

# Scrutiny for Policies and Place Committee

Tuesday 4 July 2017

10.00 am Luttrell Room - County Hall,  
Taunton



To: The Members of the Scrutiny for Policies and Place Committee

Cllr T Lock (Chairman), Cllr M Lewis (Vice-Chairman), Cllr B Filmer, Cllr P Ham, Cllr John Hunt, Cllr T Napper, Cllr D Ruddle, Cllr J Thorne and Cllr A Wedderkopp

All Somerset County Council Members are invited to attend meetings of the Cabinet and Scrutiny Committees.

Issued By Julian Gale, Strategic Manager - Governance and Risk - 26 June 2017

For further information about the meeting, please contact Neil Milne on 01823 359045 or [ndmilne@somerset.gov.uk](mailto:ndmilne@somerset.gov.uk)

Guidance about procedures at the meeting follows the printed agenda.

This meeting will be open to the public and press, subject to the passing of any resolution under Section 100A (4) of the Local Government Act 1972.

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# AGENDA

Item Scrutiny for Policies and Place Committee - 10.00 am Tuesday 4 July 2017

**\*\*Public Guidance notes contained in agenda annexe\*\***

1 **Apologies for absence**

2 **Declarations of Interest**

Details of all Members' interests in District, Town and Parish Councils will be displayed in the meeting room. The Statutory Register of Member's Interests can be inspected via the Community Governance team.

3 **Minutes from the previous meeting held on** (Pages 7 - 20)

The Committee is asked to confirm the minutes are accurate.

4 **Public Question Time**

The Chairman will allow members of the public to ask a question or make a statement about any matter on the agenda for this meeting. **These questions may be taken during the meeting, when the relevant agenda item is considered, at the Chairman's discretion.**

5 **Council Performance Monitoring Report - Q4 2016/17** (Pages 21 - 36)

To consider this report.

6 **Connecting Devon & Somerset update** (Pages 37 - 42)

To consider this report.

7 **Trading Standards Update** (Pages 43 - 48)

To consider this report.

8 **Registration Service transformation** (Pages 49 - 54)

To consider this report.

9 **Vision Volunteers Update** (Pages 55 - 56)

To receive a presentation and update on the Vision Volunteer projects.

10 **Scrutiny for Policies and Place Committee Work Programme** (Pages 57 - 66)

To receive an update from the Governance Manager, Scrutiny and discuss any items for the work programme. To assist the discussion, attached are:

- The Committee's work programme
- The Cabinet's forward plan

11 **Any other urgent items of business**

Item Scrutiny for Policies and Place Committee - 10.00 am Tuesday 4 July 2017

The Chairman may raise any items of urgent business.

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# Agenda Annexe

## Guidance notes for the meeting

### 1. Inspection of Papers

Any person wishing to inspect Minutes, reports, or the background papers for any item on the Agenda should contact the Committee Administrator for the meeting – Neil Milne on Tel: (01823) 359045 or 357628 or Email: [ndmilne@somerset.gov.uk](mailto:ndmilne@somerset.gov.uk) They can also be accessed via the council's website on [www.somerset.gov.uk/agendasandpapers](http://www.somerset.gov.uk/agendasandpapers)

### 2. Members' Code of Conduct requirements

When considering the declaration of interests and their actions as a councillor, Members are reminded of the requirements of the Members' Code of Conduct and the underpinning Principles of Public Life: Honesty; Integrity; Selflessness; Objectivity; Accountability; Openness; Leadership. The Code of Conduct can be viewed at: <http://www.somerset.gov.uk/organisation/key-documents/the-councils-constitution/>

### 3. Minutes of the Meeting

Details of the issues discussed and recommendations made at the meeting will be set out in the Minutes, which the Committee will be asked to approve as a correct record at its next meeting.

### 4. Public Question Time

**If you wish to speak, please tell Neil Milne the Committee's Administrator - by 12 noon the (working) day before the meeting.**

At the Chairman's invitation you may ask questions and/or make statements or comments about any matter on the Committee's agenda – providing you have given the required notice. You may also present a petition on any matter within the Committee's remit. The length of public question time will be no more than 30 minutes in total.

A slot for Public Question Time is set aside near the beginning of the meeting, after the minutes of the previous meeting have been signed. However, questions or statements about any matter on the Agenda for this meeting may be taken at the time when each matter is considered.

You must direct your questions and comments through the Chairman. You may not take direct part in the debate. The Chairman will decide when public participation is to finish.

If there are many people present at the meeting for one particular item, the Chairman may adjourn the meeting to allow views to be expressed more freely. If an item on the Agenda is contentious, with a large number of people attending the meeting, a representative should be nominated to present the views of a group.

An issue will not be deferred just because you cannot be present for the meeting. Remember that the amount of time you speak will be restricted, normally to two minutes only.

## **5. Exclusion of Press & Public**

If when considering an item on the Agenda, the Committee may consider it appropriate to pass a resolution under Section 100A (4) Schedule 12A of the Local Government Act 1972 that the press and public be excluded from the meeting on the basis that if they were present during the business to be transacted there would be a likelihood of disclosure of exempt information, as defined under the terms of the Act.

## **6. Committee Rooms & Council Chamber and hearing aid users**

To assist hearing aid users the following Committee meeting rooms have infra-red audio transmission systems (Luttrell room, Wyndham room, Hobhouse room). To use this facility we need to provide a small personal receiver that will work with a hearing aid set to the T position. Please request a personal receiver from the Committee's Administrator and return it at the end of the meeting.

## **7. Recording of meetings**

The Council supports the principles of openness and transparency. It allows filming, recording and taking photographs at its meetings that are open to the public - providing this is done in a non-disruptive manner. Members of the public may use Facebook and Twitter or other forms of social media to report on proceedings and a designated area will be provided for anyone wishing to film part or all of the proceedings. No filming or recording may take place when the press and public are excluded for that part of the meeting. As a matter of courtesy to the public, anyone wishing to film or record proceedings is asked to provide reasonable notice to the Committee Administrator so that the relevant Chairman can inform those present at the start of the meeting.

We would ask that, as far as possible, members of the public aren't filmed unless they are playing an active role such as speaking within a meeting and there may be occasions when speaking members of the public request not to be filmed.

The Council will be undertaking audio recording of some of its meetings in County Hall as part of its investigation into a business case for the recording and potential webcasting of meetings in the future.

A copy of the Council's Recording of Meetings Protocol should be on display at the meeting for inspection, alternatively contact the Committee Administrator for the meeting in advance.

**SCRUTINY FOR POLICIES AND PLACE COMMITTEE**

Minutes of a Meeting of the Scrutiny for Policies and Place Committee held in the Luttrell Room - County Hall, Taunton, on Tuesday 13 June 2017 at 11.00 am

**Present:** Cllr T Lock (Chairman), Cllr P Ham, Cllr T Napper, Cllr A Wedderkopp, Cllr B Filmer, Cllr John Hunt, Cllr D Ruddle and Cllr J Thorne

**Other Members present:** Cllr A Bown, Cllr S Coles, Cllr D Hall, Cllr J Lock, Cllr F Nicholson, Cllr H Prior-Sankey and Cllr J Woodman.

**Apologies for absence:** Cllr M Lewis

**2 Declarations of Interest - Agenda Item 2**

Cllr A Bown, Cllr S Coles, Cllr B Filmer, Cllr P Ham, Cllr T Lock, Cllr T Napper, Cllr H Prior-Sankey, Cllr D Ruddle, Cllr J Thorne, Cllr A Wedderkopp and Cllr J Woodman all declared a personal interest as a District and/or City/Town, Parish Councillor.

**3 Minutes from the previous meeting held on 21 March 2017 - Agenda Item 3**

The minutes of the meeting held on 21 March 2017 were accepted as being accurate by the Committee and were signed by the Chairman.

**4 Public Question Time - Agenda Item 4**

The Chairman welcomed the following members of the public to the meeting and invited them to speak about agenda item 5: Mr Baddeley; Mr Farrell; Mr Power; Mrs Power; Mr Hossell; Mr Lodge. It was explained that statements received from those members of the public had also been circulated to the Committee in advance of the meeting along with a statement from Mr Orr, who was unable to attend the meeting. The statements submitted by those members of the public are attached to the minutes as an Appendix. The Chairman thanked the members of the public that had spoken and others who were in attendance to observe and listen and he noted that the concerns and opinions they had expressed were no doubt shared by many people in the local area.

The Chairman then invited Cllr Hall, Cabinet Member for Resources and Economic Development to respond and he began by thanking those present for attending the meeting and sharing their views. He noted that the Council along with other bodies had supported and lobbied the Government for improvements to the A303 and A358 however any improvements had to be right for and benefit local communities so the Council would not support a new road at any cost; with any proposed development there would be concerns raised and it would be important for all opinions and viewpoints to be taken in to account; and finally he reminded the meeting that the consultation was being undertaken by Highways England (HE) as it was a HE scheme and he urged everyone to also engage directly with HE so they were aware of all comments relating to the local perspective and points of view.

## 5 **A358 Update** - Agenda Item 5

The Committee received a presentation from the Strategic Commissioning Manager – Highways and Transport on the A358 Taunton to Southfields dualling scheme and the non-statutory consultation process by Highways England (HE). It was noted that the Council had campaigned to secure improvements to the whole of the A303/A30/A358 corridor and the economic benefits it would bring to the area if designed appropriately, and there was strong support for a dual carriageway improvement from the M5 at Taunton to Southfields as part of that programme.

It was explained that HE would be responsible for the design, delivery and operation of the route, and the Council was a consultee only and the scheme if progressed would be consented through the Development Consent Order mechanism used for nationally significant infrastructure projects. The role of the Council was explained as was the process of the current non-statutory stage of consultation by HE that would be used to help inform choice of a preferred route. It was highlighted that those wishing to make representations about the route were encouraged to contact HE directly.

Members heard that there had been 26 initial options (north and south) of the current road and those had been sifted down to 4 options for further assessment (diagrams/maps that highlighted the different route options were shown). HE had chosen to consult on a single option to inform development of the preferred route. The presentation focused on trying to ascertain the benefits of the proposed route and it was explained that without more information such as that relating to traffic flow analysis, journey times and congestion and links to other proposed developments within the area it made the task of trying to judge those benefits more difficult. More work and detail would be required as the scheme developed so that aspects such as: flood risk/drainage; rights of way; landscape and visual impacts; air quality and emissions; archaeology and cultural heritage; biodiversity and ecology; and noise and vibration could be better understood and addressed to minimise impacts to the local community whilst trying to maximise the benefit.

It was stated that of the 4 options that had been considered in more detail in the Technical Appraisal Report (TAR) an early cost/benefit assessment indicated that option '2A/2B' (link to Junction 25 and M5 south facing slips only) appeared to demonstrate the greatest quantified benefits. Although option '2A/2B' was the most expensive option (costing an extra £40m approx.) it had an estimated present value of benefits of £529m compared to a figure of £351 for the preferred option.

The Strategic Commissioning Manager in summary noted that although the Council was supportive of the proposal for a new/improved route along the A358 there were numerous key issues that required more detail and exploration those were: the need for more information overall; the link road between the new expressway and Junction 25; the principle of a new 'all-movement' junction on the M5; strong community concern about the potential impact of J25a at proposed location; concern about any connection between J25a and the local road network; how to attract a greater proportion of traffic to



use 'section 1'; limited junctions on 'section 2'. In closing he noted that the Council would seek assurances that HE would further consider the matters raised before finalising the preferred route, rather than discounting design solutions at this stage. He reflected that key concerns raised appear to be about a limited number of important issues rather than HE's choice of route as a whole.

The Chairman invited comments from Committee Members and in the ensuing discussion the following points were made, issues raised and/or questions asked/answered including:

- The proposals were not acceptable to the people of Taunton generally and in the affected areas specifically, why cut a swathe through pleasant countryside and ruin productive farm land, any new route should link up properly to the M5 and the park and ride at Cambria Farm, discussing the proposed route was a waste of time as it was the wrong route;
- There was a question about the development consent order process and projected timeline and it was noted that this would most likely be delayed somewhat due to the June General Election, and it was noted that it was important for the Council to respond to this stage of consultation to set out support for the improvements whilst also highlighting issues that should be considered by HE to assist the Secretary of State in identifying a preferred route for the scheme;
- The proposed route was described as being more of a Taunton by-pass rather than a by-pass for Henlade and it didn't seem to achieve the stated aim of having 2 strategic routes in to the Southwest in order to improve infrastructure resilience;
- It was suggested that the most beneficial route (bearing in mind the limited information available) appeared to be the '2A/2B' route and the Council was encouraged to work with the District Councils and Somerset MP's to secure the best outcome for Somerset and its residents and the Committee heard that the Council was already engaged with other bodies and this included meetings of a steering group of Cabinet Members from local Councils;
- The proposed route seemed to provide a by-pass Henlade and it was noted that not all those travelling would want to go in to Taunton, many using the route would be going on to Devon and Cornwall;
- Concerns from local residents in the Killams Green area were raised by a Member in respect of protecting the Vivary Wedge and ensuring any new proposed Junction on the M5 were appropriately located and would not have an adverse effect on local communities;
- It was noted that it was important to ensure, in an area dependent on tourism and suffering from poor social mobility, that good transport links were maintained and improved however it was just as important to remember the area and accessibility for people and businesses to the west of Taunton, and it was noted that all of the proposed routes had indicated an improvement in journey times.

The Chairman thanked all those for attending and contributing to agenda item 5 and sharing their views on this important project and he reminded the Committee that Highways England were consulting on this scheme, not the Council, and therefore that all consultation responses should go to Highways England. The Chairman also reminded those present that the Cabinet Member

for Resources and Economic Development, who had spoken on agenda item 5, would be taking a non-key decision (scheduled for 22 June) and comments on the proposed scheme could also be submitted to him to help inform the Council's response on the options consultation. The update was accepted.

## 6 **Flood and Water Management** - Agenda Item 6

The Committee received a presentation from the Strategic Commissioning Manager – Community Infrastructure and the Service Manager – Flood Risk Management who together provided an overview and an update on the role and work of SCC as the Lead Local Flood Authority (LLFA). It was noted at the outset that the structure of Flood and Water Management in England was complicated and a diagram was shown of the various local agencies and the roles they each played.

In its role as LLFA, the Council has a key statutory role to play in Flood and Water Management. The formation of the Somerset Rivers Authority (SRA) has helped facilitate collaboration between the various agencies and offers additional funding. The Council has been a key facilitator in progressing the SRA's work and the Flood Action Plan.

The Committee were informed that the LLFA has set a number of strategic objectives including: maximising the benefit of spend in flood and water management, gaining as much funding as possible for schemes, ensuring maximum benefit of Sustainable Drainage Systems (SuDS) through the planning system, progressing with SRA work, working closely with other risk management authorities and increasing the profile of the LLFA.

