

Appendix A - SCRAIPs for reviews carried out since the 2008/09 municipal year

Community, Leisure Services and Environment OSC

- Diverse Communities
- Public Conveniences
- Joint Mental Health Services Working Group¹
- Securing Water Supplies²
- Neighbourhood Action Planning
- Making Waste Work for Maidstone

Planning, Transport and Development OSC

- Maidstone Road Safety³
- The Enforcement of Planning Conditions and Compliance with Section 106 Agreements⁴
- Rail Services⁵
- Traffic Congestion in Maidstone

Economic and Commercial Development OSC

- Rural Economy
- Visitor Information Centre

¹ No SCRAIP but the recommendations from the joint review group have been included

² No SCRAIP but the recommendations from the review have been included

³ No SCRAIP but the recommendations from the review have been included

⁴ No SCRAIP but the recommendations from the review have been included

⁵ No SCRAIP but a response is attached along with the recommendations from the review

Strategic Leadership and Corporate Services OSC

- Balance of Power Between Central and Local Government⁶
 - Whole and Partial Council Elections
 - Overview and Scrutiny Function⁷
 - Maidstone Gateway⁸ – SCRAIP attached at Appendix A1
 - The Council as a Business⁹
 - The Capital Programme¹⁰

⁶ No SCRAIP as the Corporate Services OSC set-up a cross-party working group to consider the balance of power between Central and Local Government following a call for evidence from a Parliamentary Select Committee

⁷ SCRAIP not attached as this has been superseded by governance review for scrutiny

⁸ SCRAIP attached at Appendix A1

⁹ This SCRAIP will be reviewed by the full Committee in March 2014 – SCRAIP attached for information

¹⁰ This SCRAIP will be reviewed by the full Committee in March 2014 – SCRAIP attached for information

Community, Leisure Services and Environment OSC

SCRUTINY COMMITTEE RECOMMENDATION ACTION AND IMPLEMENTATION PLAN (SCRAIP)

Report Title: DIVERSE COMMUNITIES REVIEW COMMUNITY COHESION AND THE INTEGRATION OF ETHNIC MINORITIES IN THE BOROUGH

Report of External Overview and Scrutiny Committee

Date of Publication: 26 March 2009

Dates to report back to Committee:

| Update | Date | Completed? | Note |
|-----------------|--------------------------|-------------------|-----------------------------|
| 1 st | 26 September 2009 | | 6 months after publication |
| 2 nd | 26 March 2010 | | 12 months after publication |

| Recommendation | Cabinet Member | Response | Timetable | Lead Officer |
|---|------------------------|---|------------------|---------------------|
| Voluntary and Community Groups funded by MBC should have a robust Equality and Diversity Policy or be prepared to adopt MBC's policy. | Councillor Marion Ring | Accepted. Service Level Agreements under Grants to Outside Bodies will be updated to include this as a requirement. | During 2009/10 | David Terry |
| Black and Minority Ethnic (BME) and Faith groups be encouraged to be actively involved in the Local | Councillor Marion Ring | Accepted. Ways of increasing involvement will be considered by the LSP Board. | During 2009/10 | Ian Park |

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| Strategic Partnership (LSP). | | | | |
| The Council and its statutory partners, including the Primary Care Trust (PCT) and the Police, ensure that all staff undertake equality and diversity training; this should include information on Gypsy and Traveller communities. | Councillor Marion Ring | <p>Partner agencies will be approached on this matter through the LSP.</p> <p>The Council has an extensive Equalities training programme which covers a wide range of equality and diversity issues. Some modules are compulsory depending on need and job role and others are specialist modules to meet very specific departmental/role specific needs. In terms of Gypsy and Traveller awareness, this is included as a section in the Welcome All diversity session based around customer awareness which is in development at the moment with a view to being delivered within the next Corporate Training Calendar in 09/10.</p> | 2009 | Ian Park (LSP)/Tina Edwards (MBC) |
| The Council provide assistance to BME voluntary and community groups to identify funding to develop, reasonably priced accommodation from which to operate, training on how to run an organisation, help with marketing and publicity, and opportunities to network and share good practice. | Councillor Marion Ring | Support of this nature for Voluntary and Community Sector Organisations is within the core remit of Voluntary Action Maidstone, whom the Council funds for this purpose. VAM has been actively developing its links with BME groups within the Borough and reports on this as part of the review of its grant. | Ongoing | David Terry |
| The Council's assistance to community groups, both financial and in kind, be publicised widely. | Councillor Marion Ring | This is currently done through VAM, using their community newsletter and database, the most comprehensive of its kind in the Borough. Work is to be undertaken on the Council's website to improve publicity for this area of work. | Ongoing | David Terry |

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| Voluntary Action Maidstone (VAM) be encouraged to include minority groups in its community services directory and ensure this is widely available, including online, with hard copies available at key public venues such as the Gateway and libraries. | Councillor Marion Ring | Minority groups are included in the directory as and when they are brought to the attention of VAM and indicate they wish to be in it. Information included in the Directory is available on the VAM website. Hard copies are sold to pay for the production costs; there are no plans to give them away. | Ongoing | n/a |
| Assistance be provided by the Council using funds allocated to Lifelong Learning to those wishing to learn English but who are not eligible for Kent County Council funding. | Councillor Marion Ring | There are no Council funds currently allocated for this purpose. I consider the Borough Council's role in this matter should be to lobby to try to get the statutory funders to broaden their eligibility criteria. I have met with the Learning and Skills Council to this effect and will continue to keep a watching brief on the matter as eligibility criteria for funding often changes as a result of Government policy shifts. | Ongoing | Ian Park |
| a) The Council reviews how it provides information to gypsies and travellers to ensure they know of the services provided by the Council including planning services; culturally, gypsies and travellers still rely on the spoken word to pass on information. This should be considered when providing information to gypsies and travellers. This should also be included in Equality Impact Needs Assessments; and | Councillor Malcolm Greer | a) The gypsy and traveller sites have recently been transferred to the Housing section and this issue will be considered once the function has bedded down. | During 2009-10 | Roger Adley |
| b) In line with best practice, | Councillor | b) As resources are limited it would be | | |

