

## AGENDA

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**Meeting:** Environment Select Committee  
**Place:** Kennet Room - County Hall, Trowbridge BA14 8JN  
**Date:** Tuesday 2 September 2014  
**Time:** 10.30 am

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Please direct any enquiries on this Agenda to Libby Beale, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718214 or email [elizabeth.beale@wiltshire.gov.uk](mailto:elizabeth.beale@wiltshire.gov.uk)

Press enquiries to Communications on direct lines (01225) 713114/713115.

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### Membership:

Cllr Brian Dalton	Cllr Ian McLennan
Cllr Dennis Drewett	Cllr Christopher Newbury
Cllr Peter Edge (Chairman)	Cllr Linda Packard
Cllr Peter Evans	Cllr James Sheppard
Cllr Jose Green	Cllr Tony Trotman
Cllr Jacqui Lay	Cllr Bridget Wayman (Vice-Chairman)
Cllr Magnus Macdonald	

### Substitutes:

Cllr Rosemary Brown	Cllr George Jeans
Cllr Liz Bryant	Cllr Bob Jones MBE
Cllr Trevor Carbin	Cllr Jeff Osborn
Cllr Terry Chivers	Cllr Ricky Rogers
Cllr Tony Deane	Cllr Ian Tomes
Cllr Nick Fogg MBE	Cllr Ian West
Cllr Mike Hewitt	Cllr Philip Whalley

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# **AGENDA**

## **PART I**

### **Items to be considered while the meeting is open to the public**

1 **Apologies and Membership Changes**

To receive any apologies or substitutions for the meeting and any membership changes.

2 **Minutes of the Previous Meeting** (*Pages 1 - 6*)

To approve and sign the minutes of the Environment Select Committee meeting held on 10 June 2014.

3 **Declarations of Interest**

To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.

4 **Chairman's Announcements**

To receive any announcements through the Chair.

5 **Public Participation**

The Council welcomes contributions from members of the public.

#### **Statements**

If you would like to make a statement at this meeting on any item on this agenda, please register to do so **at least 10 minutes prior to the meeting**. Up to 3 speakers are permitted to speak for up to 3 minutes each on any agenda item. Please contact the officer named above for any further clarification.

#### **Questions**

To receive any questions from members of the public or members of the Council received in accordance with the constitution. Those wishing to ask questions are required to give notice of any such questions in writing to the officer named above no later than **5pm on Tuesday 26 August**. Please contact the officer named on the first page of this agenda for further advice. Questions may be asked without notice if the Chairman decides that the matter is urgent.

Details of any questions received will be circulated to Committee members prior to the meeting and made available at the meeting and on the Council's website.

**6 Highways and Streetscene Contract BBLP - Report on Annual Performance**  
*(Pages 7 - 22)*

At the meeting of the Committee in April 2014, it was agreed that the Highways and Streetscene Rapid Scrutiny group should form a Task Group to undertake a review into the performance of the first full year of operation of the Highways and Streetscene Contract.

Prior to the end of the first year's operation, a number of issues were raised in relation to the grass cutting element of the contract. Whilst it was agreed that a meeting would be useful to address these issues, due to time constraints, it was not possible for this to be organised. Subsequently, it was agreed that the issues around grass cutting would be raised within the meeting to review the first year's performance of the Highways and Streetscene contract.

The report of the Highways and Streetscene Task Group addresses both the review of annual performance and the issues around grass cutting. The report is presented by the Chairman of the Task Group, Cllr Jeff Osborn.

The Committee is asked to endorse the recommendations in paragraphs 31 to 35 and refer the report to the relevant Cabinet members for response.

**7 Climate Local Initiative Briefing** *(Pages 23 - 48)*

At its meeting on 16 September, Cabinet will be recommended to sign up to Climate Local and publish the action plan on the Council's website.

In advance of Cabinet, the Committee will receive a briefing from Ariane Crampton, Head of Service – Account Management, and Clare Langdon, Green Economy Manager, on the Climate Local Initiative and an update on the Council's activity on climate change.

The Committee is asked to note the report.

**8 Wiltshire Council Post Incident Report - Learning from the Emergency Response to Flooding** *(Pages 49 - 70)*

The Flood Plan, which the Committee has a duty to scrutinise, sets out Wiltshire Council's flood management arrangements and takes into account the Council's responsibilities under the Flood and Water Management Act 2010 and Reservoirs Act 1975. It details the coordinated response that would be required from Wiltshire Council in the event of severe flooding in the County.

In April the Committee was updated on progress of the comprehensive review of

the Flood Plan. The Committee supported and noted the update, it was agreed that the Committee would receive the findings of a review carried out in light of this year's extreme weather period.

The Committee now receives the Council's response to the unprecedented flood events that took place between December 2013 and March 2014, following a comprehensive and systematic review of the county's response to these events. This report informs the overall review of the Flood Plan on the emergency planning aspects of dealing with flooding during and after the event. The review of the Flood Plan is still underway and will be made available to the Committee on completion.

Cllr Jonathon Seed, Cabinet Member for Communities, Campuses, Area Boards, Leisure, Libraries and Flooding, will be present to respond to any questions the Committee may have.

The Committee is asked to:

Consider the report and its actions to reduce flood risk and support plans for improving the Council's ability to respond to future emergencies.

## 9 **Forward Work Programme** (*Pages 71 - 72*)

To note and receive updates on the progress of items on the Forward Work Programme.

A relevant extract from the Overview and Scrutiny Forward Work Programme is attached for reference.

### Meetings with the Executive

A round of meetings are currently being held (based on those held following the Council election in 2013) between the Chairmen and Vice-Chairmen of the Select Committees and the relevant Cabinet members, Portfolio-holders and Associate Directors to review and develop Overview and Scrutiny's Work Programme aligned to the Council's Business Plan. As before, a focus on outcomes and invitations to develop policy with use of single-topic, time-limited Task Groups should feature significantly adding value to Council decision-making.

A meeting between the Chairman, Vice-Chairman and Cllr de Rhé-Philippe has been arranged and will be reported. The Chairman and Vice-Chairman will meet with Cllrs Sturgis and Thomson on 2 September and 9 September respectively.

### Major Contracts

At its meeting in March 2014 the Overview and Scrutiny Management Committee agreed to leave it to each Select Committee to determine if they felt specific contracts required scrutiny. The Committee already scrutinises two of the largest contracts that fall within the remit of the Committee, Hills Waste Solutions and Balfour Beatty Infrastructure.

A list of the 50 largest contracts has been reviewed and the Chairman and Vice-Chairman do not consider that any others require the Committee's attention at this time. They propose that the major contracts list should be reviewed annually.

Investing in Highways

The Committee had intended to undertake a piece of work on this topic, however, it has been agreed that it has been overtaken by events. The Committee is asked to endorse removal of this item from the Forward Work Programme.

10 **Task Group Update** (*Pages 73 - 74*)

Written updates on Environment Select Committee Task Group activity are attached.

11 **Urgent Items**

Any other items of business which the Chairman agrees to consider as a matter of urgency.

12 **Date of Next Meeting**

To confirm the date of the next scheduled meeting as 28 October.

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## **ENVIRONMENT SELECT COMMITTEE**

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**DRAFT MINUTES OF THE ENVIRONMENT SELECT COMMITTEE MEETING  
HELD ON 10 JUNE 2014 AT KENNET ROOM - COUNTY HALL, TROWBRIDGE  
BA14 8JN.**

**Present:**

Cllr Rosemary Brown (Substitute), Cllr Brian Dalton, Cllr Tony Deane (Substitute),  
Cllr Dennis Drewett, Cllr Peter Evans, Cllr Jose Green, Cllr Mollie Groom,  
Cllr Bob Jones MBE (Substitute), Cllr Jacqui Lay, Cllr Magnus Macdonald,  
Cllr Ian McLennan, Cllr James Sheppard and Cllr Philip Whalley (Substitute)

**Also Present:**

Cllr Jon Hubbard, Cllr Jeff Osborn, Cllr Toby Sturgis and Cllr Philip Whitehead

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28 **Election of Chairman**

**Resolved:**

**To appoint Councillor Peter Edge as Chairman of the Environment Select  
Committee for the forthcoming year.**

29 **Election of Vice-Chairman**

**Resolved:**

**To appoint Councillor Bridget Wayman as Vice-Chairman of the  
Environment Select Committee for the forthcoming year.**

30 **Election of Chairman (Meeting Only)**

**Resolved:**

**To appoint Councillor Tony Deane as Chairman of the Environment Select  
Committee for this meeting only.**

31 **Membership Change**

It was noted that following the meeting of Council on 13 May 2014 there had  
been the following changes to membership of the Committee:

Removed as Full Members: Councillors Alan Hill, Horace Prickett, Rosemary Brown

Added as Full Members: Councillors Jacqui Lay, Christopher Newbury, Linda Packard

Removed as Substitute: Councillors Nick Watts, Jacqui Lay, Stephen Oldrieve and Christopher Newbury

Added as Substitute: Councillors Trevor Carbin and Rosemary Brown

32 **Apologies**

Apologies were received from Councillors Peter Edge, Bridget Wayman, Christopher Newbury and Linda Packard.

Councillor Edge was substituted by Councillor Rosemary Brown.

Councillor Wayman was substituted by Councillor Tony Deane.

Councillor Newbury was substituted by Councillor Phillip Whalley.

Councillor Packard was substituted by Councillor Bob Jones MBE.

33 **Minutes of the Previous Meeting**

The minutes of the meeting held on 15 April were presented for consideration, and after discussion it was,

**Resolved:**

**To approve as a true and correct record and sign the minutes.**

34 **Declarations of Interest**

There were no declarations.

35 **Chairman's Announcements**

There were no announcements.

36 **Public Participation**

There were no statements or questions submitted.



The Wiltshire Core Strategy, in development since 2009, is intended to set out the largest part of the Local Development Framework for Wiltshire, a series of policy documents setting out the council's spatial vision, key objectives and the overall principles for development in the county, including location of strategic sites for new housing and employment development and the policies with which planning applications will be assessed.

Following consideration by the Environment Select Committee on 11 June 2012, the Core Strategy was approved by Council on 26 June 2012 for submission to the Secretary of State for Environment, Food and Rural Affairs for formal examination. The examination in public by a Planning Inspector took place between May and July 2013, and a consultation on proposed modifications concluded in October 2013. This was followed by a procedural letter from the Inspector setting out six matters with the Core Strategy which they felt required further modifications in December 2013.

The Cabinet Member for Strategic Planning, Development Management, Strategic Housing, Property, Waste, Councillor Toby Sturgis, delivered an update on the continued progression of the Wiltshire Core Strategy along with the Spatial Planning Economy Manager.

It was stated that following additional modifications to address the comments of the Inspector, a further 700 comments had been received on the new consultation that was required as a result. These included comments on wind turbines, allocation of housing in specific towns, the updated housing requirements county wide, proposed bypasses in certain locations and the development of neighbourhood plans. It was intended that the Council's response and proposals would be forwarded back to the Inspector by the end of June 2013, who could request further comment or modifications if deemed necessary.

The Committee then questioned the Cabinet Member and Officer on aspects of the Core Strategy and the process of its adoption. There were some concerns raised about the highly technical nature of some of the officer comments sent to Parish Councils for comment which made it difficult at times to understand, and that future consultations could perhaps include frequent summary sections in plain language to clarify matters. In response it was stated that every attempt was made to simplify the language used, although some use of complex technical language was unavoidable, with requests for Parishes to contact their Wiltshire Councillor or the officers for assistance if certain sections were hard to understand.

There were queries on the status of the South Wiltshire Core Strategy which was in place while the proposed Core Strategy for the whole county was un-adopted, and the need for the council to robustly defend planning decisions made on this and other extant policy documents, although it was noted that the National Planning policy Framework was a more recent national policy document, which might be given more weight by an Inspector during an appeal.

There were additional queries and comments on neighbourhood plans permitting some limited development to meet local needs of housing and employment in villages if they established that need in their plans, and it was confirmed that the council presumed all development sites were economically viable and so could be subject to Section 106 legal agreement contributions, unless a developer could prove it was not viable to make such a contribution.

**Resolved:**

**To note the update from the Cabinet Member.**

38 **Task Group Updates**

The Committee considered written updates from established Task Groups as detailed in the agenda pack.

There were additional comments on the following Task Groups:

Adoptable Estates - It was noted that there had been great difficulty in meeting with developers to discuss the matters raised, which would be detailed further once the Task Group made its final report.

Highways and Streetscene - A meeting had been set for 25 June to specifically consider the grass cutting section of the contract in light of recent and continuing problems with that aspect of the contract, with the entirety of the contract to be assessed at a later date. It was confirmed all members would be invited to make contributions to the considerations of the Task Group.

20mph Task Group - Clarification was sought on the number of 20mph zones that each Area Board could designate, 2 per year, as well as issues on repeater signage in zones, and natural highway speed limitations impacting more on average speeds than the imposition of a restricted speed zone in an area which might not be appropriate for it.

Waste - It was confirmed that as requested at its meeting on 10 December 2013, a further meeting had been made with Dr Alberry, who had delivered a presentation to the Task Group, and the possibility of looking into the Green waste policy was noted.

Dr Carlton Brand, Corporate Director, noted that there was a lot of work being undertaken in the Waste Service which the Task Group could assist with and welcomed their continued and future involvement.

39 **Forward Work Programme**

The existing Forward Plan was noted, and it was agreed that the Chairman and Vice-Chairman should meet with Cabinet Members and Associate Directors to identify future outcomes and policies which scrutiny involvement could contribute to in the next year.

40 **Date of Next Meeting**

The date of the next meeting was confirmed as 2 September 2014.

41 **Urgent Items**

A question was raised about whether the Gypsy and Traveller Plan should be considered at the Committee.

(Duration of meeting: 10.35 am - 12.15 pm)

The Officer who has produced these minutes is Kieran Elliott of Democratic Services, direct line 01225 718504, e-mail [kieran.elliott@wiltshire.gov.uk](mailto:kieran.elliott@wiltshire.gov.uk)

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**Wiltshire Council**

**Environment Select Committee**

**2 September 2014**

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## **Report of the Highways and Streetscene Contract (BBLP) Task Group**

### **Purpose of report**

- 1 To present the report of the Highways and Streetscene Contract (BBLP) Task Group and seek endorsement for the recommendations.

### **Background**

- 2 The O & S Management Committee passed the responsibility for reviewing the Highways and Streetscene Contract to the Environment Select Committee in November 2013. Since that time, the Rapid Scrutiny Group has met on two occasions, when it reviewed various aspects of the performance of the contract. The newly formed Task Group (which included the members of the original Rapid Scrutiny Group) was asked to review the performance of the contract after its first full year of operation.

### **Main considerations**

- 3 The contract had performed well in a number of areas, particularly with regard to the winter flooding. There were areas of concern, particularly over grass cutting, where it was believed that the Council had suffered some reputational damage. However, a comprehensive action plan had been put in place to address the issues identified.
- 4 The Committee is asked to consider the attached report of the Highways and Streetscene Contract Task Group and endorse its recommendations.

### **Proposal**

- 5 To endorse the recommendations in paragraphs 31 to 35 and refer the report to the relevant Cabinet members for response.
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**Paul Kelly, Scrutiny Manager and Designated Scrutiny Officer**

Report Author: Maggie McDonald, Senior Scrutiny Officer  
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**Report of the Highways and Streetscene Contract (BBLP) Task Group**

**Purpose of Report**

- 1 To present the report of the Highways and Streetscene Contract (BBLP) Task Group on the Annual Performance of the contract.