The presentation highlighted that the LLFA faces a number of upcoming challenges and opportunities including: exploring income generation; maximising funding in Somerset through the Flood Defence Grant in Aid, Local levy and SRA as well as testing a web based system developed by Dorset County Council which allows anyone to report and record flooding incidents.

The Committee questioned whether SCC is advising planners and District Councils on SuDS. It was confirmed that there is an arrangement in place to provide advice to Taunton Deane and West Somerset, guidance has been sent and District councils have been asked to implement this. SCC aims to be engaged through the planning process and is working on improving this engagement. A Member expressed disappointment that the SuDS guidance is advisory only. It was also highlighted by the Committee that there is a need for developers to maintain the SuDS that they implement.

The Committee recognised the high level of funding provided through the EU and queried future funding provision following the EU referendum. It was confirmed that current funding seems assured until 2020 but is uncertain beyond that. It seems likely that additional funding through the EU may be lost but SCC is in constant dialogue about the importance of this funding.

A Member queried how the work of the Flood Action groups could be better co-ordinated and integrated. The Strategic Commissioning Manager confirmed that a consistent approach was needed and agreed to look into this and

respond directly to the Member. The Council was currently working to ascertain the below ground assets and the drainage network in Somerset

The Committee questioned who is responsible for making landowners aware of their riparian responsibilities. SCC was aware that there was a lack of awareness among landowners and produced a guidance document (Living on the Edge). It was highlighted that it can be beneficial to take landowners to areas where gullies are flooding to see the impact it has and further illustrate the importance of their role in fulfilling their riparian responsibilities. A Member asked if the Council was liaising with neighbouring authorities and in particular Gloucester and it was reported that Somerset did regularly work with other bodies to share best practice and ideas.

The overall aim of the presentation was to highlight the various on-going works undertaken by the Council and in collaboration with others to make a positive difference to Flood risk management in Somerset. It was suggested that the work of the SRA be discussed at a future meeting of the Committee. The Committee accepted the update.

#### **7 ICT Update - Agenda Item 7**

The Committee received a PowerPoint presentation from the Commercial and Business Services Director on the Council's overall ICT strategy. The main focus of the improvements was to work across 3 themes to increase productivity; resilience and compliance.

Some members expressed concerns with IT issues since joining the Council and there were encouraged to contact the IT help desk directly so that they could provide assistance. The Council had spent time to ensure that its devices and systems were adequately protected against malware and hacking with adherence to security best practice and data safeguarding. There was a question about backup procedures and it was stated that the Council was utilising cloud storage and this was held in different locations. The update was accepted.

#### **8 Appointments to Joint Scrutiny - Agenda Item 8**

The Chairman invited the Scrutiny Manager to explain that the Committee, in previous quadrenniums, had appointed 2 of its Members to sit on Joint Scrutiny bodies in Somerset. These Joint Scrutiny Bodies currently provided an overview and Scrutiny of the Somerset Waste Board and the Somerset Rivers Authority, and the Council nominated 2 representatives to sit on each joint body as did the 5 District Councils. The representatives would be reviewed each year.

In respect of the Joint Scrutiny of the Somerset Rivers Authority the Committee agreed to nominate Cllr Ham and Cllr Wedderkopp.  
In respect of the Joint Scrutiny of the Somerset Waste Board the Committee agreed to nominate Cllr Lock and Cllr Lewis.

9 **Scrutiny for Policies and Place Committee Work Programme - Agenda Item 9**

The Committee considered and noted the Cabinet Forward Plan of proposed Key Decisions.

The Committee considered its own work programme and the future agenda items listed, and noted that the next meeting would take place in July.

It was suggested that an item on Road Safety Strategy be added to the 5 September meeting. Also the County Farms update report would be considered at 31 October meeting.

10 **Any other urgent items of business - Agenda Item 10**

The Chairman, after ascertaining there were no other matters arising, thanked all those present for attending the meeting.

**(The meeting ended at 1.37 pm)**

**Cllr Tony Lock  
CHAIRMAN**

**Agenda item 4 Public Question Time – Statements made on Agenda item 5: A358 Update - M5 to Southfields Improvement Response to non-statutory consultation**

Mike Baddeley - Statement to Scrutiny for Policies and Place Committee Meeting 13th June 2017.

Firstly, may I compliment Mike O Dowd Jones on his summarising of most of the main points arising from the Highways England Ltd proposals for the A358 upgrading.

Contrary to the response document, we believe that the route of the proposed new A358 is the main issue. The main objective, locally, is to have a Henlade by pass and this indeed had been the basis of proposals over the last 15 years.

The current proposal does not achieve that. In fact it will probably exacerbate the situation through Henlade. All it does achieve is a total by pass of Taunton destroying valuable food producing farming land in the process.

Having been briefed by SCC Highways staff last Wednesday at a meeting for Ruishton and Stoke St.Mary Parish Councils on the Junction 25 proposals, I have come to the conclusion, as have many others, that both projects in their current form, will not achieve their stated objectives.

If you study the information in the Highways England Ltd Technical Appraisal Report, the HE preferred route is the least cost effective, more costly accident and noise wise. The alternate route 2A/2B is the most cost effective and will provide a Henlade By Pass, a fact alluded to in the response document.

Please will Somerset County Council get to grips with this situation and jointly design the A358 upgrade and the Junction 25 improvements in conjunction with Highways England.. If part of the proposed Nexus business park has to be sacrificed, so be it, at least we might have a much better long term solution.

I would also ask that SCC Cabinet Members actively consult with local Parish Councils, who will be affected by these proposals. Having been denied this to date I believe that it is SCC's duty to understand local concerns and not just sweep it under the carpet saying it is nothing to do with SCC. Neither Stoke St.Mary or West Hatch Parishes have had the benefit of a Highways England presentation. The two most affected parishes have not been consulted by anyone. That, Councillors, is not democracy.

Written individual response please.

Mike Baddeley.  
Chair, Stoke St.Mary Parish Council.

Michael Farrell - Statement to Scrutiny for Policies and Place Committee Somerset County Council 13 June 2017

Thank you for giving me the opportunity of addressing you.

Highways England have acted with casual arrogance throughout their dealings with the affected parishes. They have not conducted any parish meetings and have not made sufficient efforts to contact the "hard to reach" members of the public in out lying areas.

On 16 May your colleagues at T.D.B.C. heard representations from myself and other affected parties and agreed that the Highways England consultation was flawed and should be halted and re-commenced with all route options contained within their Technical Appraisal Report (T.A.R.) available for a meaningful consultation. Additionally Highways England should supply a T.A.R. containing specific details.

On 9 June Somerset County Council's Highways Department issued the most comprehensive breakdown of the Highways England proposals. Their conclusions are a detailed and reasoned criticism of the current consultation.

In summary the current A3 5 8 consultation conducted by Highways England achieves none of the proposed aims of their own road construction requirements:

- \* No evidence of real economic benefit to Somerset and in particular Taunton.
- \* No significant reduction in air pollution but an increase in noise and light pollution.
- \* No relief for the long suffering residents of Henlade.
- \* No connection to the S.C.C. £20 million improvement scheme at Junction 25.
- \* No local access at the proposed new motorway junction, 25 A
- \* No evidence of significantly reduced traffic movements at Junction 25.
- \* An increase in the cost of Road Traffic Accidents.
- \* Potential ecological damage including loss of ancient woodland, countryside and valuable, productive arable land,

Taunton needs to realise that the largest upheaval in road infrastructure since the construction of the M5 will not bring the area any fiscal benefit. Currently we are being asked to take traffic from London and the South East, divert it away from Taunton into Devon and Cornwall effectively creating a Taunton by-pass.

I would ask that you consider what I have submitted and ask that you also support the cancellation of the current Highways England consultation.

Thank you for your time.

Michael Farrell  
Stoke St Mary

Question from Rob Hossell (Parish of Stoke St Mary)

A358 Taunton to Southfields Improvement

Firstly I would like to commend the authors on a very thorough examination of Highways England's (HE) Technical Appraisal Report (TAR) described within your Agenda documentation.

We all agree strongly with these key areas of concern raised against the preferred option:

1. No economic benefit for Taunton, as there is no planned local access at J25A, and no connection to J25, where the Nexus employment park is planned for Taunton's future economic growth.
2. Increased noise impact as J25A is adjacent to Killams within the Taunton built up area.
3. The majority of traffic to Taunton and M5 North (73%) will still pass through J25 via the old A358, and hence congestion will not be relieved through Henlade.
4. Safety dis-benefit, when new roads should be safer.
5. Lowest Benefit to Cost ratio (1.54) – the only comprehensive numerical evaluation of the various options.

Why then does SCC support "HE's choice of route as a whole" yet also request a link to J25, and an optimum location for J25A, given there is no optimum location?

We already have a suitable option (i.e. 2A/2B) presented in the TAR that overcomes all these issues and objections.

Instead of being weak and wobbly, suggesting a totally new, expanded and un-costed option, be decisive in your statements. Keep it simple and realistic. Why can't you strongly urge that HE reconsider their existing options from the TAR that will deliver on both HE's and Taunton's objectives?

Ultimately we all need a vibrant Garden Town, not a deserted By-Pass Town.

WRITTEN INDIVIDUAL RESPONSE PLEASE

David Lodge

Could the Council please explain how, in their recent review of the Highways England Option 8 proposal for dualling of the A358, the Council appears to have overlooked and has not criticised the illogical location of the proposed Junction B with West Hatch Lane:-

i. As the highways authority responsible, Somerset County Council must know that West Hatch Lane is very narrow and winding (including sharp right angle bends barely negotiable by large vehicles) with dwellings close to the road on both sides at some points, not to mention the stream that runs alongside and across the lane and which floods regularly. West Hatch Lane is totally unsuitable as an access point for the local communities.

ii. The other small lanes around West Hatch are heavily used by NMUs, particularly bicycles and horses; any further increase in vehicular traffic would be disastrous.

iii. The positioning of Junction B, away from the A358/A378 intersection, will encourage a 'rat-run' through the hamlet of Meare Green.

iv. The proposed location of an illuminated, large and noisy Junction B will have deleterious effects on the ecology of Huish Woods and on the local Scout Camp and Progressive School.

Could the Council please address this important concern in their response to Highways England and suggest the re-location of Junction B.

ANSWER IN WRITING, PLEASE, CHAIR.

David Lodge

West Hatch Parish Council

[David.Lodge@Bristol.ac.uk](mailto:David.Lodge@Bristol.ac.uk)



David Orr Statement to SCC Scrutiny Place Committee 13th June 2017 Meeting

**I ask that committee members note the position of the Taunton Deane equivalent Scrutiny Committee from May 25th.**

2.1a That Members of the Council and the Community Scrutiny Committee agreed that a letter setting out that Taunton Deane Borough Council request that Highways England not only pause the consultation but also widen the reach of the consultation and pro the technical information which has been used to formulate the Technical Appraisal Report and the selection of the option which is being consulted on;

2.1b The Community Scrutiny Committee agreed that the letter from Taunton Deane Borough Council to Highways England should express the very serious concerns of the Community Scrutiny Committee and the community regarding the nature of the current consultation, specifically:

- the inappropriate timing of the consultation in relation to the planned Somerset County Council elections in May 2017 which has been exacerbated by the forthcoming General Election;
- the very limited nature of the consultation which has made little or no attempt to engage with local Parish Councils or ‘hard to reach groups’; and
- the fact that only one option is being presented for consultation; and
- the detailed information – including traffic information - to support the selection of that option and the rejection of the other 3 options described in the Technical Appraisal Report, has not been made available to the Council or the community

**I also ask committee members to consider the following issues and, if in overall agreement, to make them recommendations to the SCC Cabinet and Full Council:**

a) This Council regrets the inappropriate timing of the Highways England Ltd (HE Ltd) consultation clashing with known County Council elections, which has unnecessarily increased anxieties in affected communities and impeded their democratic access to this Council.

b) This Council recommends that HE Ltd should supply more technical information in a revised Technical Appraisal Report (TAR) and that the basis for rejecting the three other viable options (with better cost/benefit ratios) is clearly explained.

c) This Council recommends that HE Ltd should commit to a fresh, genuine and meaningful consultation with more of the shortlisted options (from the TAR) included.

d) This Council believes it is imperative that the HE Ltd scheme and the Heart of the West LEP scheme (for the existing M5 J25 and Nexus Business Park) should be properly joined up and treated as complementary traffic management and economic development investment schemes.

- e) This Council recommends that HE Ltd ensure that the final route option chosen will sustainably relieve Henlade of the bulk of through traffic.
- f) This Council recommends that HE Ltd ensure that the final route option chosen for the new A358 scheme will design a new M5 Junction 25A that is NOT located within the existing conurbation of Taunton and, with properly planned spur roads, can allow for viable and sustainable local links to the M5 (as a 2nd junction to the existing J25).
- g) This Council recommends that the final route option chosen for the A358 scheme should NOT divert the bulk of holiday traffic past Taunton as a “bypass town” without any discernible economic benefit to Taunton; this is in direct contradiction to the Garden Town status recently awarded to Taunton.
- h) The HE Ltd statement that there will be "major development opportunities to the South of Taunton" is ambiguous and could mean that the M5 is no longer the longstanding boundary to prevent Taunton sprawling into the countryside to the South of the M5. This needs detailed clarification in the consultation otherwise the plan could be viewed by affected communities as a “developers’ charter”.
- i) HE Ltd has worked backwards from a desired March 2020 construction start date and made all the project phases fit within that virtual timetable. This is damaging affected communities confidence that HE Ltd is conducting a genuine and meaningful consultation. This Council should recommend that the planned construction start date by HE Ltd should fully support pre-construction consultation and sustainable planning phases [including joining up the A358 project with the M25 existing J25 and Nexus Business Park project].

Nigel Power

**Re A303- 30/ A358 road proposal – Highways England Ltd.**

Restating my fundamental position

Highways England current flawed 'consultation' submission is incompatible with its two stated objectives of to:

1. Provide an additional route for traffic travelling South East to South West.
2. Relieve traffic congestion and pollution through Henlade.

Neither of these objectives is achieved as stated previously for reasons of not reducing local Henlade traffic, adding time to journeys, adding to pollution (light, air, noise) adding congestion to the M5 motorway. Furthermore, it does not give local traffic access and as a consequence the claim of economic development is difficult to see. How can a by-pass expressway with no local access help the local community of Taunton?

Somerset County Council is the strongest body we as residents have representing us to ensure Taunton is not exploited, by having a poorly thought out road solution that ruins our countryside for no apparent reason. It may be the lowest monetary cost option. Other than that, it has no merit.

If Taunton is spending around £20 -£25 million locally in upgrading J 25, surely some joined up thinking is essential.

As I see it, HE Ltd. May be the sponsor of the flawed project but if not challenged by SCC, we as a community will have vandalism inflicted upon the area for no tangible benefit. SCC as representatives and custodians of this region has a duty to robustly challenge this single solution and achieve a result that more closely represents previous representations submitted. My own preference is to encourage HE Ltd to concentrate its resources totally on an A303 upgrade where there seems positive support in Devon but in any event, a no access junction at Killams makes absolutely no sense. We should not simply let unelected bodies impose their will on our community.