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| the Council liaise with partners to produce a CD with information about key services, including planning, healthcare and crime reporting. | Richard Ash | difficult to produce a CD. However, we are looking to produce a video and/or audio of key services. We have already produced an audio version of the council's annual report. | | |
| The Mela Advisory Group be included as a consultee for Council consultations. | Councillor Marion Ring | Accepted. | Ongoing | Roger Adley |
| Committee meetings be held in community venues including parish halls or faith venues to encourage participation by all communities in Council decision-making. | Councillor Marion Ring | The principle about holding meetings in the community is accepted but it is important that meetings which are held are relevant to the community which would encourage their interest and participation. This would be particularly relevant with the introduction of neighbourhood forums. | Ongoing | Neil Harris |
| A multi-cultural event to celebrate St. George's Day be held annually in the Borough to build on the success of the Maidstone Mela. | Councillor Marion Ring | The St George's Day event includes a multicultural element this year. | 2009 | Mandy Hare |
| The possibility of a "Festival of Light" being held as part of the Cultural Olympiad in Maidstone be investigated. | Councillor Brian Moss | This is currently being explored with North West Kent Race Equality Council. It is subject to funding being available. | Ongoing | Mandy Hare |
| Primary schools in the Borough be informed of the Schools Linking Network as a tool for developing links with schools with pupils of different cultural backgrounds. | Councillor Marion Ring | This falls under the remit of the two Local Children's Service Boards for Maidstone and officers will put this to them for their consideration. | During 2009-10 | Ian Park/Jacqueline Bobb |

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| <p>With regard to the Council's Gypsy Sites we seek assurance that they are fit for purpose and take account of the needs of the community.</p> | <p>Councillor Malcolm Greer</p> | <p>The Council has two Gypsy sites, at Ulcombe and at Stile Bridge. It is currently examining plans for their improvement and pursuing funds from the Homes and Communities Agency to this end</p> | <p>During 2009-10</p> | <p>Brian Morgan</p> |
| <p>The Council should work with the local press to ensure accurate and objective coverage of Gypsy and Traveller issues, particularly in relation to planning. In addition positive stories about Gypsy and Traveller communities should be included in the Borough Update and should continue to be promoted through the Museum and Arts Development</p> | <p>Councillor Richard Ash Councillor Brian Moss</p> | <p>Accuracy and objectivity is always part of our approach to the media and this will be continued. We will endeavour to provide positive stories in Borough Update. Opportunities to highlight positive aspects of gypsy culture will be considered by the Museum and Arts development as part of their programmes.</p> | <p>Ongoing</p> | <p>Roger Adley Simon Lace/Sarah Robson</p> |
| <p>The Gypsy and Traveller Community should be invited to participate in the Mela and join the Mela Advisory Group.</p> | <p>Councillor Marion Ring</p> | <p>The gypsy and traveller community has been invited to participate in the MELA and its advisory group in recent years and will continue to be encouraged to participate.</p> | <p>Ongoing</p> | <p>Paul Taylor</p> |
| <p>The outcome of the SEERA Gypsy site allocations should be clearly publicised on the Council's website. Communities in those areas with new Gypsy and Traveller spaces allocated to them as a result of the SEERA consultation should be consulted to dispel rumours and avoid problems in the future.</p> | <p>Councillor Malcolm Greer</p> | <p>The SEERA-led exercise will result in a numerical pitch requirement for the Borough as a whole; it will not identify where in the Borough those pitches should be provided. The identification of sites to meet the numerical requirement will be through the Gypsy and Traveller Site Allocations Development Plan Document which will be prepared by the Council as part of its LDF. This will be subject to extensive consultation as the document it prepared.</p> | <p>2009</p> | <p>Sarah Anderton</p> |

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| <p>A Gypsy and Traveller forum be established with members of the Gypsy and Traveller community, Councillors and Council officers to meet regularly for consultation and engagement purposes.</p> | <p>Councillor Marion Ring</p> | <p>This will be explored with a view to determining whether a forum or another form of interaction with the community is the best method to proceed on this.</p> | <p>During 2009/10</p> | <p>Gloria Minshull</p> |
| <p>A booklet or online guide be produced to assist migrant workers to access services.</p> | <p>Councillor Marion Ring</p> | <p>This is essentially a language issue. The Council belongs to Language Line which offers a demand-led translation and interpreting service for a wide range of languages. The website has a web translator facility.</p> | <p>Ongoing</p> | <p>Roger Adley</p> |

SCRUTINY COMMITTEE RECOMMENDATION ACTION AND IMPLEMENTATION PLAN (SCRAIP)

Committee: Environment and Leisure Overview and Scrutiny Committee

Meeting Date: 28 October 2008

Minute Nº: 68

Topic: Public Conveniences Review.

Extract from minutes:

"The Chairman welcomed the Property and Procurement Manager, Mr Tibbit to the meeting. The Committee interviewed Mr Tibbit in relation to their in-depth review of public conveniences and discussed the following topics:

- The British Toilet Associations Review of Maidstone's Public Conveniences. It was confirmed that their recommendation for a further review of the service had not yet been undertaken by Environmental Services;
- The Maintenance of Public Conveniences. It was explained that cross department joint meetings and condition surveys from a five year rolling programme were used to identify future maintenance work;
- The cost of maintenance. Approximately £100,000 was allocated for responsive and reactive, and planned maintenance. Members requested a breakdown of how the money allocated to maintenance and refurbishment was spent, including capital refurbishment monies;
- Concealed needle boxes were installed as part of major refurbishments. However, surface mounted needle boxes were installed, as required, when public conveniences were redecorated due to costs. The Committee requested that Mr Tibbit investigate whether the Council's public liability insurance would cover claims made in relation to accidental injuries caused by needles in public conveniences;
- A number of public convenience's toilet seats had been the subject of vandalism and theft. Maidstone Borough Services had therefore installed and kept in stock cheaper toilet seats to reduce costs in the

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event of theft or damage. Members felt that the new style of seat-less toilets, such as in Clare Park, would also reduce costs and avoid any accidents from broken seats;

- Hastings Borough Council had found that a green paint deterred drug users in public conveniences. Maidstone Borough Council had adopted this colour in a number of its public conveniences
- Plans to replace the Palace Avenue public conveniences with a permanent building had been delayed because of proposals for the All Saints Link Road;
- Members requested officers investigate the potential to distribute RADAR keys for disabled public conveniences to local businesses in case of emergency;
- The cleaning of public conveniences. It was explained that they should be cleaned at least once a day and restocked by cleaners. Cleaners were also responsible for reporting any maintenance issues;
- Baby changing facilities had been incorporated into public conveniences wherever there was space for a robust facility, which meant in some cases that this had been carried out in locked disabled facilities. It was also noted that there was a need for disposal bins in baby changing facilities;
- The Property and Procurement Service would support consideration of a community toilet scheme to increase provision or private sector sponsorship of, or advertisement in public conveniences and would also support consideration of the benefits of charging a nominal fee for the use of public conveniences and the possibility of introducing this as a pilot scheme.”

