the Market Street and Cheap Street junction.
- 1.2 The proposals are shown in Appendix C, in the form of a preliminary design drawing and a consultation leaflet.
- 1.3 The consultation closed on 4<sup>th</sup> June and the purpose of this report is to summarise the responses received, address the issues raised, consider alternatives to the proposals where appropriate and recommend a course of action.

#### 2. Supporting Information

#### Background to the project

2.1 In 2009, a planning application for 1,500 dwellings on the site of Newbury Racecourse was granted by the Council. As part of a Section 106 agreement, the developer committed to funding various off-site highway improvements in order to mitigate the effects of additional traffic that would result from the development. In particular, a contribution of £900,000 was made in order to improve the A339/Bear Lane/Kings Road/Mill Lane roundabout, known locally as the "Sainsbury's Roundabout". An outline scheme was put forward and assessed as being capable of accommodating the additional traffic. However, the funds are not due to be paid until completion of the 527<sup>th</sup> dwelling; this is expected to occur in 2017.

- 2.2 Since 2009, further local developments have been approved or proposed which will also add to the volume of traffic using the roundabout, including Sterling Cables, Market Street, North Newbury, Sandleford and London Road Industrial Estate. Simply building out the proposals made at the time of the Racecourse application would leave the roundabout with insufficient capacity to cope with the combined traffic from these developments and general "background" traffic growth.
- 2.3 In view of the need to increase the capacity of the A339 corridor to meet future needs, Officers, with the assistance of specialist consultants, have undertaken a comprehensive traffic modelling project. The suitability of a series of network improvements has been modelled, with the above proposals being the best-performing solution for this particular junction.

#### The traffic modelling process

- 2.4 In April 2013, a series of traffic surveys were undertaken in order to model the existing traffic situation at that time. The surveys included turning counts at junctions, journey time surveys over pre-defined routes and queue length surveys. The survey results and the characteristics of the road network (eg junction layouts, traffic signal timings and road widths) were fed into traffic modelling software called VISSIM. This software produces sets of data for each road and junction and also creates a video simulation which shows individual vehicles travelling around the network. The data output includes information on the "performance" of the network: delays at junctions, queue lengths, and available spare capacity.
- 2.5 This "base model" was then validated against observed traffic patterns, with changes made accordingly, to ensure that the model is an accurate representation of the network in the "base" year. This process follows a standard methodology to ensure a consistent approach.
- 2.6 The validated model was then amended to see how the network will perform in the year 2021. Traffic from committed developments affecting the modelled area and from so called "background" traffic growth, was added to the model. Then, the characteristics of the network were changed to reflect planned road improvements, for example the new A339/Fleming Road junction, the opening of the Kings Road Link Road and the widening of the Boundary Road rail bridge to accommodate two-way traffic. This version of the model is known as the "reference case". It can be seen from the data and the video simulation that in the year 2021, the road network in Newbury struggles to accommodate the amount of traffic that is anticipated to use it, especially the three key junctions on the A339 at the Robin Hood, Bear Lane and St. John's ("Burger King") roundabouts.
- 2.7 Preliminary designs for several improvement options at the Bear Lane and Robin Hood roundabouts were drawn up and the details of the options fed into VISSIM, with all other parameters fixed. This enables the traffic benefits of each option to be compared to each other and to the reference case.

Options considered for A339/Bear Lane

#### 2.8 The following table shows the options that were tested in VISSIM:

Description of option	Comment
Original proposal from Newbury Racecourse – widen to three lanes northbound and southbound	<ul> <li>Insufficient capacity for turning traffic, long queues.</li> <li>Disruptive to build</li> <li>Narrow lanes</li> </ul>
Replace roundabout with traffic light crossroads	<ul> <li>Does not add capacity</li> <li>Insufficient space for right turning traffic to queue</li> <li>Disruptive to build</li> <li>Subways would need to close</li> </ul>
A339 on a flyover with junction underneath	<ul> <li>Does provide some additional capacity but space for the junction under the flyover is restricted.</li> <li>Unaffordable within existing budgets.</li> <li>Very disruptive to build</li> </ul>
Double roundabout with no traffic signals	<ul> <li>Does provide some additional capacity</li> <li>Pedestrian crossings affected.</li> <li>Disruptive to build</li> <li>Potentially confusing road layout</li> </ul>
One-way on Bear Lane, new junction between A339 and Cheap Street. As detailed in the consultation.	See paragraphs 2.9 to 2.13.
As above but without the new junction at Cheap Street – traffic would have to U-turn at the "Burger King" roundabout.	<ul> <li>Less expensive and disruptive to build</li> <li>The additional traffic at the "Burger King" roundabout would increase delays at the junction in all other directions.</li> </ul>

#### Benefits of the chosen proposals

- 2.9 The main problem with the roundabout is lack of space, especially for traffic waiting to turn right. Right turning traffic blocks the way for traffic that wants to go straight on, which makes the junction inefficient and causes queues.
- 2.10 Under the proposals, traffic that currently turns right from the A339 (north) or goes straight ahead from Kings Road will not be allowed to turn into Bear Lane and will turn right at the new junction instead, where there is more room to wait for a green light without blocking other traffic.
- 2.11 Traffic turning right from the A339 (south) into Mill Lane or Kings Road will benefit from a short extra lane, but will also benefit from improved traffic signal timings that the closure of the Bear Lane exit will bring about.

- 2.12 The mini roundabout at Market Street/Bear Lane enables buses to turn right out of Cheap Street to get to the new bus station in the Wharf and enables the existing turning restrictions at the junction to be lifted.
- 2.13 A major benefit of these proposals is that, compared with other options, it can be constructed with relatively little disruption to the travelling public, predominantly using temporary traffic signals and off-peak lane closures.

#### Format of the consultation

- 2.14 The consultation ran for approximately one month and simply invited comments on the proposed scheme, rather than being in the form of a questionnaire or survey. The consultation was publicised by way of press-releases, posters and leaflets (which were delivered to premises close to the junction). Full details were published on the Council's website, <u>www.westberks.gov.uk/a339</u>, with links posted on social media. Temporary signs were put up at the A339/Bear Lane roundabout to make passing drivers aware of the proposals. The emergency services were sent a personalised email with a link to the consultation website.
- 2.15 The proposals were covered by the local press and radio and presentations were made to Newbury Town Council and the Newbury Vision Conference. Two "drop-in sessions" were held in the Council chamber mid way through the consultation period to allow members of the public to discuss the proposals with Officers.

#### Summary of consultation responses

2.16 A total of sixty-three responses were received. Eight of the responses were supportive of the proposals, with the remainder either being critical of one or more elements of the proposals or querying the justification for the scheme. It is not surprising that there were more negative responses than positive ones, as people are more likely to be motivated to object to a proposal than support it.

Each response has been summarised in Appendix D, with an Officer's comment inserted alongside. There were several recurrent themes within the responses, which are discussed in the following paragraphs:

#### One-way traffic on Bear Lane

2.17 Four respondents were concerned that the one-way arrangement on Bear Lane would lengthen the journey to the Wharf car parks. It is true that journeys from the north or east would be made longer, but this would be offset to a degree by better traffic flow both on the way into and out of the Wharf. When compared to the overall number of vehicles using the junction, the number that do so to gain access to the Wharf is relatively small.

#### Parking restrictions in Cheap Street

2.18 Twenty eight respondents objected to or were concerned by the proposal to restrict parking on the southern section of Cheap Street. Short term parking is available in Cheap Street and is suitable for drivers wishing to access local shops without the need to use one of the main town centre car parks. Several small shops, food outlets, estate agents etc are within easy walking distance of Cheap Street and the owners and users of these businesses are concerned that if customers are not able to park close by, the businesses will suffer. Currently, Cheap Street is very lightly

trafficked and is able to accommodate two way traffic flow and parked vehicles, but with the additional traffic that would use Cheap Street if the new junction were constructed, it is considered that the parking would need to be removed to ensure the free passage of vehicles in both directions.

In order to fully assess parking patterns on Cheap Street, surveys were carried out on Tuesday 6<sup>th</sup>, Thursday 8<sup>th</sup> and Saturday 10<sup>th</sup> June 2017 between the hours of 07:00 and 19:00.

2.19 The surveys recorded the times at which vehicles arrived at and departed from Cheap Street and where the occupants of the cars went when they left their vehicles. The majority of vehicles were parked for less than 30 minutes, as shown in the following table, which is understandable as this is free of charge, whereas drivers must pay to park for longer than 30 minutes.

Day	0-30 minutes	30-60 minutes	60 + minutes	Total
Tuesday 6 <sup>th</sup> June	150	37	17	216
Thursday 8 <sup>th</sup> June	316	46	16	370
Saturday 10 <sup>th</sup> June	213	44	11	282

Length of stay – vehicles parked in Cheap Street (south)

2.20 The main destinations for drivers parking in Cheap Street are as follows:

Day	Bakery/Cafe	Didn't leave vehicle /dropping off/ picking up	Dry Cleaners	Fancy Dress shop	Solicitor	Polling Station	Fish and Chip shop	Town centre (beyond Cheap Street)	Total
Tuesday 6 <sup>th</sup> June	89 10	D D D 18	20	а Ц 10	ື ທີ່ 10	0 0 0	si 5	6 eq 110	⊡ 216
							5		
Thursday 8 <sup>th</sup> June	11	37	20	14	3	98	1	148	370
Saturday 10 <sup>th</sup> June	21	26	30	20	2	0	10	151	282
Destinations for non	nlo n	orking in (	hoon	Stroc	+ (001	ith) (n	oro fl	han tan	

Destinations for people parking in Cheap Street (south) (more than ten visits)

- 2.21 Parliamentary elections were held on Thursday 8<sup>th</sup> June and the results of the survey have therefore been affected by visits to the polling station accessed from Cheap Street, but the data is still useful. Any destinations not included in the table attracted less than ten visits from people parking in Cheap Street over the course of the day. The above shows that more than half of people parking in Cheap Street are not visiting premises in or adjacent to Cheap Street itself but are taking advantage of the available short term parking to make a visit to the town centre.
- 2.22 It is difficult to comment on whether the success or survival of businesses in Cheap Street itself relies on the availability of short term parking. It is clear, however, that Cheap Street provides a valuable and much-used parking facility for people making short visits to the town centre.

#### One-way traffic on Cheap Street?

- 2.23 It is possible to alleviate the need to restrict parking on the southern section of Cheap Street by introducing a one-way restriction in the northbound direction or a "point no-entry" restriction at the junction with Market Street. Very few vehicles travel southwards on this part of Cheap Street, and the majority of those that do are travelling towards the railway station. Given that the station car park will in the future be accessed via Market Street rather than the Station Approach, very few drivers would be inconvenienced if they were not able to enter the southern half of Cheap Street at its junction with Market Street.
- 2.24 This would, however, require the proposed mini-roundabout at the Market Street/Cheap Street junction to be redesigned, as it would not be appropriate to have a "no entry" restriction on one side of a three-arm mini roundabout, see below.

The Cheap Street/Market Street junction

- 2.25 The proposed mini roundabout attracted a number of supportive comments, as it removes a turning restriction and introduces more flexibility in the network. However, as noted above, a mini-roundabout would not be suitable if Cheap Street became one-way.
- 2.26 Alternative options for this junction are:
  - (1) A simple "give way" priority junction with Cheap Street (south) being the minor arm. This would be straightforward to build but it could be difficult for traffic to turn out of the minor arm at busy times, resulting in queuing on Cheap Street (south)
  - (2) A new traffic signal controlled junction, incorporating pedestrian crossing facilities, which would allow the existing two pedestrian crossings on Market Street and Cheap Street (north) to be removed. This would be a more complex option but would reduce the overall number of traffic signals that drivers need to negotiate, whilst retaining pedestrian crossing facilities on both Cheap Street and Market Street.
- 2.27 Preliminary designs for these options are shown in Appendix C.

#### <u>Air Quality</u>

- 2.28 Eight respondents raised concern in respect of Air Quality. The A339/St Johns Road "Burger King" roundabout is within an Air Quality Management Area (AQMA) due to poor air quality. It should be noted that the increased traffic associated with developments already approved is likely to reduce air quality further in this area, even if this project does not proceed. In respect of the AQMA and the A339 as a whole, the anticipated improved traffic flow brought about by the proposals is expected to lead to an improvement in air quality relative to the "do nothing" scenario, but no quantitative analysis has yet been carried out.
- 2.29 Routing more traffic via Cheap Street (south) and the new junction may lead to a reduction in air quality locally, especially given the topography of the road with high buildings on each side hindering the dispersal of pollutants. Conversely, there will be a reduction in southbound traffic on Cheap Street (north) and this may benefit air quality there.

2.30 A more detailed assessment of the air quality implications could be undertaken when the details of the project are decided.

#### Trust in the modelling process

2.31 Five responses expressed doubts in the credibility of the traffic modelling process. A standard process was followed and is described in paragraphs 2.4 to 2.7 above.

#### "Through traffic should use the bypass"

- 2.32 Five responses made the point that much of the traffic on the A339 was passing through, rather than visiting Newbury and that there would be much less traffic in the town if such vehicles used the bypass. This assertion relates mainly to traffic travelling between, for example, Basingstoke and junction 13 of the M4 at Chieveley using the A339, rather than drivers actively choosing to leave the A34 bypass and use the A339 instead.
- 2.33 The distance between the A339/B4640 "The Swan" roundabout south of Newbury and the A339/A34 junction north of Newbury is approximately 7km using the direct route on the A339 via the centre of Newbury. Travelling via the B4640 "Newtown Straight" and the A34 bypass, the distance is around 15km, more than twice as far. It is therefore not surprising that drivers take the shorter route under normal traffic conditions.
- 2.34 It would be virtually impossible to force drivers to use the bypass in these circumstances. Making the A339 less attractive and journey times longer would result in more drivers choosing the longer route via the bypass, but this would also be to the detriment of local road users and therefore reduce the overall benefit. It is possible in the future, however, that we will be able to provide real-time journey time information to drivers using variable message signs to enable them to choose to avoid Newbury and use the bypass at times when Newbury is particularly congested.

#### <u>A "piecemeal" solution?</u>

- 2.35 It is fair to say, as some respondents did, that the bypass was not constructed in the right place to deal with the above through traffic, and that an alternative eastern bypass could relieve traffic in Newbury. Unfortunately, this is beyond the scope of this project.
- 2.36 The point has been made that individual projects such as this appear to be of a "stand-alone" nature and not part of an overall long term plan. This is true up to a point, as funding for highway improvement projects is subject to receiving capital funding from central government or developers. However, the traffic modelling process has identified other strategic improvements for the A339 and these will be implemented as part of an ongoing programme in the coming years.