**Background**

- 2 An update on the Highways and Streetscene Contract was presented to the O & S Management Committee on 5 November 2013. At the meeting the Committee agreed:
  - a) That a rapid scrutiny exercise would be conducted on the content of the report submitted by the Cabinet member to enable greater clarity of the concerns raised;
  - b) That a progress report would be presented to the Environment Select Committee after the winter, addressing operational performance;
  - c) That the Environment Select Committee conduct a full scrutiny exercise in June 2014, after the first full year of operation of the new contract.
- 3 At the meeting of the Environment Select Committee on 15 April 2014, it was agreed that the rapid scrutiny group referred to in a) above should form a Task Group and undertake the review into the performance of the Highways and Streetscene Contract after the first full year of operation, referred to in c) above.
- 4 Prior to the end of the first year's operation, a number of issues were raised in relation to the grass cutting element of the contract. Whilst it was agreed that a meeting would be useful to address these issues, due to time constraints, it was not possible for this to be organised. Subsequently, it was agreed that the issues around grass cutting would be raised within the meeting to review the first year's performance of the Highways and Streetscene contract.

**Membership**

- 5 The membership of the Task Group had changed since it last met due to resignations. The current membership is Cllrs Jeff Osborn (chair), Linda Packard, Gordon King, John Walsh, Bob Jones and Tony Trotman.

## **Witnesses**

6 In its review of the contracts, the Task Group took evidence from:

Cllr John Thomson, Cabinet Member for Highways and Streetscene and Broadband

Cllr Philip Whitehead, Portfolio holder for Highways Contract

Dr Carlton Brand, Corporate Director

Parvis Khansari, Associate Director, Highways and Transport

Peter Binley, Head of Highways, Asset Management and Commissioning

Amanda Fisher, Managing Director, BBLP

Steve Helliwell, Operations Director, BBLP

Tom West, Contract Director, BBLP

Richard Stokes, Consultancy Manager, Atkins

## **Written Evidence**

7 The Task Group considered the following documents:

Highways Contract – Report on Annual Performance 2013 - 14;

Appendix 1: Wiltshire Highways Contract – Review of Performance;

Appendix 2: Atkins – First Year Review;

Appendix 3: BBLP First Year Review - Undertakings and KPI review.

8 The Task Group had also considered 97 communications received in respect of the grass cutting service.

## **Findings**

9 The Task Group remit did not include a review of the performance of the Atkins contract and therefore it had not undertaken any work in relation to it. The information provided for the Annual Review included a review of the Atkins contract, which the Task Group agreed to take 'as read' and acknowledged that the performance was good. The Task Group agreed that it would focus attention on the Atkins contract in the future.

10 There had been considerable concerns over the grass cutting service, primarily but not only, in the west of the county. Although this element accounted for only 2% of the contract, it represented a significant issue in terms of the reputational damage done to both the Council and BBLP. BBLP recognised this and published a leaflet with a public apology which was sent to the residents in Bradford on Avon, Melksham, Trowbridge and Westbury in the week beginning 21 July 2014, at its own expense (Appendix 1). The Task Group congratulated BBLP for this positive action.



- 11 The Task Group was concerned that at the meeting at the end of March the Rapid Scrutiny Group (as was) had been assured by Council officers, the Cabinet Member and BBLP that, following the problems with grass cutting in 2013, everything was in place to ensure a good service in 2014. This assurance proved to be of little value as immediately after, complaints from the public about grass cutting began to mount.
- 12 BBLP had underestimated the resources required for grass cutting, despite this issue having been raised with them by the client team. As a result, they had been required to employ extra agency staff and had incurred additional costs. Also, BBLP did not receive full payment from the Council for the work it did not deliver under this element of the contract.
- 13 BBLP indicated that 30 agency staff were to be recruited to their permanent staff. They also intend to use a number of local contractors/agency staff to assist early in the 2015 season, reverting later to the core staff only.
- 14 The BBLP First Year Review (Undertakings and KPI Review) listed 10 positives from the performance monitoring exercise and 29 action points (Appendix 2). The Task Group is to be provided with a list documenting what action is to be taken/progress made against each point.
- 15 There was evidence that the Community Team service was not working in some areas of the county and that it was less flexible than had been anticipated. Suggestions were put forward as to why this might be and work was to be undertaken to identify best practice for Community Coordinators. Difficulties were acknowledged in developing the multi-skilled team required to deliver the Council's vision of an integrated service, but progress was being made. There was a lack of clarity over what comprised a Community Team and what resources were available for Community Days.
- 16 Differences in the approach taken by Community Coordinators were noted. It was acknowledged that different areas had different requirements. However, a case study was to be undertaken to compare the work of Community Coordinators in two different areas with a view to identifying good practice, which could be disseminated across all areas.
- 17 The electronic system supporting the reporting/feedback process behind the 'My Wiltshire' App had only been available from 1 April 2014. This had resulted in a lack of data and the inability of BBLP to report on some of the KPIs, making it difficult to judge performance accurately on those KPIs.
- 18 Monitoring of the quality of work, initiated through the App reporting system, was by means of photographs on completion of the work. The Task Group

was informed that it had not been envisaged that the Council or BBLP would monitor the work of the Community Teams.

- 19 The tender promises indicated that a minimum of six apprenticeship placements per year would be provided. There was concern that the four placements during year 1 were not new and had been carried over from the Ringway contract.
- 20 Despite assurances to the contrary, it was reported that the customer experience in some areas was that there was a difference in the quality of services provided between towns and villages.
- 21 There was disappointment that a 'user-friendly' guide to the key clauses in the BBLP contract had not been provided.
- 22 Significant extra finance had been made available for the highways work; BBLP confirmed that they had the capacity and resources to undertake the additional work.
- 23 The Task Group noted the good response by BBLP to the winter floods over a period of four months, and also the precautionary salting of roads they undertook. BBLP are to be congratulated on this performance.

## **Conclusions**

- 24 A number of the concerns the Task Group had raised in relation to the performance of the contract had also been identified in the 29 action points in Appendix 2. They were pleased that BBLP and the Council had committed to responding to each of the points and looked forward to seeing the resulting improvements in performance.
- 25 The Task Group welcomed the work to be undertaken around the role of the Community Coordinator to identify learning points and best practice.
- 26 It was acknowledged that BBLP had made good efforts in June and July to fulfil the grass cutting elements of the contract and they had liaised with local members to obtain the necessary local knowledge. However, it had taken far too long and a great deal of work to reach this point.
- 27 The Task Group wanted to see the extra resources committed to grass cutting maintained and welcomed the recruitment of 30 additional permanent staff, trusting that their local knowledge would support the effective delivery of the contract.

- 28 The Task Group believed that many lessons had been learnt on all sides through getting the contract back on track. It was imperative that the learning was built on constructively. They noted the manner in which BBLP had acknowledged their early mistakes and welcomed the long term commitment they had made. Whilst this was welcomed the Task Group wanted to see the improvement maintained.
- 29 It was acknowledged that in the current economic climate the Council had to be bold and take risks with its contracts in order to find the resources for key services, therefore it was essential that the BBLP contract delivered. The Task Group accepted that the contract cannot be allowed to lapse, or elements of it be retendered, but it wanted to see much more evidence of effective partnership working.
- 30 The Task Group awaits the report on the Highways and Streetscene Contract from the Audit Committee to inform its future work.

### **Recommendations**

- 31 That the Task Group should continue its work by monitoring the performance of certain elements of the contract throughout the year and reviewing the next Annual Report.
- 32 That the Task Group should meet in 2/3 months time to consider the actions/progress against the 29 action points, as well as the Year 2 plans for BBLP and Atkins, and report on these to the Environment Select Committee on 28 October 2014.
- 33 That the Task Group maintains regular contact with the Cabinet Member, Portfolio holder, officers and BBLP between meetings so that they are quickly informed of any slippage in performance.
- 34 That the Task Group gives due attention to better understand and evaluate Atkins' activities.
- 35 That consideration should be given to adding high risk contracts to the Council's Risk Register.

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**Cllr Jeff Osborn, Chairman, Highways and Streetscene Contract Task Group**

Report Author: Maggie McDonald, Senior Scrutiny Officer  
01225 713679, [Maggie.mcdonald@wiltshire.gov.uk](mailto:Maggie.mcdonald@wiltshire.gov.uk)

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.....  
please send your questions  
or suggestions to:  
**wiltshirequeries@bblivingplaces.com**  
.....

# grass cutting getting it right

.....  
A number of local residents have complained to us that we haven't been cutting the grass properly. This leaflet is designed to tell you what we are doing to improve our grass-cutting service in your area:

- we're sorry that we haven't always been able to get the work done to your satisfaction
- we have been working very hard to put things right
- we have a plan, approved by the Council, to make sure we stay on top of things
- we want to hear from you if you think any part of your area doesn't reach the specification we have been asked to work to





# Grass in the news

Over the last few weeks we have had a number of complaints from residents in your area, which is why we are distributing this leaflet.

We know how important it is to residents and the Council that we get this right and we have already apologised at the Council meeting on May 15th for the way we have managed this.

Following the Council debate, Balfour Beatty was set a deadline of 6th June to ensure all areas of the county were being cut to the Council's specification - a total of 6 million square metres of grass. Since that deadline was set we've brought in significant extra resources at no additional cost to the Council:

11 additional fully equipped teams - that's about 2500 hours/300 man days

Additional time worked by the pre-existing teams, seven days-a-week, including two bank holidays - that additional time amounts to approximately 3000 hours/375 man days



Although the June weather has been dryer, the previous wet and warm conditions had created nearly perfect growing conditions. The standard of 'finish' has not always been to the high standards we're committed to achieving. We think we are now just about there - although some areas won't yet be looking as smart as we'd like because of how long the grass had grown before we got to it. This will be addressed at the next cut.

If you have any questions or there are areas you think we have still missed, please write to us at:  
**wiltshirequeries@bblivingplaces.com**

Finally, please understand that our operatives have been working very long hours to get Wiltshire's grass cut.

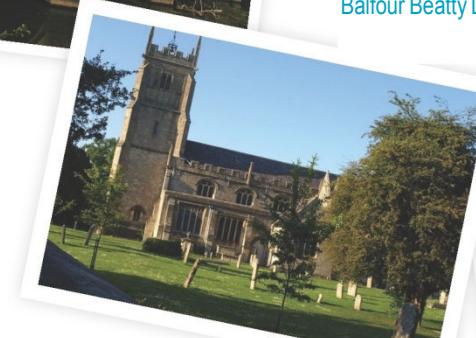
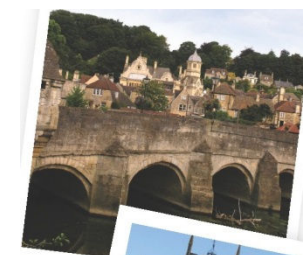


We're totally open to anybody who wants to write or talk to us. Taking the public's comments and feedback on board, we'll do whatever we can to make swift improvements.

I'd like to thank all our staff who have been working hard - just as they did through the winter floods - to get this right. They are dedicated to delivering great service to our customers and work really hard to make sure this happens.

We'll continue to work with the council and communities and prioritise areas which could impact on safety.

Tom West  
Contract Director  
Balfour Beatty Living Places



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## BBLP Action Plan

No	Action required on:
1	<b>Seamless transition</b> from previous contracts to BBLP not completely achieved. Inductions / briefings / meetings during first few weeks of contract led to grass cutting issues during summer 2013.
2	<b>IT systems</b> were not all operational from day 1 of contract, and Causeway issues have been evident throughout year 1
3	<b>Role profiles</b> for BBLP operatives and staff, to align with Wiltshire's Behaviours Framework were not developed prior to day 1.
4	BBLP understanding of what the <b>Community Team Service</b> is seeking to deliver was not clear. It should provide local services provided by multi-skilled teams that are dedicated to specific areas, which work in a proactive manner to reduce demand and the need for reactionary working. BBLP's lack of understanding on this appears to have contributed to the problems encountered in some areas of the Local Highways Service during the year.
5	Development and availability of <b>works programmes</b> (long, medium and short term) for Local Highways and Streetscene services was not completed.
6	BBLP indicated that they would develop and implement a first ' <b>90 day plan</b> ' with a series of quick wins to ensure the contract started well. The 90 day plan was not provided to Wiltshire, and does not appear to have been developed.
7	Various issues with works streetworks <b>noticing</b> were experienced. Providing the correct NRSWA / TMA notices and working in accordance with notices did not always happen.
8	No <b>Annual Plan</b> was developed for year 1.
9	Issues with regards to operation of BBLP <b>IT systems</b> regarding closing down of Works tickets, PEMs issued to BBLP, work probably being undertaken, problematic closing down mechanism resulted in unreliable records of what work has / has not been responded to. It should be noted that a jointly developed IT process has now been introduced to address this issue.
10	Accuracy of financial information regarding <b>payment applications</b> . There have been issues with regards to the Causeway / Exor interface regarding payment applications. BBLP systems currently seem unable to provide accurate Works Invoice files to reflect the certified payment amounts against each order. For example March 2014 application had 700 errors. These issues have resulted in a build up of historic works orders that have not been closed down, which compounds the problem further and leads to frustrations on the Client side of having to make repeated comments and corrections to the BBLP applications.

11	Non delivery of <b>Training Centre</b> to date.
12	Provision and installation of <b>GPS trackers</b> on BBLP fleet has not come forward as soon as expected. Not all plant has power take off capability. Currently the GPS system is providing only limited information regarding fleet utilisation, and hence only limited intelligence as to how services could be enhanced and improved.
13	County wide <b>Digital Radio system</b> not delivered to date.
14	Delivery regarding BBLP's <b>Sharepoint</b> system was delayed. This was to be the mechanism for displaying information regarding works done, works underway and works being planned, as well as performance information (KPIs / Tender promises), contract information, meeting notes etc. Sharepoint is now being rolled out.
15	No evidence currently that there is good, or improving <b>staff moral</b> within BBLP workforce. BBLP are addressing this.
16	BBLP <b>staff turn-over</b> , and particularly key staff continuity has not been helpful to the smooth running and delivery of the service.
17	Incomplete delivery during the first year of <b>Community Team service</b> – e.g. availability of Highways Community Stewards, Community Days / Street Sparkle delivery, grass cutting operations, find and fix activities, provision of multi-skilled workforce (generic working).
18	<b>Winter Fleet Maintenance</b> Service has not been as smooth as it may have been. Communications between Rygor / BB Fleet / BBLP / Wiltshire Council Fleet have not always been effective.
19	Provision and use of <b>hand held devices</b> for Local Highways Community Team and Pull service gangs has been a problem. Number of devices provided not as many as was anticipated. Devices were provided later than anticipated, and were not being used as anticipated. This resulted in a reduction in the amount of find and fix (proactive) works being recorded. BBLP are currently undertaking a full roll out of devices.
20	General integration and 'bedding in' of <b>TUPE staff</b> into BBLP during initial contract period. PDRs, behavioural assessments and 'through customer eyes' training not undertaken during first 90 days.
21	<b>Cemetery maintenance</b> issues were noted.
22	<b>Grass cutting</b> issues were noted.
23	BBLP have not been able to fully demonstrate that they have been collecting, or providing full <b>KPI information</b> throughout year 1.
24	BBLP have provided 4 <b>apprentice placements</b> during year 1, but all of these were 'inherited' from the Ringway contract. Tender promises indicate that minimum of 6 per year will be provided.

25	Issues with responsiveness regarding <b>fly tipping clearance</b> , and closure of fly tipping PEMs once completed were experienced at the start of the contract.
26	Issues with closure of <b>PEMs</b> has sometimes made dealing with insurance claims more difficult. The new joint IT system is now addressing this issue.
27	Less <b>community engagement</b> than hoped took place to encourage and facilitate community involvement in initiatives such as Community Days and Street Sparkle. More interaction with local communities with regards to provision of community newsletters, Area Board reports, programmes, information leaflets regarding future works required.
28	Delivery of <b>Structures programme</b> initially uncertain due to Supply Chain not being fully established at the start of contract.
29	Little progress made to date with regards to identifying and using techniques to re-use <b>Tar materials</b> .

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## Wiltshire Council

### Environment Select Committee

2 September 2014

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## Briefing on Climate Local and Wiltshire Council Activity on Climate Change

### Purpose of Report

1. To provide the Environment Select Committee with:
  - (i) a briefing on the Climate Local Initiative and recommended action plan to be presented to Cabinet on 16 September 2014 (**Appendix 1**).
  - (ii) a review of progress since the council became a signatory to the Nottingham Declaration on climate change in 2009.