| Recommendation | Chief Officer | Response | Timetable | Lead Officer |
|---|----------------------|--|------------------|---------------------|
| Mr Tibbit investigate whether the Council’s public liability insurance would cover claims made in relation to accidental injuries caused by needles in public conveniences; | David Tibbit | Our insurers confirm that our public liability insurance covers such claims providing we have not been negligent in cleaning and maintaining the public conveniences. The limit of our insured liability is £20,000,000 with an excess of £10,000. | Complete | David Tibbit |
| Mr Tibbit provide a breakdown of how the money allocated to maintenance and refurbishment | David Tibbit | A spreadsheet showing revenue and capital expenditure on maintenance over the past four years, allocated to the relevant public convenience is attached. | Complete | David Tibbit |

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| <p>was spent, including capital refurbishment monies;</p> | | | | |
| <p>Mr Tibbit investigate the feasibility of providing RADAR keys to local businesses in case of emergency</p> | <p>David Tibbit</p> | <p>A list of public conveniences with RADAR key operated disabled facilities is attached which includes comments on the feasibility of adjacent businesses holding the RADAR key. The majority have an adjacent facility willing to hold a key but there would be limitations on availability. Some concerns were also expressed that borrowed keys would not be returned. Signs would need to be fixed on the doors to indicate where and when a RADAR key is available. Proof of registered disability would assist but is not currently operated.</p> | <p>Complete</p> | <p>David Tibbit</p> |

Joint Mental Health Services Working Group – Recommendations

The Mental Health Services Working Group recommends that:

To Local Authorities

1. Local authorities embrace the Time to Change Campaign as a route to tackling the stigma attached to mental health disorders.

To West Kent PCT and the Kent and Medway NHS and Social Care Partnership Trust

2. The PCT engages with local authorities in the development of its Wellbeing Strategy.

3. Information on voluntary, community, public and private mental health services for all sectors of the community be made more easily available.

4. A website be developed, along with an accompanying leaflet, outlining all local mental health services in Kent along with details on how to access these.

5. The local website referred to in recommendation 4 be advertised in GP surgeries, Gateways and libraries alongside the NHS Choices website and highlighted to GPs new to the area to improve knowledge of services.

6. Clarity is ensured over developments or cuts in mental health services to reduce uncertainty over services, which can be worrying for vulnerable patients.

7. Consultations should be in a variety of formats, with short versions available containing only priority questions, to ensure that carers and service users can participate even where time is limited.

8. Consultation results should be clearly publicised along with proposed follow up actions, including for the recent listening exercise.

9. The following areas of concern are focussed on: Access to psychological therapies and availability of funding for services which tackle mild to moderate mental illness; Tackling long waiting lists for talking therapies in order to prevent deterioration of patients' mental health; Improving access to secondary care for a broader range of patients; Ensuring an emphasis is placed on listening to the needs of service users in secondary care; and Improving access to information on patient healthcare, budgets and statistics, in particular via websites.

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To Local Authorities and the Health Trusts

10. In light of evidence that physical activity contributes to good mental health, local authorities and the health trusts should work together to provide exercise on prescription.

To Local Authorities, the Health Trusts and the Third Sector

11. Joined-up working between service providers should be encouraged to ensure seamless and complementary provision of services for the benefit of all members of the public experiencing mental health problems.

12. Patients should be supported in undertaking voluntary work as a precursor to returning to paid employment

Securing Water Supplies - Recommendations

- a. The requirements for Sustainable Drainage Systems should be included in the Land Allocation document;
- b. The use of SuDs should be promoted by the authority with developers and through wider engagement with landscapers and environmental organisations;
- c. The Gateway and Internet should be used as a means of promoting water efficiency via the Planning process through Officers and information provided to the customer;
- d. Joined of working and thinking should be explored further with Building Control and Planning to ensure the levels reached in the Code for Sustainable Homes are the highest possible;
- e. Level 3 in the Code for Sustainable Homes should become the mandatory level for Maidstone and reflected in policy;
- f. The change to permitted development rights relating to the creation of hard standing areas on garden areas fronting a highway 5sqm or more being paved with a porous material or drain into a permeable or porous area on the property should be communicated to the public via www.maidstone.gov.uk;
- g. The water companies should be lobbied to encourage joined up thinking on water efficiency particularly in relation to recycling effluent water;
- h. The Scrutiny Committee responsible for this area should remain informed on developments in relation the Flood and Water Management Act 2010 that become the responsibility of the local authority, keeping water on the future work programme for Scrutiny;
- i. Greater co-ordination between the companies who are the suppliers of water and the removal of waste water to build a long term solution. Involvement from both local authorities needed : KCC and MBC.
- j. amendment to the planning system to enable the commissioning and building of new water storage facilities to take place more quickly;
- k. amendment to building regulations to enable local authorities to take a firmer line in insisting that new developments include water efficiency measures; and
- l. Lack of capacity in the sewerage system represents a significant constraint to development. This must be taken into consideration for the sites within the Borough where housing growth is forecast and the sewerage system is known to be poor.
- m. The Council's website be developed to include information on how residents could use water more efficiently.

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- n. MBC to lobby the Kent Partnership to encourage them to co-ordinate a Kent-wide publicity campaign to highlight the parlous state of the County's water supplies and encouraging more sustainable approaches to water usage.