I request a written response please

Nigel Power

Email: [nigelpower@btinternet.com](mailto:nigelpower@btinternet.com)

Mrs Patricia Power

**Re A303-30/A358 road proposal-Highways England Ltd.**

I request that Somerset County Council as statutory consultee rejects this flawed one option consultation from Highways England.

That SCC rejects this proposed new junction at Killams Lane, with its 12 lanes of traffic, roundabouts and relevant infrastructure for which there are no detailed plans.

Residents in Killams are deeply distressed about this major road proposal which will seriously affect their day to day lives. Noise, light and significant air pollution within a designated urban boundary.

This proposed junction is incompatible with Taunton's Green Town status and brings no economic benefit at all.

I urge SCC as the more senior and the strongest body that can represent our community to continue working with TDBC in rejecting the location of the proposed junction 25a. To do this in a clear and transparent way so our community can have trust in our elected County Councillors.

Thank you chair.

Written response please.

Mrs Patricia Power

## **Council Performance Report – End of March (Q4) 2016/17**

Lead Officer: Emma Plummer / Strategic Manager - Performance

Author: Emma Plummer / Strategic Manager - Performance

Contact Details: (01823) 359251

Cabinet Members: Cllr D Fothergill, Leader of the Council & Cllr David Hall

Division and Local Member: All

### **1. Summary**

- 1.1. This performance monitoring report provides an overview of the Council's performance across the organisation.
- 1.2. The report is based on the content of the County Plan.

### **2. Issues for consideration / Recommendations**

- 2.1. Consider and comment on the information contained within this report specifically those areas identified as a potential concern under section 4 of this report and the "issues for consideration" section of Appendix A.
- 2.2. Members are asked to review and comment on actions undertaken at Cabinet, to ensure that appropriate consideration has been given to the work being undertaken to address performance concerns.

### **3. Background**

- 3.1. This report provides members and senior officers with the information they need to lead and manage the performance of the organisation and increase levels of public accountability.
- 3.2. The report has been updated to reflect the County Plan that was adopted by full Council in February 2016 and a review of the priorities and the performance information that contributes to them has been carried out. Appendix A – the Performance Wheel now has seven segments which reflect the "People's Priorities" which are widely consulted upon through the Listening Learning, Changing Roadshows. There are four "Council" segments which seek to measure how well the council manages its relationships with partners, staff and the public and how good its 'internal management' processes are. There is one segment that seeks to reflect the performance of the Vision Projects being undertaken by the Vision Volunteers.
- 3.3. Work to align the reporting of the Vision Volunteer projects with the Corporate Performance report is underway. Progress is being reported monthly to Core Council Board and presentations have recently been considered by Cabinet and Scrutiny for Policies and Place Committee.
- 3.4. This report provides the latest information available in the period up until 31 March 2017. As such some of the data may be a little historical in nature; discussions regarding "performance issues" will take account of any additional information that

may be available following production of this report

- 3.5. This report has been presented to Cabinet on Wednesday 14 June 2017. This report is being presented to Scrutiny for Policies and Place Committee on Tuesday 4 July 2017. This report is being presented to Scrutiny for Policies, Adults & Health on Wednesday 12 July 2017.

## 4. Our Performance

- 4.1.
- Sections that are preceded by '**P**' are of particular interest to Scrutiny Policies and Place.
  - Sections that are preceded by '**A&H**' are of particular interest to Scrutiny Policies, Adults & Health.
  - Sections that are preceded by '**C&F**' are of particular interest to Scrutiny Policies, Children & Families.
- 4.2. This quarter there are three red segments:
- **(A&H, C&F) P1 Help vulnerable and elderly people** – The Performance Improvement process continues to embed within adult services. Improved use of data to support performance improvement is now being regularised across all teams in conjunction to a focused improved use of technology. Progress is being made to reach these targets particularly with regard to improving recording of data to ensure reporting accurately reflects work done. Management actions are in place for all performance targets and are being monitored closely.
  - **(C&F) P3 Safer Children and Better Care** - Progress for the first year of the Children and Young People's Plan has been reported to the Children's Trust Executive and is being reported to Cabinet on 14th June. The Children's Trust Executive are pleased with the progress against the 7 Improvement Programmes, but recognise there is still much work to be done. Action plans for 2017/18 have been drawn up with a focus on a stepped improvement over this second year to ensure year 3 achieves the outcomes of the CYPP in 2019. Ofsted quarterly monitoring visits have concluded adequate progress is being made and DfE intervention has confirmed a "significant improvement" in Somerset's Children's Services, including more manageable case-loads, a more stable workforce and better partnership working as reported by the Minister in December 2016. Despite this, until a re-inspection, services are judged inadequate and there is a corporate risk for Safeguarding Children that has a very high risk rating. Change is evident but universal improvement remains is a challenge.
  - **(P) C4 Managing our Business** - The Authority's outturn shows an overspend of £7.049m when compared to the Revenue Budget. This represents 2.26% of budget. The level of overspend will temporarily take the Council's General Balances below acceptable ranges given the size of the budget and taking into account the annual financial risk assessment. However, the level of reserves will be replenished in year by the collection fund surplus of around £5m.
- 4.3. This quarter there are two segments which, although remaining green, have

declining performance:

## P2 - Healthy Residents and reducing inequalities

- Overall performance remains predominantly green against the annual targets set for this segment. Where possible, these targets relate to actual outcomes for improvement in health and wellbeing. Improvement does not always occur with a constant upwards trajectory. The direction of travel is downward for the quarter due to natural variation between reporting points, the overall performance for the year remains predominantly above target and therefore green.

## C1 - Working with our Public

- A number of variations in the metrics including pre-election period which restricts positive news coverage, a slight rise in complaints and a slight fall in numbers of volunteers, alongside the team's on-going challenge to match growing demand for information requests have contributed to a downward trend in this quarter.

### 4.4. Performance Summary

The latest performance information is set out in Appendix A and summarised in the table below: Directions of Travel have been assessed based on whether current performance is improving or deteriorating as opposed to comparing performance with the previous report.

| Metric Segment          | Number of objectives |       |     | Direction of Travel |        |      |
|-------------------------|----------------------|-------|-----|---------------------|--------|------|
|                         | Green                | Amber | Red | Up                  | Stable | Down |
| The People's Priorities | 4                    | 1     | 2   | 2                   | 4      | 1    |
| The Council             | 3                    | 0     | 1   | 1                   | 2      | 1    |
| Vision Volunteers       | 1                    | 0     | 0   | 0                   | 1      | 0    |
| Totals                  | 8                    | 1     | 3   | 3                   | 7      | 2    |
| As Percentage           | 67%                  | 8%    | 25% | 25%                 | 58%    | 17%  |

- 4.5. As requested by Scrutiny the table below compares performance between quarters at the objective level and a link is also available to the previous quarterly reports in the Background Papers section at the end of this report.

| Wheel Segment           |    | RAG Status 2016/17 |    |    |    |
|-------------------------|----|--------------------|----|----|----|
|                         |    | Apr - Jul          | Q2 | Q3 | Q4 |
| The People's Priorities | P1 | R                  | R  | R  | R  |
|                         | P2 | A                  | A  | G  | G  |
|                         | P3 | R                  | R  | R  | R  |
|                         | P4 | A                  | A  | G  | A  |
|                         | P5 | A                  | G  | G  | G  |
|                         | P6 | A                  | A  | G  | G  |
|                         | P7 | A                  | A  | A  | G  |
| The Council             | C1 | G                  | G  | G  | G  |
|                         | C2 | A                  | A  | A  | G  |
|                         | C3 | G                  | G  | G  | G  |
|                         | C4 | R                  | R  | R  | R  |
| Vision Volunteers       | V1 | G                  | G  | G  | G  |

It is important when managing performance that consideration be given to the

overarching vision statements set out in the County Plan

## 5. Core Council Programme

- 5.1.
- Sections that are preceded by 'P' are of particular interest to Scrutiny Policies and Place.
  - Sections that are preceded by 'A&H' are of particular interest to Scrutiny Policies, Adults & Health.
  - Sections that are preceded by 'C&F' are of particular interest to Scrutiny Policies, Children & Families.

- 5.2. The current status of the Core Council Programme is set out in Appendix B (attached), which details key achievements, issues and next steps.

Good progress has been demonstrated this quarter with the completion of 2 major transformation programmes; namely the Adults Transformation Programme and the Learning Disabilities Provider Service Programme (detailed below).

The Core Council Programme continues to target delivery of £28.65m of financial benefits in addition to the £23.34m already achieved. Of the £28.65m being targeted, £14.73m is either in, or expected to be included in the Medium term Financial Planning process. The remaining £13.92m is delivering cost avoidance benefits i.e. reducing potential overspends and curtailing demand.

An update on progress is detailed by theme below.

### 5.3. Economic Growth

**(P) Economic Prosperity** - Since the contracts for Hinkley Point C were signed between the UK Government, EDF Energy and China General Nuclear Power in September 2016, the key focus for SCC has been detailed planning with EDF Energy regarding its programme for delivery of the associated development works. This includes liaison with EDF to gain an understanding of the construction programme more generally to ensure that the opportunity to create a positive legacy from Hinkley Point C is realised. Traffic improvements are also underway in Bridgwater.

Great Western Railway has provided a proposed design to develop Bridgwater Railway station. Feedback from Councillors was positive; the option has been chosen and the detailed design is now being produced.

90% of the space in Phase 1 of the Somerset Energy Innovation Centre (SEIC) is now committed with significant anchor tenants in place. This is good for the economic regeneration of, and jobs in, Bridgwater with new businesses moving in. SCC has submitted a full Business Case for European Regional Development Fund (ERDF) funding for phase 2 involving a non-nuclear element of the building. Department for Communities and Local Government (DLCG) funding approval, subject to SCC meeting some pre-contractual conditions, is expected imminently.

Application to the EDRF for funding for the iAero centre in Yeovil was submitted in February. We have received confirmation that the iAero expression of interest for Growth Deal 3 funding was successful.

The Connecting Devon and Somerset programme has enabled access to a fibre broadband service to 332,345 premises, of which 277,893 premises have



access to superfast broadband. Therefore Phase 1 of the programme has reached its target number of premises having access to superfast broadband.

**(P) County Plan Vision** - Following viability reports for all initiatives being approved by Cabinet on the 16th January and 6th February, a next steps paper has been drafted to provide direction and purpose moving forward and an update will come back to Cabinet in the autumn.

A Vision Volunteers review session was held on the 22nd March where next steps were shared with volunteers. Additionally, Bridgwater and Taunton College re-launched their consolidated higher education offer, rebranded as the University Centre Somerset, on the 8th March.

#### **5.4. 2020 Vision Theme**

**(P) One Public Estate (OPE)** - As previously reported, from January 2017 there is no longer a Digital and Customer Services (DCS) Programme and the OPE Programme has taken on the delivery of pre-existing Community Access and Shared Assets projects in Williton, Shepton Mallet, Yeovil and Bridgwater as well as additional projects in Taunton and Chard.

Despite delays with some of the projects, the OPE programme team are continuing to engage regularly with partners to ensure buy in to future timescales and milestones to ensure commitment moving forward.

Implementation has commenced in Williton and critical path activities and a first draft Business Case has been completed for Bridgwater which will be shared with all stakeholders in May. Progress continues to be made on developing a list of opportunities for Taunton and a workshop was held on the 20th April to develop this project further. Completion date for the Shepton Mallet project has been delayed by six months at the request of Mendip District Council to align with their building works on the development of a Blue Light Emergency Centre. The projects in Yeovil and Chard have also been delayed to allow more time to develop the business cases for these projects so that the strategic feasibility intentions of key partners can be aligned.

Benefits are being managed closely to ensure the Business Case remains viable.

**(P) Technology and People-led Programme (TAP)** - The TAP Programme continues to work towards contributing to savings via headcount reduction by improving organisational productivity and process efficiency using technology as the key enabler.

In this reporting period, the programme started to build on initial business engagement and launched the Technology Champions community which saw over 140 people from across all service areas sign up to launch events in January. Since then the network has risen to over 200 in number and continues to be actively involved in Yammer conversations online and lunch and learn sessions which have seen good practice, tips, new skills and different ways of working being shared with colleagues, including early deployment of Skype for Business and the Office 365 portal.

Further smartphones were deployed to front line Adults Social Care (ASC) Staff and over 350 ASC staff have been involved in engagement activities relating to the launch of SharePoint later this year. Shared network folders were successfully migrated to the Cloud and the organisation achieved the level of resilience and security desired by ensuring 100% of on premises servers could be backed up to the Cloud.

## **5.5. Modernising Adults' Social Care**

**(A&H) Adults' Transformation Programme** - Changes to the way we respond to people when they make contact have now been extended across all community teams. As the service realigns its teams to a more integrated structure over the next few months, this promoting independence approach will be extended in practice to people with learning disability and mental health support needs. The Contact Centre is now also adopting the approach, in order to resolve more people enquiries at the point of contact, where alternatives will provide a better outcome, without onward referral to social care. Positive outcomes have been seen in customer experience, staff morale and reducing spend. Financial benefits will be reviewed as part of the financial year end position.

The programme as set out has now closed, with responsibility for realising and monitoring benefits now handed over to the service.

The next phase of the transformation work in Adults has been outlined and includes work with partners on jointly managing the health 'front door'. Work continues with the service to establish an effective framework for its delivery.

**(A&H) Learning Disabilities Programme** - Discovery, the new social enterprise partnership between SCC and Dimensions UK, commenced delivery on 1 April 2017 and provides services to adults with learning disabilities previously provided by SCC. Transition activities are complete and SCC staff have transferred to the new partnership. The programme will therefore close but SCC will continue to work closely with Discovery to ensure the on-going delivery of quality services to adults with learning disabilities.

## **5.6. (C&F) Improving Children's Services**

Arrangements with Essex County Council as Improvement Partner continue. An additional Quality and Performance Review Meeting (QPRM) successfully took place in February and these continue on a monthly basis with the next full QPRM on 4th May.

Embedding of the 'Tools to do the Job' workstream continues with implementation of the Early Help Case Management system within getset services. Initial feedback is positive and will be reviewed in December as part of a formal post-implementation review. The network of Business Champions has been handed over to the Somerset Children's Trust to support the cascade and reinforcement of the Children and Young Peoples Plan.

The Team around the School initiative is gaining good momentum, with over 60 delegates booked for training in the use of a behaviour and vulnerability profile tool and there is good take up of Professional Choices (the partnership web portal) allowing the team around the school to collaborate electronically.

Focus has now turned to improving our Special Educational Needs and Disabilities (SEND) service, with the initial priority being the peer review with Gloucester, taking place on 10th and 11th May.

## **6. Consultations undertaken**

- 6.1. The key messages within this monitoring report have been provided by Management Teams and reviewed by relevant Lead Cabinet Members.