#### "Why not just remove the traffic signals?"

2.37 Three respondents suggested that the traffic signals should be removed from the A339/Bear Lane roundabout so it can operate as a normal roundabout and this suggestion is made frequently in general correspondence with Officers.

2.38 Where traffic flows are unbalanced, traffic on side roads will find difficulty in entering the main road network. The predominant flows on the A339, notwithstanding the issues with right turning traffic discussed in Paragraphs 2.9 to 2.11, are north to south and south to north. Traffic signals are effective at managing traffic on all approaches to a junction to the benefit of the network as a whole and enable the Council to control traffic and respond to incidents. When traffic signals fail, we find that drivers are more likely to be polite and cautious in the short term and this helps traffic to flow, but this would not work in the longer term. Also, removing the traffic lights would also remove the pedestrian crossings, which would be a backward step.

#### "What about Sandleford?"

- 2.39 Traffic associated with the proposed Sandleford Park development has not been included in the traffic model and this was queried by some respondents. Whilst it would have been preferable to have been able to include this traffic in the modelling process, there is still some uncertainty in terms of the size of the development and the number and location of access points to the highway network.
- 2.40 Irrespective of the outcome of the Sandleford planning application(s), the A339/Bear Lane project has been designed to achieve the greatest possible capacity rather than to accommodate a set amount of traffic and it is difficult to see what further physical improvements could be made within the existing highway boundaries. Once the project has been delivered, this capacity will inevitably be gradually "used up".

#### "How can adding a new junction improve traffic flow?"

2.41 The new junction with Cheap Street will remove queuing traffic from the centre of the A339/Bear Lane roundabout and enable the roundabout to run more smoothly. The timings of the traffic lights at the new junction and the roundabout will be co-ordinated so that northbound traffic will receive a green light at both junctions, which will prevent traffic queuing back to and blocking the "Burger King" roundabout.

#### 3. Options for Consideration

3.1 In view of the consultation responses and the Officer comments in Appendix D, four distinct options have been identified:

Option 1

3.2 Implement the proposals unaltered.

#### Option 2

- 3.3 Implement the proposals, with the following amendments:
  - (1) Retain the on-street parking on Cheap Street (south);
  - (2) Retain the current "give way" priority junction at the Cheap Street/Market Street junction but implement a "no-entry" restriction which prevents access (except cycles) to Cheap Street (south);

(3) Do not implement the proposed mini roundabout or pedestrian crossing on Cheap Street (south).

#### Option 3

- 3.4 Implement the proposals with the following amendments:
  - (1) Retain the on-street parking on Cheap Street (south);
  - (2) Replace the "give way" priority junction at the Cheap Street/Market Street junction with a new traffic signal controlled junction incorporating controlled pedestrian crossings on all arms and a "no-entry" restriction which prevents access (except cycles) to Cheap Street (south);
  - (3) Remove the existing pedestrian crossings on Cheap Street (north) and Market Street (these will be replaced by the crossings at the above junction);
  - (4) Do not implement the proposed mini roundabout or pedestrian crossing on Cheap Street (south).

#### Option 4

- 3.5 "Do minimum":
  - (1) Replace the traffic signals at the A339/Bear Lane junction with new, more efficient equipment;
  - (2) Add the third lane to the northbound approach to the A339/Bear Lane junction;
  - (3) Do not implement any of the other proposals
- 3.6 For Options 2 and 3, a small number of parking bays may have to be removed to accommodate design changes to the junctions at either end of Cheap Street but these would be kept to a minimum.
- 3.7 Options 2 and 3 satisfy the main concern raised in the consultation in that they enable the on-street parking to be retained on Cheap Street (south). There is a risk that under Option 2, traffic would have difficulty in exiting Cheap Street (south), particularly turning right towards the Wharf, and without the pedestrian crossing it would be more difficult for pedestrians to cross Cheap Street. Option 3 gives a greater degree of control, as the configuration of the traffic signals can be varied to accommodate the needs of vehicles approaching from each direction and pedestrians wishing to cross the roads. Option 3 would, however, increase the cost of the project by around £100,000.
- 3.8 Option 4 would reduce the cost of the project to around £400,000, be less disruptive to build and would enable further improvements to be carried out at a later date. It would, however, not offer the same overall benefits as the other options.

#### 4. Conclusion

- 4.1 It is clear from the consultation and parking survey that Option 1 is not popular with road users and business owners in Cheap Street and removes a well used parking facility. Officers consider that Option 3 is an acceptable compromise, subject to it being checked by the traffic model and a more detailed air quality analysis being carried out.
- 4.2 The delivery of Option 3 will require new Traffic Regulation Orders, to give effect to the various traffic restrictions which form part of the project. Statutory consultations must therefore be held, with any objections received being reported back to the Executive Member for Highways and Transport for Individual Decision.

#### 5. Consultation and Engagement

- 5.1 The public consultation process and the responses to it are described above. Officers consulted in the preparation of this report are:
  - (1) Mark Edwards, Head of Transport and Countryside
  - (2) Mark Cole, Traffic Services Manager
  - (3) Glyn Davis, Principal Engineer, Traffic and Road Safety
  - (4) Paul Goddard, Highways Development Control Team Leader
  - (5) Jenny Graham, Transport Policy Team Leader
  - (6) Anna Smy, Team Manager, Environmental Quality

#### Subject to Call-In:

Yes: 🛛 No: 🗌

The item is due to be referred to Council for final approval

De	elays	s in	im	olemer	ntation	could	have	serious	fina	ncial	implica	ations	for the	Council	
_										~					

Delays in implementation could compromise the Council's position

Considered or reviewed by Overview and Scrutiny Management Commission or associated Task Groups within preceding six months

Item is Urgent Key Decision

Report is to note only

#### Wards affected:

Victoria, St. Johns, Northcroft, Greenham, Clay Hill

#### Strategic Aims and Priorities Supported:

The proposals will help achieve the following Council Strategy aim:

#### SLE – A stronger local economy

The proposals contained in this report will help to achieve the following Council Strategy priority:

# SLE2 – Deliver or enable key infrastructure improvements in relation to roads, rail, flood prevention, regeneration and the digital economy

## Officer details:

Officer details:	
Name:	Neil Stacey
Job Title:	Principal Engineer (Projects)
Tel No:	01635 519113
E-mail Address:	neil.stacey@westberks.gov.uk

# Appendix B

## Equality Impact Assessment - Stage One

We need to ensure that our strategies, polices, functions and services, current and proposed have given due regard to equality and diversity as set out in the Public Sector Equality Duty (Section 149 of the Equality Act), which states:

- "(1) A public authority must, in the exercise of its functions, have due regard to the need to:
  - (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
  - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; This includes the need to:
    - *(i) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;*
    - (ii) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
  - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it, with due regard, in particular, to the need to be aware that compliance with the duties in this section may involve treating some persons more favourably than others.
- (2) The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.
- (3) Compliance with the duties in this section may involve treating some persons more favourably than others."

The following list of questions may help to establish whether the decision is relevant to equality:

- Does the decision affect service users, employees or the wider community?
- (The relevance of a decision to equality depends not just on the number of those affected but on the significance of the impact on them)
- Is it likely to affect people with particular protected characteristics differently?
- Is it a major policy, or a major change to an existing policy, significantly affecting how functions are delivered?
- Will the decision have a significant impact on how other organisations operate in terms of equality?
- Does the decision relate to functions that engagement has identified as being important to people with particular protected characteristics?
- Does the decision relate to an area with known inequalities?
- Does the decision relate to any equality objectives that have been set by the council?

Please complete the following questions to determine whether a full Stage Two, Equality Impact Assessment is required.

What is the proposed decision that you are asking the Executive to make:	To proceed with a highway improvement scheme as detailed in Appendix A.
Summary of relevant legislation:	Local highway authorities are empowered by Section 62 of the Highways Act 1980 with a "general power of improvement". Any traffic regulations which are required in order to implement the proposals will be made under various Sections of the Road Traffic Regulation Act 1984.
Does the proposed decision conflict with any of the Council's key strategy priorities?	No.
Name of assessor:	Neil Stacey
Date of assessment:	22/06/2017

Is this a:		Is this:	
Policy	No	New or proposed	Yes
Strategy	No	Already exists and is being reviewed	Yes
Function	No	Is changing	Yes
Service	No		

1. What are the main aims, objectives and intended outcomes of the proposed decision and who is likely to benefit from it?				
Aims:         Improve traffic flow on the A339 and adjoining road           Newbury town centre.				
Objectives:	Improve traffic flow on the A339 and adjoining roads in Newbury town centre.			
Outcomes:	Improve traffic flow on the A339 and adjoining roads in Newbury town centre.			
Benefits:	Improve traffic flow on the A339 and adjoining roads in Newbury town centre.			

# 2. Note which groups may be affected by the proposed decision. Consider how they may be affected, whether it is positively or negatively and what sources of information have been used to determine this.

(Please demonstrate consideration of all strands – Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race,

Group Affected	What might be the effect?	Information to support this					
Group Anecleu	-						
Age	None						
Disability	Marginally beneficial	An additional pedestrian crossing will be provided across Cheap Street, which will have appropriate facilities for disabled people.					
Gender Reassignment	None						
Marriage and Civil Partnership	None						
Pregnancy and Maternity	None						
Race	None						
Religion or Belief	None						
Sex	None						
Sexual Orientation	None						
Further Comments	Further Comments relating to the item:						

#### 3. Result

Are there any aspects of the proposed decision, including how it is delivered or accessed, that could contribute to inequality?

No

#### Please provide an explanation for your answer:

With the exception of the effect on disabled people noted above, changes to road layouts or traffic restrictions do not affect people with protected characteristics any differently to those without.

Will the proposed decision have an adverse impact upon the lives of people, including employees and service users?

No

#### Please provide an explanation for your answer:

Some road users may perceive an adverse impact on their lives as a result of having to make a slightly longer journey to access certain destinations. This is considered to be a minor inconvenience and should be balanced against the overall improvements to traffic flow that the project will bring about.

If your answers to question 2 have identified potential adverse impacts and you have answered 'yes' to either of the sections at question 3, or you are unsure about the impact, then you should carry out a Stage Two Equality Impact Assessment.

If a Stage Two Equality Impact Assessment is required, before proceeding you should discuss the scope of the Assessment with service managers in your area. You will also need to refer to the Equality Impact Assessment guidance and Stage <u>Two template</u>.

4. Identify next steps as appropriate:					
Stage Two required No.					
Owner of Stage Two assessment:	N/A				
Timescale for Stage Two assessment:	N/A				

Name: Neil Stacey

Date: 22/06/2017

Please now forward this completed form to Rachel Craggs, Principal Policy Officer (Equality and Diversity) (<u>rachel.craggs@westberks.gov.uk</u>), for publication on the WBC website.



The sessions will be held between:

12:00 to 19:00 on Tuesday 23 May and Wednesday 24 May

at the Council Offices in Market Street, Newbury.

If you want to read more about our plans or have your say visit

#### www.westberks.gov.uk/a339

You can contact us by phone on **01635 519080** or by email at **a339@westberks.gov.uk** 



# A339/Bear Lane Junction Improvements











## Junction improvements

West Berkshire Council is proposing improvements to a busy road junction in central Newbury to ease congestion during the busy peak times.

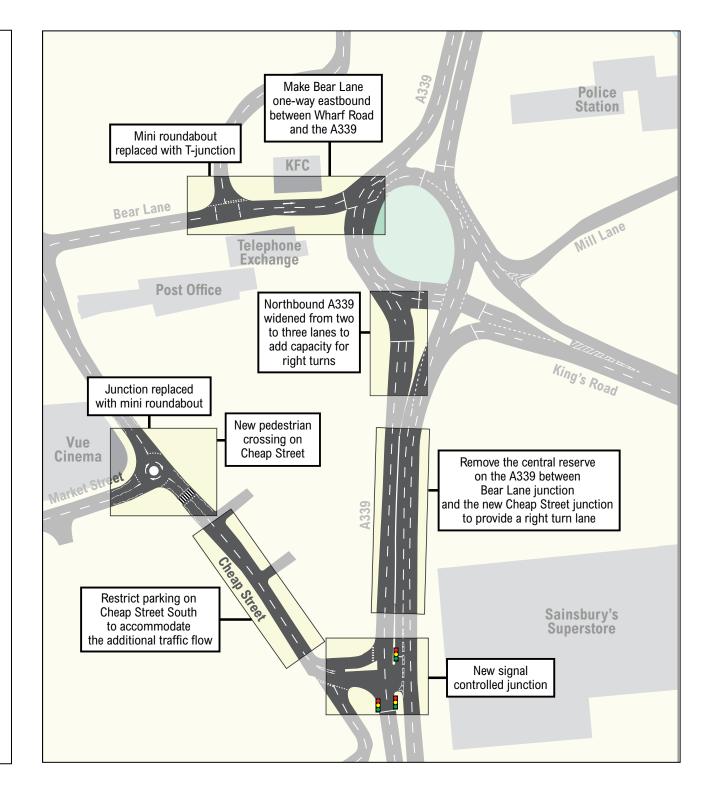
During the morning and evening rush hours the A339/Bear Lane junction next to Sainsbury's is near its capacity. Different options to improve the flow of traffic at the junction have been considered by the council. The map on the right shows you what the council is proposing to do.