SCRUTINY COMMITTEE RECOMMENDATION ACTION AND IMPLEMENTATION PLAN (SCRAIP)

Committee: Communities

Meeting Date: 13 March 2012

Minute №: 136

Topic: Neighbourhood Action Planning

| Recommendation | Cabinet Member | Response | Timetable | Lead Officer |
|---|-----------------------|--|------------------|---------------------|
| The Community Halls Audit report is taken to the Communities Overview and Scrutiny Committee to address the possibility of communities running facilities like Heather House in Park Wood | Cllr John A Wilson | Report to be finalised and released to management team and cabinet member. Once agreed in principle will circulate to Scrutiny. | June 2012 | Sarah Robson |
| The priorities arising from the Planning for Real process be coordinated better when evaluating residents' needs and the overarching priorities of the partners involved | Cllr Marion Ring | To be incorporated into future Neighbourhood Action Planning e.g. Shepway. | December 2012 | Sarah Robson |
| Assistance be given by Will Solly from the Community Development Team to Park Wood | Cllr Marion Ring | Will Solly to contact Jade, Parents is the Word to assist with funding and co-ordination of the newsletter (suggesting a Summer and Winter | April 2012 | Sarah Robson |

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| residents in producing their newsletter | | edition). | | |
| Case Studies should be used to convey the successes achieved in Park Wood when delivering Neighbourhood Action Planning in Shepway. This should be done with the involvement of established residents' groups in Park Wood and should include Jade Webster and Jackie Pye | Cllr Marion Ring | Julia Fraser to obtain case studies as part of the Park Wood evaluation being undertaken. | July 2012 | Sarah Robson |
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SCRUTINY COMMITTEE RECOMMENDATION ACTION AND IMPLEMENTATION PLAN (SCRAIP)

Report Title: Making Waste Work for Maidstone Review

Report of Communities Overview and Scrutiny Committee

Date of Publication: Dates to report back to Committee:

| Update | Date | Completed? | Note |
|-----------------|------|------------|-----------------------------|
| 1 st | | | 6 months after publication |
| 2 nd | | | 12 months after publication |
| 3 rd | | | |

| Recommendation | Cabinet Member | Response | Timetable | Lead Officer |
|--|-----------------|---|---|--------------|
| 1. That the Waste Team present the Cabinet Member with an options report regarding the replacement of bins for flats, terraced housing and houses of multiple occupancy to move forward with waste and recycling and food collection in line with the rest of the borough; | Councillor Ring | <p>The majority of communal households which can accommodate recycling bins have been provided with the appropriate containers. In some cases the communal recycling bins have been repeatedly contaminated with non-recyclable waste and therefore have been removed.</p> <p>As part of the new contract, it is anticipated that communal food waste collections will be introduced where space allows and where the bins are used correctly. Evidence from other boroughs and previous experience in Maidstone shows that it will not be viable to provide separate food and recycling collections to all flats.</p> <p>The new contract looks to standardise the</p> | Min. 12 months as needs to fit with the new contract timetable – start date of 30 July 2013 | JG |

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| | | <p>majority of collections across the partnership area – Maidstone, Ashford and Swale.</p> <p>For exempt houses i.e. have a black sack collection, the provision of food waste is currently under review as very few of these properties “opted in” to the service since January 2011.</p> <p>Proposals to develop the services currently offered to flats, HMOs and exempt properties (black sack collections) will be provided to the Cabinet Member for approval.</p> | | |
| 2. That residents are kept informed about the progress of recycling developments in the borough during the lifetime of the waste contract; | | <p>The waste team will continue to publicise developments to the service and recycling achievements to residents. Information will continue to be distributed to all households annually as well as timely updates in the Borough Update.</p> <p>The waste team is about to launch the new “Recycle for Maidstone” App for iPhone and Android mobile phone devices. This free App will allow up-to-date news and information to be provided to residents who download it. This will improve the service’s ability to communicate with residents.</p> | July 2013 – October 2023 | |
| 3. That we continue our food waste | | Food waste education and promotion will | Ongoing – 12 | |

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| <p>education and promotion of recycling, including a feature in the Borough Update outlining how much food is thrown away in Maidstone;</p> | | <p>be retained as a key element of the communication plan and will be included as part of roadshows, school workshops and information in the Borough Update.</p> <p>Updates on how much food is thrown away as well as Love Food Hate Waste tips will be included in the Borough Update.</p> | <p>months?</p> | |
| <p>4. That flexible and cost effective options in relation to the use of new technologies and changes to collectables should be included in the terms of the new waste contract. It should also include a proactive clause for partners to explore opportunities in the market;</p> | | <p>The specification of the new contract has already been produced and provided to bidders as part of the procurement of the Mid Kent Joint Waste Contract.</p> <p>The specification includes the use of real time information to improve the customer experience of the service but is not prescriptive to allow potential contractors to offer innovative approaches to technology, collections and developing new partnerships with third parties.</p> | <p>Already completed</p> | |
| <p>5. That the reuse and recycling of waste collected by the Freighter Service should be</p> | | <p>The Saturday freighter service has not been included as part of the new Mid Kent Joint Waste Collection Contract to allow the council to retain flexibility for the</p> | <p>July 2013 – in line for the end of the current collection</p> | |

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| <p>investigated by the Waste Team to include Green Waste which cannot be home composted;</p> | | <p>future of this service.</p> <p>The Saturday freighter service has been reviewed in the past couple of months and there are no plans to change the current service provision. Without radically reviewing the purpose of the freighter, there is little opportunity or benefit of changing the current schedule.</p> <p>The Saturday freighter continues to conflict with the council's Waste Strategy which follows the principles of the waste hierarchy. Therefore sending waste for disposal should be the last resort and all opportunities to prevent waste, reuse items or recycle should be maximised. Unfortunately the current freighter service offers no option to separately collect recyclable or compostable waste.</p> <p>In order to recycle waste collected through the freighter, a split-bodied vehicle or multiple vehicles would be required to collect the waste. The council is exploring the possibility of purchasing a split-bodied vehicle as part of street cleansing's fleet replacement programme. This could enable the council to provide a collection of recyclable items or compostable items alongside the general waste.</p> <p>Analysis of the waste taken to the freighter showed that very little was</p> | <p>contract</p> | |
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| | | <p>reusable and the recyclable element is so varied that separation of a single recyclable waste stream would offer little benefit.</p> <p>The waste team will continue to consider opportunities for developing the Saturday freighter service in line with the objectives of the Waste Strategy.</p> | | |
| <p>6. That the current usage of the Freighter service is monitored and the delivery of the service re-evaluated;</p> | | <p>The usage of the Saturday freighter continues to be monitored and analysis has been carried out on the potential options to amend the current schedule based on the usage. This has shown that very little can be changed to the current schedule and the opportunities for change would have little impact on the cost of the service.</p> <p>The service will continue to be monitored and any opportunities to change the service will be discussed with the Cabinet Member.</p> | <p>Completed / ongoing monitoring</p> | |
| <p>7. That in order to ensure that further opportunities created by the developments in waste separation technology for reuse and recycling</p> | | <p>The waste team will continue to develop productive partnerships with the third sector and waste disposal and treatment providers to seek opportunities for increasing recovery and recycling.</p> | <p>12 months – start of new contract</p> | |