## **7. Implications**

- 7.1. If addressing performance issues requires changes in the way services are delivered through formal decisions, these must be supported by an appropriate impact assessment which will need to be duly considered by decision makers in line with our statutory responsibilities before any changes are implemented.

## **8. Background papers**

- 8.1. County Plan <http://somersexcountyplan.org.uk/>

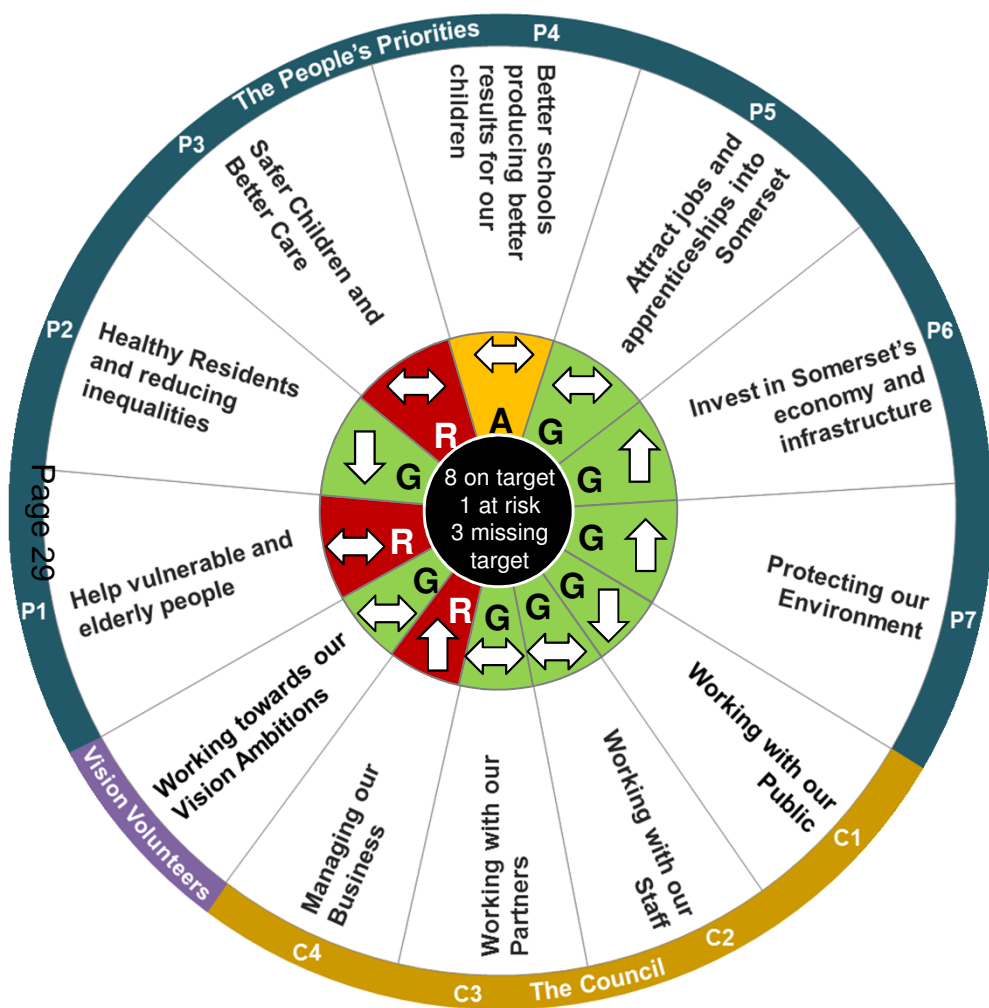
**Note:** For sight of individual background papers please contact the report author.

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# Appendix A – Corporate Performance Report

## End of March 2016/17 (Q4)

Date of Report: 4<sup>th</sup> July 2017  
 Report Forum: Scrutiny for Policies and Place Committee



## Issues for consideration

### P1 Help vulnerable and elderly people

- The Performance Improvement process continues to embed within adult services. Improved use of data to support performance improvement is now being regularised across all teams in conjunction to a focused improved use of technology. Progress is being made to reach these targets particularly with regard to improving recording of data to ensure reporting accurately reflects work done. Management actions are in place for all performance targets and are being monitored closely.

### P3 Safer Children and Better Care

- Progress for the first year of the Children and Young People's Plan has been reported to the Children's Trust Executive and is being reported to Cabinet on 14th June. The Children's Trust Executive are pleased with the progress against the 7 Improvement Programmes, but recognise there is still much work to be done. Action plans for 2017/18 have been drawn up with a focus on a stepped improvement over this second year to ensure year 3 achieves the outcomes of the CYPP in 2019. Ofsted quarterly monitoring visits have concluded adequate progress is being made and DfE intervention has confirmed a "significant improvement" in Somerset's Children's Services, including more manageable case-loads, a more stable workforce and better partnership working as reported by the Minister in December 2016. Despite this, until a re-inspection, services are judged inadequate and there is a corporate risk for Safeguarding Children that has a very high risk rating. Change is evident but universal improvement remains is a challenge.

### C4 Managing our Business

- The Authority's outturn shows an overspend of £7.049m when compared to the Revenue Budget. This represents 2.26% of budget. The level of overspend will temporarily take the Council's General Balances below acceptable ranges given the size of the budget and taking into account the annual financial risk assessment. However, the level of reserves will be replenished in year by the collection fund surplus of around £5m.

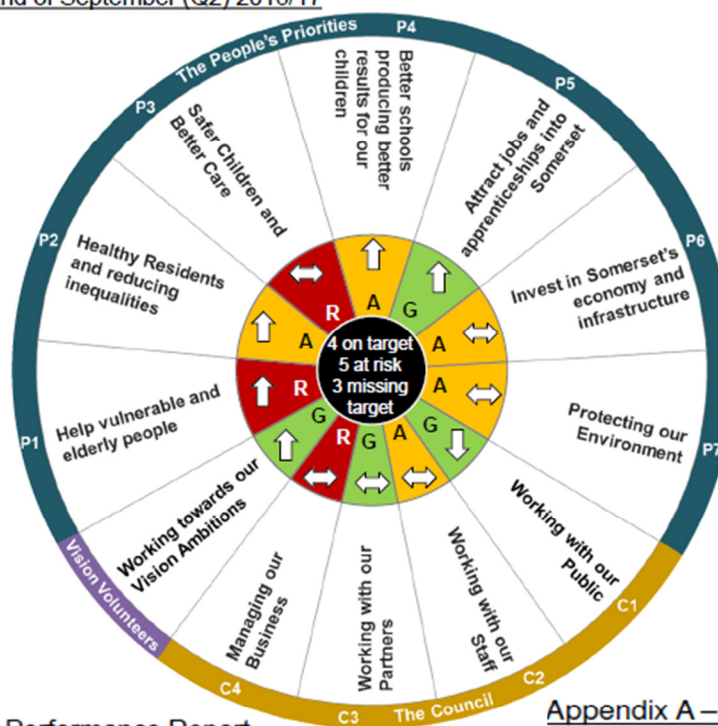
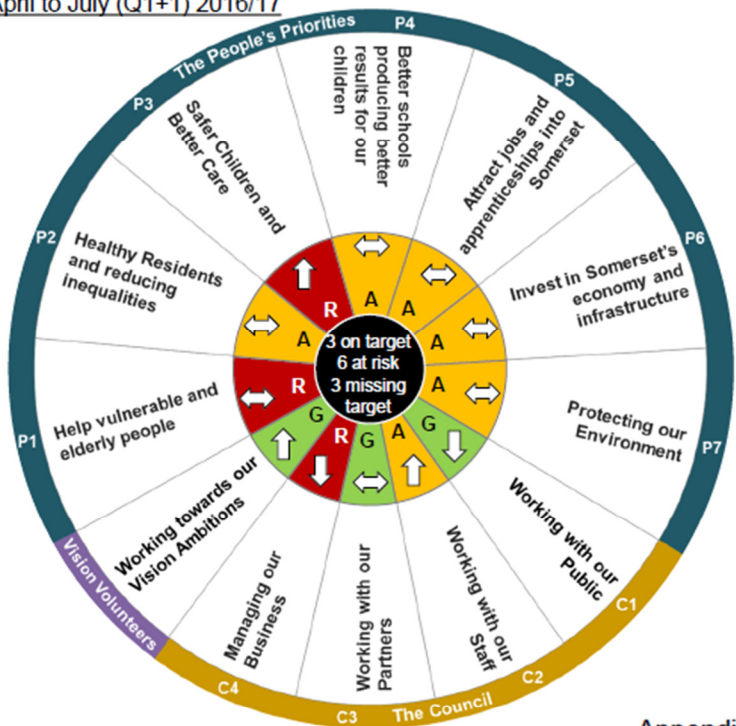
|   |                           |
|---|---------------------------|
| ↑ | Performance Improving     |
| ↓ | Performance Deteriorating |
| ↔ | Performance Stable        |
| G | On target                 |
| A | At risk of missing target |
| R | Missing target            |

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# Appendix A1 – Corporate Performance Monitoring Report Wheels 2016/17

Appendix A – Corporate Performance Report  
April to July (Q1+1) 2016/17

Appendix A – Corporate Performance Report  
End of September (Q2) 2016/17



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Appendix A – Corporate Performance Report  
End of December 2016/17

Appendix A – Corporate Performance Report  
End of March 2016/17 (Q4)

| Wheel Segment           | RAG Status 2016/17 |    |    |    |   |
|-------------------------|--------------------|----|----|----|---|
|                         | Apr - Jul          | Q2 | Q3 | Q4 |   |
| The People's Priorities | P1                 | R  | R  | R  | R |
|                         | P2                 | A  | A  | G  | G |
|                         | P3                 | R  | R  | R  | R |
|                         | P4                 | A  | A  | G  | A |
|                         | P5                 | A  | G  | G  | G |
|                         | P6                 | A  | A  | G  | G |
|                         | P7                 | A  | A  | A  | G |
| The Council             | C1                 | G  | G  | G  | G |
|                         | C2                 | A  | A  | A  | G |
|                         | C3                 | G  | G  | G  | G |
|                         | C4                 | R  | R  | R  | R |
| Vision Volunteers       | V1                 | G  | G  | G  | G |



|   |                           |
|---|---------------------------|
| ↑ | Performance Improving     |
| ↓ | Performance Deteriorating |
| ↔ | Performance Stable        |
| G | On target                 |
| A | At risk of missing target |
| R | Missing target            |

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## Core Council Programme Dashboard - Q4

Reporting period: January - March 2017

## Economic Growth

## Economic Prosperity

Promoting economic growth across Somerset by driving inward investment and job creation.

|  |   |                  |   |                 |   |
|--|---|------------------|---|-----------------|---|
| Senior Responsible Owner: Paula Hewitt                                     |   | Previous status: | A | Current status: | A |
| <b>Achievements</b>  | <p><b>Energy Infrastructure</b></p> <ul style="list-style-type: none"> <li>Submission of the European Regional Development Fund (ERDF) Full Business Case for Somerset Energy Innovation Centre (SEIC) phase 2 to the Department for Communities and Local Government (DCLG). (February 2017)</li> </ul> <p><b>Digital Infrastructure</b></p> <ul style="list-style-type: none"> <li>Connecting Devon and Somerset phase 1 met its superfast broadband target commitment. (March 2017)</li> </ul> <p><b>Business Infrastructure</b></p> <ul style="list-style-type: none"> <li>Growth Deal Phase 3 funding received for SEIC and iAERO. (February 2017)</li> </ul> <p><b>Transport Infrastructure</b></p> <ul style="list-style-type: none"> <li>Preferred design option chosen for Bridgwater Railway Station. (February 2017)</li> <li>Growth Deal 3 funding committed for Taunton Toneway. (February 2017)</li> <li>Great Western Railway and the Local Enterprise Partnership memorandum of understanding in place to take Taunton Railway Station project through to the end of the 'GRIP 4' design stage. (March 2017)</li> </ul> <p><b>Energy Infrastructure</b></p> <ul style="list-style-type: none"> <li>Detailed planning with EDF Energy regarding its programme for delivery of the associated development to Hinkley Point. (March 2017)</li> </ul> |                  |   |                 |   |
| <b>Issues</b>  | <p><b>Transport Infrastructure</b></p> <ul style="list-style-type: none"> <li>Bridgwater Rail Station - Project has slipped and therefore construction will not start in May.</li> </ul>  |                  |   |                 |   |
| <b>Next Steps</b>  | <p><b>Energy Infrastructure</b></p> <ul style="list-style-type: none"> <li>EDRF funding agreement received and DCLG / SCC contracting arrangements concluded. (June/July 2017)</li> <li>Develop full application for the EDRF for iAERO with Ekosgen. (June/July 2017)</li> </ul> <p><b>Transport Infrastructure</b></p> <ul style="list-style-type: none"> <li>Final design for Taunton Railway Station. (May 2017)</li> <li>Consultation with local residents on options for Bridgwater Railway Station. (May 2017)</li> </ul>  |                  |   |                 |   |
| <b>County Plan Vision</b>  |   |                  |   |                 |   |
| Helping to deliver Somerset's new County Plan and its Vision for Somerset. |   |                  |   |                 |   |
| Senior Responsible Owner:  |   | Previous status: | G | Current status: | G |
| <b>Achievements</b>  | <ul style="list-style-type: none"> <li>Following viability reports for all initiatives being approved on the 16th January and 6th February, a next steps paper was drafted to provide direction and purpose moving forward.</li> <li>Bridgwater and Taunton College re-launched their consolidated higher education offer, rebranded as the University Centre Somerset, on the 8th March. (March 2017)</li> </ul>   |                  |   |                 |   |
| <b>Issues</b>  | None  |                  |   |                 |   |
| <b>Next Steps</b>  | <ul style="list-style-type: none"> <li>Next steps paper - an update will come back to Cabinet in the Autumn.</li> </ul>   |                  |   |                 |   |

## 2020 Vision

### One Public Estate (OPE) - previously part of DCS

Delivering central government One Public Estate initiative which seeks to reduce the public sector building running costs, dispose of surplus public sector buildings and support regeneration which will produce new homes and new jobs across Somerset.

|  |  |                         |     |                        |   |
|--|--|-------------------------|-----|------------------------|---|
| <b>Senior Responsible Owner:</b> Claire Lovett |  | <b>Previous status:</b> | N/A | <b>Current status:</b> | A |
| <b>Achievements</b>                            | <ul style="list-style-type: none"> <li>○ The Digital and Customer Services Programme including the Community Access and Shared Assets Project transferred into the One Public Estate Programme which is to be delivered with other local authority partners. (January 2017)</li> <li>○ Channel Shift project concluded and Closure Report completed. (February 2017)</li> <li>○ Property data gathered and analysed for Taunton project. (March 2017)</li> <li>○ West Somerset Council confirmed no change to rent/service charge as a result of the latest agreed floorplate design. (March 2017)</li> <li>○ Realignment of milestones has been agreed. (March 2017)</li> </ul> |                         |     |                        |   |
| <b>Issues</b>                                  | <ul style="list-style-type: none"> <li>○ Delays with an agreed Customer Service Model for Shepton Mallet Library.</li> <li>○ South Somerset delays due to a lack of alignment between South Somerset District Council and SCC in terms of the delivery of the Yeovil and Chard Hubs.</li> </ul>  |                         |     |                        |   |
| <b>Next Steps</b>                              | <ul style="list-style-type: none"> <li>○ Bridgwater Business Case to be agreed. (May 2017)</li> <li>○ Williton implementation to commence. (June 2017)</li> </ul>  |                         |     |                        |   |