### Relevance to the Council's Business Plan

2. Reducing carbon emissions and preparing for unavoidable climate change addresses two of the council's priorities:
  - (i) To protect those who are most vulnerable - through reducing fuel poverty and ensuring communities are prepared for the impacts of climate change.
  - (ii) To boost the local economy - through stimulating green jobs locally.
3. The council's Business Plan commits the council to reducing its carbon footprint and increasing recycling (p18). The Plan (Outcome 3) also aspires to:
  - reducing fuel poverty in the county;
  - lowering the carbon footprint of households, businesses and public services through energy efficient buildings and renewable technology;
  - promoting sustainable transport;
  - supporting people and places to deal with unavoidable climate impacts, such as flooding.

### Overview

4. Climate Local is an LGA initiative to drive, inspire and support council action on climate change. The initiative is the only one of its type in England and is the successor to the old Nottingham Declaration on Climate Change which Wiltshire Council signed in 2009.
5. As of April 2014, 87 local authorities had signed up to Climate Local, including Hampshire County Council, Gloucestershire County Council, Oxfordshire County Council and B&NES. When signing up to the initiative, councils are required to publish an action plan and review this on a regular basis. The Wiltshire Climate Local Action Plan, set out at **Appendix 1**, will enable the council to achieve the

commitments in its Business Plan. At its meeting on 16 September 2014, Cabinet will be recommended to sign up to Climate Local and publish the action plan at **Appendix 1** on its website.

6. Wiltshire Council has been taking action on climate change since 2009 and continues to drive down its own carbon footprint, as well as carbon emissions across the county.
7. The council aims to reduce its annual carbon footprint by 11,823 tCO<sub>2</sub> by March 2017 compared with its 2010/11 footprint. The [Carbon Management Plan](#), updated in 2014, sets out how this will be achieved through rationalising and improving the council estate, working with schools, delivering more energy efficient street-lighting and reducing emissions from the council's fleet.
8. A review of progress and up-to-date consumption data is set out at **Appendices 2 and 3**. Highlights include:
  - 661 planning applications for renewable technologies were received, of which 93% were approved.
  - The council facilitated the insulation of 1,430 homes across Wiltshire using £0.5 million invested by energy companies.
  - The council has attracted a further £1.4 million external funding for carbon reduction projects plus a £0.6 million 0% loan.
  - 112 invest to save energy efficiency projects have been implemented at a cost of £4.1 million, saving 2,475 tonnes of CO<sub>2</sub> and £730,000 on council energy bills annually (includes 2014/15 projects).
  - The council has set up an Energy Management System certified to ISO50001 standard.
  - Business mileage emissions were reduced by a third in 2013/14 from 2010/11 peak.
  - Over thirty schools have engaged in programmes to reduce their energy costs and carbon emissions.
  - The Wiltshire Core Strategy includes specific policies around renewable energy and sustainable construction.
  - Installation of biomass boilers at twelve schools and one campus, generating income from the sale of heat and the government's renewable heat incentive, while saving on schools' running costs.
  - Installation of the largest single-roof local authority-owned solar panel system in the UK on the new Northacre Resource Recovery Centre in Westbury, covering an area equivalent to seven tennis courts.
  - Installation of 2,500 high efficiency boilers in council housing by 2018.
9. In June 2010, Cabinet noted the responsibilities the authority has with regard to climate change; the implications for policy development and service delivery; the risks relating to the discharge of these responsibilities; and the council's performance at that time. Cabinet agreed that the Climate Change Board (now ECO Board) should oversee the delivery of these responsibilities and monitor future performance and approved the establishment of a long-term carbon reduction fund.

10. Cabinet further agreed that in order for the environmental implications of all council decisions to be fully considered, all committee reports should address key questions relating to environmental impact.
11. Since that date, an ambitious ECO Strategy has been published (2011) and significant success has been achieved through the associated programmes of work. In 2012 the council won the climate change impact award in the Wiltshire Wildlife Trust Corporate Green Awards and in 2013 the council was shortlisted for the Local Government Chronicle's national energy efficiency award.
12. In February 2014, the council's second Carbon Management Plan was published, showing significant progress in reducing the council's carbon footprint and generating annual savings on energy bills. The energy consumption data for 2013/14 shows further progress (see **Appendix 2**).
13. According to government data, Wiltshire's per capita carbon emissions have fallen from 8 tonnes of carbon dioxide (tCO<sub>2</sub>) in 2005 to 6.7 tCO<sub>2</sub> in 2012. This reflects a reduction in emissions nationally, but remains higher than the 2012 South West average of 6.1tCO<sub>2</sub> and national average of 6.2 tCO<sub>2</sub>. The higher figure for Wiltshire is entirely attributable to higher transport emissions, as domestic and industry emissions match the national and regional averages. This cannot be explained by emissions from the M4 motorway or diesel railways. They are excluded from these figures as deemed to be outside the scope of local authority influence.

### **Changes to National Policy since 2010**

14. Under the Carbon Reduction Commitment (CRC) scheme, in April 2010 the council became liable to pay £12 for every tonne of CO<sub>2</sub> emitted. This liability included carbon emissions from schools until March 2014. Since April 2014 schools are no longer included in the council's CRC footprint but streetlights are included and the council has to pay £16 for every tonne of CO<sub>2</sub> emitted.
15. The National Planning Policy Framework published in 2012 makes addressing climate change one of the core land use planning principles for both plan-making and decision-taking. To be found sound, Local Plans need to reflect this principle and enable the delivery of sustainable development in accordance with the policies in the National Planning Policy Framework. These include the requirements for local authorities to adopt proactive strategies to mitigate and adapt to climate change in line with the provisions and objectives of the Climate Change Act 2008, and co-operate to deliver strategic priorities which include climate change.
16. The feed-in tariff which incentivises the generation of green electricity has been widely taken up since 2010, and the renewable heat incentive which is the world's first long-term financial support programme for renewable heat was launched in 2011.
17. Energy companies now only fund insulation measures for vulnerable households. Under the Green Deal, other households are expected to take out loans to cover the cost of any energy efficiency measures. These loans are paid back through electricity bills.

18. The government's solar strategy published in 2014 sets out a road map for increasing the contribution of solar energy to meet the UK's energy requirements.
19. In April 2014, the Intergovernmental Panel on Climate Change (IPCC) released the last in a series of three reports, which together assess the physical evidence that climate change is happening, the expected impacts over the course of this century and what would need to happen to curb the rise in greenhouse gases.

### **Proposal**

20. That Environment Select Committee notes the report.

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### **Background Papers**

The following unpublished documents have been relied on in the preparation of this report:

None

### **Appendices**

- Appendix 1: Climate Local Wiltshire – our commitments and actions
- Appendix 2: Costs and consumption data relating to the council's energy use
- Appendix 3: Review of progress



## Climate Local Wiltshire: Our commitments and actions - 2014

Wiltshire Council recognises it has significant scope to reduce emissions from buildings, surface transport and waste. Wiltshire Council recognises that carbon reduction and climate change can act as major drivers for local government resulting in multiple benefits including supporting local economic growth and community wellbeing as well as controlling spending, improving efficiency, delivering effective services and reducing carbon.

In order to create an 'energy smart' low carbon future and make Wiltshire more resilient to a changing climate we make the following commitment(s):

Area of Action	Commitment	Specific Action	Delivery	Measure	Timescale and Resources
Page 27 <b>Built Environment</b>	<b>Reduce our contribution to carbon emissions in Wiltshire</b>	Publish and implement Carbon Management Plan (CMP).  Develop and implement Carbon Action Plans.	<b>Wiltshire Council</b>  Fleet, Street lighting, Facilities Management, Transformation, Economic Development and Planning	11,823 tonne reduction per annum of CO <sub>2</sub> emissions by 2016/17 on 2010/11 figure.	<b>Timescale:</b> 2016/17 CMP target  <b>Resources:</b> Existing staff resources within Wiltshire Council  <b>Resources:</b> Invest To Save Budget

Area of Action	Commitment	Specific Action	Delivery	Measure	Timescale and Resources
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 28</p>	<p><b>Reduce our contribution to carbon emissions in Wiltshire</b></p>	<p>A 2014-15 reduction of energy consumption amounting to 5% of a weather-corrected baseline value for gas and electricity in our corporate buildings (excluding street lighting, schools and stored fuels).</p> <p>Installing at least 200 kWp of photovoltaic panels across a range of corporate buildings, subject to technical and financial feasibility.</p> <p>2014-15 we are committing to a programme of water management and monitoring and we will publish our savings and achievements at the end of the year.</p>	<p><b>Wiltshire Council</b></p> <p>Facilities Management</p>	<p>CO<sub>2</sub> saved</p> <p>kWp installed</p> <p>Published savings</p>	<p><b>Timescale:</b> To end 2014/15</p> <p><b>Resources:</b> Existing staff resources within Wiltshire Council</p>
		<p><b>Built Environment</b></p>		<p><b>Reduce our contribution to carbon emissions in Wiltshire</b></p>	<p>Replacement of conventional gas boilers with a (SEDBUK) standard efficiency of 65% with new condensing boilers with an efficiency of 90%</p> <p>Solar PV arrays on two sheltered housing schemes at Nadder Close Tisbury and Parsons Green, Shrewton</p>

Area of Action	Commitment	Specific Action	Delivery	Measure	Timescale and Resources
Built Environment	<b>Reduce our contribution to carbon emissions in Wiltshire</b>	Implement streetlight dimming policy with new management system and supporting infrastructure to be substantially completed and operational by the end of 2014/15.	<b>Wiltshire Council</b> Highways and Transport	Estimated 1,958 tonnes of carbon to be saved annually	<p><b>Timescale:</b> To end 2014/15</p> <p><b>Resources:</b> Existing staff resources within Wiltshire Council. £2 million approved for the introduction of the street lighting central management system and associated changes,</p>
Built Environment	<b>Low Carbon Developments</b>	To encourage developers using levers such as planning policy and building control to help move new building and refurbishment schemes closer towards meeting low – carbon standards.	<b>Wiltshire Council</b> Economic Development and Planning, Transformation	<p>Number of new development schemes supported by robust Sustainable Energy Strategies and delivering Code for Sustainable Development levels of 4, 5, and 6.</p> <p>Number of commercial developments supported by robust Sustainable Energy Strategies and delivering BREEAM</p>	<p><b>Timescale:</b> Ongoing</p> <p><b>Resources:</b> Existing staff resources within Wiltshire Council</p>

Area of Action	Commitment	Specific Action	Delivery	Measure	Timescale and Resources
				<p>'Very Good status, rising to 'Excellent' status.</p> <p>Installed MW of renewable energy sources</p>	
<p><b>Built Environment</b></p> <p>Page 30</p>	<p><b>Low Carbon Developments</b></p>	<p>Identify opportunities for energy mapping, masterplanning and technical and economical feasibility studies for district heating and cooling networks for businesses, housing developments, army rebasing, council buildings.</p>	<p><b>Wiltshire Council</b></p> <p>Economic development and Planning,</p>	<p>Measuring and monitoring of energy savings – financial, kWh and CO<sub>2</sub></p>	<p><b>Timescale:</b> Ongoing</p> <p><b>Resources:</b> Existing staff resources within Wiltshire Council Department of Energy and Climate Change funding stream, 2014 – 2016</p>
<p><b>Built Environment</b></p>	<p><b>Low Carbon Developments</b></p>	<p>Develop evidence based interventions from timber study</p>	<p><b>Wiltshire Council</b></p> <p>Economic development and Planning, Transformation</p> <p><b>Forestry Commission</b></p>	<p>Deliver existing untapped timber resource to market</p> <p>Add value into existing processing and supply chains with improved competitiveness, developing rural skills and knowledge base</p>	<p><b>Resources:</b> Existing staff resources within Wiltshire Council</p>

Area of Action	Commitment	Specific Action	Delivery	Measure	Timescale and Resources
				Expansion of existing provision support to sectoral SMEs and Woodland Owners	
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 31</p> <p><b>Built Environment</b></p>	<p><b>Promote the delivery of Sustainable Urban Drainage Schemes to support new development across Wiltshire</b></p>	<p>To actively promote the installation of appropriately designed sustainable urban drainage schemes in Wiltshire’s new developments.</p> <p>To ensure that appropriate funding mechanisms are in place to support the long-term maintenance of sustainable urban drainage schemes.</p>	<p><b>Wiltshire Council</b></p> <p>Economic development and Planning, Transformation</p>	<p>Number of new developments incorporating appropriate Sustainable Urban Drainage Schemes</p> <p>Number of sustainable urban drainage schemes supported by long-term maintenance bonds</p>	<p><b>Timescale:</b></p> <p>Ongoing</p> <p><b>Resources:</b></p> <p>Existing staff resources within Wiltshire Council</p>
<p><b>Built Environment</b></p>	<p><b>Promote Renewable Energy</b></p>	<p>To embed robust and defensible policies to support and incentivise the delivery of renewable energy designed to support new development and the green economy.</p> <p>To deliver a step change in the</p>	<p><b>Wiltshire Council</b></p> <p>Economic development and Planning, Transformation</p>	<p>Number of developments offering and delivering renewable energy solutions to maximise energy efficiency</p>	<p><b>Timescale:</b></p> <p>Ongoing</p> <p><b>Resources:</b></p> <p>Existing staff resources within Wiltshire Council</p>

Area of Action	Commitment	Specific Action	Delivery	Measure	Timescale and Resources
		<p>energy efficiency of new and existing developments based on robust evidence and prevailing legislation.</p> <p>To prepare and provide regular progress reports on the effectiveness of council policy in terms of promoting renewable energy.</p>	<b>Forestry Commission</b>	Renewable energy installations permitted by the local authority	
Environment - Transport Page 32	<b>Increase rapid EV infrastructure in the Wiltshire</b>	OLEV funding to install a network of electric vehicle charge points on main routes within Wiltshire.	<b>Wiltshire Council</b> Environmental Services	Number of electric vehicle charging posts installed and utilised	<b>Resources:</b> Existing staff resources within Wiltshire Council
Environment - Transport	<b>Increase public sector estate EV infrastructure in the Wiltshire</b>	OLEV funding to install a network of electric vehicle charge points in public sector estate within Wiltshire.	<b>Wiltshire Council</b> Environmental Services	Number of electric vehicle charging posts installed and utilised	<b>Resources:</b> Existing staff resources within Wiltshire Council
Environment - Transport	<b>Replacement of Diesel pool car vehicles</b>	Replacement of 10 diesel pool car vehicles with a combination of Ultra Low Emission Vehicles (ULEVs), electric vehicles (EVs) and hybrid vehicles.	<b>Wiltshire Council</b> Environmental Services	Review pool car utilisation, miles travelled, fuel consumed and CO <sub>2</sub> produced	<b>Resources:</b> Existing staff resources within Wiltshire Council

Area of Action	Commitment	Specific Action	Delivery	Measure	Timescale and Resources
Environment - Transport	Grey fleet miles and Operational miles – reduction	Identify which teams and departments are travelling the most grey fleet miles and operational miles and work towards a solution to reduce this.	Wiltshire Council Environmental Services	Review reports for mileage travelled. This along with the CO <sub>2</sub> figure is reported as a key performance indicator	<b>Resources:</b> Existing staff resources within Wiltshire Council
Environment - Transport	Green Driving/Eco Driving	To have in-cab driver intervention telematics installed in small vans, following trial period.	Wiltshire Council Environmental Services	Review van utilisation, miles travelled, fuel consumed and CO <sub>2</sub> produced	<b>Resources:</b> Existing staff resources within Wiltshire Council
Waste and Recycling	Recycling and Diversion of Waste from landfill	The council will pursue a target of reducing waste after recycling and composting from 606 kilos per household achieved in 2011-12 to 545 kilos per household 2 by 2015-16.	Wiltshire Council Waste and Environment	Kg/household/year	<b>Resources:</b> Existing staff resources within Wiltshire Council with input from contractors
Waste and Recycling	Recycling and Diversion of Waste from landfill	Achieve a recycling rate of 50% by 2020	Wiltshire Council Waste and Environment	% of waste recycled	<b>Resources:</b> Existing staff resources within Wiltshire Council with input from contractors