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| <p>of materials such as wood and metal are not lost the Council actively monitors this area;</p> | | | | |
| <p>8. That reuse and recycling of waste collected by the Bulky Collection should be investigated by the Waste Team, diverting from landfill by working with charities and other social partnerships;</p> | | <p>The opportunities within the existing contract have been fully explored. Unfortunately the collection and separation of reusable items in a way that retains the integrity of the items is not possible with the current resources.</p> <p>Discussions with charitable organisations have shown that due to the variability of the items collected it is difficult to secure a reliable market for the items. Therefore the waste would have to be brought into the depot and at the present time the Environmental Permit would not be sufficient to cover this additional waste.</p> <p>In addition the current specification and level of resource means the contractor collects the majority of bulky items from outside residents' homes. This means that in bad weather the reusability of the waste is severely affected. There is no option to change the collection point to inside the property for the current contract.</p> <p>The waste team will continue to monitor the waste collected through the bulky collection and provide this to the third</p> | <p>September 2013</p> | |

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| | | <p>sector to help identify potential partners for reuse.</p> <p>Reuse and recycling of bulky waste has been included in the new contract encouraging potential bidders to identify and establish partnerships with the third sector. The new contract provides the opportunity to tailor the service to reuse and recycling, such as specialist vehicles and increased storage for items.</p> | | |
| <p>9. That a service provided by NOAH enterprise for the collection of furniture and white goods from Maidstone Borough Council's bulky collection should be investigated;</p> | | <p>NOAH Enterprise have confirmed that they will be able to arrange a bulk collection of reusable items however there would be a cost to the council for this and the council would have to identify a suitable storage location for the items.</p> <p>Analysis of the items actually collected through the bulky has identified a discrepancy between the waste categorised as "reusable" by residents and actual reusable items. Far fewer items are considered reusable following collection, the main reason for this is the reusability of the items is substantially affected by the waste being presented outside for collection.</p> | <p>July 2013</p> | |
| <p>10. That the relevant</p> | | <p>Information about NOAH Enterprise will</p> | <p>August 2012</p> | |

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| <p>select committee and department at Kent County Council be contacted and the model used by NOAH Enterprise should be highlighted;</p> | | <p>be provided to Kent County Council, highlighting the benefits such a scheme could have in Kent.</p> | | |
| <p>11. That the use of the Gateway as a collection point for small items such as batteries, ink cartridges, energy saving light bulbs (containing mercury), small electrical items and plastic bottles should be explored with the involvement of local voluntary and charitable organisations;</p> | | <p>The waste team have already implemented a battery collection point in the Gateway and will work with the Gateway Team to look at other collection opportunities, such as light bulbs and small electrical items.</p> <p>It is not recommended to consider items which are currently recyclable through the kerbside service such as plastic bottles, as this is unlikely to increase recycling.</p> | <p>February 2013</p> | |
| <p>12. That Officers should continue to lobby for the standardisation of</p> | | <p>The waste team will continue to work with industry organisations to lobby government for the standardisation of plastics.</p> | <p>Ongoing?</p> | |

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| <p>plastics used in products to make it easier for residents to recycle; and</p> | | <p>The council will respond to all government consultations relating to waste to ensure the views of local residents are voiced.</p> | | |
| <p>13. That during the course of the 10 year waste contract Maidstone Borough Council takes a lead role in developing a partnership with other Kent authorities to achieve best value for money in the collection and selling of plastics.</p> | | <p>Maidstone Borough Council will work with Kent County Council to ensure maximum value is gained from the recyclable material to benefit local taxpayers.</p> <p>Kent County Council is in the process of procuring sorting and treatment facilities for the waste generated in Mid Kent. This process looks to expand on the plastics which are acceptable for recycling.</p> | <p>October 2023</p> | |

Planning, Transport and Development OSC

Maidstone Road Safety Recommendations

- a) The Cabinet Member support the Committee in lobbying Central Government to:
 - i. Lower the legal blood alcohol limit;
 - ii. The police be legally allowed to breathalyse more drivers using intelligence-led breath testing;
 - iii. Speed awareness training be made compulsory for all those caught speeding. The cost of this could be partially clawed back by bigger fines for repeat offenders;
 - iv. British Summer Time be maintained in England and Wales all year round;
 - v. Commencing compulsory road safety education for newly qualified drivers within a year of passing their test;
 - vi. Making the display of green 'P's (provisional) mandatory for the first year after a driver passing their driving test; and
 - vii. Making road safety education mandatory to the 14+ age group.
- b) The Council set an example to other employers in Maidstone by proactively improving road safety amongst its own work force by:
 - i. Successful completion of the Council's Ivy Learning Management System's 'Vehicles' and 'Driving Skills & Highway Code' modules be a prerequisite for essential and casual car users;
 - ii. Raising Manager's awareness of the Policy and Guidance for Managing Occupational Road Risk Policy and creating a mechanism to ensure personnel receive regular 'Driving at Work Permission', 'Individual Risk Assessment' and 'Travelling at Work – Risk Assessment' forms as required the policy document;
 - iii. Circulating the Highways Agency's Driver Survival Packs to essential car users;
 - iv. Circulating the Highway's Agency's Hi-magazine around the Council offices; and
 - v. Including Road Safety information in the Council's staff newsletter.

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c) The Council make a formal commitment to support stakeholders in promoting Road Safety in the Borough by:

- i. Supporting national and local road safety campaigns by advertising Maidstone Road User targeted messages. Possible positioning could include use of bill boards or on the back of Park and Ride buses to ensure message is advertised in town and rural areas;
- ii. Leading on an annual Road Safety Day, including hosting an event in the Town Centre where key stakeholders promote road safety issues to the public and businesses;
- iii. Using the Borough Update as a means of publicising the road safety message to residents, with input from Kent Police, Fire and Rescue Services and Kent and Medway Safety Camera Partnership;
- iv. Engaging the producers of Town and Parish Council magazines and newsletters to promote the road safety message, for example by circulating the Kent and Medway Safety Camera Partnership publicity and information bulletins to Parish and Ward Councillors;
- v. Ensuring Police are consulted with regard to new large developments to identify potential road safety problems;
- vi. Undertaking more multi-agency road checks;
- vii. Having a single point of contact for organisations to notify the Council of road safety initiatives, such as the Police asking if the Council wants to be involved in a multi agency road checks; and
- viii. The KMSCP formalise the partnership with Maidstone Borough Council to ensure a two way commitment to improve road safety.
Recommendation to District and Parish Councils:

d) District and Parish Councils refer to incidences as “crashes” rather than “accidents” in order to send a consistent message to road users;

e) Contact Highways Services with the road safety problem of a particular site rather than a potential solution to prevent unnecessary delays; and

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f) Ward Members encourage Parish Councils to take part in speed-watch if they feel there is a speeding problem by sharing equipment across a group of Parish Councils and that for speed-watch equipment funding be sought from money from concurrent functions.