### Technology and People-led (TAP)

Innovation through technology to enhance the way we work by improving processes that increase productivity, nurture talent, and create a high performing organisation able to serve our customers more effectively.

|   |  |                         |   |                        |   |
|---|--|-------------------------|---|------------------------|---|
| <b>Senior Responsible Owner:</b> Richard Williams |  | <b>Previous status:</b> | A | <b>Current status:</b> | A |
| <b>Achievements</b>                               | <ul style="list-style-type: none"> <li>○ Launch of the Technology Champions which saw over 140 people attend welcome events and sign up to the Yammer group. (January 2017)</li> <li>○ 120 smartphones deployed to frontline ASC staff and over 350 ASC staff attend Sharepoint overview sessions. (January 2017)</li> <li>○ The Executive Summary Target Outline Business Case was signed off by SLT. (January 2017)</li> <li>○ Skype issued to 180 Technology Champions and shared network folders migrated to the Cloud. (February 2017)</li> <li>○ Cloud back up 100% complete. (March 2017)</li> <li>○ Installation of two surface hubs allowing video conferencing capability. (March 2017)</li> <li>○ Two Skype lunch and learn sessions saw over 200 Tech Champions witness the potential of webinars and virtual meetings (and a new way of training delivery). (March 2017)</li> </ul> |                         |   |                        |   |
| <b>Issues</b>                                     | <ul style="list-style-type: none"> <li>○ The ICT restructure and consequent reduction in headcount is having a negative impact on the expected delivery timescales of the technical workstreams within the programme. Overall benefits realisation is not impacted in this quarter but will be at risk if this issue is not resolved.</li> </ul>   |                         |   |                        |   |
| <b>Next Steps</b>                                 | <ul style="list-style-type: none"> <li>○ Complete e-Recruitment implementation. (April 2017)</li> <li>○ Continue to hold further lunch and learn sessions for Technology Champions. (April 2017)</li> <li>○ Windows smartphone upgrade to Windows 10. (April 2017)</li> </ul>  |                         |   |                        |   |

**The following Programmes are Adults & Children's Services**

**Modernising Adult Social Care**

**Adults' Transformation Programme (Closed March 2017)**

Re-designing the way Adult Social Care works to enable increasing demand to be met in different ways and ensuring compliance with the Care Act.

|   |  |                         |          |                        |          |
|---|--|-------------------------|----------|------------------------|----------|
| <b>Senior Responsible Owner:</b> Stephen Chandler |  | <b>Previous status:</b> | <b>A</b> | <b>Current status:</b> | <b>A</b> |
| <b>Achievements</b>                               | <ul style="list-style-type: none"> <li>o The scope of forward priorities detailed further prior to establishing governance. (January 2017)</li> <li>o Existing work streams have been closed or moved into the revised work programme. (February 2017)</li> <li>o Ongoing ownership and monitoring arrangements have been agreed for work transitioning to business as usual, with the current programme closed at the end of March. (March 2017)</li> </ul> |                         |          |                        |          |
| <b>Issues</b>                                     | Level of benefits achieved to date and those expected for later delivery in the service need to be confirmed.  |                         |          |                        |          |
| <b>Next Steps</b>                                 | <ul style="list-style-type: none"> <li>o First Contact new model in operation. (April 2017)</li> <li>o Revised governance arrangements and membership of the Adult's Transformation Board to be established to meet needs going forward. (April 2017)</li> <li>o Programme Closure Report to be signed off, including lessons learnt and end of programme benefits position. (May 2017)</li> </ul>   |                         |          |                        |          |

**Learning Disability (LD) Programme (Closed April 2017)**

(Creation of Social Enterprise partnership) - Alternative model of service delivery

|   |  |                         |          |                        |          |
|---|--|-------------------------|----------|------------------------|----------|
| <b>Senior Responsible Owner:</b> Stephen Chandler |  | <b>Previous status:</b> | <b>G</b> | <b>Current status:</b> | <b>G</b> |
| <b>Achievements</b>                               | <ul style="list-style-type: none"> <li>o All preparatory transition activities completed in readiness for service delivery by the new social enterprise partnership. (January to March 2017)</li> <li>o Service agreement signed with Dimensions UK and transition of service completed. (March 2017)</li> </ul> |                         |          |                        |          |
| <b>Issues</b>                                     | None   |                         |          |                        |          |
| <b>Next Steps</b>                                 | <ul style="list-style-type: none"> <li>o Commence service delivery. (April 2017).</li> <li>o Closure Report to be completed and agreed. (June 2017)</li> </ul>   |                         |          |                        |          |

## Improving Children's Services

### Children's Improvement Programme

Supporting delivery of the CYPP (Children and Young People's Plan) including management of Quality and Performance Review Meeting (QPRM) (intervention arrangements), workforce development and a strong focus on ensuring staff have the tools to do the job.

| Senior Responsible Owner |   | Julian Wooster | Previous status: | A | Current status: | A |
|--------------------------|---|----------------|------------------|---|-----------------|---|
| <b>Achievements</b>      | <ul style="list-style-type: none"> <li>○ Second formal Ofsted monitoring visit took place which had balanced findings but positively commented on improvement. (January 2017).</li> <li>○ Business Cases produced for Placements (aligned to MTFP), the Early Help Case Management System and the electronic Early Help Assessment. (January 2017)</li> <li>○ Special Educational Needs and Disabilities (SEND) health check report written (January 2017) and response to service improvement needs mobilised. (March 2017)</li> <li>○ External QPRM with Essex took place, attended by the DiE and forming the basis of the six month review. Positive feedback was received. Key challenges were around the rate of progress of getting to Good and the need to ensure rigour and continuity should the intervention arrangements no longer be needed. (February 2017)</li> <li>○ The live environment for Early Help Case Management System was successfully installed, to schedule and under budget. (March 2017)</li> <li>○ Work packages that were due to transfer to the service for delivery with effect from 1 April have done so with the exception of the Business Champions Network. (March 2017)</li> </ul> |                |                  |   |                 |   |
| <b>Issues</b>            | <ul style="list-style-type: none"> <li>○ Despite recruitment targets being achieved as per the CYPP costed plan, there remains a pressure due to the number of locums not reducing in line with the plan - this is due to increasing workloads.</li> <li>○ High cost placements are resulting in additional budget pressures.</li> <li>○ There is a SEND inspection anticipated and although we have carried out self evaluation, the plans to address this are not universally understood.</li> </ul>  |                |                  |   |                 |   |
| <b>Next Steps</b>        | <ul style="list-style-type: none"> <li>○ 2017/2018 Improvement Plan action plans in place. (April 2017)</li> <li>○ Mobilise support to SEND to review and consolidate existing action plans in light of priorities. (April 2017)</li> <li>○ Early Help Case Management system - support post go-live arrangements (April 2017) and conclude in June 2017.</li> <li>○ Transition the Business Champion approach to Children's Trust Board Manager (or other appropriate resource). (April 2017)</li> <li>○ Financial modelling of the CYPP to be discussed. (June 2017)</li> <li>○ Service as a system and volumetrics modelled. (April 2017)</li> <li>○ Essex Chaired QPRM. (May 2017)</li> <li>○ Workforce actions for year 2 clearly defined. (May 2017)</li> <li>○ Revised placements processes and procedures in use. (July 2017)</li> <li>○ High Cost Placements transitions to business as usual delivery. (June 2017)</li> <li>○ Special Educational Needs and Disabilities (SEND) service - peer review with Gloucester (May 2017)</li> </ul>   |                |                  |   |                 |   |

#### RAG status definitions

**Green** – Programme/Project on target. Nothing that the Programme/Project Manager (PM) can forecast that will prevent the project/programme being completed to time, cost and quality.

**Amber** - Currently some issues. The project/programme is not progressing in line with the plan, resources, benefits, quality or stakeholder management expectations.. However, the PM/Senior Responsible Owner (SRO) agree that the actions in place will resolve things.

**Red** - Current issues that are having a significant impact on the plan, milestones, benefits or quality of the project/programme. If there are actions in place, the SRO/PM are not confident that those will bring resolution.

Somerset County Council  
Scrutiny for Policies and Place Committee  
4 July 2017

## **Connecting Devon and Somerset Update To Place Scrutiny Committee**

Lead Officer: Paula Hewitt

Author: Katriona Lovelock

Contact Details: 07977 401 921 / KLovelock@somerset.gov.uk

Cabinet Member: Cllr David Hall

Division and Local Member: All

### **Connecting Devon and Somerset (CDS) Broadband Delivery Programme Background to CDS**

1. CDS is a local government-led partnership which is working to extend superfast broadband infrastructure in areas where commercial providers do not plan to deliver a Next Generation Access (NGA) broadband service.
2. The CDS region covers Somerset, Devon, N Somerset and BaNES, and to a smaller extent Plymouth and Torbay.
3. CDS is led by a board comprising members and officers from Devon, Somerset, N Somerset, BaNES, some representative members from local authorities, the Local Enterprise Partnership and Broadband Delivery UK (BDUK).
4. Paula Hewitt (Lead Director for Economic and Community infrastructure and Director of commissioning for SCC) is the Senior Responsible Officer for the CDS Programme as SCC holds the contracts for the Programme whilst the Programme Director is Keri Denton (Head of Economy Enterprise and Skills at DCC). A programme team of officers from and funded by Devon and Somerset assist in managing the contracts through which CDS delivers both broadband infrastructure and programmes to enhance digital capabilities within the region and also administer a voucher scheme. CDS also has the benefit of technical and project management advisors.

### **Issues for consideration / Recommendations**

Members are asked to consider and comment on the report.

### **Investing in Next Generation Access Broadband**

5. Next Generation Access (NGA) broadband service is a service capable of delivering download speeds of at least 30Mbps.
6. The CDS partnership invests grant funding and authority investment using a “gap funded” model to extend broadband infrastructure working with commercial providers. This means that public funds are used to “bridge the gap” between the cost of providing infrastructure and the investment that a commercial provider could justify on the basis of the return that they would get from the infrastructure built. There are checks to ensure that if the infrastructure provides better return on investment than was expected, any “excess” profits are returned to the public

sector by “gainshare”, a claw back mechanism. Any funding received through gainshare will be reinvested in the CDS programme to increase coverage.

7. Part of the preparatory work for procuring broadband infrastructure is an Open Market Review (OMR) and public consultation. During this process CDS consults with industry about commercial plans for the next 3 years to establish what is likely to be delivered on a commercial basis. This is to avoid public subsidy being used in areas which will be provided by commercial operators. The commercial OMR responses are reviewed to ensure that they are viable and likely to be delivered in the 3 year timescale to avoid commercial providers attempting to “reserve” areas for themselves. This process is extremely complex and relies on co-operation from commercial providers. The work is reviewed by BDUK as part of its assurance process.
8. Government targets for broadband coverage remain heavily dependent on the commercial sector maintaining investment in line with its OMR responses. CDS continues to work with BDUK to encourage commercial providers to honour their OMR declarations.
9. When public authorities invest in infrastructure, State Aid rules are invoked to avoid public funding being used to distort markets. Broadband infrastructure projects are therefore subject to scrutiny by BDUK, part of the Department for Culture Media and Sport. BDUK is responsible for overseeing the delivery of broadband infrastructure projects across the country including in the CDS area. BDUK provides technical and financial assurance and support to local programmes. This ensures that projects are compliant with State Aid rules and provide infrastructure solutions which are acceptable. BDUK considers a range of factors including technical compliance, as well as value for money, commercial viability and meeting state aid requirements which are stringent. CDS cannot award a contract unless this has also passed the BDUK assurance process.
10. There is a range of technologies which have been assured by BDUK as being capable of providing NGA broadband access. These include; Fibre to the Cabinet, Fibre to the Premise and Wireless technology. Some technologies are not accepted as NGA compliant e.g. satellite and therefore such solutions would not be acceptable for a broadband infrastructure network.
11. The differing technologies have different costs and benefits and therefore suit differing localities and situations. E.g. fixed wireless access broadband has been built in Exmoor where remote and inaccessible properties are able to benefit from NGA point to point wireless connections but where fibre solutions which are more expensive are not yet viable.
12. Funding for the CDS Programmes has come from BDUK, Heart of the South West Local Enterprise Partnership, European Regional Development Fund grants (via DCLG), SCC, DCC, N Somerset, BaNES and other contributing local authorities.

### **Delivery to date**

**Phase 1 the Superfast Broadband Programme.**

13. This contract was awarded to BT in 2013. CDS achieved its phase one target in March, 2017, providing 278,000 homes and businesses with access to superfast broadband speeds in excess of 24Mbps. A further 42,000 properties have access to an improved broadband connection. A total of 320,000 homes and businesses with better broadband. In total £94M will be spent by Local government, Central Government and BT.
14. The Superfast Broadband Programme contract extended BT's existing fibre network across the region. This was done by taking fibre from the telephone exchange to a local cabinet "Fibre to the Cabinet" (FTTC) from which the final connection to the premise was via existing copper network. In a few suitable areas fibre was taken directly to the premise – fibre to the Premise (FTTP).
15. Under the Government's National Framework, all of the Phase 1 contracts across the country were awarded to BT, there being no other bids at that time. BT's FTTC technology increased the number of premises able to receive a Superfast service but there are technical limitations to this approach. FTTC produces a significant rise in superfast (defined by Government as 24Mbps at the time Phase 1 contracts were let) and improved delivery to premises which are within 1 km of the cab but speeds drop off at a further distance. This can mean that although a cabinet has been fibre enabled not every premise attached to that cabinet can receive a Superfast broadband service. This has caused considerable frustration for some people who find their property is too far from the cabinet to obtain Superfast speeds.
16. Further investments are planned including public funding returned by BT under a gainshare agreement when take-up of the new broadband service passes 20%. The money will be reinvested by CDS to expand broadband coverage to areas without a service and who will not be connected by commercial investment alone. Over one in three (36 per cent) of households and businesses in the CDS region have already taken up fibre broadband. It should be noted that despite the communications and publicity some people do not appreciate that they have to order the improved service; it does not happen automatically. CDS continues to work hard with contractors to help raise public awareness.