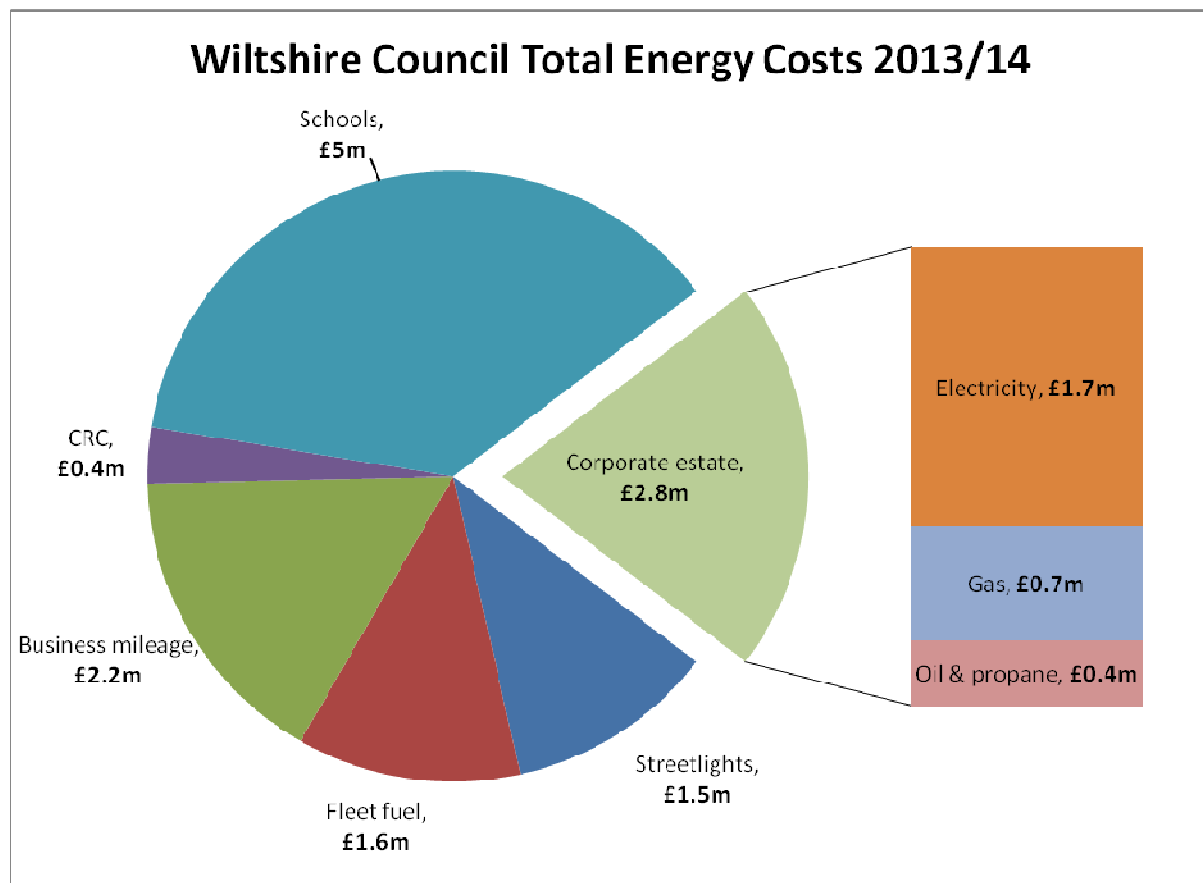
Area of Action	Commitment	Specific Action	Delivery	Measure	Timescale and Resources
Waste and Recycling	Recycling and Diversion of Waste from landfill	The council will seek to increase the range of recyclates collected at household recycling centres (HRCs), where it is feasible and economic to do so, with a focus upon biodegradable and hazardous wastes and service to residents	Wiltshire Council  Waste and Environment	Range of material collected	<b>Resources:</b> Existing staff resources within Wiltshire Council with input from contractors
Waste and Recycling	Recycling and Diversion of Waste from landfill	The council will seek to extend the scope of community re-use activities based at HRCs, provided these can be achieved safely and legally	Wiltshire Council  Waste and Environment	Number of re-use activities undertaken	<b>Resources:</b> Existing staff resources within Wiltshire Council with input from contractors
Waste and Recycling	Recycling and Diversion of Waste from landfill	<p>The council will recover energy or otherwise divert from landfill sufficient tonnage of Municipal Solid Waste (MSW), in addition to that diverted by recycling and composting, to achieve</p> <ul style="list-style-type: none"> <li>• a landfill rate of 25% or less of total MSW by 2014</li> <li>• a landfill rate equivalent to less than 35% of the biodegradable municipal waste tonnage landfilled at 1995 by 2019-20.</li> </ul>	Wiltshire Council  Waste and Environment	<p>% of waste sent to landfill</p> <p>% of biodegradable municipal waste tonnage landfilled compared to the 1995 tonnage)</p>	<b>Resources:</b> Existing staff resources within Wiltshire Council with input from contractors



## Wiltshire Council energy cost and consumption data up to 2013/14

### Total energy costs

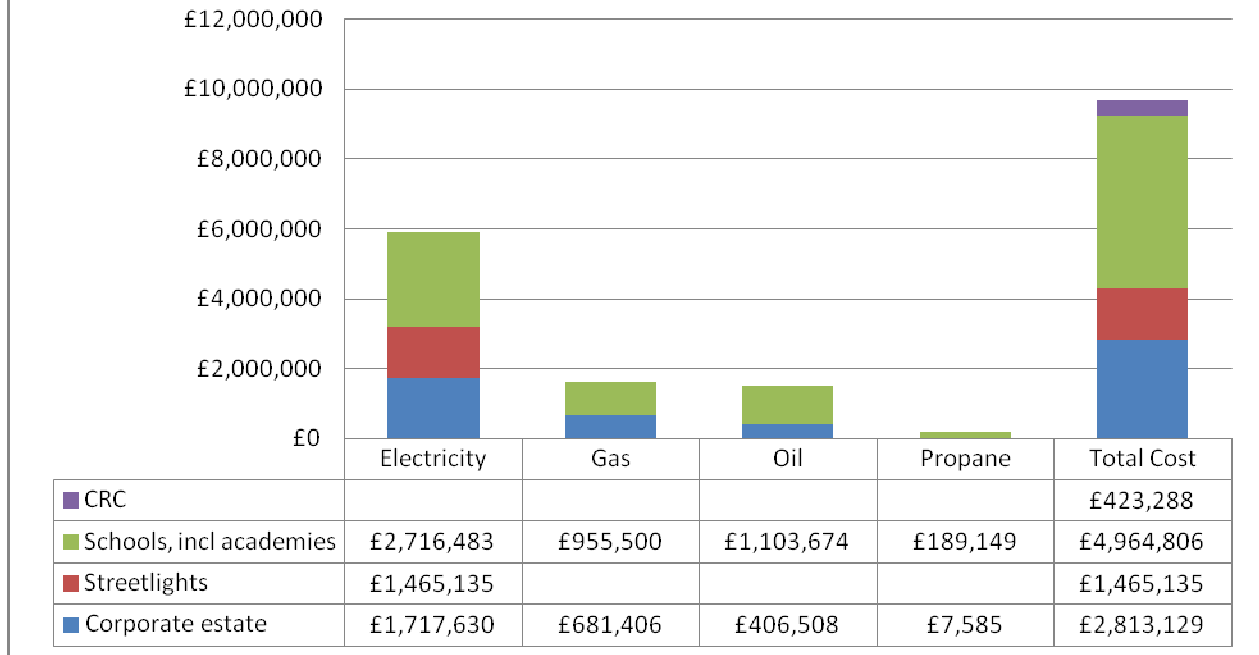
Energy and transport costs for the council totalled £13.6 million in 2013-14. The pie chart below shows the breakdown of these costs.



CRC is the Carbon Reduction Commitment which the council pays each year to government for every tonne of CO<sub>2</sub> emitted. Until 2013/14 the cost was £12 per tonne, but this has risen to £16 per tonne in 2014/15 and will rise further in future years in line with the Retail Price Index. CRC costs in 2013/14 made up just 3% of total spend on energy and transport, but this is clearly set to rise.

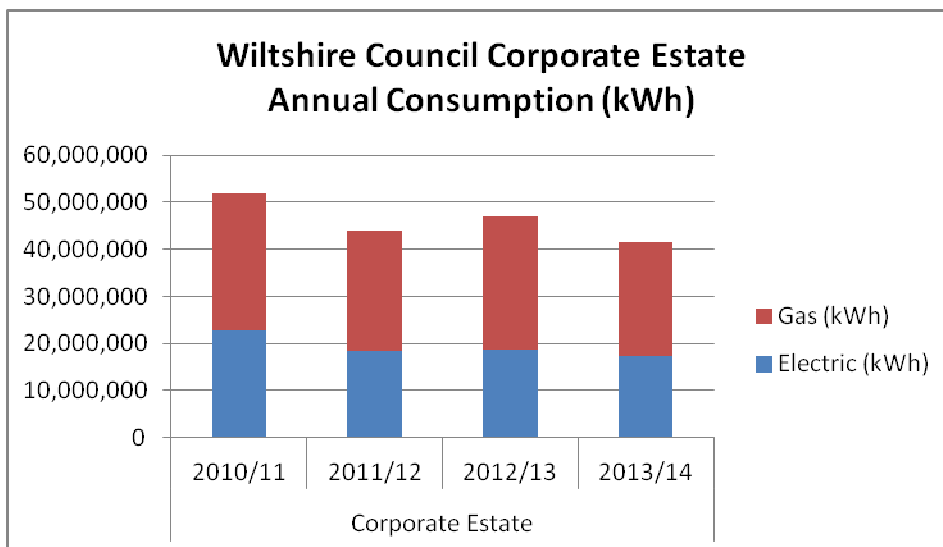
Excluding transport, the spend on energy for the corporate estate and schools (including CRC) came to £9.6 million in 2013/14, as shown in the graph overleaf. This graph shows that electricity costs are more than three times the cost of gas. It also shows that schools as a whole are spending more on heating oil than they are on gas.

## Wiltshire Council energy costs 2013-14



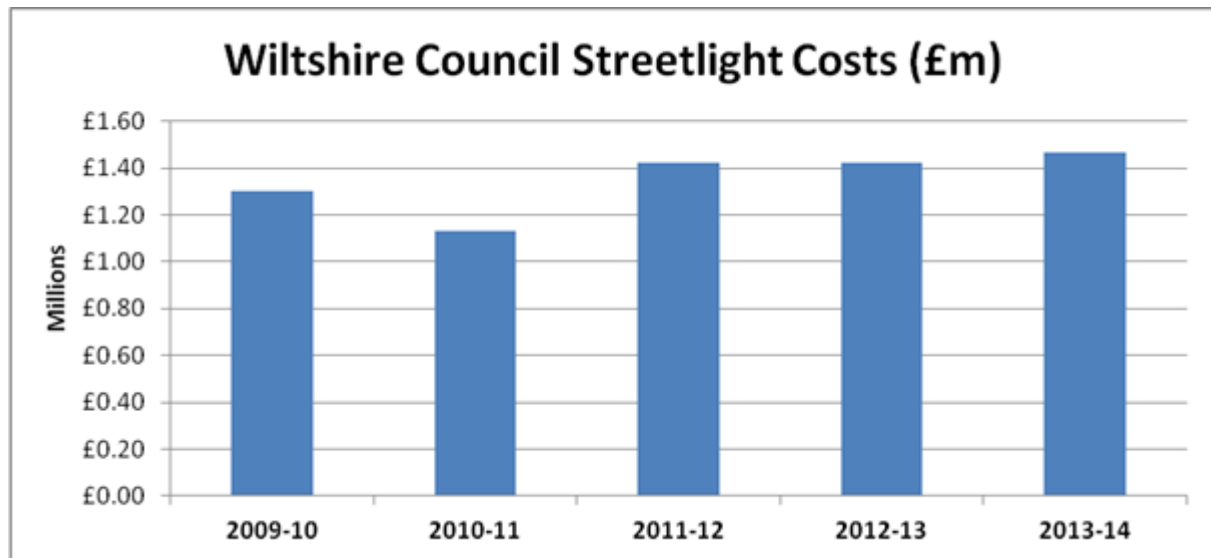
### Corporate estate energy consumption

The council's energy consumption from its corporate estate is generally showing a downward trend, as illustrated below:



Note: This is not weather corrected data, which explains the rise in gas consumption due to the very cold winter of 2012/13.

## Streetlights



This graph shows that streetlight costs have increased in recent years. This is largely due to population growth which means that more streets are adopted every year by the council as new homes are built. Road improvements can also result in increased street lighting costs through more lighting and illuminated signage.

New street lighting units with energy saving features such as dimming and LED light sources are being introduced gradually on new streets, but these still increase overall costs, just not as much.

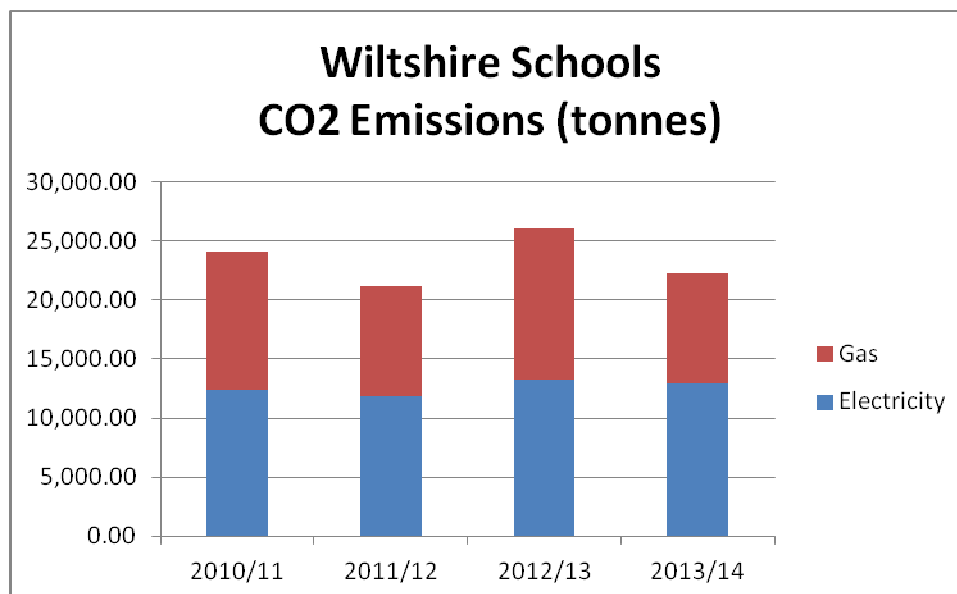
Approximately 600 lanterns/columns were changed in 2013/14 as part of an ongoing maintenance programme, each saving on average 30% on previous. However, this will only realise approximately 50000kWh in savings (approximately 0.30% of total consumption).

In order to tackle the issue holistically, the council is investing £2 million over two years on a new Central Management System (CMS) for street lighting. The CMS for street lighting was activated in Trowbridge at the end of July which introduced part night lighting in the town and surrounding area. This initiative was well received by Trowbridge Area Board. The system will be rolled out for other towns over the coming months.