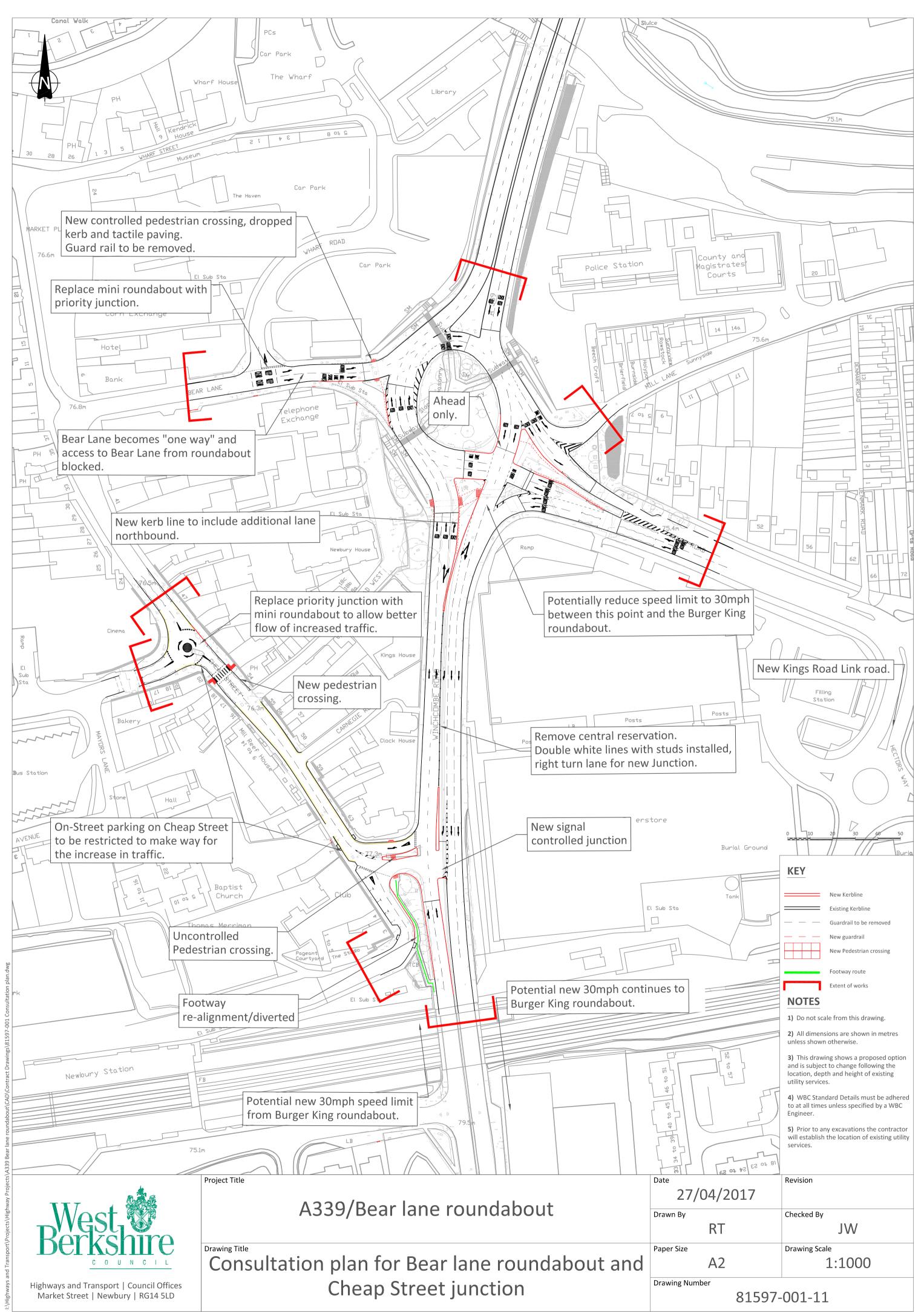
A number of options have been considered and discounted as part of the assessment for the preferred scheme. These options included removal of the roundabout and construction of a conventional traffic signal controlled crossroads and the construction of a flyover over the junction for the A339.

To ensure the scheme will meet future demand, high-tech simulation software has been used to assess traffic flow using the levels predicted in 2021 and which includes all committed major developments in Newbury.

A public consultation on these proposals is taking place until 4 June 2017. If you want to read more about our plans or have your say visit

### www.westberks.gov.uk/a339





Reproduced from Ordnance Survey map with the permission of the Controller of Her Majesty's Stationery Office © Crown Copyright 2016. Unauthorised reproduction infringes Crown Copyright and may lead to prosecution or civil proceedings. West Berkshire District Council 100015913

#### A339/Bear Lane Improvements – Frequently Asked Questions

- **Q** What is the thinking behind the proposals? How will they improve traffic flow?
- A The main problem with the roundabout is lack of space, especially for traffic waiting to turn right. Right turning traffic blocks the way for traffic that wants to go straight on, which makes the junction inefficient and causes queues.

Traffic turning right from A339 north will not be allowed to turn into Bear Lane and will turn right at the new junction instead, where there is more room to wait for a green light without blocking other traffic.

Traffic turning right from the A339 south into Mill Lane or Kings Road will benefit from a short extra lane, but will also benefit from improved traffic signal timings that the closure of the Bear Lane exit will bring about.

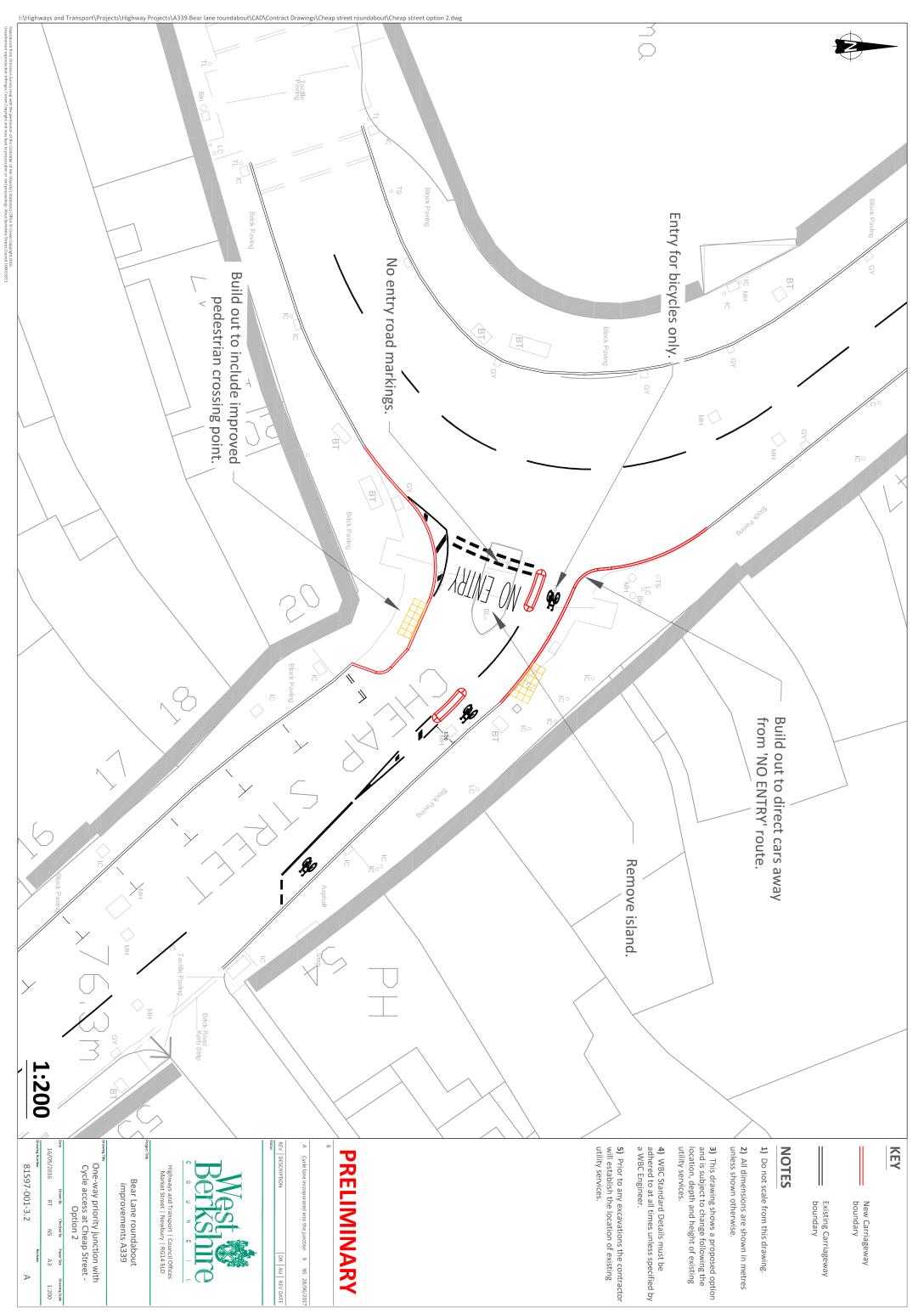
The mini roundabout at Market Street/Bear Lane is needed to enable buses to turn right out of Cheap Street to get to the new bus station in the Wharf and will enable the existing turning restrictions at the junction to be lifted.

- **Q** Will the queue from the new junction block the Burger King roundabout?
- A The timings of the new junction will be linked to the timings at the Bear Lane roundabout, so this shouldn't be a problem. Because the Bear Lane roundabout will have more capacity as a result of the changes, there is less chance of such a big queue developing.
- **Q** Couldn't you just remove the traffic signals and let the existing junction run as a conventional roundabout?
- A Removing the signals may prove effective for a short period of time when motorists are getting used to the new layout. However, given the predominant flow of traffic is along the A339, motorists exiting Bear Lane and Kings Road would soon find it difficult to do so.

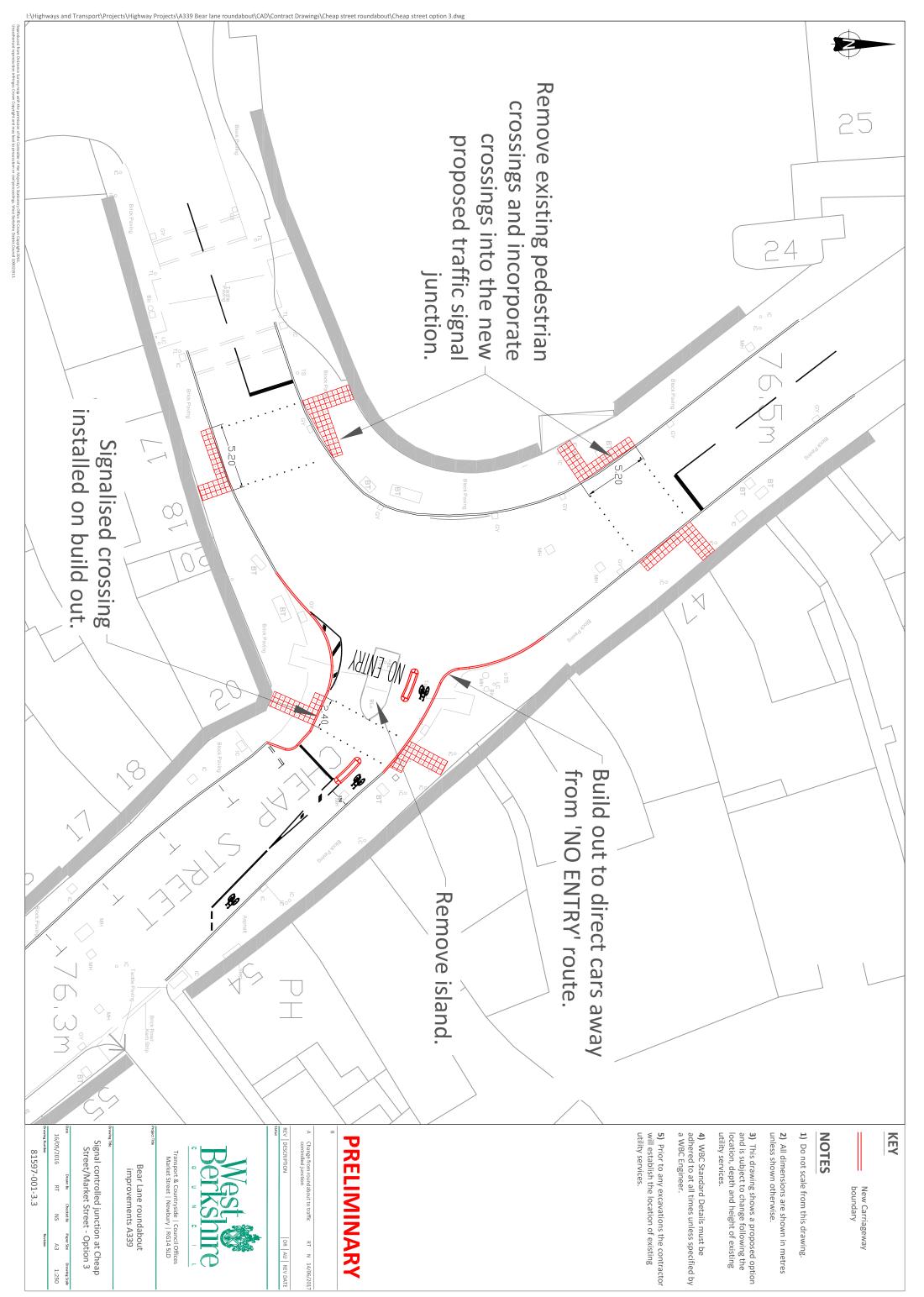
This would also mean removal of the signal controlled pedestrian crossings at the junction and would leave the subway as the only safe way to cross the A339. This would be considered a backward step for pedestrian access from the east of Newbury to the town centre.

- **Q** Will it take longer to drive into the town centre?
- A It depends where you are driving to and from, but if the new one-way arrangement on Bear Lane increases your journey's distance, the improved traffic flow and reduced journey time should compensate for this.
- **Q** What about traffic accessing the Wharf car parks?
- A Unfortunately, most journeys to the Wharf car parks from north and east of the town will be longer in terms of distance and time. Irrespective of these proposals, we suggest that road users coming to Newbury from the north use one of the car parks in the northern side of the town centre, so they don't have to drive through town, eg Park Way, Northcroft or the Football Club car parks.
- **Q** What impact will the propose scheme have on the Air Quality at the Burger King junction?
- A Traffic flow will be improved at the A339/St John's Road "Burger King" roundabout so air quality is expected to improve slightly.
- **Q** Why must the parking be restricted on Cheap Street (South)?
- A Cheap Street is not wide enough for two way traffic flow and a row of parked cars. Traffic flow would therefore be impeded if vehicles had to stop to give way to oncoming traffic. We would not necessarily restrict the parking 24/7, just at the busiest times.
- **Q** Will it be possible to turn right southbound from Cheap Street to the A339 at the new junction?
- A No. Allowing traffic to make this turn would disrupt traffic flow southbound on the A339. This right turn is catered for at the A339/Bear Lane roundabout.
- **Q** Will removal of the central reservation on the A339 be unsafe?
- A It is not uncommon for multiple lanes of traffic to be separated without a central reservation. It would not be safe for pedestrians to cross the A339 in this location, and it may be necessary to install new or extend existing barriers at the kerbside to prevent people from attempting to cross the road.