**Phase 2 Superfast Extension Programme Exmoor and Dartmoor**

17. This contract was awarded to Airband Community Internet in 2015. Airband is deploying a fixed wireless network delivering speeds of up to 30Mbps to 5,800 homes and businesses in some of the hardest to reach areas in the UK. Once finished, it will be the largest wireless network in the UK, and the nature of the technology being used will bring wide coverage across both Moors. At the time of writing 3,700 premises are able to take a service (with 1,196 in Somerset) and more will follow.
18. The technology comprises fixed wireless radio signals which operate on a point to point basis connected to broadband backhaul. The network is future-proofed

to enable speeds to increase. The technology is researched and designed with the unique landscape of the South West in mind, having proven an ideal solution across both Dartmoor and Exmoor, where the terrain is particularly challenging.

## **Delivery to 2019/20**

### **2016 Phase 2 Superfast Extension Programme (SEP) Procurement**

19. The 2016 SEP procurement generated significant interest from the market. The CDS region was broken down into 6 Lots to meet with the European Commission's preferred approach and also to stimulate interest from a number of providers. A number of credible suppliers bid and it has been possible to award contracts for all 6 Lots which all were assessed to represent a value for money proposal.
20. Lots 1,2,3,5 and 6 have been awarded to Gigaclear. Somerset is covered by Lots 2, 3 and part of Lot 5. Gigaclear is a fibre to the premise broadband provider giving symmetrical upload and download speeds of up to 1 Gbps. Gigaclear's contract will see investment of over £62.25M and is expected to deliver ultrafast broadband to approx. 18,500 premises in Somerset.
21. Gigaclear and CDS are finalising the coverage area and the rollout schedule and it is currently expected that this will be confirmed during July 2017. Gigaclear provides a search facility on their website which is a quick way of checking where the company will be installing a fibre-to-the-premise network - <https://www.gigaclear.com/postcode-checker/>
22. Lot 4 (which broadly covers Northern Devon between Exmoor and Dartmoor) has been awarded to Airband Community Internet Ltd which will provide a wireless solution in that area.

### **Voucher Scheme**

23. CDS committed to ensuring that all businesses and residents could have access to a least 2 Mbps by the end of 2016. Funding was reserved for this and a voucher scheme was set up which provided £500 towards the installation cost of a new alternative broadband connection for properties within the CDS area who receive speeds less than 2Mbps download. To date more than 6,200 applications have been made and 4,600 vouchers issued. Residents and businesses can choose their supplier from an approved list which includes 4G, satellite, wireless and fibre providers; and each solution will guarantee at least 10 Mbps download speed.
24. The voucher scheme is currently paused to applications. Once the coverage mapping and timetable for delivery of the main programme's second phase is complete, CDS will review the need for a second voucher scheme subject to available funding. The reason for this is to ensure public funding is targeted to



achieve best value and many properties which currently do not have 2Mbps speeds will benefit from solutions as part of the new contract.

### **Digital capabilities and skills**

25. In addition to Broadband Infrastructure delivery CDS has received grant funding to run a digital awareness programme "Get up to Speed". This programme provides training and raises awareness of the capabilities of digital technology to private individuals and to businesses across the CDS region.

26. Further grant funding is being sought to extend this approach further. If funding is secured it is proposed that digital support and capability building will be extended to many SME's across the area to help to build their ability to utilise broadband to enhance their businesses and to promote growth.

### **Looking forward 2016 - 2020**

27. There are a number of issues which will be of importance during the next 4 years.

28. **Funding.** Whilst there has been significant investment in broadband services there are still premises that do not have a satisfactory broadband service. Further funding will be required, both capital to build the infrastructure and revenue to pay for technical, project management and officer support.

29. CDS continues to seek grant funding from a range of sources to invest in infrastructure for the most difficult areas which are otherwise unlikely to be commercially viable for some time.

30. SCC and DCC have continued to invest revenue resources to run the team and technical support to manage 8 Broadband infrastructure contracts as well as the voucher scheme and digital capabilities programme.

31. **Communication** Those remaining premises which do not yet have a satisfactory broadband service are predominantly in the harder to reach areas to which it is usually more expensive to deliver. For those who still do not have a service it is poor consolation that there has been significant investment from which they have not yet benefitted.

32. This presents a challenge because currently there is not sufficient funding to extend coverage to all although CDS continues to apply for further grants. For the most remote and difficult to reach areas it will be some time before viable solutions can be found. In the meantime, if funding can be secured the hope is that the voucher scheme can be extended.

33. Information is available on the CDS website and a member of the CDS team regularly attends meetings with parish, local and district councils and events to explain what is available and also the more difficult message to people who do not yet have a service.

34. **Major civil engineering project.** The 2016 Superfast Extension Programme will involve a major civil engineering project which will extend across widespread areas of the county. This will be part of business as usual; however any such construction will have some impact on communities and Gigaclear has developed a process to ensure that people are kept informed of the progress that they are making.

## **Devon and Somerset Trading Standards Service: Update**

Lead Officer: Michele Cusack, Service Director: Economic and Community  
Infrastructure Commissioning

Author: Paul Thomas, Manager, Devon County Council

Contact Details: paul.thomas@devon.gov.uk

Cabinet Member: Anna Groskop

Division and Local Member: All

### **1. Summary**

- 1.1.** In July 2016, the Scrutiny committee considered a report on the progress made by the joint Devon and Somerset Trading Standards Service during its first three years of existence. The Committee noted that the 'expected financial and non-financial benefits have been met and in many areas were expected to be exceeded' and requested an annual report on performance. This report updates the Committee on the continued positive progress since then and notes the recent extension of the joint service to include Torbay Council. It highlights the key ways in which the newly extended Service will contribute to the priorities of Somerset, Devon and Torbay Councils.

### **2. Issues for consideration / Recommendations**

- 2.1.** Scrutiny Committee are requested to note that the Joint Trading Standards Service has continued to perform well and deliver the expected financial and non-financial benefits, and in many cases exceed them.
- 2.2.** Scrutiny Committee are also requested to note the emphasis that the Service is placing on supporting council priorities, particularly economic growth, across the three local authority areas.
- 2.3.** It is recommended that further updates to Scrutiny Committee be provided annually, enabling the Committee to input into the revisions of the Service's strategic planning process and assure themselves that the expected benefits continue to be realised.

### **3. Background**

#### **3.1. Introduction**

The Trading Standards Service delivers Somerset County Council's (SCC's) statutory responsibility to enforce a wide range of complex and overlapping legislation that collectively contributes to ensuring a fair and safe trading environment supporting both consumers and businesses. While having responsibilities that impact on all trade sectors it primarily covers the farming, food production, manufacturing, import, retail and service sectors, including internet trading.

On the 12 March 2013, SCC's Scrutiny Committee agreed a report recommending the creation of a joint trading standards service for Devon and Somerset. The joint service was expected to realise £579k savings over 2013/14 and 2014/15 and was scheduled to realise a 20% saving over the first three years. The joint service came into effect on 01 May 2013, with Devon County

Council hosting the service and SCC Trading Standards staff TUPE transferring to Devon County Council.

### 3.2. Benefits realisation

The savings for SCC expected and achieved by the joint service are set out below. It was agreed to deliver savings early and, due to increased income generation, to fund all transitional costs from within the Service budget with no further call on corporate funds.

| Savings | SCC - anticipated | SCC - achieved  |
|---------|-------------------|-----------------|
| 2013/14 | £100,000          | <b>£154,039</b> |
| 2014/15 | £93,000           | <b>£137,403</b> |
| 2015/16 | £55,000           | <b>£76,318</b>  |
| 2016/17 | £35,000           | <b>£56,594</b>  |

The joint service exceeded its 20% savings target and delivered almost 30% savings over 3 years with no significant impact on service delivery.

It is difficult to exactly identify the cumulative total saved over the four years. All “anticipated savings” will have been from the base budget and will have accrued as a year-on-year saving. From the additional amounts achieved each financial year, some proportion has also been removed from the base budget but some has been delivered as a one-off, in-year under-spend. However, the total cumulative savings achieved over the four years, for SCC alone will be at least £964,000 or close to their total annual contribution to the Service (£1,049,000 in 2017/18).

A number of areas for even greater income generation potential continue to be actively explored. For example, the Service also received an additional £113,826 for the national operation of its approved trader scheme, Buy With Confidence although this is owned in partnership and budgeted separately from the above. Currently, all income from the national operation is reinvested in developing the Scheme which should make local delivery more robust and economically viable.

In 2017/18 the Service is looking to further develop and improve its commercial offer to business whilst at the same time ensuring that accurate, easy to understand guidance in achieving regulatory compliance remains free and readily accessible to local businesses. It is hoped that local business will help shape the final offer but it is likely to be built upon four key products:

- Enhanced, legally assured regulatory advice through contractual agreements with the business concerned (Primary Authority Partnerships - of which there are currently 14 in place)
- Buy With Confidence
- The Service’s highly accurate Metrology Laboratory
- Commercial exploitation of specialist skills such as Financial Investigators, Animal Feed specialists, etc.

### 3.3. 2016/17 Performance

The Service continues to operate to a high standard, meeting all its Key

Performance Indicators except one, “recruitment of new members to the Buy with Confidence Scheme”.

However, this was not unexpected as, in order to facilitate operation at a national level, Devon and Somerset (which previously had one of the lowest membership fees of all the local authority areas which operate the scheme) saw up to a 100% increase in membership fees. This inevitably led to an initial fall in recruitment and retention, although less than anticipated perhaps due to the fact that we offered existing members a “legacy rate” for a number of years. Total income showed a very small increase in 2016/17 over the previous year at just over £52,000. Signs are that recruitment is again picking up and with the gradual removal of the legacy rates, the predicted income for the local Scheme in 2017/18 is £92,000.

The Service achieved all other high priority visit targets:

- high risk premises, primary authority premises, new business interventions,
- 492 animal health and welfare farm visits the majority of which included animal feed work and other work as well.
- 412 visits to livestock markets.

In total 2563 visits were made to businesses during the year and the number of additional alternative interventions with businesses increased to 415 compared with 163 in 2015/16. In addition to delivering its planned work the Service had a number of additional achievements including:

- Total income generation increased from £345,359 in 2015/16 to £398,528 and contributed 14% of the Service budget (just over 10% in 2015/16).
- The Service continues in its national lead role on the ‘Buy With Confidence’ approved trader scheme. The central hub generated income of £113,826 for reinvestment in the scheme (in addition to the above total).
- Four new Primary Authority Partnerships (PAP) were developed making a total of fourteen across the two counties. A PAP offers a single point of contact for businesses with interests across the UK and legally assured advice.
- The Service's metrology laboratory maintained its position as one of the most accurate weight testing laboratories in the country.
- Enforcement activity continues with 27 breach reports for enforcement action. These included rogue traders, animal health and welfare, counterfeit goods and a number of other cases.
- Mass marketing financial fraud remains a key focus. Visits were made to all priority cases involving the more vulnerable victims. Examples in Somerset included; significant amounts of money being sent to West Africa by an elderly victim of a romance scam and another elderly victim who had been taken in by a health scam spending, in 18 months, £30,000+ on complementary therapies and £6,000 on pills (25,000 pills were removed from the property). A comprehensive support pack has been produced which makes use of extensive partnership working to help provide ongoing support to victims.
- The Service continues to use a variety of promotional initiatives to spread preventative messages and empower communities. During the year we produced press releases and news articles, conducted radio interviews, engaged in social media, designed leaflets and posters and developed online content, calendars & quizzes to support consumer and business awareness of current issues. Our website also received a significant increase in hits from 89,526 in the previous year to 105,523

- On behalf of Somerset County Council Public Health Team, the Service led on the promotion of “Mindful Employer” (an initiative to support employers in dealing with mental health issues in the workplace) disseminating information during our businesses interactions and organising a number of seminars.

#### **4. Operational Plan 2017/18**

**4.1** The Devon and Somerset Trading Standards Service Strategic Plan 2017/2021 has been refreshed and a new Annual Operational Plan 2017/18 produced. These have both been agreed by the Joint Service Review Panel.

**4.2** There are no significant changes to the more routine work of the Service. The three priority areas identified by our Strategic Assessment, which will be the focus of more targeted project work are:

- Doorstep Crime and Scams – with a particular focus on victim support.
- The Motor Trade – aimed at reducing the number of complaints about second-hand cars and car servicing. This trade sector is by some way the highest complaint category for Trading Standards both nationally and locally.
- Animal Health - increasing rural business support and strengthening links with the farming industry.

**4.3** Reducing the Harm Caused by Age Restricted Products – particularly in relation to the underage sale and illicit supply of alcohol and tobacco – continues to be a key area of activity. Currently, the Service has an operational model for this area of work which appears to be working well. Therefore, in contrast to the above three activities, it is not being further developed under a project management approach this year. However, this does not mean that there has been any reduction in the resources allocated to this area of work. In common with all our functional areas of activity, outcomes will be subject to annual review and it is likely that new strategies will be required in the future.

**4.4** Buy With Confidence will act as a cross-cutting strategy lending support to each of the above initiatives

**4.5** Perhaps most significantly in 2017/18, the joint service has expanded to include Torbay Council, with 5 members of staff (4.4 FTEs) transferring across on 01 May 2017. The transition has gone extremely smoothly and, although it is anticipated that it will take a few months to fully integrate working practices, the new Service is working to one set of operational plans. Discussions with other local authorities in the Heart of the South West, Local Enterprise Partnership area continue.

#### **5. Consultations undertaken**

**5.1.** Consultation with appropriate stakeholders was carried out as part of the process leading up to the extension of the joint service.

#### **6. Implications**

**6.1.** Financial Implications: there are no current financial implications. The savings required in the business case for creating the joint service have been delivered.

- 6.2.** Legal Implications: there are no current legal implications. These were considered during the setting up of the joint service and the authority of the service to act in this capacity has not been challenged to date.
- 6.3.** Due Regard Implications: there are no current due regard implications. A full equalities impact assessment was carried out during the setting up of the joint service.

## **7. Background papers**

- 7.1.** Devon and Somerset Trading Standards Service: Year End Report 2016/2017  
<http://www.devonsomersettradingstandards.gov.uk/wp-content/uploads/2013/08/full-end-of-year-report-170519.pdf>

The Devon and Somerset Trading Standards Service Strategic Plan 2017/2021  
<http://www.devonsomersettradingstandards.gov.uk/wp-content/uploads/2013/08/Joint-Trading-Standards-Service-Strategic-Plan-20172021.pdf>

Annual Operational Plan 2017/18  
<http://www.devonsomersettradingstandards.gov.uk/wp-content/uploads/2013/08/Operational-plan-17-18-170511.pdf>

Control Strategy 2017/18  
<http://www.devonsomersettradingstandards.gov.uk/wp-content/uploads/2013/08/Control-Strategy-Priority-Areas-17-18-020617.pdf>

**Note:** For sight of individual background papers please use the links to the Devon, Somerset and Torbay Trading Standards Service public website or contact the report author.