## Schools

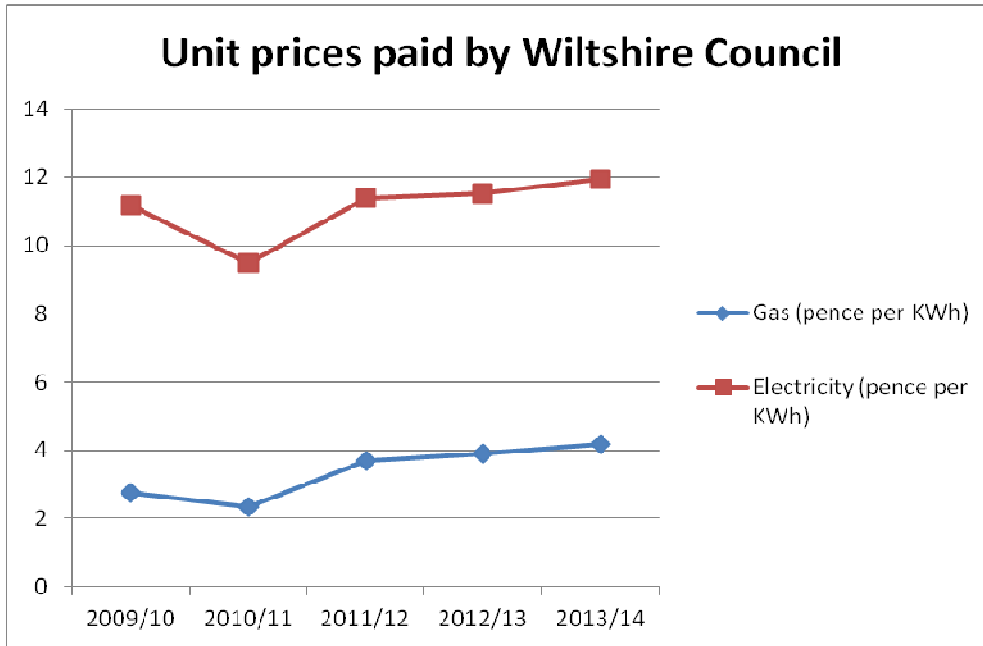
Over thirty schools have engaged in targeted programmes to reduce their energy costs and carbon emissions. However, this represents only a small minority of our total of 234 schools county-wide.

The graph below shows that emissions are fluctuating in line with the severity of the winters in recent years. As existing schools extend and new schools open in response to population pressures, it is likely there will be a rise in emissions. The Army basing programme in particular is expected to bring a significant number of school age dependents into the county over the coming years.

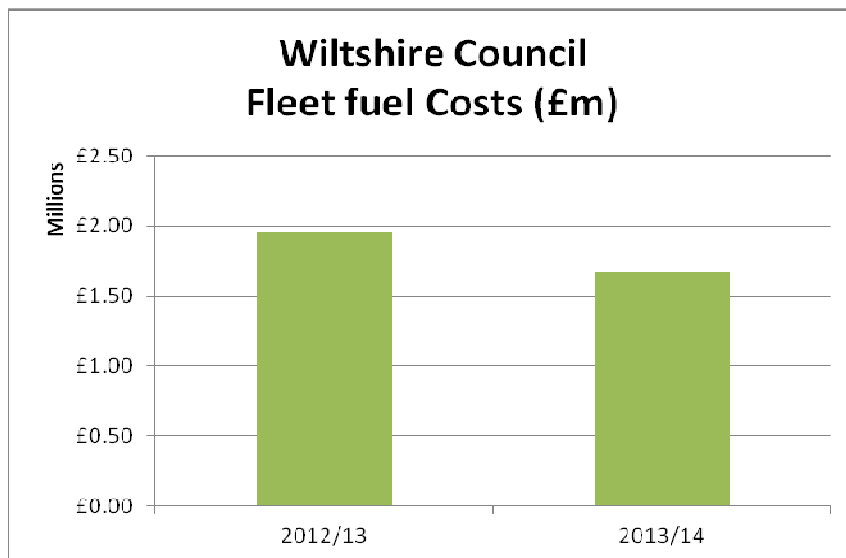


## Unit prices

The average unit rate paid by the council for energy on its corporate estate, schools and streetlights has increased significantly over the period 2009/10 to 2013/14. The graph overleaf shows that the unit prices paid by the council for gas over that period have increased by 50% and electricity by 8%. Oil prices have fluctuated much less and are now at a similar level to the 2010/11 unit price.



### Fleet Operational mileage

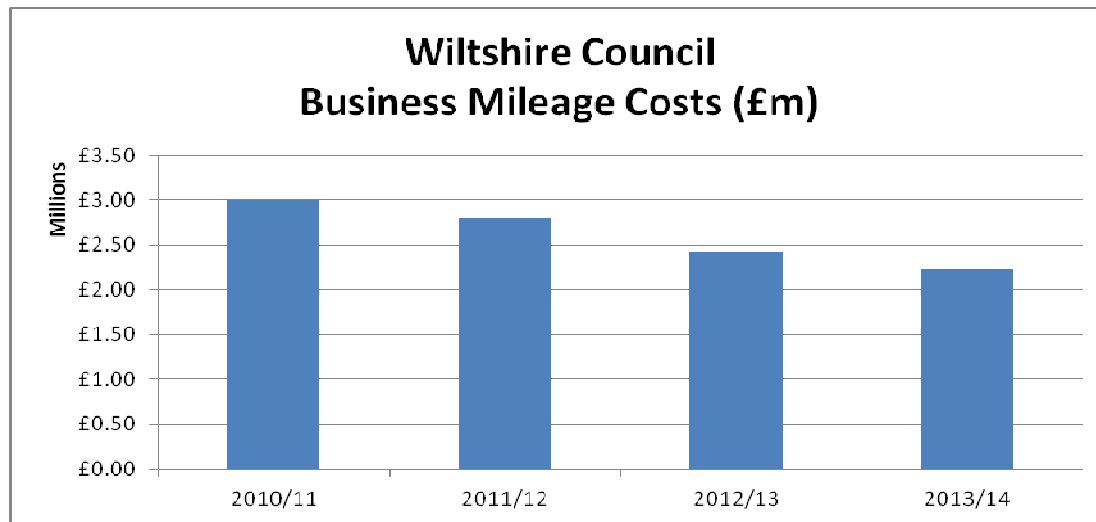


Costs have fallen from £1.95 million in 2012-13 to £1.67 million in 2013-14, which equates to a 14% reduction.

A contribution to the decrease in operational fleet mileage is the reduction of vehicles and improved vehicle utilisation. We have reduced the fleet by approximately 350 vehicles, plant and equipment.

Seven Ultra Low Emissions Vehicles and three electric pool cars have been purchased through the invest to save fund. A further ten ultra low emissions pool cars will be purchased in 2014/15. Savings from this are projected to total £170,000 per year on fuel and maintenance.

## Business mileage



Total business mileage costs have been reduced by a third in 2013/14 from the 2010/11 peak.

Following a corporate initiative to reduce business mileage, a 6.5% total reduction in miles driven was achieved between 2012/13 and 2013/14. Councillors, who account for 3% of all business mileage, reduced their mileage by 11% over the same period.

The reduction in cost to the authority was 8.5% over the same period, with costs being £203,000 less in 2013/14 than 2012/13.

The reduction in mileage and costs are attributable to a reduction in staff following voluntary redundancy and a new harmonised travel policy which pays less per mile for some staff. Through investment in cutting edge technology, including virtual servers, cloud computing, VOIP telephones and energy efficient laptops for staff, the communication tool Lync, and hot desking, staff are no longer required to travel to meetings which also means significant savings on travel time and business mileage.

## Review of progress

The council's Energy, Change and Opportunity Strategy (published in 2011) sets out the council's strategy to reducing emissions and dealing with unavoidable climate change. The council's climate change adaptation plan was published in 2012 and its second carbon management plan was published in 2014. An energy resilience action plan is currently being prepared.

The council has been taking action on a number of fronts to tackle climate change. Progress is set out below:

1. Reducing the council's carbon footprint and energy costs ..... i
2. Working with schools ..... iii
3. Working with households in Wiltshire..... iv
4. Working with Wiltshire businesses ..... vi
5. Working with communities in Wiltshire..... vii
6. The council's role as local planning authority ..... viii

### 1. Reducing the council's carbon footprint and energy costs

The latest data for 2013-14 energy consumption, including trends since 2010, is set out at Appendix 2. The council is taking action on a number of fronts to reduce its energy spend and carbon footprint as set out in the latest [Carbon Management Plan](#) 2014-17.

#### Smart metering

The council has installed smart meters across its estate. The data from these meters helps establish where progress has been made and areas that need to be focussed on. The council has been certified to the ISO 50001 standard for its Energy Management System. This involves measuring current energy consumption levels and showing continuous improvement in tackling them.

#### Invest to save programme

The council has established an invest to save programme for carbon reduction. Energy efficiency projects have been identified across the estate, and a revolving carbon reduction fund has been set up.

Total spend (including planned spend in 2014-15):	£ 4.1million
Total cost savings (including from planned spend):	£ 0.73 million
Total carbon reduction (including planned spend):	2,475 tCO <sub>2</sub>
Total Projects:	112

## Overall Performance (including planned)

Fund simple payback: 6.7 years

Total cost of carbon reduction: £ 1,583 per tCO<sub>2</sub>

Energy efficiency projects installed on our estate in each community area:

Area	# Projects
Amesbury	6
Bradford-on-Avon	2
Calne	1
Chippenham	17
Corsham	3
Devizes	13
Malmesbury	6
Marlborough	11
Melksham	6
Pewsey	2
Salisbury	24
Tisbury	1
Trowbridge	11
Warminster	2
Fleet projects	2
<b>TOTAL</b>	<b>112</b>

### Project technologies used:

- Lighting (LED, induction, T5)
- Insulation (loft, cavity wall, pipes)
- Controls (lighting, new buildings, efficient motor controls)
- Combined heat and power (CHP)
- Boilers (more efficient gas boilers, biomass boilers, oil to gas conversion)
- Pool covers
- Draught proofing
- Voltage optimisation
- Heat recovery
- Air source heat pumps
- Telemetry
- Solar photovoltaic panels
- Hybrid, ultra low emissions and electric vehicles
- Mini district heating
- Telemetry

A biomass boiler has been installed at Corsham campus and systems are being designed for two further campuses and an outdoor education centre. All are scheduled to be completed by December 2015.

A peer review of other local authorities places Wiltshire Council in leading position, with 16 biomass systems across a variety of scenarios (see schools update below) with commensurate technical understanding in-house.



## 2. Working with schools

### School energy reduction

The council has installed smart meters in all schools where technically feasible, ensuring that electricity and gas consumption can be tracked remotely and used for educational purposes.

The council has run a number of programmes in schools as follows:

- In autumn 2011 Wiltshire Council ran the Collaborative Low Carbon Schools Service programme in partnership with the Carbon Trust. It worked with 12 schools to advise on reducing energy costs and carbon emissions. It was a huge success with one of the schools, Pewsey Primary, beating 30 schools to win a national award. Of the Wiltshire schools that participated, 70% made a saving. Savings of 184 tonnes CO<sub>2</sub> and £31,318 (plus CRC savings of £2,213) were identified with no additional investment by the schools.
- In 2012/13, the council ran the 'Cut Carbon Cut Costs' programme, working with eleven schools in the Trowbridge cluster helping them to save energy.
- The council also ran the Young Energy People Scheme with Hardenhuish School in 2012. Through this scheme, students carried out an energy survey and reported to the senior leadership team and governors. A number of measures have been implemented as a result, ranging from boiler conversions to LED lighting and new insulation.
- Through the EU funded [SEACS](#) programme, an energy ambassador was employed for 18 months to work with schools from late 2012 to early 2014. Nine schools received in depth support from the SEACS ambassador and reported savings on electricity of up to 40%. Ad hoc support was provided to a further three schools, and resources and videos were produced for use by all schools.

A number of the invest to save projects listed in section 1 above have been installed in schools, with the school paying back savings to the council's revolving fund.

### Oil to biomass conversion programme

The authority has also invested in an ambitious programme of biomass boiler installations in twelve schools which were previously heated by oil. Income is guaranteed to the council from the government's Renewable Heat Incentive (RHI) over a 20 year period. Schools will save on their running costs as heating oil is more expensive than biomass.

The authority currently has installed and commissioned three systems at Tisbury St John's School, Rowdeford School and Tidworth Clarendon Juniors School. There are a further five sites where biomass is in final stages of installation and commissioning, one of these being a large secondary school, Hardenhuish. All installations are due to be complete by the end of 2014.

### 3. Working with households in Wiltshire

#### Home insulation schemes and boiler replacements

Working in partnership with Severn Wye Energy Agency, Wiltshire Council ran the **Warm and Well Scheme** from 2010 to 2014. This scheme gave householders the opportunity to have replacement boilers or their lofts and cavity walls insulated for free, or at a significantly discounted rate depending on their circumstances. This simple, yet effective, service proved to be very popular with residents with more than 1,649 measures being installed in 1,430 homes across the county. This has resulted in £712,000 of improvements to Wiltshire's housing stock, of which energy companies contributed 71% and clients contributed 9% of the costs, leaving Wiltshire Council to fund 20% of the total.

The council is replacing standard 65% efficient gas boilers in council housing with new 90% efficient condensing boilers. This has the effect of reducing the CO<sub>2</sub> emissions of each property by 1.025 tonnes per year. To date, 713 boilers have been replaced, which equates to a reduction of 731 tonnes per annum of CO<sub>2</sub> production. The council is committed to replacing approximately 2,500 boilers by 2018 giving a total reduction of 2,562 tonnes per annum.

The council is intending to install solar photovoltaic panels at the Nadder Close sheltered housings scheme in Tisbury. This 20KW (80 Panel) installation should result in a saving of 10.2 tonnes per annum of CO<sub>2</sub>.

The council is also planning to install solar photovoltaic panels on each of the 23 bungalows at the Parsons Green sheltered housing scheme in Shrewton and replace the existing oil fired communal heating system with individual air source heat pumps serving each bungalow.

**Project ACHIEVE** - ACtions in low income Households to Improve Energy Efficiency through Visits and Energy diagnosis. This unique three year project, the only one of its kind in the UK, trained unemployed people to make home visits and give energy saving and income advice to vulnerable householders in Wiltshire. The project ran from 2011 to June 2014. Nine advisors were trained in total. Energy saving devices such as low energy bulbs, TV power downs and reflective radiator panels were installed in 206 households. The majority of visits were undertaken in households made up of persons over 60 and many clients lived alone. 188 clients (91%) were in receipt of an income related benefit.

#### Collective energy switching

The council bid for and received £60,000 government funding in 2013/14 to launch and promote collective switching for energy bills. To date 2,100 households in Wiltshire have taken part in the [Ready to switch](#) scheme. Depending on the offer, between 10 and 20% are accepting the offer to switch. In the last round of switching registrants who could make a saving were looking at an average saving of £133 for a dual fuel switch.

### **Energy monitors in libraries**

Between 2010 and 2013, all of the county's libraries (including mobile libraries) stocked energy monitors available for the public to borrow, allowing residents to keep an eye on their energy use. This proved to be an extremely popular initiative with some libraries reporting waiting lists to deal with the high demand and almost 700 monitors borrowed over a 12 month period.

### **Sustainable transport**

The council received £4.25 million from the Local Sustainable Transport Fund in June 2012.

The fund is being used for:

- The Transwiltshire rail project
- The Connecting Wiltshire website and associated projects
- Personalised Travel Planning
- Various marketing and promotional events/stuff
- Other associated projects
- £60k is allocated for electric vehicle charging points on station car parks at Bradford on Avon (installed), Chippenham, Trowbridge and Westbury (yet to be installed)

### **Rapid charging points for electric vehicles**

£225,000 was received in 2013/14 for rapid charging points from the government's Office for Low Emissions Vehicles (OLEV). The council provided 25% match funding. Rapid charging points are due to be installed in the following six council car parks by September 2014, for use by the general public:

- Melksham: King Street SN12 6HB
- Trowbridge: Duke Street BA14 8AE
- Corsham Post Office Lane: SN13 0BS
- Salisbury: Brown Street SP1 1HE
- Warminster: Station Road BA12 9BR
- Chippenham Gladstone Road: SN15 3DW

The council has also received £180,000 from OLEV in 2014/15 for charging points at campuses.

## 4. Working with Wiltshire businesses

### Energy efficiency and renewable energy installers network

The council has partnered with Severn Wye Energy Agency and Gloucestershire local authorities to develop the [Link to Energy](#) installers network. This is a free-to-use online database helping householders to find sustainable energy installers and tradespeople in their area.

### Business awards

The council has supported the Wiltshire Wildlife Trust's corporate green awards and Salisbury Chamber of Commerce Green Business award since 2010.