- **Q** Which developments have been included in the modelling?
- A The traffic from the following developments has been included in the model:
  - Newbury Racecourse
  - Market Street
  - North Newbury
  - Stirling Cables (including the new Link road to bypass Kings Road)
  - Pyle Hill
  - Pinchington Lane
  - New Road
  - Coley Farm
  - Speen







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# Appendix D

#### Summary of replies to consultation

	Reply from	Comments made	Officer comment
1.	Road User	a) Supports the proposal.	a) Noted.
		<ul> <li>b) Suggests also pedestrianisation of Market Street and Bear Lane.</li> </ul>	<ul> <li>b) This has not been considered as part of this project and would require a great deal of further investigation due to the traffic displacement it would cause. No further action at this stage.</li> </ul>
2.	Road User	a) No information made available on other options.	<ul> <li>a) Unfortunately, the other options did not offer sufficient advantages to traffic flow or were not considered to be feasible to build. The promoted option is the only realistic option, although the fine details can be amended.</li> </ul>
		<ul> <li>b) Objects to removal of on-street parking in Cheap Street.</li> </ul>	<ul> <li>b) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.</li> </ul>
		c) Concerned about air quality implications.	<ul> <li>c) Air Quality is discussed in Paragraphs 2.28 and 2.29 of Appendix A.</li> </ul>
		d) Supports removal of central reserve.	d) Noted.
3.	Road User	a) Supports the scheme in principle.	a) Noted.
		b) Objects to removal of on-street parking in Cheap St.	<ul> <li>b) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.</li> </ul>
4.	Road User	a) Suggests that more traffic will use Cheap St southbound than shown on the model.	<ul> <li>a) This is possible, but the revised layout on Bear Lane and at the roundabout will improve traffic flow, so traffic shouldn't need to turn right into Cheap Street.</li> </ul>
		<ul> <li>b) Queues on Bear Lane – drivers will still overtake stationery vehicles to approach the roundabout.</li> </ul>	b) Noted, but queues are expected to reduce.
		c) Extra traffic will reduce air quality on Cheap Street.	c) Air Quality is discussed in Paragraphs 2.28 and

	Reply from	Comments made	Officer comment
			2.29 of Appendix A.
		<ul> <li>d) Suggests building the new Cheap Street junction but not changing the roundabout.</li> </ul>	d) This would not deliver the required traffic benefits.
5.	Road User	a) Agrees with the additional lane on the A339.	a) Noted.
		<ul> <li>b) Questions the need for the new junction – traffic could do a U-turn at the next roundabout (ie "Burger King").</li> </ul>	<ul> <li>b) We did assess this as an option but the "Burger King" roundabout had insufficient capacity to cater for the additional U-turning traffic and resulted in longer queues northbound.</li> </ul>
		c) Objects to removal of on-street parking in Cheap St.	c) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.
6.	Road User	Objects to removal of on-street parking in Cheap St.	The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.
7.	Road User	Suggests that traffic congestion is caused by traffic lights and therefore suggests removing the traffic lights.	Where traffic flows are unbalanced, traffic on side roads will find difficulty in entering the main road network. Traffic signals are effective at managing traffic on all approaches to a junction to the benefit of the network as a whole and enable the Council to control traffic and respond to incidents. When traffic signals fail, we find that drivers are more likely to be polite and cautious in the short term and this helps traffic to flow, but this would not work in the longer term. Also, removing the traffic lights would also remove the pedestrian crossings, which would be a backward step.
8.	Road User	a) Proposals look viable in the short/medium term	a) Noted.
		<ul> <li>b) Sight lines and lighting at junction of Cheap Street and Station Approach.</li> </ul>	<ul> <li>b) Can be further investigated at the detailed design stage.</li> </ul>
		c) Cheap Street footways are narrow, can they be widened?	<ul> <li>c) Can be further investigated at the detailed design stage.</li> </ul>

	Reply from	Comments made	Officer comment
9.	Road User	a) Main problem is right turning traffic into Mill Lane/Kings Road, this proposal does not help.	<ul> <li>a) Reconfiguring "Sainsbury's" roundabout provides an extra lane and enables the traffic lights to be more efficient, so there is more capacity the right turn into Mill Lane/Kings Road</li> </ul>
		<ul> <li>b) "Burger King" roundabout will be more congested as a result of the new junction with Cheap Street.</li> </ul>	b) The "Burger King" roundabout should, in fact, operate more efficiently because of the additional northbound capacity. The benefits of the proposals are explained in paragraphs 2.9 to 2.13 and 2.41 of Appendix A.
10.	Road User	a) The proposed option looks well thought through and a good solution.	a) Noted.
		b) Does the modelled traffic include the proposed Sandleford development?	<ul> <li>b) No, this scheme has been designed for the maximum possible capacity. There will be some spare capacity to accommodate Sandleford traffic. Refer also to Paragraphs 2.39 and 2.40 of Appendix A.</li> </ul>
11.	Road User	"Horrified". Concerned that the journey from north of Newbury to the Wharf Car Park will be longer/slower.	Unfortunately, this journey would indeed be longer. This is the "trade off" for the improved general traffic flow that the scheme would bring about. On the other hand, the exit from the Wharf Car Park should be much easier due to the simplified road layout and increased capacity where Bear Lane meets the A339 roundabout. Residents from the north of Newbury are encouraged to use car parks north of the river (eg Park Way, Northcroft, football club) to avoid having to cross town on the A339.
12.	Road User	Pedestrian access between the station is not well catered-for. Suggests a walkway under the dual carriageway next to the railway line.	At-grade pedestrian crossings are provided to cater for most pedestrian movements. A new walking route under the A339 is not within the scope of this project.
13.	Road User	a) Objects to the longer travel time/distance via St Johns Roundabout and Bartholomew Street.	<ul> <li>a) There is no need to go via St Johns Roundabout due to the new Cheap Street junction.</li> </ul>

	Reply from	Comments made	Officer comment
		b) Will the station still be accessible from Cheap Street?	<ul> <li>b) Yes, but the station car park will move in due course as a result of the Market Street development.</li> </ul>
		<ul> <li>Apart from the disruption during construction the plans sound excellent.</li> </ul>	c) Noted.
14.	Road User	a) The new junction will cause northbound traffic to back up beyond the Burger King roundabout.	a) The benefits of the proposals are explained in paragraphs 2.9 to 2.13 and 2.41 of Appendix A.
		<ul> <li>b) Making Bear Lane one way will worsen the existing problems.</li> </ul>	<ul> <li>b) This part of the project will increase capacity for traffic leaving the town centre because the two lane section will be longer.</li> </ul>
		<ul> <li>c) Supports the proposal to install the mini roundabout at Market Street/Cheap Street and limit parking.</li> </ul>	c) Noted.
15.	Cheap Street Business owner/road user	a) Opposed to the parking restrictions in Cheap Street.	a) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.
		<ul> <li>b) Does not agree that the new junction/traffic lights will improve traffic flow.</li> </ul>	<ul> <li>b) The two sets of traffic signals will be linked to each other to prevent delays. The signals at Sainsbury's will be more efficient. The benefits of the proposals are explained in paragraphs 2.9 to 2.13 and 2.41 of Appendix A.</li> </ul>
		<li>c) The mini roundabout will take space away from deliveries, which currently take place on the corner opposite the cinema.</li>	<ul> <li>c) Deliveries vehicles should not be parked on the footway in any case.</li> </ul>
		d) The changes will put people off visiting Newbury.	<ul> <li>d) The improvements will improve traffic flow, so should not deter visitors to Newbury.</li> </ul>
16.	Road User	a) Concerned about the width of Cheap Street for bus access, particularly at the bend approaching the new A339 junction.	a) Buses are currently able to turn into Cheap Street from the A339 and the geometry of the new layout will not make access any more difficult.
		<ul> <li>b) Suggests that a signalised crossing on Cheap Street would be safer than a Zebra crossing.</li> </ul>	<ul> <li>b) Noted, the form of crossing will be considered at the detailed design stage.</li> </ul>

	Reply from	Comments made	Officer comment
		<ul> <li>c) Supports the proposed new mini roundabout at Cheap Street/Market Street.</li> </ul>	c) Noted.
		<ul> <li>d) Concerned about congestion at the bus stop on Cheap Street.</li> </ul>	<ul> <li>d) Ways of improving this situation can be investigated at the detailed design stage.</li> </ul>
		<ul> <li>e) Suggests "keep clear" markings to allow buses to exit Wharf Road without being held up by queuing traffic on Bear Lane.</li> </ul>	<ul> <li>e) Noted, these will be installed if the project goes ahead.</li> </ul>
		<ul> <li>f) Concerned about risk of delays to buses accessing the new bus station getting stuck in the queue for the Bear Lane traffic lights.</li> </ul>	<ul> <li>f) This should not be an issue, as traffic flow on Bear Lane should be improved as a result of the project.</li> </ul>
17.	Thatcham Town Council	<ul> <li>a) If the proposed scheme is to ease congestion and aide traffic flow it is to be welcomed.</li> </ul>	a) Noted.
		<ul> <li>b) Thatcham Town Council would like to see good, safe provision for cyclists at the new mini-roundabout at the new Cheap Street / Market Street junction.</li> </ul>	<ul> <li>b) This will be considered at the detailed design stage if the project proceeds.</li> </ul>
18.	Road User	<ul> <li>a) Opposed to the parking restrictions and extra traffic that will use Cheap Street.</li> </ul>	a) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.
		<ul> <li>b) Does not agree that the new junction/traffic lights will improve traffic flow.</li> </ul>	b) The two sets of traffic signals will be linked to each other to prevent delays. The signals at Sainsbury's will be more efficient. The benefits of the proposals are explained in paragraphs 2.9 to 2.13 and 2.41 of Appendix A.
19.	Business owner	<ul> <li>a) Considers that the new A339 junction is unnecessary</li> <li>– traffic could use the Burger King roundabout.</li> </ul>	<ul> <li>a) We did assess this as an option but the "Burger King" roundabout had insufficient capacity to cater for the additional U-turning traffic and resulted in longer queues northbound.</li> </ul>
		<ul> <li>b) Concerned for loss of business due to removal of parking in Cheap Street – suggests one way.</li> </ul>	<ul> <li>b) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A. The option to make Cheap Street (south) one way is explained in Paragraphs 2.23 and 2.24 of</li> </ul>

	Reply from	Comments made	Officer comment
			Appendix A.
20.	Environmental Health, WBC	a) Requests a more detailed assessment of the proposals in terms of air quality, especially with regard to the existing Air Quality Management Area at the "Burger King" roundabout and on Cheap Street	Air Quality is discussed in Paragraphs 2.28 and 2.29 of Appendix A.
		<ul> <li>b) Concerned that traffic queues will increase at the "Burger King" roundabout as a result of the new A339/Cheap Street junction</li> </ul>	
21.	Road User	a) Pleased to see that the proposals include an at-grade crossing of Bear Lane at the A339 roundabout	a) Noted.
		<ul> <li>b) Concerned for the safety of pedestrians crossing Cheap Street near the new junction, believes that the ramp from the A339 footway to Cheap Street will be too steep for people with mobility issues.</li> </ul>	<ul> <li>b) This will be investigated at the detailed design stage if the scheme progresses.</li> </ul>
		<ul> <li>Suggests that a traffic signal junction at the Cheap Street/Market Street junction would be better than a mini-roundabout with three separate crossings.</li> </ul>	<ul> <li>c) The option for a traffic signal junction at Cheap Street/Market Street is discussed in Paragraphs 2.25 and 2.26 of Appendix A.</li> </ul>
22.	Road User	a) Concerned about the impact on businesses in Cheap Street due to loss of parking and increased traffic.	c) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.
		<ul> <li>b) Suggests a new multi-story car park on the corner of the A339 and Bear Lane, allowing redevelopment of the Wharf car parks for leisure use.</li> </ul>	<ul> <li>a) This would require demolition of existing buildings and a reversal of the decision to relocate the bus station to this areas, and is therefore beyond the scope of this project.</li> </ul>
		<ul> <li>Suggests pedestrianising Cheap Street and Market Street and routing traffic through the site of the Market Street development.</li> </ul>	<ul> <li>b) This would require a redesign of the Market Street development and is therefore beyond the scope of this project.</li> </ul>
23.	Local Resident	a) Cheap Street (north) is already congested and these proposals will make matters worse.	<ul> <li>a) The proposals will reduce, not increase southbound traffic on Cheap Street (north). Northbound traffic will flow better because of the</li> </ul>

	Reply from	Comments made	Officer comment
			improved access to the A339 roundabout via Bear Lane.
		<ul> <li>b) It will hinder access to and egress from the new bus station.</li> </ul>	b) The improved traffic flow will aid, rather than hinder journeys to and from the new bus station.
		<ul> <li>c) It will damage trade for businesses in the southern part of Cheap Street.</li> </ul>	c) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.
		<ul> <li>d) It will hinder access to and egress from the railway station.</li> </ul>	<ul> <li>d) The improved traffic flow will aid rather than hinder access to the station – but please note that the route to the station car park will change as a result of the Market Street development.</li> </ul>
		<ul> <li>e) It will increase emissions at the "Burger King" roundabout.</li> </ul>	<ul> <li>e) Traffic flow at the "Burger King" roundabout should improve, therefore air quality should not reduce. Air Quality is discussed in Paragraphs 2.28 and 2.29 of Appendix A.</li> </ul>
		<li>f) Inadequate or incorrect information was fed into the modelling.</li>	<ul> <li>f) The modelling process is described in Paragraphs</li> <li>2.4 to 2.7 of Appendix A.</li> </ul>
24.	Road User	a) Reduce all speed limits to 20mph, remove street furniture and create a "shared space" culture	<ul> <li>a) This would not be realistic or appropriate on A roads with the level of traffic seen by the A339.</li> </ul>
		<ul> <li>Encourage people to not use cars for short journeys but to walk and cycle.</li> </ul>	<ul> <li>b) The Council actively encourages this, but ultimately it is a matter of personal choice.</li> </ul>
25.	Road User	<ul> <li>a) Doubts that Cheap Street will cope with the additional traffic.</li> </ul>	<ul> <li>a) The traffic model suggests that it will, although it is true that there will be a lot more northbound traffic on Cheap Street.</li> </ul>
		<ul> <li>b) Disagrees with the proposed pedestrian crossing on Cheap Street as it will cause delays to traffic.</li> </ul>	<ul> <li>b) The additional traffic using Cheap Street will make it more difficult for pedestrians to cross and therefore demonstrates the need for a crossing.</li> </ul>
26.	Road User	a) Adding another set of traffic lights will cause more congestion.	a) The benefits of the proposals are explained in paragraphs 2.9 to 2.13 and 2.41 of Appendix A.
		b) Through traffic should use the bypass, not the A339.	b) The council has been considering for many years

	Reply from	Comments made	Officer comment
			how best to encourage through traffic to use the bypass but the unfortunate fact is that the route from Basingstoke to the M4 via Newbury town centre is shorter than the bypass and in normal traffic conditions is faster. This is discussed further in Paragraphs 2.32 to 2.34 of Appendix A.
		<ul> <li>Suggests not building the new junction but letting traffic U turn at the Burger King roundabout.</li> </ul>	c) We did assess this as an option but the "Burger King" roundabout had insufficient capacity to cater for the additional U-turning traffic and resulted in longer queues northbound.
		<ul> <li>d) Open a Park and Ride facility to reduce the traffic in town.</li> </ul>	<ul> <li>d) Unfortunately this is not affordable in terms of either set-up costs or ongoing operational costs either commercially or using public funds.</li> </ul>
27.	Road User	a) Adding another set of traffic lights will cause more congestion.	a) The benefits of the proposals are explained in paragraphs 2.9 to 2.13 and 2.41 of Appendix A.
		<ul> <li>b) Traffic on Cheap Street does not observe the 20mph speed limit – removing parking will speed up traffic even more.</li> </ul>	<ul> <li>b) Noted. This issue can be investigated as part of the detailed design process.</li> </ul>
		<ul> <li>c) Traffic should be kept away from Cheap Street (south) except for access to parking.</li> </ul>	<ul> <li>c) The opinion is noted, however, Cheap Street can add valuable capacity to the network if these proposals proceed.</li> </ul>
		<ul> <li>d) Losing the on-street parking will be detrimental to businesses on Cheap Street.</li> </ul>	d) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.
		<ul> <li>e) This scheme favours car use at the expense of pedestrians and cyclists.</li> </ul>	e) It is true that the main purpose of this scheme is to improve road capacity for motor traffic but the detailed design process will take the opportunity to make improvements for pedestrians and cyclists. A new pedestrian crossing is proposed where Bear Lane meets the A339, which will allow better access to the new bus station.