Recommendation to Parish Councils:

g) Parish Councils be encouraged to notify the Fire and Rescue Education Team about areas where young people were gathering in cars; and

h) KMSCP hold a briefing session with all Parish Council Chairs and clerks on road safety and their work.

Recommendation to Kent County Council:

i) Road Safety score higher in the new Kent Highways Services prioritisation scheme replacing PIPKIN.

Recommendation to the Safer Maidstone Partnership:

j) The Safer Maidstone Partnership consider road safety in order to create a safe environment for everyone in the Borough;

k) The Safer Maidstone Partnership conduct local road safety risk analysis and that this analysis be fed into its Local Strategic Plan Action Plan to improve road safety; and

l) All partners on the Safer Maidstone Partnership be urged to be actively involved in promoting road safety.

The Enforcement of Planning Conditions and Compliance with Section 106 Agreements – Recommendations

A. Planning Enforcement Training be improved to include the following:

- i. The extent of planning enforcement powers be clearly explained in the planning service information packs, as well as on the Council's website;
- ii. Ward and Parish Councillors be consulted on the draft content of the planning service information packs;
- iii. Ensure the call-centre staff are sufficiently trained and informed with regard to planning enforcement to ensure the public receive correct information when potential planning breaches are reported;
- iv. A rolling programme of training be delivered to ensure that new staff joining the Council receive training from legal services with regard to enforcement and that all relevant officers, Councillors, Parish Councillors and Clerks are kept up to date with enforcement procedures and case law;
- v. Councillors and their respective Parish Councils be encouraged to undertake training together to undertake pre-application discussions with a potential applicant and Council Officer; and
- vi. The existing protocol for using pre-application discussions be formally recognised as the preferred approach to deal with larger applications and that this preference be reflected and encouraged in Council planning literature.

B. Planning Conditions and Section 106 Agreement Monitoring be improved to include the following:

- i. An officer be assigned to monitor and pursue the progress of all cases awaiting further enforcement action to prevent unnecessary delays;
- ii. The Section 106 Agreement's audit trail include a statement on the direct benefits to the Community of a Section 106 Agreement;
- iii. The role of Parish Councils in giving the Council notice of suspected breaches of planning control as early as possible be formalised; and

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iv. The Council pursue a proactive approach to monitoring planning conditions and Section 106 Agreements and that the time until the condition expires be used in prioritising what is monitored to ensure the opportunity to take action is not lost.

C. Communication be improved to include the following:

i. Quarterly updates be distributed to Ward and Parish Councillors from Planning Enforcement and Section 106 Officers on information regarding new Section 106s, information with regard to early stages of enforcement action and any changes to conditions. Reported omissions and amendments from the quarterly updates be investigated and included in future updates as necessary;

ii. Enforcement case information be detailed on the intranet in order that Members and officers may access this to receive and provide updates on activities;

iii. Following the success of implementation of the Committee's recommendation regarding Parish Council adoption of standing orders in order that confidential enforcement information can be circulated to the relevant Parish Councils, the remaining Parish Councils be encouraged and briefed on how to adopt standing orders at their meetings;

iv. A dedicated planning enforcement liaison officer be appointed and used as a single point of contact for Ward and Parish Councillors to ensure consistency in information received;

v. Publicise successful finalised enforcement action, including using the Borough Update;

vi. Relationship with developers be enhanced by expanding training opportunities for them and exploring possible best practice awards in Maidstone;

vii. Parish Councils be consulted when considering the removal of conditions that had been initially requested by Parish Councils;

viii. Join an organisation such as NAPE or SEOG to share best practice and receive the benefits of their training; and

ix. Ensure that the complainants of breaches of conditions or of non compliance of Section 106 Agreements are regularly updated, with explanation for any delays, to improve customer service and avoid unnecessary phone calls.

D. The legal framework under which bonds can be used to procure compliance with planning obligations set out within a Section 106 Agreement with a land owner be explored to ensure S106 compliance;

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- E. A list of developers who have failed to comply with Section 106s or planning conditions be compiled to inform future monitoring requirements of Section 106s and planning conditions and serve as a possible justification of bond requirement;
- F. The Council undertake registration of a notice of non-compliance on the local land charges register as a form of enforcement action to ensure Section 106 compliance;
- G. Parish Councils elsewhere in the County be recommended to use Standing Orders as a possible solution to receiving appropriate confidential information;
- H. The revisions to the prioritisation matrix include evolved policy such as landscaping and that all Councillors and Parish Councils be consulted on the revisions to the matrix to ensure support and that the prioritisation matrix be reviewed periodically to ensure its continued effectiveness; and
- I. Informatives be used to encourage developers to inform the Council of commencement dates and changes of developer.

Rail Services Recommendations / Responses

The committee recommends that:

- a) The Council begins lobbying immediately for the next rail franchise specification for Kent to include the provision of Thameslink services in Maidstone;
- b) The Council should continue to lobby for the reinstatement of the fast shoulder-peak services to Cannon Street from Maidstone East;
- c) The incidences of conflicting information on the National Rail website regarding accessibility issues at stations in the borough be reported to National Rail for amendment;
- d) The level of sheltered cycle storage available at railway stations is increased where rail users believe this to be required to encourage the use of cycling rather than cars to access rail services;
- e) Amendments to car parking charges should be consistent across the borough so as not to disadvantage some residents more than others;
- f) The old coal yard at Bearsted be operated as a car park by Southeastern to reduce the level of parking by commuters on residential roads; and
- g) The responsibility and roles between Network Rail and Southeastern be clarified, particularly in relation to acquisition and identification of suitable land for car parking.

EXTERNAL OVERVIEW AND SCRUTINY

RESPONSE TO RESOLUTIONS OF THE MEETING HELD ON THE 11 AUGUST 2009

CONVERSION OF HAYES BRANCH

The comment from Kent County Council in their response to Network Rail is placed out of context as it does not refer to proposals relating to services from Maidstone. It is an option to help address the difficulty of increasing capacity on the line from Tonbridge and Sevenoaks via Orpington to London. This currently has an average of 80% loading in the morning peak with routine standing at peak times (fig 3.10) and the track is at 70 to 90% utilisation (fig 3.20). There are a number of constraints on sections of the line which preclude the operation of additional trains/capacity. Some track capacity could be released and train cross over movements alleviated if the Hayes branch were converted into either an extension of the London Underground or the Docklands Light Railway.