### Developing the biomass heating industry in Wiltshire

Through a dedicated part time biomass officer, the authority has supported and built good links with thirty biomass-related businesses (installation and feedstock/fuel supply); this represents almost all Wiltshire based biomass businesses. The officer also provides technical and market situation support to internal programmes (strategic energy planning and inward investment), community, private and third sector groups. This has directly led to several feasibilities and around ten biomass installations in a range of situations from golf clubs to large houses and agricultural holdings.

The authority has also completed a study into the economic value of the timber and forestry sector in Wiltshire. This new work provides strong thematic evidence to inform a range of interventions to support the rural economy and job creation. The work has further informed the advancement of European Structural Investment Fund Activity 2.3 *Innovation for Natural Capital – investing in natural capital, landscape and environment*. This has in turn resulted in new partnerships with the Local Nature Partnership, LEADER groups and Forestry Commission as projects are developed to secure funding for sustainable rural economic growth. It is understood from partners that Wiltshire is a leading position with no other local authorities in the South West having such a strong evidence base.

### Development of district heating opportunities

The council built a partnership with Defence Science Technology Laboratories (Dstl) and Public Health England (PHE) at Porton Down to complete a bid to the Department of Energy and Climate Change's (DECC) Heat Network Delivery Unit. In June 2014, the council secured £53,600 to carry out detailed energy mapping, masterplanning and technical and financial feasibility study to fully understand the future potential for an efficient energy network at Porton Down. The council is providing 33% match funding.

The study will identify more efficient ways to heat, power and cool the operations at the site through the local generation of energy and reuse of waste heat in buildings. It is likely that significant energy savings can be made which it is hoped will reinforce the case for consolidation and further investment in Life Science activity at Porton.

## Solar photovoltaic installation at Westbury resource recovery centre

The council has worked in partnership with Hills Waste to install the largest single-roof Local Authority-owned solar panel system in the UK on the new Northacre Resource Recovery Centre (RRC) in Westbury. The 1,248 solar panels – covering an area equivalent to more than seven tennis courts – will generate over 280,500 units (kWh) of electricity each year. This electricity, all of which will be consumed on site at Northacre RRC, will help to power the mechanical biological treatment process used to turn household waste into solid recovered fuel in place of it being sent to landfill.

The benefits of the solar panel system to Wiltshire Council are significant, with annual bill savings and income from the Feed-in Tariff of over £55,000, as well as annual CO<sub>2</sub> emission reductions of 148 tonnes. Over 20 years the benefits are expected to exceed £1.5 million, and avoid CO<sub>2</sub> emissions of over 2,720 tonnes. Crucially for a plant such as Northacre RRC with a high energy requirement, the unit price of electricity produced by the panels over the system's 25 year life is significantly less than the current rate for grid supplied electricity.

## 5. Working with communities in Wiltshire

Through the EU funded SEACS programme, an energy ambassador was employed for 18 months to work with community groups. 27 events were organised or attended to promote the energy saving message, reaching an estimated 1,500-2,000 participants.

Community projects and materials are as follows:

**Affordable warmth:** Marlborough has the potential to provide an exemplar of how communities can participate.

**Promotion of biomass:** An initial pilot Woodfuel Safari, based on the Devon model.

**Energy retrofitting of community buildings:** 10 pilot energy audits carried out in partnership with Community First, Community First

**Cosy Homes:** developed first through the Transition Marlborough draught-busting work, and refined through working with Melksham Energy Group, to concentrate on problem areas.

**Green Doors/ Green Open Homes:** Two Green Doors events in 2014, with a total of 28 homes opening to visitors, following the South Wiltshire pilot led by the Wilton Community Land Trust in 2013 and supported by SEACS.

A further three groups are considering organising similar events in future.

**Green Fairs and other energy events:** At least five events planned for 2014. Audiences vary from 50 to 200+. SEACS has provided some help with publicity, identifying stall-holders etc. Materials available: Green Fairs Top Tips, list of county environmental organisations, energy display and leaflets.

**Promotion of LED bulbs:** Developed by Melksham Energy Group, with SEACS funding, and is now available on loan to others.

**Thermal imaging:** Six Wiltshire groups already had some experience of thermal imaging (TI) when the SEACS project started, with some also owning their own cameras. Training to increase technical skills was provided through SEACS in winter 2103, and the council camera loaned out to groups. TI has been used to support the Marlborough Affordable Warmth project, and as part of Green Doors information, with future plans to use it to develop very local street action (Bradford on Avon) and in promotion (Devizes).

**Transition Streets:** A member of Transition Marlborough attended Transition Streets training as part of SEACS, and is currently seeking funding to take this forward.

**Video training:** This was provided for Transition Marlborough, who had received a grant to buy a video camera but lacked the skills to make the most of it.

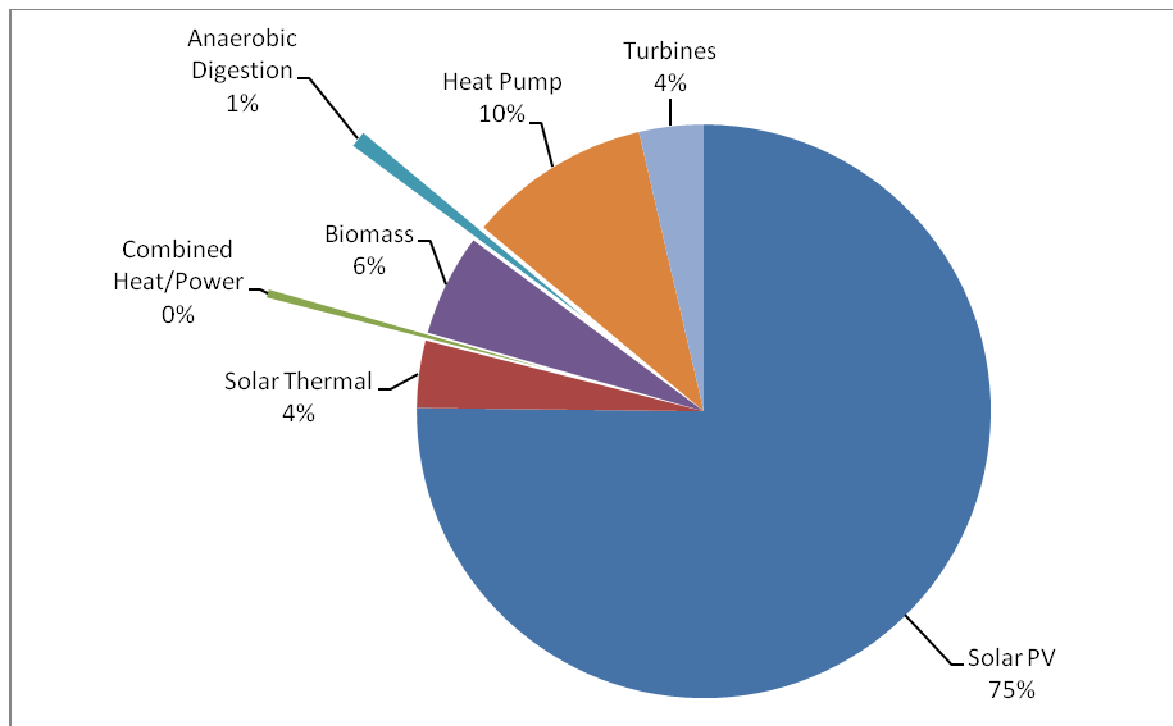
## 6. The council's role as local planning authority

### Wiltshire Core Strategy

Core policies 41 and 42 specifically encourage renewable energy and sustainable construction in the county. The Core Strategy is expected to be adopted later in 2014.

### Planning applications for renewable technologies

Since 2009, the council has received 661 applications for renewable technologies. Three quarters of these applications were for solar photovoltaics (PV) as illustrated below. 93% of all applications for renewable technologies were approved.



*Planning applications received by technology type*

**Wiltshire Council**

**Environment Select Committee**

**2 September 2014**

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**Subject:** **Wiltshire Council Post Incident Report - Learning from the Emergency Response to Flooding**

**Cabinet members:** Councillor Keith Humphries – Adult Care, Public Health & Protection Services and Housing

Councillor Jonathan Seed – Campuses, Area Boards, Libraries, Leisure and Flooding

## **Executive Summary**

During the winter 2013/14, approximately 600 residents and businesses in Wiltshire suffered the worst flooding in a generation.

Between December 2013 and March 2014, Wiltshire Council successfully led the coordination of council departments and other agencies during this difficult period. The Council has taken further responsibility for promoting and administering various government grants to help residents and businesses recover after flooding.

Following this unprecedented and protracted flood event, a comprehensive review of all the learning has been carried out. This report summarises a number of findings, recommendations and improvements which will be implemented to make future responses to flooding, and any other major incidents, more robust.

Key improvements include the drafting of an integrated emergency management plan; improved ability to handle customer enquiries; greater staff resilience at strategic, tactical and operational levels; and improvements to technology and information to support the Council during incidents.

The Council has a substantial programme of flood alleviation and drainage improvement works underway, and is working with the Environment Agency, local communities and others to improve community resilience to flooding.

**Proposal**

The Environment Select Committee is requested to:

Note the contents of this report and the schemes being implemented to reduce flood risk and the work being undertaken with local communities to improve resilience.

Consider the debrief report findings and support plans for improving the Council's ability to respond to future emergencies.

**Reason for Proposal**

To provide The Environment Select Committee with assurance that lessons have been identified and best practice is being implemented.

**Frances Chinemana****Associate Director Public Health and Public Protection****Parvis Khansari****Associate Director Highways and Transport**



**2 September 2014**

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**Subject:** **Wiltshire Council Post Incident Report - Learning from the Emergency Response to Flooding**

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### **Purpose of Report**

1. This report describes the Council's response to the flood events that took place between December 2013 and March 2014, and details the findings and recommendations being implemented by the Council, following the comprehensive and systematic review of the county's response to the unprecedented flooding.

### **Relevance to the Council's Business Plan**

2. The overall aim of the response to flooding is to support the Wiltshire Council Business Plan vision to create stronger and more resilient communities. The suggested improvements meet the Business Plan outcomes of:
  - People work together, solve problems locally and participate in decisions that affect them, and
  - People feel safe and are as protected as possible from harm.

### **Background and Incident Summary**

3. The risk associated with flooding is thought to be increasing, due to climate change causing increased levels of winter rainfall and more intense summer rainfall. Widespread flooding is the second highest risk on the National Risk Register.
4. The Met Office has reported that during the winter of 2013/14 the country experienced the heaviest rainfall since records began in 1766. On top of this exceptionally wet weather, more than 12 major winter storms hit the country. By the time that rainfall had eased, the water table had risen in the south and east of Wiltshire, causing widespread ground water flooding across large swathes of the county.
4. This unprecedented severe weather event resulted in 485 residential properties and 57 business premises reporting actual flood water inside their property. In addition many others were affected by the wider impacts of flooding including travel and access disruption, loss of utility services and sewerage issues. More premises were flooded in Wiltshire than

anywhere in the South West, and this flooding was spread right across all areas of the county (See **Appendix 1**). There was serious disruption on the highway network with a number of roads being closed or restricted (See **Appendix 2**).

5. There were about 7,000 sandbags deployed during the flooding, and there are 15,000 currently in stock. Ten portable toilets were brought in and six were deployed to problem areas. Over 2,500 requests for work were received by the control room, and 250 trees were cleared. In addition despite the wet weather the Council still had to carry out 37 precautionary salt runs on the roads because of low temperatures.
6. The protracted length of the flooding was extremely challenging, but was further exacerbated by its geographic spread. The breadth of Council services required to resolve issues was also an unusual feature of this episode. For these reasons, the flooding events subjected Wiltshire Council's organisational resilience to new extremes.
7. Despite these unprecedented circumstances, the emergency response delivered by Wiltshire Council has been acknowledged by partners as being very good. Through strategic leadership, many parts of the organisation pulled together, working as one council to serve the needs of residents. Invaluable assistance was also provided by many partners, including the Emergency Services and the wider Wiltshire and Swindon Local Resilience Forum.
8. Improved organisational resilience was provided through the introduction of new command and control arrangements for major incidents with all Corporate Directors and Associate Directors providing strategic and tactical command on a rotation basis. By widening the pool of senior managers able to take command, this allowed the council to engage with partners at the correct level and maintain a suitable level of response and resilience for such a protracted period.
9. The need to maintain good communication and constant up to date information was recognised early in the flooding event. Daily situation updates were developed which were distributed widely and press statements, the council website and the social media messages were also updated frequently to ensure up to date information. This good practice must be built in to resilience plans for the future. In addition the council must be easily accessible as an essential point of contact for the public, including outside of normal working hours.
10. The ability of Public Health to use their powers to bring action and compliance from partners was tested in certain areas where groundwater flooding led to raw sewerage to flow on surface level streets. The successful engagement and enforcement of utility companies was a welcome addition to the Council's ability to deal with emergencies. The result has been that the population has had its health protected, and revisions of the Flood Plan will reflect this aspect.
11. Key actions taken during the flooding included the identification and evacuation of vulnerable residents through integrated working with Adult Social Care Services; providing up to date and regular information about

road closures and services, giving public advice on safety and health, actively assisting communities with pumping water from flooded roads, widespread sandbagging of vulnerable properties and to protect strategic road networks, providing 'portaloos' when sewerage facilities were lost and the identification and protection of critical national infrastructure.

### **Post Flooding Recovery**

12. A strategic recovery group was formed to ensure that a return to normality was managed; this group was chaired by Wiltshire Council and attended by Local Resilience Forum partner agencies. The group was supported by a number of task and finish groups working to improve uptake of government grants and talks to improve relations with utility and transport companies.
13. The Secretary of State for the Environment has made three visits since the flooding to lend support, and amongst other things, has succeeded in increasing engagement from Central Government departments.
14. The response and recovery programme has received good feedback from both the Department for Communities and Local Government on behalf of Ministers, and the Secretary of State for the Environment.
15. The Council is continuing to encourage local councils to prepare Flood Plans and appoint Flood Wardens. Involvement by Parish Councils has been good in those areas previously affected by flooding, but has not been as good in the larger towns and villages (See **Appendix 3**). Work will continue through the Operational Flood Working Groups to engage with the larger communities where there are substantial flood risks.
16. A particular concern has been Salisbury, which has the most properties at risk of flooding in the county, and was threatened with flooding earlier this year. The greater involvement of the City Council and local community in preparing for future events would be beneficial. The matter of a flood plan for the whole of Salisbury is being raised by the Corporate Directors directly with Salisbury City Council.
17. Earlier this year the Council introduced a scheme to provide local communities with their own store of sand bags and equipment to help them cope better with flooding. Take up of this scheme is going well (See **Appendix 4**), and work is continuing to encourage those communities at risk to become involved.
18. The Council has an extensive programme of flood investigations, drainage and flood alleviation schemes underway (See **Appendix 5**). The budget for drainage and flood alleviation works has been increased to £1,000,000 in 2014/15, and the Council has been successful in bidding for additional Environment Agency funding of £282,000 for emergency repairs, and for £160,000 for a scheme at Aldbourne, which was badly affected by flooding earlier this year.
19. The Council has been administering the government funded flood support schemes. These are for Council Tax Discounts, Business Support, Business Rate Relief, and Repair and Renewal Grant (RRG). These

schemes provide support for those affected by the recent flooding, with the RRG providing up to £5,000 for works to help reduce the risk of future flooding and its impact on individual properties. So far there have been 47 applications in Wiltshire for the RRG funding, which represents less than 10% of those eligible to apply. Further applications are being encouraged through the Parish Newsletters, flood wardens and flood working groups.

20. At the Wiltshire Strategic Flood Risk Management Meeting on 5<sup>th</sup> June chaired by Cllr Seed the response to recent flooding events and resource levels were discussed. It was agreed that the drainage team should be increased by three members of staff to improve the response during emergencies, and to help communities and landowners to reduce flood risk and prepare for future events.