	Reply from	Comments made	Officer comment
28.	Road User	Suggests yellow box markings to prevent traffic blocking the A339/Bear Lane roundabout.	This would not be a solution to the existing layout but may be considered for the new layouts.
29.	Road User	<ul> <li>a) Does not accept the conclusions of the modelling, does it assume that car based travel will not increase?</li> </ul>	a) The modelling assumes that car-based traffic <u>will</u> increase. The modelling process is described in Paragraphs 2.4 to 2.7 of Appendix A.
		<ul> <li>b) This is a "sticking plaster" solution when we need a large scale scheme to significantly increase road capacity.</li> </ul>	b) With more funding, a more adventurous long term project could be planned but for the moment we are doing the best we can with the resources we have.
30.	Road User	<ul> <li>a) Suggests that congestion on Bear Lane is exacerbated by the short duration of the green light at the roundabout.</li> </ul>	a) The timings will be optimised based on a series of parameters, but generally if one green light is allowed to stay on for too long, the opposing red lights also have to stay on longer, risking a build up of queues on the A339. We will find the best balance possible.
		b) Will the new traffic lights employ some sort of "intelligent" timing so that the lights on the main road don't go red unless they need to?	<ul> <li>b) Yes. The traffic signals will use the "SCOOT" system at busy times, to synchronise timings with the roundabout and "MOVA" at off peak times.</li> </ul>
		<ul> <li>Not convinced by the traffic modelling or the need for a new junction.</li> </ul>	c) The modelling process is described in Paragraph 2.9 to 2.13 of Appendix A. The modelling shows that the network performs better with the new junction than without it.
31.	Road User	<ul> <li>a) Through traffic should use the bypass, not the A339. The Council should work with Highways England to get through traffic onto the bypass.</li> </ul>	a) The council has been considering for many years how best to encourage through traffic to use the bypass but the unfortunate fact is that the route from Basingstoke to the M4 via Newbury town centre is shorter than the bypass and in normal traffic conditions is faster. This is discussed further in Paragraph 2.32 to 2.34 of Appendix A.
		b) Congestion is caused by the current phasing of the	b) The current operation of the traffic signals provides

	Reply from	Comments made	Officer comment
		traffic lights.	a reasonable balance between traffic demands on each approach. Making one green light stay on for longer will result in another being red for longer.
		<li>c) Agrees with the idea of a mini roundabout by the cinema.</li>	c) Noted.
		<ul> <li>d) Suggests a no left turn restriction from the Market Place to Bear Lane.</li> </ul>	<ul> <li>d) This would hinder access to the Wharf car parks and the A339 southbound so is not considered appropriate.</li> </ul>
		e) Buses cause congestion in the town centre.	<ul> <li>e) The interaction between buses and traffic at bus stops can be considered as part of the detailed design process.</li> </ul>
		<ul> <li>f) Close the KFC car park because of unsafe manoeuvring in/out of it. Make customers use the pay and display car park instead.</li> </ul>	<ul> <li>f) This suggestion may help traffic flow but the car park is privately owned with a legal access to the highway so access cannot be restricted.</li> </ul>
32.	Road User	a) The proposals are a "sticking plaster" solution.	<ul> <li>a) With more funding, a more adventurous long term project could be planned but for the moment we are doing the best we can with the resources we have.</li> </ul>
		<ul> <li>b) The lane widths on the five lane section are too narrow at 3.0 metres, given the number of HGVs using the A339.</li> </ul>	<ul> <li>b) Lane widths of 3.0 metres are not ideal but are acceptable on straight sections of road subject to low vehicle speeds.</li> </ul>
		c) Businesses on Cheap Street will be disadvantaged by the removal of parking.	<ul> <li>c) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.</li> </ul>
		<ul> <li>d) The new extra lane northbound for right turners is not very long.</li> </ul>	d) Noted, but it does allow a few vehicles to get out of the way while they queue to turn right.
		<ul> <li>e) The new junction will need to be set up carefully to avoid delays to northbound traffic.</li> </ul>	e) The traffic signals will use the "SCOOT" system at busy times, to synchronise timings with the roundabout and "MOVA" at off peak times.
		<ul> <li>f) If KFC and the dry cleaning business were demolished, there would be more space for a bigger</li> </ul>	<ul> <li>f) This suggestion may help traffic flow but would require compulsory purchase, which is a long,</li> </ul>

	Reply from	Comments made	Officer comment
		junction.	expensive process.
33.	Road User	a) Businesses on Cheap Street will be disadvantaged by the removal of parking.	a) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.
		<ul> <li>b) Cheap Street will become much more heavily trafficked compared with currently.</li> </ul>	b) The traffic model suggests that it will, although it is true that there will be less southbound traffic on the northern section of Cheap Street.
		<ul> <li>c) If KFC and the dry cleaning business were compulsorily purchased and demolished, there would be more space for a bigger junction.</li> </ul>	<ul> <li>c) This suggestion may help traffic flow but would require compulsory purchase, which is a long, expensive process.</li> </ul>
		<ul> <li>d) The fundamental problem is the lack of an eastern bypass to relieve the A339, bold thinking is required.</li> </ul>	<ul> <li>d) With more funding, a more adventurous long term project could be planned but for the moment we are doing the best we can with the resources we have.</li> </ul>
34.	Road User	HGVs are driving through Newbury which should be using the bypass, which adds to air pollution in the town. Suggests putting up signs to encourage lorries to use the bypass.	The council has been considering for many years how best to encourage through traffic to use the bypass but the unfortunate fact is that the route from Basingstoke to the M4 via Newbury town centre is shorter than the bypass and in normal traffic conditions is faster. This is discussed further in Paragraphs 2.32 to 2.34 of Appendix A.
35.	Road User	a) Adding another set of traffic lights will cause more congestion.	<ul> <li>a) The benefits of the proposals are explained in paragraphs 2.9 to 2.13 and 2.41 of Appendix A.</li> </ul>
		<ul> <li>b) Businesses on Cheap Street will be disadvantaged by the removal of parking.</li> </ul>	<ul> <li>b) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.</li> </ul>
		<ul> <li>c) Cheap Street will be more dangerous for pedestrians due to the increased traffic.</li> </ul>	<ul> <li>c) A pedestrian crossing is proposed to assist pedestrians in crossing Cheap Street (south).</li> </ul>
		<ul> <li>d) There are no proposals to improve public transport or pedestrian/cyclist facilities.</li> </ul>	<ul> <li>d) It is true that the main purpose of this scheme is to improve road capacity for motor traffic but the detailed design process will ensure that detrimental effects on pedestrians and cyclists is minimised. A new pedestrian crossing is proposed where Bear</li> </ul>

	Reply from	Comments made	Officer comment
			Lane meets the A339, which will allow better access to the new bus station. Public transport will be improved by the opening of the new bus station.
36.	Road User	a) Concerned about the loss of parking in Cheap Street.	a) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.
		<ul> <li>b) Access to the Wharf will be more difficult for coaches, deliveries, cars.</li> </ul>	<ul> <li>b) Access from the south will be straightforward via the new junction. Access from the north for coaches can be via Park Way Bridge. It is accepted that journeys from the north to the car park will be longer but there are other car parks north of the town.</li> </ul>
		c) Why are local people not asked for their opinions?	<ul> <li>c) Residents and road users are being asked for their opinions in this consultation</li> </ul>
		d) Park Way Bridge should have been left open for traffic.	<ul> <li>d) When it was open to traffic, Park Way was used as a "rat run" to avoid the A339, was regularly congested and caused even more congestion at the exits of the Wharf car parks and on Bear Lane. Park Way is now a pleasant route for pedestrians, cyclists and public transport users. Car Park users no longer get blocked in.</li> </ul>
37.	Road User	Remove the traffic lights and let the junction work as an ordinary roundabout. Traffic seems to run better when the traffic lights fail	Where traffic flows are unbalanced, traffic on side roads will find difficulty in entering the main road network. Traffic signals are effective at managing traffic on all approaches to a junction to the benefit of the network as a whole and enable the Council to control traffic and respond to incidents. When traffic signals fail, we find that drivers are more likely to be polite and cautious in the short term and this helps traffic to flow, but this would not work in the longer term. Also, removing the traffic lights would also remove the pedestrian crossings, which would be a backward step.

	Reply from	Comments made	Officer comment
38.	Road User	Don't do anything, apart from switch the traffic lights off overnight.	The benefits of the proposals are explained in paragraphs 2.9 to 2.13 and 2.41 of Appendix A.
39.	Road User	<ul> <li>a) Suggests changing the sequencing of the existing traffic lights to aid right turning movements.</li> </ul>	<ul> <li>a) If the traffic signals were adjusted to favour right turns, traffic in all directions would have to wait longer for the green light and longer queues would result.</li> </ul>
		<ul> <li>b) Suggests that the council does not consider the needs of car drivers.</li> </ul>	b) The Council undertakes projects for the benefit of all road users but the purpose of this particular scheme is to improve capacity for motor vehicles as the respondent suggests we should.
40.	Local Developer	The modelling and analysis of the proposals should include the traffic likely to be generated by the forthcoming Sandleford Development. Further improvements to the A339 may be required as a result of this development.	There is still much uncertainty over the Sandleford Development in terms of the number of houses and the access points onto the highway network. This makes it difficult to assess how much traffic will use the Bear Lane roundabout as a result. In any case, the project has been designed to maximise capacity rather than to accommodate a set amount of traffic and it is difficult to see what further improvements could realistically be made. Refer also to Paragraphs 2.39 and 2.40 of Appendix A.
41.	Road User	a) Believes that the forthcoming developments will swamp the roads, even with the improvements in place.	<ul> <li>a) The project has been designed to maximise capacity rather than to accommodate a set amount of traffic and it is difficult to see what further improvements could realistically be made.</li> </ul>
		b) A flyover should be the priority.	<ul> <li>b) This option was considered but a flyover is not affordable within the budget available and would be very disruptive whilst under construction.</li> </ul>
		<ul> <li>c) If the proposals do go ahead, suggests making Cheap Street one way to allow the retention of parking.</li> </ul>	c) The loss of parking on Cheap Street, including the alternative of a one-way arrangement is discussed in detail in Paragraphs 2.19 to 2.24 of Appendix A.

	Reply from	Comments made	Officer comment
42.	Road User	a) Does not address the fact that residential development is south of the canal and most destinations in the town are north of the canal, implying a need to travel across town.	<ul> <li>a) If residents from south Newbury and south of Newbury wish to drive into the town, it is still possible to park south of the canal and walk the short distance to, for example, Park Way</li> </ul>
		<ul> <li>b) Queries how many parking spaces will be lost in Cheap Street.</li> </ul>	b) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.
		c) A lot of traffic enters the roundabout from the east. How do these proposals help this traffic?	<ul> <li>c) The operation of the traffic signals is rationalised by the proposals and the junction works more effectively as a result.</li> </ul>
		d) Why does the video simulation appear to show cars travelling over Park Way bridge, when it is restricted to buses and taxis only?	<ul> <li>d) This is to enable all the car parks reached via Wharf Road to be modelled as a single point, rather than individually. It does not mean that the model allows general traffic is using the bridge, either "before" or "after".</li> </ul>
43.	Road User and Business owner	<ul> <li>An additional traffic signal junction will adversely affect traffic further south.</li> </ul>	a) The benefits of the proposals are explained in paragraphs 2.9 to 2.13 and 2.41 of Appendix A.
		<ul> <li>b) If traffic is not allowed to go straight ahead at the roundabout from Kings Road, vehicles bound for the west side of town, Enborne etc would use the Burger King roundabout instead, and add to congestion there.</li> </ul>	<ul> <li>b) Drivers travelling in this direction will have the choice of using the new junction or going via the "Burger King" roundabout. Regular users will choose their route based on their own experiences.</li> </ul>
		c) Does not agree that traffic flow and air quality will be improved at the Burger King roundabout.	c) The benefits of the proposals are explained in paragraphs 2.9 to 2.13 and 2.41 of Appendix A. Air Quality is discussed in Paragraphs 2.28 and 2.29 of Appendix A.
		d) Businesses on Cheap Street will be disadvantaged by the removal of parking.	d) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.
		<ul> <li>e) Suggests improvements could be made by preventing drivers blocking the roundabout by using and enforcing a "box junction"</li> </ul>	<ul> <li>e) This would not be a solution to the existing layout but may be considered for the new layouts.</li> </ul>

	Reply from	Comments made	Officer comment
		<ul> <li>f) Disappointed that highways and retail matters do not appear to be co-ordinated by the Council.</li> </ul>	<ul> <li>f) The various services of the Council do co-ordinate with each other but can often have conflicting needs and priorities.</li> </ul>
		g) The project should include measurable targets against which its success can be judged.	g) The traffic modelling process produces a lot of data, which shows the anticipated effects of the project. These can be compared with the reality by undertaking further traffic surveys after the scheme has been implemented but please note that other variables can make a direct "before and after" comparison difficult to make.
44.	Road User	<ul> <li>a) Suggests that the simulation underestimates the amount of traffic turning right out of Cheap Street to go to the Wharf.</li> </ul>	<ul> <li>a) The simulation put on the Council's websites was from around 5pm on a weekday, because this tends to be the busiest time across the whole network. At other times, there would be more traffic heading towards the Wharf but less traffic elsewhere.</li> </ul>
		<ul> <li>b) Suggests making Cheap Street one way to allow the retention of parking.</li> </ul>	b) The loss of parking on Cheap Street, including the alternative of a one-way arrangement is discussed in detail in Paragraphs 2.18 to 2.24 of Appendix A.
45.	Business owner	Losing the on-street parking will be detrimental to businesses on Cheap Street.	The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.
46.	Road User	These proposals are "tinkering at the edges" when more ambitious plans are needed. Recent and forthcoming developments are putting too much strain on the A339	This project is funded mainly from money received from recent developments to mitigate the effect of the extra traffic caused. With more funding, a more adventurous long term project could be planned but for the moment we are doing the best we can with the resources we have.
47.	Road User	<ul> <li>a) In the simulation, why does traffic going north on Cheap Street never move?</li> </ul>	<ul> <li>a) There is a bus trying to turn right to head towards the new bus station, but the queue to get onto the A339 means that the bus is waiting to get out for</li> </ul>