UK CENSUS 2001 – PUBLIC TRANSPORT INFORMATION

Information on travel to work by mode is available on a district by district basis (Table KS15). This indicates that 6.9% of those aged 16 – 74 (4,259) who live in Maidstone travel to work by rail. This is further split in table UV39 by ward, which additionally indicates the method of travel to work by the daytime population;-

| | Rail Travel Resident population Numbers | Rail Travel Daytime population Numbers |
|--------------------------------------|---|--|
| Allington | 134 | 26 |
| Barming | 51 | 8 |
| Bearsted | 292 | 22 |
| Boughton Monchelsea and Chart Sutton | 57 | 7 |
| Boxley | 263 | 71 |
| Bridge | 158 | 90 |
| Coxheath and Hunton | 168 | 15 |
| Detling and Thurnham | 109 | 12 |
| Downswood and Otham | 68 | 6 |

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|----------------------------|-----|-----|
| East | 208 | 52 |
| Fant | 192 | 66 |
| Harrietsham and Lenham | 180 | 55 |
| Headcorn | 296 | 31 |
| Heath | 124 | 38 |
| High Street | 196 | 395 |
| Leeds | 48 | 6 |
| Loose | 50 | 6 |
| Marden and Yalding | 462 | 71 |
| North | 214 | 124 |
| North Downs | 82 | 8 |
| Park Wood | 46 | 43 |
| Shepway North | 111 | 21 |
| Shepway South | 48 | 8 |
| South | 165 | 47 |
| Staplehurst | 465 | 38 |
| Sutton Valence and Langley | 73 | 5 |

CONSULTATION AND DISCUSSIONS WITH NETWORK RAIL

Further supplementary information has been submitted to Network Rail (attached) in support of the case for providing improved rail services to Maidstone. In addition Michael Thornton (Planning and Environment Manager) has discussed with Network Rail detailed issues relating to the future development of the town centre that would impact on the demand for rail services.

Officers are due to hold a meeting at the end of September with Network Rail about the possibility of developing Park and Rail at appropriate locations on the Maidstone East and Medway Valley lines. This will also help to inform proposals for inclusion in the Integrated Transport Plan in the forthcoming Local Development Framework.

KENT COUNTY COUNCIL

Officers attended a meeting at Kent County Council on the 13 August at which details were outlined of a conceptual study they have commissioned from consultants into possible ways of delivering reduced journey times by High Speed Services to the Thanet, Canterbury and

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Maidstone areas. This centres on use of the High Speed line and the Ashford to Ramsgate route and potential options for improvements in sections of track, rolling stock and the provision of possible new sections of line and stations.

MEDWAY VALLEY LINE

A meeting of the Medway Valley Community Rail Partnership takes place at East Farleigh on the evening of the 22 September. So far they have held three public events this year – two walks and a journey on the line with historic commentary and bar. Consideration will be given at the next meeting to future events for next year. Suggestions are welcomed.

The Kent Community Rail Partnership steering group met on the 16 September at Oakwood Park. This group covers the work of the Medway Valley, Swale Rail and Marsh-link Railway partnerships. Maidstone Borough Council was represented.

CONSULTATION OF RAIL USERS

Discussions are taking place with Kent County Council, the rail industry and consultants to identify how a survey of rail users who live in Maidstone might be undertaken, and the indicative cost of undertaking this. The issue is not straightforward due to the degree of rail-heading that takes place to stations outside of the Borough and restricted access to details of rail season ticket sales. The only practical way to capture a reasonably complete response may be to undertake surveys at all of the various stations in and outside of the Borough that are regularly used by its residents. The cost of this may prove to be prohibitive.

Brian Morgan
Assistant Director of Development and Community Strategy

Clive Cheeseman
Public Transport Planner

25 September 2009

CONTENT OF SUPPLEMENTARY SUBMISSION TO NETWORK RAIL

High speed train services in Maidstone

The introduction of high speed domestic services utilising the HS1 line through Kent, from December 2009, will see significant improvements to rail services in the north and east of the county and particularly from Ashford. This is most noticeable in the advertised reduction of journey times to London from Ashford of 37 minutes, Canterbury 59 minutes and Dover 69 minutes.

The high speed service is incorporated as part of the Integrated Kent Franchise (IKF), and is being run alongside conventional services by Southeastern. No high speed trains are due to serve Maidstone and the conventional services that remain are due to be reduced in December 2009, with the fastest service, to Charing Cross being axed completely. Most Maidstone services will still take more than 60 minutes to get to London.

The significance of overlooking Maidstone for high speed services is apparent in the Government's Regional Spatial Strategy – the South East Plan (SEP). In Kent there are two growth areas and two new growth points (NGP), these being the focus of housing, employment and infrastructure growth until 2026;

- Kent Thames Gateway – growth area – 6 services peak from Medway, 2 per hour off peak
- Ashford – growth area – 5 services peak, 2 per hour off peak
- Dover – NGP – 5 services peak, 1 per hour off peak
- Maidstone – NGP – 0 services peak, 0 services off peak

There are currently no indications that this discrepancy will be amended.

Housing: The SEP has allocated 11,080 homes to Maidstone for the period until 2026, with 90% of these being directed to the Maidstone urban area.

In spatial terms, the importance of Maidstone is further recognised by its designation as both a regional hub and a primary regional centre. Maidstone is also the subject of a specific policy. The implications of these policies are that;

- **Regional hub;** the level of accessibility by public transport should be increased, and high quality interchange facilities between all modes of transport should be developed.
- **Primary regional centre;** the function and viability of pre-eminent town centres to accommodate change and growth is to be supported.

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- **Maidstone hub policy;** provision should be made for housing consistent with its growth role, including associated transport infrastructure. Provision should be made for employment of sub-regional significance, enhancing its role as the county town and a centre for business. Give priority to the completion of the major employment sites in the town.