### **Debrief Process**

21. Views on how to improve the response to flooding by Wiltshire Council and partners were obtained from a wide range of sources. Formal debriefs were carried out by an external facilitator at a strategic multi-agency level, and also at tactical and operational levels internally. Additionally a full debrief was led by Jane Scott with relevant Councillors and service heads and across a number of individual service areas such as Customer Services to review the management of direct public engagement. Full details of the results of these debriefs is attached as **Appendix 6**.
22. Views of Town and Parish Councils were also sought and included in findings, to create a rounded picture of what went well, and areas for improvement.
23. In order to learn from the experience of other areas that had similar experiences, information has been shared flood debriefs from both Hampshire and Somerset.

### **Summary of Key themes identified**

24. The role of the Drainage Team was critical during flood response. Particularly important to the strategic response was access to local flood plans and using the existing relationships with community groups and flood wardens. It was recognised that where previous flood drainage schemes arranged through the Operational Flood Working Groups had been implemented, areas that have flooded previously were unaffected during this flood event. This demonstrated the success of these schemes and the benefits of the drainage improvement work undertaken by the Council. It was recognised that accessing continuous information about numbers of properties affected by flooding put a great deal of pressure on this small team and the proposed increase in staffing numbers will alleviate this pressure.
25. Clear coordination allowed accurate situation reports to be prepared enabling Members to gain a comprehensive picture of the extent of flooding. This ensured that members could remain fully briefed, and the reports were a good way of sharing information with local communities.

26. Currently, customers who ring Wiltshire Council out of hours during a major incident have their calls answered by a call-handling service based outside of the county. It was considered that this system was inadequate and delivered a less than satisfactory level of support to our population at such a crucial time. As a minimum, during a major incident, Wiltshire Council needs the ability to change this process and take these calls internally. A project has commenced to put this capability in place by the end of 2014.
27. Coordinating a response is critically dependent on obtaining good quality information from the ground. It has become evident that internal mapping capabilities, particularly during an emergency, have not kept pace with advances in technology. Therefore, improved mapping, data capturing and reporting from the field will be trialled for use during emergencies. This will enable council control rooms to accurately assess emergency situations in real-time and make informed decisions on how best to address them.
28. For some staff the flooding was their first experience of incident response. Wider engagement with colleagues across all services was widely accepted as a major part of the success of how this incident was managed. To formalise these arrangements, this structure will be included in the plan. A comprehensive programme of training for all levels will be delivered by the Emergency Planning Resilience and Response team, with a view to increasing levels of resilience and preparedness among colleagues. This internal training will be aligned with training that is delivered with Local Resilience Forum partners.
29. During an incident, Wiltshire Council has the dual responsibility of not only responding to an incident, but also of maintaining and delivering its key services. Currently, Wiltshire Council's Major Incident Plan and Business Continuity Plan are separate. In accordance with internationally accepted best practice, work has commenced to simplify and combine these two plans, thereby creating an Integrated Emergency Plan.

## **Conclusion**

30. Wiltshire Council's emergency response to flooding has been commended by central government and appreciated by local communities. It has also been an opportunity to thoroughly scrutinise the council's resilience.
31. Although the organisation and its partners have performed creditably, there have been many learning points and plans to respond to these will be implemented. These planned improvements will increase the county's ability to respond better not only to flooding, but any future emergency that it faces.
32. There is a substantial programme of drainage improvements and flood alleviation schemes underway. Investigations and assessments are underway to develop further schemes to reduce the flood risk for those communities affected by the recent flooding.
33. The flood warden scheme and the preparation of flood plans proved beneficial during the recent flooding, and local communities will continue to be encouraged to participate in the scheme.

## Recommendation

The Environment Select Committee is requested to:

1. Note the contents of this report and the schemes being implemented to reduce flood risk and the work being undertaken with local communities to improve resilience.
2. Consider the debrief report findings and support plans for improving the Council's ability to respond to future emergencies.

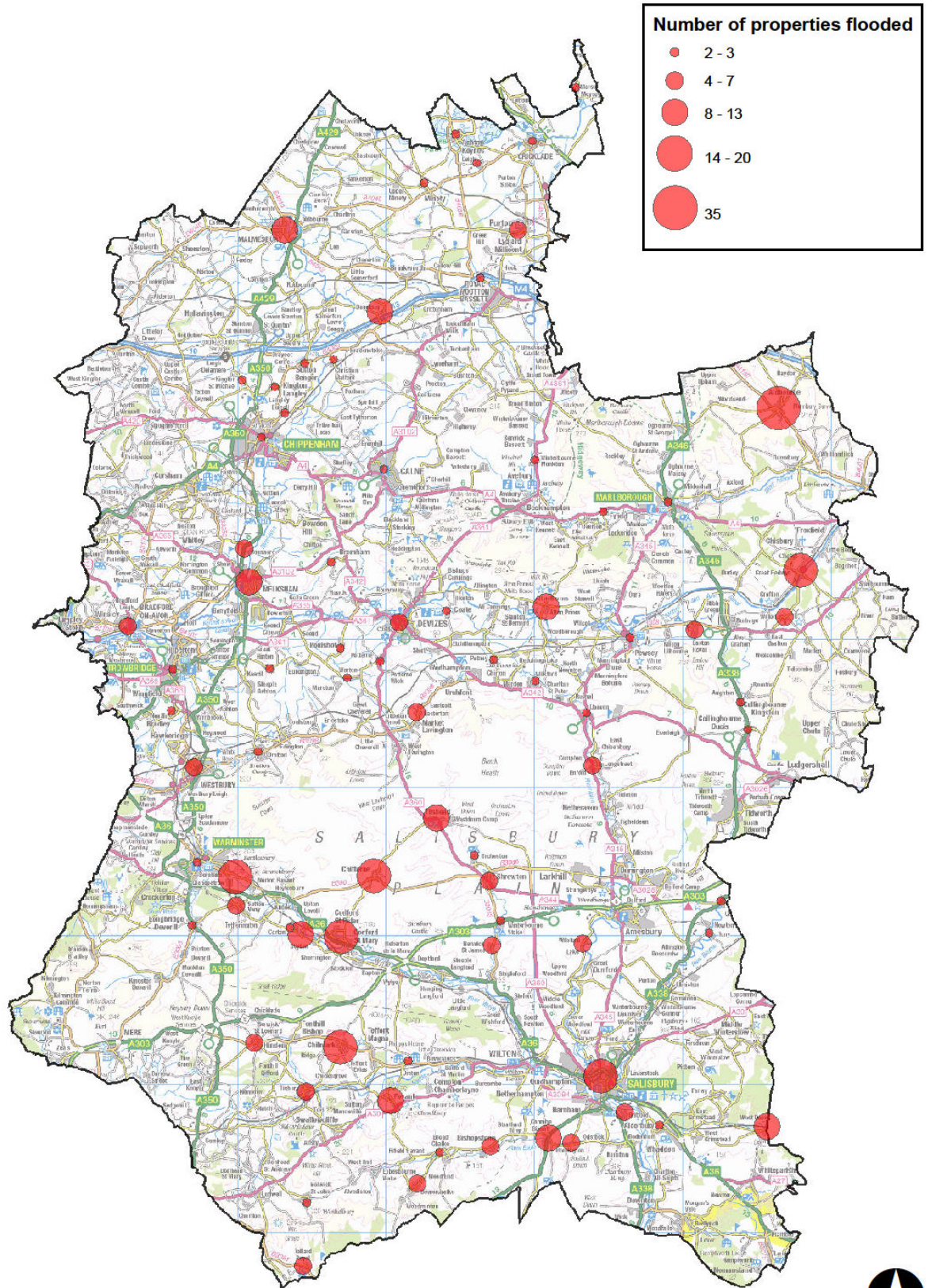
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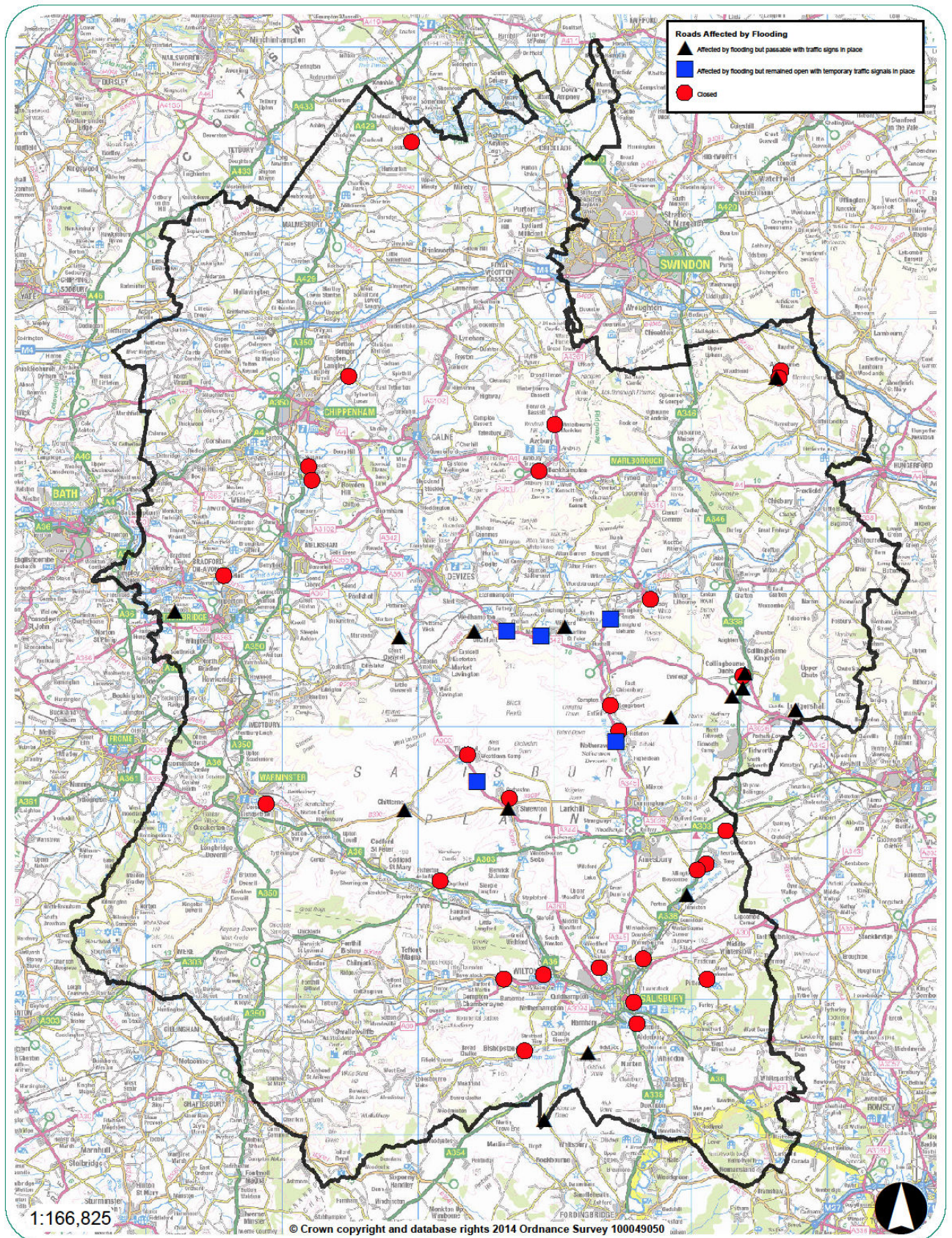
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## APPENDIX 3

### Wiltshire Communities Flood Plan Preparation

Major communities	Properties at risk from surface water flooding	Flood Plan Preparation
Salisbury	1476	No
Chippenham	1192	In preparation
Westbury	1174	In preparation
Trowbridge	935	No
Devizes	866	Under discussion
Warminster	751	Completed
Calne	652	No
Corsham	642	No
Bradford on Avon	445	In preparation
Melksham	387	Under discussion
Marlborough	374	Completed
Wootton Bassett	345	No
Ludgershall	276	No
Tidworth	274	No
Amesbury	270	No
Pewsey	161	No
Malmesbury	120	In preparation
Major communities total	10340	
Total other smaller communities within Wiltshire	7680	14 completed and 28 in development
<b>Combined total communities at risk of future flooding within Wiltshire</b>	18020	

The numbers of properties at risk of flooding from surface water is based on the Preliminary Flood Risk Assessment. There are also risks from river and groundwater that can be significant for some of these communities.

## APPENDIX 4

### PEAS – Parish Emergency Assistance Scheme

The Council introduced a scheme to provide sand bags, sand, gel sacs, signs and equipment to Parish Councils to help make them more resilient to flooding. Take up of the offer has been good so far, with 850 sandbags and 1,150 gel sacs being issued.

Community	Dumpy bag of sand	Empty Sand Bags	Gel Sacs	Tabbards for Wardens	Flood Signs	Notes
Cricklade	1	50	50	10	6	
Berwick St James			100	4	4	
Dauntsey	1	50	50	4	6	
Aldbourne						In progress
Alderbury						In progress
Bishopstone & Croucheston	2	50	50	4	6	
Boyton & Corton	1	50	50	4	4	
Melksham Without	3	150	150	6	12	
Shrewton	1	50	50	2	4	
Great Bedwyn	1	50	50	4	4	
Ramsbury & Axford			100	2	4	
Sutton Benger						
Britford	1	50	50	2	3	
Tilshead	0	0	0	2	6	
Shrewton	1	50	50	4	4	
Bowerchalke			100	2	4	
Charlton St Peter			50		2	
Wilsford	1	50		2	2	
keevil	1	50	50		6	
Idmiston						
Ashton Kenyes	1	50	50	4	4	
Minety	1	50	50	4	4	
Netheravon						In progress
Hindon					4	
Tisbury	1	50	50	4	4	
Tollard Royal	1	50	50	2	2	
Chippenham						In progress
<b>Total</b>	<b>18</b>	<b>850</b>	<b>1150</b>	<b>66</b>	<b>95</b>	

Town and Parish Councils will continue to be encouraged to prepare Flood Plans and take up the offer of supplies and equipment to improve their flood resilience.