	Reply from	Comments made	Officer comment
			longer than the "snapshot" that was put on-line.
		b) Has any thought been given to cyclists?	<ul> <li>b) Although the main purpose of this scheme is to improve road capacity for motor traffic, the detailed design process will ensure that conditions for pedestrians and cyclists are improved where possible.</li> </ul>
48.	Road User	Suggests making Cheap Street one way to allow the retention of parking.	The loss of parking on Cheap Street, including the alternative of a one-way arrangement is discussed in detail in Paragraphs 2.18 to 2.24 of Appendix A.
49.	Road User	a) Good to see that traffic issues are being looked at	a) Noted
		b) What is the Council doing to reduce through traffic and encourage it to use the bypass?	<ul> <li>b) The council has been considering for many years how best to encourage through traffic to use the bypass but the unfortunate fact is that the route from Basingstoke to the M4 via Newbury town centre is shorter than the bypass and in normal traffic conditions is faster. This is discussed further in Paragraphs 2.32 to 2.34 of Appendix A</li> </ul>
		c) Will these proposals simply move the problems to adjacent junctions?	c) The loss of parking on Cheap Street, including the alternative of a one-way arrangement is discussed in detail in Paragraphs 2.18 to 2.24 of Appendix A.
		d) Will the traffic lights be "intelligent" enough to adapt to varying traffic flows?	<ul> <li>d) Yes. The traffic signals will use the "SCOOT" system at busy times, to synchronise timings with the roundabout and "MOVA" at off peak times.</li> </ul>
		e) What will be done to reduce disruption while the project is under construction?	<ul> <li>e) The disruptive parts of the project will be restricted to off-peak hours. Lane closures will only be implemented when absolutely necessary.</li> </ul>
		<ul> <li>f) Overall these proposals are a piecemeal solution that does not address the root cause of the problem, ie too much traffic going through (not to) Newbury.</li> </ul>	f) With more funding, a more adventurous long term project could be planned but for the moment we are doing the best we can with the resources we have.

	Reply from	Comments made	Officer comment
50.	Road User	<ul> <li>a) Concerned about the speed of traffic and that the speed limit reduction is not confirmed.</li> </ul>	<ul> <li>a) If the project proceeds, the potential speed limit reduction south of the Bear Lane roundabout will be considered in detail.</li> </ul>
		<ul> <li>b) Concern for pedestrian safety if footways are reduced to accommodate the wider carriageway.</li> </ul>	<ul> <li>b) There are no plans to reduce the width of any pedestrian footways. Conditions for pedestrians will improve at the Bear Lane roundabout with a new surface crossing between the telephone exchange and KFC.</li> </ul>
		c) What will be done to reduce disruption while the project is under construction?	<ul> <li>c) The disruptive parts of the project will be restricted to off-peak hours. Lane closures will only be implemented when absolutely necessary.</li> </ul>
51.	Market Street Business owner	<ul> <li>a) Concerned that the new junction will cause queuing back at adjacent junctions.</li> </ul>	a) The loss of parking on Cheap Street, including the alternative of a one-way arrangement is discussed in detail in Paragraphs 2.18 to 2.24 of Appendix A.
		b) The new pedestrian crossing on Cheap Street will slow traffic too much at busy times.	<ul> <li>b) The additional traffic using Cheap Street will make it more difficult for pedestrians to cross and therefore demonstrates the need for a crossing.</li> </ul>
		<ul> <li>c) Losing the on-street parking will be detrimental to businesses on Cheap Street.</li> </ul>	<ul><li>c) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.</li></ul>
		<ul> <li>Not convinced that the improvements are necessary, traffic is ok most of the time.</li> </ul>	<ul> <li>Although traffic is ok at the moment, the forthcoming developments will put more strain on the road network. The modelling suggests that the network performs better with the new junction than without.</li> </ul>
52.	Road User	a) How does blocking off access to Bear Lane from the roundabout improve flow out of Bear Lane?	<ul> <li>a) Because the two lane approach to the roundabout will be much longer than it is currently and traffic will be able to pass through the stop line more efficiently.</li> </ul>
		<ul> <li>b) Suggests a longer green light for right turner and a box junction</li> </ul>	<ul> <li>b) If the traffic signals were adjusted to favour right turns, traffic in all directions would have to wait</li> </ul>

	Reply from	Comments made	Officer comment
			longer for their green light and longer queues would result.
53.	Road User	<ul> <li>a) Supports the proposed A339/Bear Lane scheme, which is urgently needed and the plans appear a good solution.</li> </ul>	a) Noted.
		<ul> <li>b) Suggests that traffic should not be allowed to enter the A339 from Cheap Street, as it would have to go round the roundabout anyway.</li> </ul>	<ul> <li>b) Noted. There is an option of making Cheap Street one-way, which would effectively prevent most traffic joining the A339 from Cheap Street while still allowing vehicles exiting the station to go that way. Refer to Paragraphs 2.23 and 2.24 of Appendix A.</li> </ul>
54.	Road User	a) Losing the on-street parking will be detrimental to businesses on Cheap Street.	a) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.
		<ul> <li>b) Increased traffic on Cheap Street will reduce air quality.</li> </ul>	<ul> <li>b) Air Quality is discussed in Paragraphs 2.28 and 2.29 of Appendix A.</li> </ul>
		<ul> <li>Suggests reducing traffic on the roads by providing park and ride facilities to the north and south of town.</li> </ul>	<ul> <li>c) Unfortunately this is not affordable in terms of either set-up costs or ongoing operational costs either commercially or using public funds.</li> </ul>
		<ul> <li>d) This is a short term solution, more tarmac does nothing in the longer term to reduce congestion.</li> </ul>	<ul> <li>d) With more funding, a more adventurous long term project could be planned but for the moment we are doing the best we can with the resources we have.</li> </ul>
55.	Road User	a) The proposals will be bad for pedestrians and shops in Cheap Street	a) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.
		<ul> <li>b) The new route to the Wharf Car Park will be contorted and slow.</li> </ul>	<ul> <li>b) It is true that from the north, the route to the Wharf will be longer, but other car parks are available north of the town centre. Access from the south will be straightforward.</li> </ul>
		c) The overall effect of the proposals will not produce a long term transport solution on the A339. Through traffic should be diverted onto the A34.	c) The council has been considering for many years how best to encourage through traffic to use the bypass but the unfortunate fact is that the route

	Reply from	Comments made	Officer comment
			from Basingstoke to the M4 via Newbury town centre is shorter than the bypass and in normal traffic conditions is faster. This is discussed further in Paragraphs 2.32 to 2.34 of Appendix A. With more funding, a more adventurous long term project could be planned but for the moment we are doing the best we can with the resources we have.
		d) The increase in traffic on Cheap Street will reduce air quality	<ul> <li>d) Air Quality is discussed in Paragraphs 2.28 and 2.29 of Appendix A.</li> </ul>
56.	Road User	a) Agrees that something needs to be done.	a) Noted
		<ul> <li>b) Questions the credibility of the traffic modelling process.</li> </ul>	<ul> <li>b) The modelling process is described in Paragraphs</li> <li>2.4 to 2.7 of Appendix A.</li> </ul>
		c) Did we take into account that the roads now have to accommodate far more traffic than they were originally built for?	c) This can be said of many roads and is not unique to Newbury. Sadly there is no easy solution to reduce traffic flows or to build new roads to a standard that can accommodate the demand.
		<ul> <li>d) Losing the on-street parking will be detrimental to businesses on Cheap Street.</li> </ul>	<ul> <li>d) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.</li> </ul>
		<ul> <li>e) Has any data been collected in respect of parking patterns on Cheap Street and where people go once they have parked?</li> </ul>	e) Yes, this is also discussed in Appendix A.
57.	Road User	a) Does not believe that the scheme will work.	<ul> <li>a) Noted, but the traffic modelling indicates that it will work. The modelling process is described in Paragraphs 2.4 to 2.7 of Appendix A.</li> </ul>
		<ul> <li>Remove the traffic lights and let the junction work as an ordinary roundabout. Traffic seems to run better when the traffic lights fail</li> </ul>	<ul> <li>b) Where traffic flows are unbalanced, traffic on side roads will find difficulty in entering the main road network. Traffic signals are effective at managing traffic on all approaches to a junction to the benefit of the network as a whole and enable the Council to control traffic and respond to incidents. When</li> </ul>

	Reply from	Comments made	Officer comment
			traffic signals fail, we find that drivers are more likely to be polite and cautious in the short term and this helps traffic to flow, but this would not work in the longer term. Also, removing the traffic lights would also remove the pedestrian crossings, which would be a backward step.
58.	Road User	<ul> <li>a) Losing the on-street parking will be detrimental to businesses on Cheap Street and make the town centre less attractive to visitors.</li> </ul>	a) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.
		<ul> <li>b) The increased traffic on Cheap Street will reduce air quality.</li> </ul>	<ul> <li>b) Air Quality is discussed in Paragraphs 2.28 and 2.29 of Appendix A.</li> </ul>
59.	Cheap Street Business Owner	a) Suggests that the simulation is fabricated because Cheap Street is never congested.	a) The simulation does not show the current situation, it shows how the network will perform in 2021 if the proposals are not implemented. The modelling process is described in Paragraphs 2.4 to 2.7 of Appendix A.
		<ul> <li>b) Agrees with the proposed mini roundabout at Cheap Street/Market Street.</li> </ul>	b) Noted.
		c) The proposed new A339 junction is not necessary.	<ul> <li>c) The modelling shows that the network performs better with the new junction than without it.</li> </ul>
		<ul> <li>d) Losing the on-street parking will be detrimental to businesses on Cheap Street.</li> </ul>	<ul> <li>d) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.</li> </ul>
		<ul> <li>e) Considers that the residential development in the town (ie Market Street) will reduce footfall for Cheap Street businesses but increase traffic.</li> </ul>	<ul> <li>e) The opinion is noted but this has already been through the planning process and therefore cannot be changed by this project.</li> </ul>
60.	Thames Valley	a) Confirmation of no objection.	a) Noted
	Police	<ul> <li>b) Restricting the movement into Bear Lane would have some impact on our emergency response but if it relieves congestion that has got to be good.</li> </ul>	b) Noted.

	Reply from	Comments made	Officer comment
61.	Newbury Town Council	a) Members welcomed the proposals, however they are concerned at the impact that the proposed changes would have on the small businesses in Cheap Street.	a) The loss of parking on Cheap Street is discussed in detail in Paragraphs 2.18 to 2.21 of Appendix A.
		<ul> <li>b) It was suggested that WBDC explore the option to abandon the junction into Cheap Street and use the money be to improve the Burger King Roundabout.</li> </ul>	<ul> <li>b) Without the new junction into Cheap Street, the "Burger King" roundabout would not be able to cope with the volume of traffic from the north turning right into St Johns Road or performing a U- turn, even with substantial investment. A separate improvement project for this junction will be proposed in due course.</li> </ul>
62.	Economic Development team, West Berkshire Council	Any scheme, such as improvements to the Bear Lane junction, which eases traffic congestion for a town centre or business location must be viewed as a positive step forward. However, when the new proposals are considered, the outlined improvements must be balanced with the needs and concerns of local businesses that may feel that they will be negatively impacted by the changes.	Noted. The concerns expressed in respect of local businesses will be given due regard.
63.	Road User	a) Believes that the proposals will make traffic congestion worse, not better, and will discourage people from shopping in Newbury.	a) The loss of parking on Cheap Street, including the alternative of a one-way arrangement is discussed in detail in Paragraphs 2.18 to 2.24 of Appendix A.
		<ul> <li>b) Suggests "joining up" the Sainsbury's and Burger King roundabout and not building the new junction.</li> </ul>	<ul> <li>b) Without the new junction into Cheap Street, the "Burger King" roundabout would not be able to cope with the volume of traffic from the north turning right into St Johns Road or performing a U- turn, even with substantial investment. A separate improvement project for this junction will be proposed in due course.</li> </ul>

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## **Prospect Place - land disposal**

Committee considering report:	Executive on 27 July 2017	
Portfolio Member:	Councillor Dominic Boeck	
Date Portfolio Member agreed report:	6 July 2017	
Report Author:	Richard Turner	
Forward Plan Ref:	EX3351	

#### 1. Purpose of the Report

1.1 To obtain authority to dispose of the freehold of land at Prospect Place Newbury.

#### 2. Recommendation

- 2.1 That West Berkshire Council disposes of its freehold interest in the land at Prospect Place Newbury.
- 3. Implications
- 3.1 **Financial:** Capital receipt in lieu of annual rental.
- 3.2 **Policy:** No identified impact on policy.
- 3.3 **Personnel:** No identified impact on personnel.
- 3.4 Legal: Required to transfer title.
- 3.5 **Risk Management:** No identified risks with the disposal.
- 3.6 **Property:** Prepare instructions for WBC Legal Services conveying the terms of the sale.
- 3.7 **Other:** None identified.

#### 4. Other options considered

4.1 Continue to lease the site and consider selling the adjoining plot separately.

This option is unlikely to be attractive to prospective purchasers due to the proximity to an adjacent sub station and unlikely to realise a capital receipt any greater than that offered.

4.2 Sovereign Housing Association has been approached to establish if there is any interest in developing the land adjacent to the sub-station. Sovereign has confirmed the site is too small for them to develop.

## **Executive Summary**

#### 5. Introduction / Background

- 5.1 The Scheme of Delegation within the Constitution (s. 3.13.13) allows delegated authority for the Head of Legal Services to authorise the sale of property up to a specified threshold. This report recommends the disposal of the freehold of a property at an amount which is beyond this threshold, requiring Executive approval.
- 5.2 West Berkshire Council owns the freehold of a site which it has leased to a private organisation since the early 1990's.
- 5.3 The tenant approached the Council with a proposal to acquire the freehold of the land they lease and the adjacent piece of land also owned by WBC.