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## **Registration Service Update**

Lead Officer: Alyn Jones, Interim Director of Economic and Community Infrastructure Operations

Author: Genevieve Branch, Acting Strategic Manager – Registration & Scientific Services

Contact Details: [gbranch@somerset.gov.uk](mailto:gbranch@somerset.gov.uk)

Cabinet Member: Anna Groskop, Cabinet Member for Corporate and Community Services

Division and Local Member: All

### **1. Summary**

- 1.1 In October 2016, the Scrutiny Committee for Policies and Place considered a presentation on the progress and performance made during the previous year. The committee commended the work that had been undertaken and requested an update on performance. This report updates the Committee on the continued positive progress since then.
- 1.2 The report highlights the successful delivery of agreed activities specified within the shared working agreement with North Somerset.

### **2. Issues for consideration / Recommendations**

- 2.1 Members are asked to consider and comment on the report.

### **3 Background**

- 3.1 The Registration Service fulfils the Council's statutory duty to undertake the registration and solemnisation of Births, Deaths, Marriages, Civil Partnerships and Citizenship Ceremonies. All of these events mark key moments in an individual's life and the service is used by the vast majority of residents at some point in their lives.
- 3.2 Registration Services are provided wholly in-house by the Local Authority in partnership with the General Register Office (GRO), a section of the Home Office. This partnership is underpinned by a formal governance agreement and tightly regulated. Operational delivery is governed by a number of key service standards and a performance management regime is in place to monitor progress. Results are reported annually and the service consistently achieves good levels of performance in all areas, receiving highly commendable feedback from the GRO.
- 3.3 Over 25,000 face to face customer 'transactions' are undertaken each year across 12 locations – there around 6,000 birth registrations, 8,000 death registrations, 2,750 ceremonies and 250 new British citizens welcomed. Although the number of birth registrations remains relatively consistent, death registrations have increased 13% over the last 3 years and ceremonies have seen a 10% increase.
- 3.4 The service has undergone a significant programme of modernisation over recent years. The success of this transformation led the way for a partnership contract to be agreed with North Somerset Council and since April 2016 Somerset has been successfully delivering the full range of registration services on their behalf. The agreement was only the second of its type in the country.

- 3.5 The service operates a full cost recovery model. Legislation prevents the service from making a 'profit' but the income received from the fees enables the service to fully cover the revenue budget and provide a small surplus toward corporate costs.
- 3.6 With close links to the Home Office, security, public protection and counter fraud are all a high priority for the service. The Home Office agenda continues to place increasing responsibilities for registration officers to identify and/or protect against crime and fraud. For example, across the UK sham marriages, benefit fraud, identity fraud, forged documents, human trafficking and slavery have all been identified as a result of registration officers reporting suspicions.

#### 4 Performance and Achievements

4.1 In compliance with the governance agreement between the Local Authority and the General Register Office, the service submits an annual report on performance against nationally set targets. The three key areas of measurement are:

- **Timeliness of birth and death registrations.**

A wide range of factors determine how quickly an event can be registered. Informant availability, receipt of paperwork from hospitals or GPs and Coroner investigations as examples, can all delay the process making it very challenging to meet the 5 day target for death registrations (the five days include weekends and bank holidays).

This data is taken directly from the national database and is provided by the General Register Office, as such it is the only reliable information available for performance benchmarking against other areas. Somerset consistently performs above regional and national averages.

Somerset – Timeliness of Registrations 2016 / 2017

| Target   | Somerset Attainment | Regional Percentage | National Percentage |
|--|---------------------|---------------------|---------------------|
| Timeliness of registration target for Births - 98% registered within 42 days                     | 99%                 | 98%                 | 96%                 |
| Timeliness of registration target for Stillbirths - 98% registered within 42 days                | 100%                | 99%                 | 99%                 |
| Timeliness of death registration target (no coronial involvement) - 90% registered within 5 days | 78%                 | 68%                 | 78%                 |
| Timeliness of death registrations (with coronial involvement) - 90% registered within 5 days     | 68%                 | 49%                 | 53%                 |
| Timeliness of death registrations (following post mortem) - 80% registered within 7 days         | 53%                 | 19%                 | 30%                 |

- **Appointment Availability**

Registration services across England and Wales measure this target in numerous different ways and as a result there is no reliable comparable data. For example, Somerset Registration Service currently reports on the availability of appointments at the office requested by the informant, rather than the ability to offer an appointment somewhere in the County, as many authorities do.

Appointment demand fluctuates significantly throughout the year and although there are some seasonal peaks and troughs that can be planned for, variations in workload can often happen

unexpectedly and without any obvious reason. As a result, local managers actively monitor diaries on a weekly basis and ensure that staffing levels provided by the flexible workforce are appropriate for demand.

The figures below demonstrate that appointment availability has slightly improved in Somerset over the last financial year. There is no existing comparable data for North Somerset for previous years and the significant change and challenges faced during the first half of the year after taking on the operational responsibility for the service would not provide an accurate representation of the level of achievement. For the purposes of this report the data below has been reported separately.

| GRO KPI's - Appointment Availability                                  | Somerset 2016/2017 | Somerset 2015/2016 | Somerset & North Somerset Combined |
|---|--------------------|--------------------|------------------------------------|
| Births (or declaration) – within 5 working days of request            | 95%                | 96%                | 92%                                |
| Deaths (or declaration) – within 2 working days of request            | 82%                | 80%                | 76%                                |
| Marriage/Civil Partnership notice – within 10 working days of request | 75%                | 69%                | 70%                                |
| Still birth (or declaration) – within 2 working days of request       | 100%               | 100%               | 100%                               |

## • Customer Satisfaction

A customer focussed culture is at the core of the service, and feedback from service users is constantly reviewed and monitored. Every customer is invited to complete a short satisfaction survey and performance results in each of the key service areas are measured against more than 10 key indicators, ranging from office location and ease of access to how helpful and comprehensive the customer found the service.

There are no nationally set parameters for the measurement of customer satisfaction across registration services and therefore no reliable comparable data for regional or national averages.

A high level of customer satisfaction has been sustained in Somerset & North Somerset during the last reporting period.

Somerset and North Somerset Registration Customer Satisfaction Results 2016 - 2017

| Service Area                                    | % Satisfied Customers | Response rates |
|---|-----------------------|----------------|
| Births/Death registrations & Notice of marriage | 96%                   | 4%             |
| Ceremonies                                      | 95%                   | 15%            |
| Citizenships                                    | 96%                   | 17%            |
| Historical certificate production               | 96%                   | 37%            |

In addition to the formal results above, the service receives a large number of positive comments, letters and thank you cards

Last year (2016/2017) the service launched a new customer engagement strategy, setting out a framework to further understand and enhance relationships with customers as well as stakeholders, offering them all an opportunity to engage with and shape the service for the future. Over the coming year the service will be undertaking a range of activities that will gather feedback in alternative formats from a wider range of interested parties, significantly improving on existing customer insight.

- 4.2 In April 2016 the General Register Office launched the Public Protection and Counter Fraud Assurance Framework which all registration districts are expected to adhere to. The framework identifies in the region of 70 different activities across all aspects of the service which require monitoring and checking systems to be in place and evidenced. A self-assessment activity undertaken during the year identified that over 50 of these requirements had been implemented, 17 were in progress and only 6 outstanding. The General Register Office's Compliance and Performance Unit will undertake an inspection of the service during the year to verify the self-assessment outcomes.
- 4.3 In January 2017 the General Register Officer undertook a bi-annual certificate stock and security audit across all service locations. The service was awarded the highest possible rating of security in relation to the arrangements around the receipt, storage and use of the secure certificate stock and registration records held.
- 4.4 The shared working agreement with North Somerset included a number of contractual obligations for Somerset to improve facilities for North Somerset residents and staff during the first year of operation. All of these have now been successfully delivered.
- Implementation of an electronic diary system to staff delivering the service was completed within 2 months of the start of the agreement – 8 months ahead of the agreed deadline.
  - Provision to the public of a telephone contact centre for making appointments was implemented in August 2016 - 5 months ahead of the deadline.
  - Provision to the public of an online booking system for making appointments was also implemented alongside the contact centre facility.
  - The transfer of all historical registers from Weston-super-Mare to the Heritage Centre at Norton Fitzwarren and subsequent provision of a shared copy certificate service to the general public was completed in Nov 2016 – 5 months ahead of schedule.
- 4.5 While much of the focus for the service has been to implement and consolidate the North Somerset project, work has continued and key developments have been made across the wider service.
- The recent successful recruitment of a marketing officer to work on projects across Community and Traded Services functions will enable the service to push forward the aim to develop a marketing strategy for ceremonies and venues. An estimated 30 % of civil ceremonies solemnised in Somerset are for couples that live outside of the area, a successful marketing campaign will have a positive impact for the local economy as well as the registration service.
  - The service has been part of a successful pilot of a new national qualification for Registration professionals, with one member of staff receiving full accreditation earlier this year.
  - An upgrade to telephony equipment and software for the centralised booking function has enabled the service to access much improved data around call volumes, response rates and call length. This data is in the process of being analysed and will inform staffing levels, benchmarking protocols, service delivery targets and staff development.
  - The facility for Somerset customers to book birth and death registration appointments online was introduced in 2015. This has now been enhanced with the facility to book

appointments to give notice of marriage, which necessitates a much more complicated set of procedures at the time of booking. The facility has been extremely popular with 45% of birth registration appointments, 23% of death registration appointments and 10 % of notice appointments being made in this way. Now that there is confidence that the notice appointment facility is working accurately, the service will undergo an 'official' launch to increase online take-up.

- Since 2013 the service has been working toward the re-location of all of its 'stand-alone' service delivery points to shared accommodation, improving the customer journey and staff working conditions. The Wells office has been the 6<sup>th</sup> office to move, taking up residency in the Glastonbury hub last summer. Customer feedback has improved significantly following the move to Glastonbury, especially in respect of the location of the building – 95% of customers find the Glastonbury location satisfactory, in comparison to 78% for the Wells office.
- Despite the wide range of changes seen by the service recently, it is a credit to the managers and teams on the frontline that service delivery, customer satisfaction and staff morale continues to be sustained at high levels. This is a view that has been supported by outcomes from the 'Working Well' staff survey.

## 5. Financial/Income Update

5.1 The table below provides information on final outturn figures for the last three years, and initial forecast budget for the coming year.

5.2 Figures for 2016/2017 onwards are inclusive of North Somerset.

5.3 The additional expenditure for 2016/2017 was incurred predominantly as a result of one-off costs associated with the north Somerset transfer.

5.4 At this stage of the year it is too early to accurately predict income and figures below are currently estimated based on last year's outturn.

|                          | 17/18<br>budget | 16/17<br>outturn | 15/16<br>outturn | 14/15<br>outturn |
|--------------------------|-----------------|------------------|------------------|------------------|
| <b>Gross Expenditure</b> | £1,310,800      | £1,458,047       | £1,071,309       | £1,087,654       |
| <b>Income</b>            | -£1,520,700     | -£1,522,830      | -£1,193,012      | -£1,033,940      |
| <b>Net Expenditure</b>   | -£209,900       | -£64,784         | -£121,703        | £53,714          |

## 6. Service Pressures

6.1 The service faces significant challenges in maintaining or increasing income levels. In particular, registration services across England and Wales have seen an increase in demand for private celebrants to conduct wedding celebrations and subsequent decrease in demand for civil wedding ceremonies in licensed venues. Although this trend hasn't yet had any significant impact in Somerset, the service is considering ways to ensure it continues to meet customer needs and remain competitive.

6.2 Income from copy certificate production has been reducing steadily over recent years and a further decline is expected following the introduction by the General Register Office of a new electronic certificate service at the end of 2016.

6.3 Legislative changes are expected to be a significant pressure for the service in coming months and years. Although a ministerial decision on implementation dates for reforms to the death certification process outlined in the Coroners and Justice Act 2009 is still awaited,

these reforms will fundamentally change the death registrations process when implemented.

- 6.4 Further significant impacts are also expected as a result of a recent review of marriage legislation. Changes to the way in which marriages are registered to include details of the mother as well as the father of the couple and moving from a paper based system to registration in an electronic register both have wide support.

## **7. Future Service Developments**

- 7.1 The service is committed to ensuring that wherever possible, customers can access the service digitally. In the coming year, an online payment facility will be launched, enabling ceremony customers to pay online if they wish. Alongside this the service will be looking at providing an online service for the customer to track progress, create their own ceremony and personalise their big day as they wish. This system would also enable significant efficiencies to be realised within the service. A business case for this software will be undertaken in the Autumn.
- 7.2 In addition to the shared working model currently in operation with North Somerset, there are a number of different ways in which Registration Services could work more collaboratively together. Somerset Registration Service is keen to explore those opportunities with neighbouring districts over coming months.
- 7.3 It is planned that the last stand-alone offices in Williton, Bridgwater and Clevedon will all be moved into co-located buildings by winter 2017. Further options for collaborative working with other services sharing the buildings will also be explored.

## **8. Background Papers**

- 8.1 Annual Performance Report  
Customer engagement strategy  
Service Delivery Plan  
Staff survey data

**Note:** For sight of individual background papers please contact the report author.

# Vision Volunteers - Background

- Launched in February 2016
- Volunteer-led project teams operating across formal team structures – almost 200 staff and managers volunteered!
- Project teams were self-organising and made up of a mix of skills, experience and seniority.
- Guidance and support from senior managers and technical experts with corporate support provided by Organisational Development and Business Change.
- As of March 2017 all four vision projects have moved to Business as Usual.

# Current Status

**University in Somerset:** Somerset County Council have committed to supporting Bridgwater & Taunton College in their ambitions to develop their university offer.

**Garden Town:** Taunton was announced as a Garden Town in January 2017 and the county council's planning & policy team are working closely with Taunton Deane Borough council to progress the creation of 17,000 new homes between now and 2028.

**Business Parks:** The County Council's Economic Development team are working with private sector partners to deliver a number of significant business parks, including the Somerset Energy Innovation Centre in Bridgwater and the iAero facility in Yeovil. The county council is also pursue public-sector owned land through the One Public Estate initiative.

**Energy Initiatives:** The county council's Energy Bureau team are developing business cases for a wide range of green energy initiatives, from promoting energy saving investments through to the development of renewable energy generation on publicly owned land.