## APPENDIX 5

### Drainage and Flood alleviation Schemes Update 19.08.14

Community	Current Position
Aldbourn	<p><u>Lottage Road</u></p> <p>Wiltshire Council to implement scheme for Lottage Road with funding from EA. (Estimate £160,000). Design work being completed. Culvert design being checked. <b>Work programmed to be carried out in September/October.</b></p> <p>Test holes excavated in Lottage Road to confirm levels and positions of utilities, and survey carried out.</p> <p><u>The Square</u></p> <p>The level survey has been completed around the Square and this will be assessed to see if re-profiling of the road surface can direct flows into existing surface water systems.</p> <p>Briefing Note prepared for Parish Council and others.</p>
Bradford on Avon	<p><u>Bath Road</u></p> <p>Wiltshire Council implemented a scheme at Bath Road using EA emergency repair funding (£20,000). The pond in Bath Road has been excavated and the drains and grips have been formalised with concrete aprons, cleansed and obstructions removed in the paddock, and watercourses in Leigh Park also checked and inspected. <b>Completed</b></p> <p><u>Baileys Barn</u></p> <p>Scheme being prepared to address flooding at Baileys Barn. Infiltration tests currently underway to identify preferred solution. Likely to be borehole soakaway, subject to testing results investigation due towards the end of August.</p> <p><u>Church Street</u></p> <p>Investigations being carried as the surface water drainage outfall has been damaged near Abbey Mills. Further testing needed to establish route and connections to river Avon. Options being developed for future scheme.</p> <p><u>River Avon</u></p> <p>EA are bidding for funding for flood defence scheme. Results of bid likely to be announced later this year. A package of measures will then be developed, subject to funding. Scheme likely to include demountable barriers to reduce risk from river flooding.</p>
Warminster	<p><u>Portway</u></p> <p>Wiltshire Council carried out repair work at Portway using EA emergency repair funding (£100,000). <b>Completed</b></p>

Community	Current Position
	<p>A footpath across public open space has been constructed to act as over land flow channel for flood relief, additional ditches and watercourses cleared. <b>Completed.</b></p> <p><u>Balancing Pond</u></p> <p>The watercourse from the balancing pond was cleared by our contractor to allow access to enable the watercourse to be excavated. <b>Completed August</b></p> <p><u>River Were</u></p> <p>The Council cleared trees and foliage in the River Were after birds nesting season finished. <b>Completed August</b></p>
Beanacre	<p>Wiltshire Council have EA emergency repair funding to repair damage around Westlands Lane (£40,000). Meeting held with residents and further meeting arranged to outline proposed works. Works starting.</p>
Berwick St John	<p>Wiltshire Council is carrying out repair work this summer using EA emergency repair funding (£50,000). Meeting held with Parish Council. CCTV and cleansing has been carried out and plans for the repair work are being drawn up by Atkins.</p> <p>Works to start end of August.</p>
Barford St Martin	<p>Wiltshire Council is carrying out repair work this summer using EA emergency repair funding (£50,000). CCTV and cleansing has been carried out and plans being drawn up by Atkins.</p> <p>Works to start end of August.</p>
Tilshead	<p><u>A360 Culvert</u></p> <p>Repair work to culverts being undertaken this summer using EA emergency repair funding (£22,000). <b>Repair works completed August.</b></p> <p><u>Candown Lane</u></p> <p>Wiltshire Council working with MoD to develop flood alleviation scheme for Tilshead. Scheme proposals being finalised.</p>
Dauntsey	<p><u>Side Road Culvert</u></p> <p>Wiltshire Council to implement scheme to provide new culvert under side road south of M4. We have inspected the site with the Parish Council and have outline plan. Further level surveys and test holes may be required to establish locations and depths of services. Works start anticipated in September, subject to further investigations.</p> <p><u>Studies</u></p> <p>Wiltshire Council working with HA and EA to review previous modelling work to identify further proposals. EA have obtained data from HA and are reviewing.</p>

Community	Current Position
Dilton Marsh	<p>Wiltshire Council to implement scheme this summer to reduce flood risk at Petticoat Lane, Dilton Marsh.</p> <p>The scheme design has been completed. Councillor Jerry Wickham has been visiting the homes that will be included in the surface water system upgrades to ensure there is local agreement. A meeting with the public has been held. Agreement of landowners to works being obtained.</p> <p>Start of works in October anticipated, subject to landowner agreement.</p>
Great Bedwyn	<p>Wiltshire Council to implement scheme subject to funding approval from EA (Estimate £360,000). EA funding unlikely to be available before 2015/16.</p> <p>Details and extent of scheme developed. We will take detailed plan to landowners and Parish Council in due course. Awaiting approval of funding from EA.</p> <p>DE to met Network Rail to inspect culverts under railway. DE meeting with Parish Council and Thames Water regarding sewer flooding issues. Parish Council liaising with land owners.</p>
Bishopstrow	<p>Wiltshire Council investigating flooding to identify potential scheme.</p>
Salisbury	<p>Wiltshire Council working with HA and EA to develop scheme for A36 Southampton Road (trunk road).</p> <p>EA working with consultants for resilience measures around the Cathedral. Flood plan and flood wardens being developed.</p> <p>Wiltshire Council to work with EA on longer term flood alleviation schemes for Salisbury, including at Cathedral Close</p>
Chilmark	<p>Wiltshire Council working with landowners develop flood alleviation scheme for Chilmark. Scheme to be developed.</p>
Codford	<p>Flooding from river would need to be investigated by EA.</p>
Coombe Bissett	<p>Wiltshire Council to work with EA to investigate flooding to identify potential scheme. Larger silt traps working with landowners. Scheme under investigation with EA as main cause of flooding is Main River.</p>
Malmesbury	<p><u>Reeds Farm</u></p> <p>Wiltshire Council to implement scheme at Reeds Farm to attenuate and re-establish watercourses. (Currently on hold due to planning consent)</p> <p><u>River</u></p> <p>Silt removal and bridge and outfall repairs to be carried out when FDC obtained from EA.</p>

Community	Current Position
	<p>Council contractor will be clearing parts of River banks at end of bird nesting season.</p> <p>Outline scheme to lower section of public open space to act as high level overflow path being developed. Works to outfall on Highway surface water drain to be carried out in conjunction with river works.</p>
The Altons	Wiltshire Council to investigate flooding to identify potential scheme. Potential scheme to be investigated.
Boynton and Corton	Wiltshire Council to work with EA to investigate river flooding to identify potential scheme. Any scheme would be promoted by EA as main river.
Fovant	<p>Wiltshire Council working with EA and local community on watercourse maintenance scheme. Investigations to be carried out to identify potential drainage improvement scheme.</p> <p>Scheme under investigation. Meeting held at Fovant with the EA and Parish Council. Update being prepared by the EA. Parish Council informed of Repair and Renewal Grant as it may be able to carry out local scheme. Possibility of EA resilience package scheme. Site visit being arranged with EA to develop proposals.</p>
Melksham Without	Wiltshire Council to implement scheme at Forest Road. Scheme under investigation. Vegetation clearance carried out to enable survey. Survey being arranged and data being collected for options development for future scheme.
Britford	<p>Wiltshire Council to investigate flooding to identify potential scheme.</p> <p>Visit carried out with Parish Council. CCTV survey and cleaning carried out and repairs identified. Large scale map prepared by Parish Council with GPS meter to locate and log drainage assets within the parish and areas of flooding.</p> <p>Drainage repairs for Park Lane started.</p> <p>Possibility of first time sewer connection being considered by Wessex Water and Parish Council.</p>
Homington	<p>Wiltshire Council to investigate flooding to identify potential scheme.</p> <p>No further update at this time.</p>
Enford	<p>Wiltshire Council to carry out works to watercourse in autumn to meet environmental constraints.</p> <p>No further update at this time.</p>
Bishopstone and Croucheston	<p>Wiltshire Council to investigate flooding to identify potential scheme.</p> <p>The Parish Council has attended the OFWG and wish to carry out watercourse clearance. EA to assist with Flood Defence Consent. Wiltshire Council to help with ecology.</p>

Community	Current Position
Hindon	<p>Wiltshire Council to implement scheme with landowner's agreement.</p> <p>The PC has attended the OFWG and wish to carry out watercourse clearance, EA to assist with Flood Defence Consent. Wiltshire Council to help with ecology. Wessex Water has said that they may be able to help with grab lorry to take away weed taken from watercourse. Meeting arranged to develop proposals.</p>
Wilton	<p>EA taking lead on potential scheme at Water Ditchampton, Crow Lane, and work on Wilton Estates land</p> <p>Inspections have taken place with open day with Town Council and EA. Date to be set with EA to carry out walked inspection. EA looking at minor schemes to lower flood risk, Flood Wardens have been appointed.</p>
Chitterne	<p>Wiltshire Council working with MoD to develop flood alleviation scheme for Chitterne. However, scheme on MoD land would have limited effect. An alternative scheme on other land is being investigated.</p> <p>DE has met landowners regarding ditch clearance on private land. Atkins are working on the outline design of a scheme.</p> <p>Gully clearance being arranged on B390.</p>
Bowerchalke	<p>Wiltshire Council to investigate flooding to identify potential scheme.</p> <p>No further update at this time</p>
Easterton	<p>Wiltshire Council implemented scheme at White Street. <b>Completed</b></p> <p>Sewer flooding issues being investigated by Wessex Water.</p>
Easton Royal	<p>Wiltshire Council to investigate flooding to identify potential scheme. No further update at this time.</p>
Westbury	<p>Investigations of flooding at Chalford being carried out by Atkins. Field walk of local watercourses carried out. Potential retention scheme being explored. Desk study underway.</p>
Tollard Royal	<p>Wiltshire Council to investigate flooding to identify potential scheme. No further update at this time.</p>
Shrewton	<p>Wiltshire Council working with MoD to develop flood alleviation scheme for Shrewton.</p> <p>Watercourse clearance may be required in autumn following inspection.</p>
Devizes	<p>Local highways drainage scheme at Southbroom Road and London Road to be developed after CCTV survey programmed. Works to be progressed buy Local Highways Team.</p>
Pitton	<p>Wiltshire Council to implement scheme to reduce flood risk at Pitton. Survey completed and desk top study being completed by Atkins to identify scheme to reduce flood risk.</p>

Community	Current Position
	Scheme proposals being developed for detailed design.
Urchfont	<p>Site visit with Atkins to meet residents took place 31/07/14. Intended to identify potential flood alleviation scheme.</p> <p>Further investigations required to identify a viable scheme.</p>
Wilsford	Meeting held with landowners to identify potential scheme for flood water storage. Atkins completing study to estimate surface water runoff. Catchment approach being adopted with liaison with landowners.
Porton	Wiltshire Council have completed scheme to reduce flood risk at Beech Close and A338, Porton. <b>Completed.</b>
Minety	Ditch and watercourse clearance and improvement works carried out upstream from Ashton Keynes Road. Ditch works completed this month.



## APPENDIX 6

### Wiltshire Council Post Incident Report – Lessons Identified Project Plan

Category	Recommended Action	Due	Owner
Partnership Working	Ensure early engagement with Category 2 responders to adopt working protocols that are both realistic and achievable	Dec 2014	Wiltshire and Swindon LRF
	Consider reviewing co-operative arrangements for the establishing of a “Joint Information Cell”	Dec 2014	Wiltshire and Swindon LRF
	The principle of a “Joint Communication Cell” is reinforced to ensure proper co-ordination between agencies	Dec 2014	Wiltshire and Swindon LRF
	Early compilation and circulation of agreed multi-agency contact information	Dec 2014	Wiltshire and Swindon LRF
Command and Control	ensure that a formal record is made and the rationale for the agreed command, control and co-ordination structure	Dec 2014	Wiltshire and Swindon LRF
	Develop the incident control room to allow a tactical management team to manage all of the councils responses from one location	Dec 2014	Wiltshire Council EPRR Team
	Wiltshire Council Emergency Flood Response Plan to be amended to reflect improved practice that has been identified by debriefs.	Oct 2014	Wiltshire Council EPRR Team
	combine Major Incident Plan and Business Continuity plans, into a single Integrated Emergency Plan	Nov 2014	Wiltshire Council EPRR Team
	Extend use of the highways “triage system” to other critical areas of delivery.	Oct 2014	Wiltshire Council EPRR Team
Community Focus	During Major Incident take out of hours emergency calls in-house	Dec 2014	Wiltshire Council EPRR Team
	Engagement with Area Boards/Parish Councils, flood wardens and volunteers.	Contin-ious	Wiltshire Council Drainage Team

	The Council should develop a list of known vulnerable people available to incident managers.	Ongoing	Wiltshire Council 'Single View' Project
	Conduct a "stakeholder profile" that will give the incident room staff clear vision of who needs what and when.	Oct 2014	Wiltshire Council EPRR Team
	Formalise the protocols for the use of social media during a disruptive challenge.	Oct 2014	Wiltshire Council Comms Team
Improving staff Performance	Deliver Civil Contingencies Act awareness briefings for Elected Members	Nov 2014	Wiltshire Council EPRR Team
	Further training for Associate Directors. The revised system of response was changed only days before the flooding started.	Nov 2014	Wiltshire Council and LRF
	Enhancing the numbers of staff who are trained in logging procedures.	Oct 2014	Wiltshire Council EPRR Team
	Introduce the concept of "tactical advisory teams". Providing a specialist, communications advisor and loggist.	Oct 2014	Wiltshire Council EPRR Team
	Avoid overload on any particular team	Oct 2014	Wiltshire Council Tactical Command
Process Improvements	Conduct a full review of "record keeping" procedures during emergency responses.	Oct 2014	Wiltshire Council EPRR Team
	Ensuring all delivery services have established "on-call" protocols.	Oct 2014	Wiltshire Council EPRR Team
	Review and revise working protocols between departments	Oct 2014	Wiltshire Council EPRR Team
	Standardise internal response structures within all service delivery areas.	Oct 2014	Wiltshire Council EPRR Team
	introduce a risk assessment process before deploying staff into restricted areas	Oct 2014	Wiltshire Council EPRR Team

Technology improvements	Instigate a formal check of mobile phone signals within County Hall.	Oct 2014	Wiltshire Council EPRR Team
	Provide simple system with communities for collating number of properties flooded.	Dec 2014	Wiltshire Council Drainage Team
	Improve the use of technology to provide real-time information from the ground to the control room.	Dec 2014	Wiltshire Council GIS Team

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## Overview and Scrutiny Work Plan

Committee	Review / Task Group	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Scrutiny Officer	STATUS (incl. date)
		Cabinet 18th Mar	Cabinet 22nd April	Cabinet 20th May	Cabinet 17th Jun	Cabinet 22nd Jul		Cabinet 16nd Sep	Cabinet 7th Oct	Cabinet 11th Nov		
				Council 13th May		Council 29th Jul			Council 21st Oct			
<b>ENVIRONMENT</b>	Community Infrastructure Levy (CIL) Task Group										MM	Task Group presented proposed rate of CIL to ESC and Cabinet Dec 13. Work to continue pending adoption of Core Strategy.
	Waste Task Group										MM	Task Group presented final report to ESC and Cabinet Dec 13. Awaiting report on Affordable Plan
	Adoptable Estates Task Group	Review in progress						Environment Sept 2014			MM	Task Group reviewing systems and communications around planning processes Report to Committee Sept 2014
	Investing in Highways										MM	Task Group due to scrutinise involvement of Area Boards and how money to be allocated.
	Car Parking Review	Review in progress									MM	Task Group to visit 3 LAs in July to view/discuss cashless technologies.
	20 mph Policy	Review in progress									ED	Task Group to review developing policy.
	Highways and Streetscene Contract BBLP		Environment April 2014					Environment Sept 2014			MM	Task Group to review BBLP performance after 1 year; report to Committee Sept 14.
	Flood Plan Annual Report		Environment April 2014					Environment Sept 2014			MM	Update report received April. Revised flood plan to Committee Sept 2014.

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## TASK GROUP UPDATES

### **Car Parking Review Task Group** (Chairman - Cllr Mark Packard)

The Task Group has met on 2 occasions and has also visited Bristol, Westminster and Islington Councils to view the technology they have in place and to speak with the relevant officers. The Task Group receives copies of the papers from the Parking Review Project Board and Cllr John Walsh, as well as being on the Task Group, is also the scrutiny representative on the Project Board. The Task Group is due to meet again on 8 September to review the preferred option and comment on it before it goes out to public consultation.

### **20 mph Policy Task Group** (Chairman – Cllr Peter Edge)

The Task Group last met on 31 July to review a selection of research in order to be better informed of the evidence for and against 20 mph schemes, including local testimonies and a report from the Wiltshire Police Force. The next meeting is due to take place on 23 September with the Cabinet member for Highways, Streetscene and Broadband, the Associate Director for Highways and Transport and the Principal Traffic Engineer with a view to drawing conclusions and presenting the final report to the next Environment Select Committee on 28 October 2014.

### **Adoptable Estates Task Group** (Chairman – Cllr Tony Deane)

The Task Group has met on 4 occasions and taken evidence from Council officers, large scale developers and Wessex Water. It plans to visit a development under construction before compiling its final report.

### **CIL Task Group** (Chairman – Cllr Tony Trotman)

The Task Group fulfilled its remit and reported to the Committee and Cabinet in December 2013. However, the Committee agreed that the Task Group should not be stood down due to uncertainty around the Core Strategy and changing legislation and any possible impact on the CIL.

The Chairman of the Task Group has requested that, while the Core Strategy is undergoing examination, the Task Group reconvenes to consider:

- a) The way the Council is going to access and record monies gained from CIL;
- b) The possible distribution of monies to towns and parishes with and without established neighbourhood plans.

### **Waste Task Group** (Chairman – Cllr Jose Green)

The Waste Task Group fulfilled its remit and reported to the Committee in December 2013; its recommendations were referenced in the report of the Waste Management Service to Cabinet in December 2013. The Task Group undertook some further work, at the request of the Service, to review the communications plans in respect of changes to the waste collection rounds.

The Corporate Director has indicated that there is work within the Waste Service which the Task Group could assist with and welcomed their continued involvement. It is anticipated that, following a meeting with the relevant Cabinet member and Associate Director, a new remit could be developed for consideration by the Committee.