#### 6. Proposal

- 6.1 The site is comprises 989 sq m (0.25 acres).
- 6.2 The land has no current operational use by WBC and has remained largely unused for a number of years. We have fenced off the land to prevent unlawful access or use.
- 6.3 The tenant approached the Council with an initial proposal to purchase the freehold of the site. The offer made was considered to be inadequate and following negotiations an increased figure has provisionally been agreed for the freehold interest, subject to there being a 40 year claw back provision whereby if any planning consent is obtained that enhances the value of the site, 50% of any increase will be payable to WBC.
- 6.4 In order to verify the deal, local commercial agents were requested to undertake a valuation of the site and the report received supports the proposed disposal figure.

#### 7. Conclusion

- 7.1 If the Council continues to lease the land it will only receive the current low levels of rental income with the nature of the site meaning marketing and general sale of the site would be limited in scope and expected capital outcome.
- 7.2 It is recommended that the sale of the freehold interest to the current tenant should proceed.

#### 8. Appendices

8.1 Appendix A – Site plan

## Land at Prospect Place

23/05/2014 1:500





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## Purchase of Accommodation for the Purpose of Providing Temporary Accommodation

Committee considering report:	Executive on 27 July 2017
Portfolio Member:	Councillor Hilary Cole
Date Portfolio Member agreed report:	12 June 2017
Report Author:	Mel Brain
Forward Plan Ref:	EX3355

#### 1. **Purpose of the Report**

1.1 To seek approval for the purchase of residential property for the purpose of providing temporary accommodation to meet statutory housing duties.

#### 2. Recommendation

2.1 It is recommended that Executive approve the purchase of identified accommodation.

#### 3. Implications

- 3.1 **Financial:** Please see Part II report.
- 3.2 **Policy:** The Council has an adopted Temporary Accommodation Policy which has a number of options to increase the supply of temporary accommodation, including purchase on the open market and purchase through planning contributions.
- 3.3 Personnel: N/A
- 3.4 Legal: Part VII of the Housing Act 1996, local housing authorities have a statutory duty to ensure that households they may have reason to believe to be eligible, homeless and in priority need are provided with interim accommodation. Following enquiries, the Council may accept a statutory duty to find settled accommodation for that household. Temporary accommodation is the accommodation provided by the Council, either on an interim basis when enquiries are being undertaken, or where it has accepted a homeless duty until such time as it is able to discharge that duty. The Council may also exercise its discretion and continue to accommodate households that are appealing a negative homelessness decision, or, for a limited time period, those families that may have been found intentionally homeless. Bed & Breakfast may only be used

in emergencies and then not for longer than 6 weeks.

Legal input would be required for conveyancing. These costs could be capitalised as part of the project.

- 3.5 Risk Management: Please see Part II report
- 3.6 **Property:** Please see Part II report.
- 3.7 **Other:** N/A
- 4. Other options considered
- 4.1 The Council withdraws from the purchase. This is not the preferred option as the Council needs to replace temporary accommodation that is due to be redeveloped. [Please see Part II Report]. It will be difficult to source alternative freehold units and housing management costs will be higher in dispersed units.

## **Executive Summary**

#### 5. Introduction / Background

- 5.1 On 28<sup>th</sup> July 2016, Executive approved a capital fund of £3 million to allow the purchase of 21 units of accommodation for temporary accommodation to replace units that are due to be lost. The approval included consent to purchase an identified accommodation.
- 5.2 On 24<sup>th</sup> November 2016, Executive approved the intention for the Council to become a Registered Provider. The Council became a Registered Provider on 7<sup>th</sup> December 2016.
- 5.3 An existing use valuation was carried out by the District Valuer Service on 4<sup>th</sup> May 2017. Please see Part II report.

#### 6. Proposal

6.1 It is proposed that the Council proceeds with the purchase for the purpose of providing temporary accommodation to meet statutory housing duties.

#### 7. Conclusion

It is recommended that Executive approve the purchase. Please see Part II report for full recommendation.

#### 8. Appendices

- 8.1 Appendix A Supporting Information
- 8.2 Appendix B Equalities Impact Assessment

# Purchase of residential property for the purpose of providing temporary accommodation - Supporting Information

#### 1. Introduction/Background

- 1.1 On 28<sup>th</sup> July 2016, Executive approved a capital fund of £3 million to allow the purchase of 21 units of accommodation for temporary accommodation to replace units that are due to be lost. The approval included consent to purchase an identified accommodation.
- 1.2 On 24<sup>th</sup> November 2016, Executive approved the intention for the Council to become a Registered Provider. The Council became a Registered Provider on 7<sup>th</sup> December 2016.
- 1.3 The purchase was proceeding until point of exchange. [Please see Part II Report],
- 1.4 It is considered that the previous Executive approval does not provide Officers with delegated authority to proceed due to the change in circumstances and revised purchase price. This report therefore seeks to provide Executive with an update on the situation and to seek approval to proceed.

#### 2. Supporting Information

2.1 An existing use valuation was carried out by the District Valuer Service on 4<sup>th</sup> May 2017. [Please see Part II Report].

#### 3. **Options for Consideration**

- 3.1 There are two key options available to the council:
  - (1) The Council withdraws from the purchase. This is not the preferred option as the Council needs to replace temporary accommodation that is due to be redeveloped. [Please see Part II Report]. It will be difficult to source alternative freehold units and housing management costs will be higher in dispersed units.
  - (2) The Council proceeds with the purchase of the accommodation [Please see Part II Report]. The accommodation is currently empty and the housing service has households ready to move into the accommodation who are subject to statutory housing duties.
- 3.2 It is proposed that the Council proceeds with the purchase for the purpose of providing temporary accommodation to meet statutory housing duties.

#### 4. Conclusion

4.1 It is recommended that Executive approve the purchase. Please see Part II report for full recommendation.

Subject to Call-In: Yes: 🛛 No: 🗌	
The item is due to be referred to Council for final approval	
Delays in implementation could have serious financial implications for the Council	
Delays in implementation could compromise the Council's position	
Considered or reviewed by Overview and Scrutiny Management Commission or associated Task Groups within preceding six months	
Item is Urgent Key Decision	
Report is to note only	
Wards affected:	
Victoria	

#### Strategic Aims and PrioritiesSupported:

The proposals will help achieve the following Council Strategy aim:

#### **P&S –** Protect and support those who need it

The proposals contained in this report will help to achieve the following Council Strategy priority:

#### SLE1 – Enable the completion of more affordable housing

The proposals contained in this report will help to achieve the above Council Strategy aim and priority by providing temporary accommodation to homeless households.

#### Officer details:

Name:	Mel Brain
Job Title:	Service Manager, Housing Strategy & Operations
Tel No:	01635 519403
E-mail Address:	mel.brain@westberks.gov.uk

## Appendix B

## Equality Impact Assessment – Stage One

We need to ensure that our strategies, polices, functions and services, current and proposed have given due regard to equality and diversity as set out in the Public Sector Equality Duty (Section 149 of the Equality Act), which states:

- "(1) A public authority must, in the exercise of its functions, have due regard to the need to:
  - (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
  - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; This includes the need to:
    - (i) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
    - (ii) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
  - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it, with due regard, in particular, to the need to be aware that compliance with the duties in this section may involve treating some persons more favourably than others.
- (2) The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.
- (3) Compliance with the duties in this section may involve treating some persons more favourably than others."

The following list of questions may help to establish whether the decision is relevant to equality:

- Does the decision affect service users, employees or the wider community?
- (The relevance of a decision to equality depends not just on the number of those affected but on the significance of the impact on them)
- Is it likely to affect people with particular protected characteristics differently?
- Is it a major policy, or a major change to an existing policy, significantly affecting how functions are delivered?
- Will the decision have a significant impact on how other organisations operate in terms of equality?
- Does the decision relate to functions that engagement has identified as being important to people with particular protected characteristics?
- Does the decision relate to an area with known inequalities?
- Does the decision relate to any equality objectives that have been set by the council?

Please complete the following questions to determine whether a full Stage Two, Equality Impact Assessment is required.

What is the proposed decision that you are asking the Executive to make:	To approve the purchase of units of accommodation for use as temporary accommodation	
Summary of relevant legislation:	Housing Act 1996 (as amended)	
Does the proposed decision conflict with any of the Council's key strategy priorities?	No	
Name of assessor:	Mel Brain	
Date of assessment:	09/06/2017	

Is this a:		Is this:	
Policy	No	New or proposed	Yes
Strategy	No	Already exists and is being reviewed	No
Function	Yes	Is changing	No
Service	No		·

1. What are the main aims, objectives and intended outcomes of the proposed decision and who is likely to benefit from it?		
Aims:	To acquire temporary accommodation units to meet statutory homeless duties	
Objectives:	To provide good quality, affordable temporary accommodation within the District to meet statutory homeless duties.	
Outcomes:	Purchase of additional temporary accommodation units within West Berkshire.	
Benefits:         Homeless households are accommodated locally, B costs are reduced and the Council meets its statutor duties		

2. Note which groups may be affected by the they may be affected, whether it is positive of information have been used to determine	ly or negatively and what sources
(Please domonstrate consideration of all strands	Age Dissbility Gender

(Please demonstrate consideration of all strands – Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex and Sexual Orientation.)

Group Affected	What might be the effect?	Information to support this
Age	Homeless households are	P1E Returns

	disproportionately from younger age groups, with the majority having ahead of household who is under-25. This means that younger households, with children, are more likely to be placed in B&B outside of the district when applying as homeless. The purchase of temporary accommodation within the district would reduce the numbers of families with children being placed outside of district.	
Disability	The Council has two units of disabled-adapted temporary accommodation and will seek to prioritise households in need of such adaptations when making allocations of temporary accommodation. The purchase of additional temporary accommodation should have no impact on this strand.	
Gender Reassignment	This policy should have no impact on this strand.	
Marriage and Civil Partnership	This policy should have no impact on this strand.	
Pregnancy and Maternity	Households with dependent children or with a member who is pregnant are automatically conveyed priority need and are therefore highly likely to be owed at least an interim accommodation duty. Due to high demand and limited temporary accommodation stock, households with children or pregnant members, are more likely to be placed in B&B outside of the district when applying as homeless. The purchase of temporary accommodation within the district would reduce the numbers of families with children being	Housing Act 1996 P1E Returns

Race	This policy should have no impact on this strand.		
Religion or Belief	This policy should have no impact on this strand.		
Sex	Homeless households disproportionately have female members as their lead household member. This means that households with women as the lead member, especially those with responsibility for caring for children, are more likely to be placed in B&B outside of the district when applying as homeless. The proposed policy provides a clear framework for determining which households are placed in temporary accommodation within the district, as and when it becomes available.	P1E Returns	
Sexual Orientation This policy should have no impact on this strand.			
Further Comments relating to the item:			
The purchase of additional temporary accommodation within the district has a			

The purchase of additional temporary accommodation within the district has a beneficial impact on the identified strands, rather than an adverse impact.

3. Result		
Are there any aspects of the proposed decision, including how it is delivered or accessed, that could contribute to inequality?	No	
Please provide an explanation for your answer:		
The purchase of additional temporary accommodation within the district has a beneficial impact on the identified strands, rather than an adverse impact.		
Will the proposed decision have an adverse impact upon the lives of people, including employees and service users?	No	
Please provide an explanation for your answer:		
The purchase of additional temporary accommodation within the district has a beneficial impact on the identified strands, rather than an adverse impact.		

Purchase of residential property for the purpose of providing temporary accommodation - Supporting Information

If your answers to question 2 have identified potential adverse impacts and you have answered 'yes' to either of the sections at question 3, or you are unsure about the impact, then you should carry out a Stage Two Equality Impact Assessment.

If a Stage Two Equality Impact Assessment is required, before proceeding you should discuss the scope of the Assessment with service managers in your area. You will also need to refer to the <u>Equality Impact Assessment guidance and Stage</u> <u>Two template</u>.

4. Identify next steps as appropriate:	
Stage Two required	No
Owner of Stage Two assessment:	
Timescale for Stage Two assessment:	

Name:Mel Brain

Date: 09/06/2017

Please now forward this completed form to Rachel Craggs, Principal Policy Officer (Equality and Diversity) (<u>rachel.craggs@westberks.gov.uk</u>), for publication on the WBC website.

## **Extra Care Services Tender Award**

Committee considering report:	Executive on 27 July 2017
Portfolio Member:	Councillor Rick Jones
Date Portfolio Member agreed report:	6 July 2017
Report Author:	Robert Bradfield
Forward Plan Ref:	EX3356

#### 1. Purpose of the Report

1.1 This paper seeks to inform the Executive of the tender process and seeks delegated authority to award the contract from the Executive.

#### 2. Recommendation

2.1 This paper seeks delegated authority to award the contract.

#### 3. Implications

- 3.1 **Financial:** Tender prices are an increase on previously tendered prices as of 2012, but remain under inflation (CPI measure). Contract prices also protect the Council against the next 5 years of inflation and National Living Wage increases.
- 3.2 **Policy:** Extra Care Schemes remain cost effective in comparison to residential care services, and domiciliary care services. There is scope to increase the offer of extra care services throughout the life of this contract.
- 3.3 **Personnel:** TUPE will apply for those employed by existing services, and the appointed provider will follow due process in relation to new arrangements for staff.
- 3.4 Legal: The procurement exercise should be in accordance with Public Contracts Regulations 2015 and a written contract would need to be in place before the commencement of services.
- 3.5 **Risk Management:** Financial risk is outlined in more detail in the part 2 paper. It is proposed that the prices received are competitive in the market at the time of submission.
- 3.6 **Property:** Providers will work in existing Extra Care Scheme properties in West Berkshire: Alice Bye Court, Audrey Needham House and Redwood House.
- 3.7 **Other:** n/a

#### 4. Other options considered

4.1 Not award contract and seek alternative arrangements, would be challenging given the notice period given to incumbent providers and lack of alternative provision for residents.

## **Executive Summary**

#### 5. Introduction / Background

- 5.1 There are 3 extra care schemes in West Berks operated by three different registered social landlords A2 Dominion, Housing 21 and Sovereign Housing. The care and support services are delivered by 3 different care agencies Mears, Allied and Carewatch. These services were commissioned by the Council at different times over the last few years as the schemes came into operation.
- 5.2 The tender exercise has concluded, and award letters are being drafted. However, pricing schedules have been evaluated and are detailed in the Part 2 appendix.

#### 6. Proposal

6.1 The Executive resolves to delegate authority to Head of Commissioning, in consultation with Head of Legal Services, to award and enter into an agreement with successful bidder.

#### 7. Conclusion

- 7.1 The provision at 3 existing extra care schemes has been tendered as 1 service. It was anticipated that consolidating suppliers for the 3 schemes would reduce overall costs to WBC.
- 7.2 It is proposed that the model offered to the market has kept prices to a minimum, in comparison to tendering each individual site as one offer, which would have the potential impact of 3 different providers with separate management overheads.