### Scrutiny for Policies and Place Committee Work Programme

| Agenda item  | Meeting Date            | Details and Lead Officer       |
|--|-------------------------|--------------------------------|
|  | <b>5 September 2017</b> |                                |
| Flood + Water Management                           |                         | Barry James                    |
| Highways Update – new contract & strategic roads   |                         | Alyn Jones + Mike O’Dowd-Jones |
| Parking Services update                            |                         | Steve Deakin                   |
| Road Safety  |                         | Sunita Mills                   |
|  | <b>3 October 2017</b>   |                                |
| Council Performance Monitoring report Q1 – 2017/18 |                         | Emma Plummer/ Louise Day       |
|  |                         |                                |
|  | <b>31 October 2017</b>  |                                |
| Medium Term Financial Plan                         |                         | Kevin Nacey                    |
|  |                         |                                |
|  | <b>5 December 2017</b>  |                                |
| Council Performance Monitoring report Q2 – 2017/18 |                         | Emma Plummer/ Louise Day       |
| County Farms update                                |                         | Richard Williams               |
|  | <b>2018</b>             |                                |
| Property Disposals update (May/June)               |                         | Steve Gale                     |
|  |                         |                                |

**Note:** Members of the Scrutiny Committee and all other Members of Somerset County Council are invited to contribute items for inclusion in the work programme. Please contact Jamie Jackson, Service Manager Scrutiny, who will assist you in submitting your item. [jajackson@somerset.gov.uk](mailto:jajackson@somerset.gov.uk) 01823 359040

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## Somerset County Council Forward Plan of proposed Key Decisions

The County Council is required to set out details of planned key decisions at least 28 calendar days before they are due to be taken. This forward plan sets out key decisions to be taken at Cabinet meetings as well as individual key decisions to be taken by either the Leader, a Cabinet Member or an Officer. The very latest details can always be found on our website at:

<http://democracy.somerset.gov.uk/mgListPlans.aspx?RPId=134&RD=0&FD=1&bcr=1>

Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 defines a key decision as an executive decision which is likely:

(a) to result in the relevant local authority incurring expenditure which is, or the making of savings which are, significant having regard to the relevant local authority's budget for the service or function to which the decision relates; or

(b) to be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the relevant local authority.

The Council has decided that the relevant threshold at or above which the decision is significant will be £500,000 for capital / revenue expenditure or savings. Money delegated to schools as part of the Scheme of Financial Management of Schools exercise is exempt from these thresholds once it is delegated to the school.

Cabinet meetings are held in public at County Hall unless Cabinet resolve for all or part of the meeting to be held in private in order to consider exempt information/confidential business. The Forward Plan will show where this is intended. Agendas and reports for Cabinet meetings are also published on the Council's website at least five clear working days before the meeting date.

Individual key decisions that are shown in the plan as being proposed to be taken "not before" a date will be taken within a month of that date, with the requirement that a report setting out the proposed decision will be published on the Council's website at least five working days before the date of decision. Any representations received will be considered by the decision maker at the decision meeting.

In addition to key decisions, the forward plan shown below lists other business that is scheduled to be considered at a Cabinet meeting during the period of the Plan, which will also include reports for information. The monthly printed plan is updated on an ad hoc basis during each month. *Where possible the County Council will attempt to keep to the dates shown in the Plan. It is quite likely, however, that some items will need to be rescheduled and new items added as new circumstances come to light.* Please ensure therefore that you refer to the most up to date plan.

For general enquiries about the Forward Plan:

- You can view it on the County Council web site at <http://democracy.somerset.gov.uk/mgListPlans.aspx?RPId=134&RD=0&FD=1&bcr=1>
- You can arrange to inspect it at County Hall (in Taunton).
- Alternatively, copies can be obtained from Scott Wooldridge or Julia Jones in the Community Governance Team by telephoning (01823) 359027 or 357628.

To view the Forward Plan on the website you will need a copy of Adobe Acrobat Reader available free from [www.adobe.com](http://www.adobe.com)  
Please note that it could take up to 2 minutes to download this PDF document depending on your Internet connection speed.

To make representations about proposed decisions:

Please contact the officer identified against the relevant decision in the Forward Plan to find out more information or about how your representations can be made and considered by the decision maker.

The Agenda and Papers for Cabinet meetings can be found on the County Council's website at:  
<http://democracy.somerset.gov.uk/ieListMeetings.aspx?CId=134&Year=0>

| FP Refs   | Decision Date/Maker  | Details of the proposed decision  | Documents and background papers to be available to decision maker   | Does the decision contain any exempt information requiring it to be considered in private? | Contact Officer for any representations to be made ahead of the proposed decision  |
|---|--|---|---|--|--|
| <b>FP/17/04/09</b><br>First published:<br>24 April 2017 | Not before 3rd Jul 2017<br>Commercial & Business<br>Services Director                                      | Issue: Heathfield School, Taunton -<br>Proposed Art and Science Blocks<br>Decision: Awarding of Contract for<br>Construction of Proposed Art and<br>Science Blocks  |   | Part exempt  | Carol Bond, Project Manager,<br>Property Programme Team<br>Tel: 01823 355962       |
| <b>FP/17/05/05</b><br>First published:<br>15 May 2017   | Not before 3rd Jul 2017<br>Cabinet Member for<br>Adult Social Care   | Issue: Commissioning of Mental<br>Health Services in Somerset:<br>Community outcomes based<br>preventative and enablement support<br>services<br>Decision: Agreement to approve the<br>Award of contracts for the provision of<br>Mental Health Services in Somerset<br>(as above) following a comprehensive<br>EU compliant tender process | Tender Evaluation Report<br>Impact Assessment<br>Non-key decision to<br>commence a procurement<br>process for contracts for<br>the provision of Mental<br>Health Services in<br>Somerset (as above) | Part exempt  | Stephen Barker, Adults and<br>Health - Senior Commissioning<br>Officer             |
| <b>FP/17/04/03</b><br>First published:<br>12 April 2017 | Not before 6th Jul 2017<br>Public Health Director  | Issue: Extension of Somerset<br>Integrated Domestic Abuse Service<br>contract<br>Decision: To approve a 12 month<br>extension to the current contract   | Safer Somerset<br>Partnership Domestic<br>Abuse Annual Report<br>2015-16  |  | Lucy Macready, Public Health<br>Specialist- Community Safety<br>Tel: 01823 359146  |
| <b>FP/17/05/06</b><br>First published:<br>18 May 2017   | Not before 6th Jul 2017<br>Director of<br>Commissioning for<br>Economic and<br>Community<br>Infrastructure | Issue: Somerset Energy Innovation<br>Centre Building Phase 2 acceptance<br>of funding<br>Decision: The acceptance of the offer<br>of ERDF funding (£869,090), subject<br>to legal acceptability of the final<br>funding agreement, for the Somerset<br>Energy Innovation Centre, Phase 2  |   |  | Lynda Madge, Commissioning<br>Manager – Economy &<br>Planning<br>Tel: 01823 356766 |

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| FP Refs   | Decision Date/Maker                 | Details of the proposed decision  | Documents and background papers to be available to decision maker                           | Does the decision contain any exempt information requiring it to be considered in private? | Contact Officer for any representations to be made ahead of the proposed decision  |
|---|-------------------------------------|---|---|--|--|
| <b>FP/17/03/07</b><br>First published:<br>13 March 2017 | Not before 10th Jul<br>2017 Cabinet | Issue: Somerset Energy Innovation<br>Centre Phase 2 Appointing a<br>Construction Company<br>Decision: To consider the report  | Impact Study<br>Cabinet Member Decision<br>09.02.17<br>Officer Non-Key Decision<br>27.04.15 | Part exempt  | Lynda Madge, Commissioning<br>Manager – Economy &<br>Planning<br>Tel: 01823 356766 |
| <b>Fp/17/05/08</b><br>First published:<br>1 June 2017   | 10 Jul 2017 Cabinet                 | Issue: Revenue Budget Monitoring<br>Report End of May 2017/18<br>Decision: To consider the financial<br>position for the 2017/18 Capital and<br>Revenue Budgets as at the end of<br>May 2017/18 |   |  | Elizabeth Watkin, Service<br>Manager - Chief Accountant<br>Tel: 01823359573        |
| <b>Fp/17/05/09</b><br>First published:<br>1 June 2017   | 10 Jul 2017 Cabinet                 | Issue: Development of the Medium<br>Term Financial Plan 2018/19<br>Decision: To consider the proposed<br>approach and the timescale for the<br>MTFP 2018/19                                     |   |  | Elizabeth Watkin, Service<br>Manager - Chief Accountant<br>Tel: 01823359573        |
| <b>FP/17/05/10</b><br>First published:<br>1 June 2017   | 10 Jul 2017 Cabinet                 | Issue: Proposal for the development of<br>joint commissioning for Health and<br>Social Care<br>Decision: To consider the proposals  |   |  | Trudi Grant, Public Health<br>Director<br>Tel: 01823 359015                        |

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| FP Refs   | Decision Date/Maker  | Details of the proposed decision   | Documents and background papers to be available to decision maker                                  | Does the decision contain any exempt information requiring it to be considered in private? | Contact Officer for any representations to be made ahead of the proposed decision   |
|---|--|--|--|--|---|
| <b>FP/17/06/05</b><br>First published:<br>12 June 2017  | 10 Jul 2017 Cabinet  | Issue: Family Hubs and the future delivery model<br>Decision: To agree the future delivery model   |  | Part exempt  | Alison Bell, Consultant in Public Health, Public Health, Philippa Granthier, Assistant Director - Commissioning and Performance, Children's Services Commissioning<br>Tel: 01823 359054 |
| <b>FP/17/04/07</b><br>First published:<br>24 April 2017 | 10 Jul 2017 Cabinet  | Issue: Treasury Management End of Year Report 2016-17<br>Decision: That the Cabinet endorses the Treasury Management End of Year Report for 2016-17 and recommends its approval by Full Council on 19th July 2017. | TMSS 2016-17<br>TMSS App A 2016-17<br>TMSS App B 2016-17<br>TMSS App C 2016-17<br>TMPs V5 May 2016 |  | Alan Sanford, Principal Investment Officer<br>Tel: 01823 359585   |
| <b>FP/17/05/03</b><br>First published:<br>15 May 2017   | Not before 10th Jul 2017 Cabinet Member for Business Investment & Policy | Issue: Contract to supply books to Library Service<br>Decision: To award the contract to the preferred supplier(s) as an outcome of the ESPO led procurement for the supply of books.                              | ESPO Framework 376F_14   | Part exempt  | Tabitha Witherick, Service Manager: Development<br>Tel: 01823357480   |

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| FP Refs  | Decision Date/Maker   | Details of the proposed decision   | Documents and background papers to be available to decision maker  | Does the decision contain any exempt information requiring it to be considered in private? | Contact Officer for any representations to be made ahead of the proposed decision |
|--|---|--|--|--|---|
| <b>FP/17/06/01</b><br>First published:<br>7 June 2017      | 10 Jul 2017 Cabinet Member for Resources and Economic Development                                     | Issue: Disposal of Property at Northgate, Bridgwater<br>Decision: Authority to conclude negotiations for the disposal of surplus land, completion of the Joint Venture Agreement with Sedgemoor District Council with associated land transfers and lease and the grant of an Academy Lease to the Clevedon Learning Trust | Disposal of property at Northgate, Key decision 4 march 2011<br>Disposal of Property at Northgate, Key decision 14 January 2015  |  | Charlie Field, Estates Manager, Corporate Property<br>Tel: 01823355325            |
| <b>FP/17/02/01</b><br>First published:<br>14 February 2017 | Not before 17th Jul 2017 Commercial & Business Services Director                                      | Issue: Award of Contract for the provision of a 3 Classroom Block at Court Fields School, Wellington<br>Decision: To approve the awarding of the contract to the successful contractor   | Confidential Financial Report<br>Capital Programme Paper   | Part exempt  | Carol Bond, Project Manager, Property Programme Team<br>Tel: 01823 355962         |
| <b>FP/17/05/02</b><br>First published:<br>12 May 2017      | 17 Jul 2017 Cabinet Member for Business Investment & Policy, Cabinet Member for Children and Families | Issue: Revision of Section 106 contributions formula for Early Years Provision<br>Decision: To increase the Section 106 contributions formula for Early Years Provision from 3.5 places per 100 houses to 5 funded places from 1st September 2017  | Early education and childcare; Statutory guidance for local authorities (2017)<br>Early Years and School Place Planning Infrastructure Growth Plan (2016) - <a href="http://www.somerset.gov.uk/EducationIGP">www.somerset.gov.uk/EducationIGP</a> |  | Charlotte Wilson, Service Manager Early Years Commissioning<br>Tel: 01823 357386  |



| FP Refs   | Decision Date/Maker   | Details of the proposed decision   | Documents and background papers to be available to decision maker   | Does the decision contain any exempt information requiring it to be considered in private? | Contact Officer for any representations to be made ahead of the proposed decision |
|---|---|--|---|--|---|
| <b>FP/17/04/08</b><br>First published:<br>24 April 2017 | Not before 20th Jul 2017<br>Director of Commissioning for Economic and Community Infrastructure, Finance & Performance Director | Issue: Approval to accept Highways England Growth & Housing Fund award toward the M5 J25 improvement scheme.<br>Decision: To accept the funding awarded by Highways England & sign the funding agreement   | Copy of the funding agreement to be signed.   |  | Sunita Mills, Service Commissioning Manager<br>Tel: 01823 359763                  |
| <b>FP/17/06/04</b><br>First published:<br>13 June 2017  | 26 Jul 2017<br>Commercial & Business Services Director  | Issue: Disposal of Surplus Land and Buildings July 2017<br>Decision: Authority to conclude negotiations for the disposal of surplus land and farms including those disposals to be conducted via public auction, as appropriate.   | Cabinet Minutes June and July 2010: County Farm Review<br>Cabinet Member Key Decision 18 October 2010: County Farm Estate – Outcome of farm by farm reviews | Part exempt  | Charlie Field, Estates Manager, Corporate Property<br>Tel: 01823355325            |
| <b>FP/17/06/06</b><br>First published:<br>21 June 2017  | Not before 1st Sep 2017<br>Director of Commissioning for Economic and Community Infrastructure, Finance & Performance Director  | Issue: Decision to accept European Structural and Investment Funds (ESIF) for the Connecting Devon and Somerset Broadband Programme, sign up to the terms and conditions of the funding agreement, and to enter into service agreements with delivery partners to<br>Decision: Accept the funding, sign up to the funding agreement and enter into service agreements with delivery partners | Funding agreement<br>Service agreements with delivery partners  | Part exempt  | Nathaniel Lucas, Senior Economic Development Officer<br>Tel: 01823359210          |

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| FP Refs   | Decision Date/Maker   | Details of the proposed decision  | Documents and background papers to be available to decision maker | Does the decision contain any exempt information requiring it to be considered in private? | Contact Officer for any representations to be made ahead of the proposed decision |
|---|---|---|---|--|---|
| <p><b>Fp/17/03/11</b><br/>First published:<br/>29 March 2017</p>  | <p>Not before 13th Sep 2017 Cabinet Member for Resources and Economic Development</p> | <p>Issue: Review of the Asset Management Plan and the 2017/18 potential disposals programme<br/>Decision: Review of the Asset Management Plan and approval to the 2017/18 potential disposals programme</p> |   |  | <p>Claire Lovett, Head of Property<br/>Tel: 07977412583</p>                       |
| <p><b>FP/16/05/02</b><br/>First published:<br/>9 January 2017</p> | <p>27 Sep 2017 Cabinet</p>  | <p>Issue: Road Safety Strategy Update<br/>Decision: To agree to adopt the updated Road Safety Strategy</p>  |   |  | <p>Sunita Mills, Service Commissioning Manager<br/>Tel: 01823 359763</p>          |