#### 8. Appendices

- 8.1 Appendix A Supporting Information
- 8.2 Appendix B Equalities Impact Assessment

## Extra Care Scheme Tender – Supporting Information

#### 1. Introduction/Background

- 1.1 There are 3 extra care schemes in West Berks operated by three different registered social landlords A2 Dominion, Housing 21 and Sovereign Housing. The care and support services are delivered by 3 different care agencies Mears, Allied and Carewatch. These services were commissioned by the Council at different times over the last few years as the schemes came into operation.
- 1.2 A tender for the three Extra Care Services was published in 2017, and is part way to conclusion. Prices are now known, and consequently;
- 1.3 This paper seeks delegated authority to award the contract.

#### 2. Supporting Information

- 2.1 The current care contracts were scheduled to end at different times, with the Allied health Care and Carewatch contracts ending on 8th July 2017 and 25<sup>th</sup> August 2017 respectively; the Allied contract has already been extended as per contract terms with no other extensions possible. The plan agreed by Commercial Board was to retender all three contracts in line with the Allied contract end date.
- 2.2 In order for this to happen it was agreed to bring the Mears and Carewatch contracts, which expire at the end of October 2018 and August 2017 respectively, in line with the Allied contract expiry date. Contractual notice period of 6 months was given to terminate contracts with Mears and Carewatch to coincide with the tender process.
- 2.3 The tender exercise has concluded, and award letters are being drafted.
- 2.4 We are now seeking approval to proceed with the award of the contract to the provider that offers the most economically advantageous tender, in line with the published evaluation criteria.

#### 3. Options for Consideration

- 3.1 Award contract.
- 3.2 Not award contract and seek alternative arrangements, would be challenging given the notice period given to incumbent providers and lack of alternative provision for residents.

#### 4. **Proposals**

4.1 The Executive resolves to delegate authority to Head of Commissioning, in consultation with Head of Legal Services, to award and enter into an agreement with successful bidder.

#### 5. Conclusion

- 5.1 The provision at 3 existing extra care schemes has been tendered as 1 service. It was anticipated that consolidating suppliers for the 3 schemes would reduce overall costs to WBC.
- 5.2 It is proposed that the model offered to the market has kept prices to a minimum, in comparison to tendering each individual site as one offer, which would have the potential impact of 3 different providers with separate management overheads.

#### 6. Consultation and Engagement

- 6.1 Discussions were held with incumbent providers and service users at each site. Relevant officers from the Commissioning Team facilitated service user engagement, and followed this up with a letter to all residents on the proposals.
- 6.2 All relevant ASC managers and Head of Service are sighted on/have contributed to the proposals.

#### **Strategic Aims and Priorities Supported:**

The proposals will help achieve the following Council Strategy aim:

#### HQL – Maintain a high quality of life within our communities

#### Officer details:

Name:	Robert Bradfield
Job Title:	Service Manager Commissioning
Tel No:	2925
E-mail Address:	Robert.bradfield@westberks.gov.uk

### Appendix B

### Equality Impact Assessment – Stage One

We need to ensure that our strategies, polices, functions and services, current and proposed have given due regard to equality and diversity as set out in the Public Sector Equality Duty (Section 149 of the Equality Act), which states:

- "(1) A public authority must, in the exercise of its functions, have due regard to the need to:
  - (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
  - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; This includes the need to:
    - (i) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
    - (ii) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
  - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it, with due regard, in particular, to the need to be aware that compliance with the duties in this section may involve treating some persons more favourably than others.
- (2) The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.
- (3) Compliance with the duties in this section may involve treating some persons more favourably than others."

The following list of questions may help to establish whether the decision is relevant to equality:

- Does the decision affect service users, employees or the wider community?
- (The relevance of a decision to equality depends not just on the number of those affected but on the significance of the impact on them)
- Is it likely to affect people with particular protected characteristics differently?
- Is it a major policy, or a major change to an existing policy, significantly affecting how functions are delivered?
- Will the decision have a significant impact on how other organisations operate in terms of equality?
- Does the decision relate to functions that engagement has identified as being important to people with particular protected characteristics?
- Does the decision relate to an area with known inequalities?
- Does the decision relate to any equality objectives that have been set by the council?

## Please complete the following questions to determine whether a full Stage Two, Equality Impact Assessment is required.

What is the proposed decision that you are asking the Executive to make:	Contract award
Summary of relevant legislation:	
Does the proposed decision conflict with any of the Council's key strategy priorities?	No
Name of assessor:	RBradfield
Date of assessment:	13/6/2017

Is this a:		Is this:	
Policy	Yes/ <u>No</u>	New or proposed	Yes/No
Strategy	Yes/ <u>No</u>	Already exists and is being reviewed	Yes/No
Function	Yes/ <u>No</u>	Is changing	Yes/No
Service	<u>Yes</u> /No		

1. What are the main aims, objectives and intended outcomes of the proposed decision and who is likely to benefit from it?		
Aims:	To award a contract for Extra Care Services	
Objectives:	To deliver care in Extra Care schemes across West Berkshire	
Outcomes:	Effective and efficient care for applicable residents	
Benefits:	Effective and efficient care for applicable residents	

# 2. Note which groups may be affected by the proposed decision. Consider how they may be affected, whether it is positively or negatively and what sources of information have been used to determine this.

(Please demonstrate consideration of all strands – Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex and Sexual Orientation.)

Group Affected	What might be the effect?	Information to support this
Age	No evidence that Age is specifically adversely affected	No change to existing specification for delivery; consultation
Disability	No evidence that Disability is specifically adversely	No change to existing specification for delivery;

	affected	consultation
Gender Reassignment	No evidence that Gender reassignment is specifically adversely affected	No change to existing specification for delivery; consultation
Marriage and Civil Partnership	No evidence that Marriage and Civil Partnership will be specifically adversely affected	No change to existing specification for delivery; consultation
Pregnancy and Maternity	No evidence that Pregnancy and maternity is specifically adversely affected	No change to existing specification for delivery; consultation
Race	No evidence that Race is specifically adversely affected	No change to existing specification for delivery; consultation
Religion or Belief	No evidence that Religion or belief is specifically adversely affected	No change to existing specification for delivery; consultation
Sex	No evidence that Sex is specifically adversely affected	No change to existing specification for delivery; consultation
Sexual Orientation	No evidence that Sexual Orientation is specifically adversely affected	No change to existing specification for delivery; consultation
Further Comments relating to the item:		

#### Further Comments relating to the item:

3. Result		
Yes/ <u>No</u>		
Please provide an explanation for your answer: Referrals will remain managed by ASC staff. Delivery of the service will adhere to specified levels and policies.		
Yes/ <u>No</u>		
Please provide an explanation for your answer:		
Delivery of care services is aimed to enhance the lives of those in receipt of services, and improve employment in the areas of service delivery.		

If your answers to question 2 have identified potential adverse impacts and you have answered 'yes' to either of the sections at question 3, or you are unsure about the impact, then you should carry out a Stage Two Equality Impact Assessment.

If a Stage Two Equality Impact Assessment is required, before proceeding you should discuss the scope of the Assessment with service managers in your area.

You will also need to refer to the <u>Equality Impact Assessment guidance and Stage</u> <u>Two template</u>.

4. Identify next steps as appropriate:	
Stage Two required	n/a
Owner of Stage Two assessment:	RBradfield
Timescale for Stage Two assessment:	

Name: RBradfield

Date: 13/6/17

Please now forward this completed form to Rachel Craggs, Principal Policy Officer (Equality and Diversity) (<u>rachel.craggs@westberks.gov.uk</u>), for publication on the WBC website.

## Agenda Item 13.

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

## Agenda Item 14.

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

## Agenda Item 15.

By virtue of paragraph(s) 5 of Part 1 of Schedule 12A of the Local Government Act 1972.

### Public Questions as specified in the Council's Procedure Rules of the Constitution

## (a) Question submitted to the Portfolio Holders for Children, Education & Young People and Culture & Environment by Mrs Diana Pattenden:

"Could you please tell me what the Council's intentions are for the future of the Waterside Youth and Community Centre in relation to its use and the current state of the building's repair?"

## The Portfolio Holders for Children, Education & Young People and Culture & Environment answered:

The Council has had a long standing commitment to refurbish the site and potentially open the facility for the wider benefit of children and young people in Newbury. The issue facing the Council has been affordability. The Council has not been in the position to fund and resource such a project and has been looking for potential partners to assist.

I am pleased to be able to say that we are now in the advanced stages of negotiation with two other parties who are prepared to come forward to run the building and provide resources to refurbish it, and which will ensure a continuing community youth use for the Waterside Centre. These discussions are currently at a contractual stage, so it would not be appropriate to release further details at this stage. However, we will be delighted to do so at the appropriate time.

**The Chairman asked:** "Do you have a supplementary question arising directly out of the answer to your original question. A supplementary should be relevant to the original question and not introduce any new material?"

### Mrs Diana Pattenden asked the following supplementary question:

*"It's encouraging what you've said. The supplementary question is: Can the Council provide categorical assurance the building is secured for community use and that it will not be sold for commercial gain?"* 

## The Portfolio Holders for Children, Education & Young People and Culture & Environment answered:

It is the intention for the building to remain for community use.

## (b) Question submitted to the Portfolio Holder for Highways and Transport by Mr Simon Pike:

"What is the cost to the Council of the survey on public transport and roads, undertaken on its behalf by Ipsos Mori?"

### As Mr Pike was not in attendance at the meeting, a written reply would be sent to him.

### Members' Questions as specified in the Council's Procedure Rules of the Constitution

## (a) Question submitted to the Portfolio Holder for Children, Education and Young People by Councillor Lee Dillon:

"As the planned catchment area for Highwood Copse means that pupils have to walk past the Willows school first will the Council review the boundaries of both of these schools to address that?"

### The Portfolio Holder for Children, Education and Young People answered:

Highwood Copse has been built to ensure this authority can meet the demand for school places for primary aged children in the Newbury area. Its purpose is to ensure sufficiency of places due to pupil number pressures across Newbury and therefore there is no planned catchment area, so I am unsure how to answer your question Councillor Dillon.

**The Chairman asked:** "Do you have a supplementary question arising directly out of the answer to your original question. A supplementary should be relevant to the original question and not introduce any new material?"

### Councillor Lee Dillon asked the following supplementary question:

"That's not what we were led to believe from Officer briefings around a catchment area. We were led to believe that one had already been established and that children would have to walk past The Willows to get to Highwood Copse? Hence the reason for the question".

### The Portfolio Holder for Children, Education and Young People answered:

I'm really quite surprised by this as it's a question I've been asked quite a lot and Highwood Copse will not have a defined geographical catchment area.

## (b) Question submitted to the Portfolio Holder for Community Resilience and Partnerships by Councillor Lee Dillon:

*"What plans do the Council have to enable the housing of large amounts of residents after an emergency situation?"* 

#### The Portfolio Holder for Community Resilience and Partnerships answered:

The Council has a Major Incident Plan which is the overarching response plan detailing the coordination of resources and staff during an emergency response. We have also developed a number of supporting plans to assist us with our response, which focus on supporting displaced people, including the Rest Centre Plan, Vulnerable People Plan, Assistance Centre Plan and Recovery Plans to name but a few.

In outline, the response of the Council when faced with a number of people who have been evacuated or displaced as a result of an emergency falls into two main areas:

Firstly, short term: this normally involves placing people into rest centres for a period of time and delivering immediate support to them.

Long term: the aspiration with any emergency is to move people back to their own homes as soon as possible. This may, however, not be possible for some or all of the displaced people and as a result the Council, through its Recovery Coordination Group, would be managing the process of rehousing those affected.

I'd like to add that myself and a number of people know we've got a good Emergency Planning Team in the Council, which has been tested in real and exercise situations on a number of occasions, not least in the floods in Thatcham 10 years ago.

**The Chairman asked:** "Do you have a supplementary question arising directly out of the answer to your original question. A supplementary should be relevant to the original question and not introduce any new material?"

#### Councillor Lee Dillon asked the following supplementary question:

"Obviously we've had the recent fire and we had an excellent answer from Councillor Cole at a previous meeting on that to reassure residents, and I found this plan touched on the complex issue of the actual rehousing side after the immediate emergency and given some of the facilities we have in West Berkshire, were a disaster to happen, I am pleased to hear that we have plans in place. Would the Portfolio Holder be happy to share those with me so I can look at them in more detail?"

### The Portfolio Holder for Community Resilience and Partnerships answered:

Absolutely.

## (c) Question submitted to the Deputy Leader of Council, and Portfolio Holder for Planning, Housing and Leisure by Councillor Lee Dillon:

*"There has been a reduction in homelessness across the district according to recent reports. Are the Council now more selective about how they classify someone as homeless?"* 

## The Deputy Leader of Council, and Portfolio Holder for Planning, Housing and Leisure answered:

I am trying to answer the question and cover your actual question, but I have a feeling that it might not be the answer that you are looking for.

The definition of who qualifies as a homeless person is specified in the Housing Act 1996 (s.175). This definition is broadly that a person should be considered homeless if they have no accommodation anywhere which is available for their household to occupy and which they have a legal right to occupy. Further to this, a person is considered to be homeless if their accommodation is not reasonable for them to continue to occupy and there are a number of things that could make a property unreasonable for a household to continue to occupy, including being at risk of violence, the accommodation being unaffordable, severe overcrowding or extreme disrepair. A person will also be classified as homeless if they have a legal right to occupy, but that they cannot secure entry to (if the landlord changes the locks, for example).

The Housing Service always use the statutory definition of homelessness whenever data is produced, but it is worth considering that other agencies and the media may use a different definition of homelessness.

**The Chairman asked:** "Do you have a supplementary question arising directly out of the answer to your original question. A supplementary should be relevant to the original question and not introduce any new material?"

### Councillor Lee Dillon asked the following supplementary question:

"I appreciate the Council may have to use the definition as prescribed in the Act, but if the Council was to look at homelessness in a broader sense, do you feel that we have a larger homelessness population than our figures record?"

## The Deputy Leader of Council, and Portfolio Holder for Planning, Housing and Leisure answered:

Are you referring to homeless people or rough sleepers Councillor Dillon?

**Councillor Lee Dillon answered:** "To both. I think to the general public, if you haven't got anywhere to sleep you're homeless."

## The Deputy Leader of Council, and Portfolio Holder for Planning, Housing and Leisure answered:

I think I've given you the answer in the first part. With regard to rough sleepers, we do an annual count on those. The last count was done in November of last year and that number was 14. I also think you should be aware that there is a group which covers the Voluntary Sector, West Berkshire Council Officers and the Police which is working with a very small cohort of rough sleepers called 'Making Every Adult Matter' and that is to ensure that we work quite closely with that small group who have got a number of issues to ensure that we can progress them through from being rough sleepers into having accommodation and access to other services.