Employment: the regional policy is to enhance Maidstone's current role as the county town and as a centre for business. Existing primary employment locations already provide up to 160,000m² of floorspace within the town centre¹¹. The Maidstone Economic Development Strategy indicates that enhancing the quality of employment provision will bring a potential floorspace increase of up to 28,000m² during the SEP plan period¹². Indeed, the strategy is to deliver up to 10,000 new jobs within Maidstone, however transport infrastructure is needed to support this new business. The Maidstone Economic Development Strategy has identified that both existing and potential local businesses consider the current rail service to Maidstone as a critical weakness for the economic success of the town.

Retail: Maidstone is well known for its retail offer, having been identified as a primary regional centre and being among the top 50 shopping locations in the country. It is the highest ranked conventional shopping destination in Kent, behind only Bluewater in overall terms. Retail forecasts identify that there is a capacity for up to 60,000m² of retail floorspace in the Borough until 2026¹³. In comparative terms, this equates to a development significantly larger than the Fremlin Walk centre, opened in Maidstone in 2005.

Development sites: the following sites, all of significant within the town centre, are expected to come forward within the plan period;

- Maidstone East station
- Albion Place
- London Road
- Power Hub
- Peugeot garage site

The ongoing regeneration of these town centre sites must be complemented by the public transport system, delivering both capacity and speed to and from the centre of Maidstone.

There is potential for spare capacity to be delivered to Maidstone by routing high speed services through Strood and on to Maidstone West. Indeed, the journey times that could be achieved by providing this service could fall below 50 minutes, which is much more acceptable against

¹¹ Maidstone Employment Land Review update 2009

¹² Maidstone Economic Development Strategy 2008

¹³ Maidstone Town Centre Study, Baseline Report 2009

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the current average of 60 minutes or more. Ashford journey speeds will still exceed this significantly, at 37 minutes to St. Pancras, however the potential to deliver new business to Maidstone, and to the rail network, could be enhanced significantly by a reduction in journey time.

An alternative rail option presented for Maidstone in the Kent Route Utilisation Strategy (RUS - draft) is to extend the current Thameslink service to Maidstone East. The central issue remains however, of journey times, presently a limited service operates through the Thameslink core stops to St. Pancras, but takes approximately 80 minutes to do so, stopping at all stations. This does not provide an attractive or even acceptable option for businesses or commuters.

If the proposed December 2009 revisions to the IKF timetable proceed unrevised, Maidstone will suffer from a severely constrained rail capacity compared to current services, in the face of the Government's regional policy, which has identified Maidstone to accommodate a significant proportion of Kent's growth until 2026. The Ashford growth area, which uses the same conventional lines as Maidstone, benefits from significant capacity improvement of high speed services while also retaining all its existing conventional services.

In comparison, the current proposed IKF timetable deletes conventional services in Maidstone while adding no new high speed services. There is an increasing rail market at Maidstone, which must not be ignored. Any spare capacity must be routed to Maidstone to maintain a coordinated approach to the Government's regional spatial strategy, and to maintain the ongoing viability of the town.

SCRUTINY COMMITTEE RECOMMENDATION ACTION AND IMPLEMENTATION PLAN (SCRAIP)

Report Title: Traffic Congestion Review

Report of Regeneration and Economic Development Overview and Scrutiny Committee

Date of Publication:

Dates to report back to Committee:

| Update | Date | Completed? | Note |
|-----------------|------|------------|-----------------------------|
| 1 st | | | 6 months after publication |
| 2 nd | | | 12 months after publication |
| 3 rd | | | |

| Recommendation | Cabinet Member | Response | Timetable | Lead Officer |
|--|------------------|--|-----------|-----------------|
| 1. That the Council lobbies the Highways Agency for a permanent solution to the crippling effects of operation stack on Maidstone as a matter of urgency | Councillor Paine | MBC will be working with KCC to continue to lobby the HA for a solution; in particular for finding a site to build a lorry depot to solve the problem. Operation Stack is a standing item on the Agenda of our 6-monthly meeting with the Highways Agency. | | Jonathan Morris |
| 2. That the public suggestions attached at Appendix A be considered and responded to | | MBC & KCC are currently in the process of drafting the Maidstone Integrated Transport Strategy. The public suggestions in Appendix A will be considered for the final draft of the ITS. | | Jonathan Morris |

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| <p>within the further formulation of the Integrated Transportation Strategy</p> | | | | |
| <p>3. That a platform be found to enable dialogue between public transport providers and users</p> | | <p>Key stakeholders will be consulted on the provision and quality of the bus services. User's views are regularly sought through consultation and surveys. Comments received are evaluated and used to improve services and performance. Cllr Paine is keen to find ways for improving dialogue between providers and users; he shall discuss the idea of a 'user group' with key companies in due course.</p> | <p>Monthly</p> | <p>Jeff Kitson</p> |
| <p>4. That Maidstone Borough Council encourages and supports the use of all methods of transport in and around Maidstone</p> | | <p>MBC & KCC are currently in the process of drafting the Maidstone Integrated Transport Strategy. The ITS has been drafted to promote sustainable and alternative modes of travel and so supports and promotes all methods of transport available in Maidstone. This includes walking, cycling, buses and rail; and measures are also included to improve traffic flow overall.</p> | | <p>Jonathan Morris</p> |

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| <p>5. That the parking permit policy and allocation be reviewed</p> | | <p>A number of options to improve efficiency in permit administration are being considered. As part of this review parking policy, parking zones and levels of permit allocation will be considered.</p> | <p>November 2012</p> | <p>Jeff Kitson</p> |
| <p>6. That car sharing be promoted within the Council using subsidised parking spaces as incentives</p> | | <p>MBC is currently drafting its Maidstone Workplace Travel Plan and incentives to promote car sharing are being investigated. In terms of staff parking arrangements this is also a matter for HR...</p> | | <p>John Newington/Dena Smart</p> |
| <p>7. That more cycle storage stands be provided at Maidstone House</p> | | <p>There is no room for additional cycle stands at Maidstone House. However, the landlord has agreed to allow the Council to fix wall mounted cycle stands next to the rear entrance to the Gateway.</p> | | <p>David Tibbit</p> |
| <p>8. That a better working relationship between Kent County Council and Maidstone Borough Council be achieved regarding transport</p> | | <p>A close working relationship has been established with KCC as part of the development of the ITS. Strategic Transport Planner Paul Lulham from KCC has assisted greatly with drafting the ITS and regular engagement is had with KCC through Paul. In addition, a relationship at Cabinet Member level has been established between Stephen Paine and Brian Sweetland through meetings regarding the development of the ITS. Senior Officer discussions are also taking place between the Director of Change, Planning and the Environment and</p> | | <p>Jonathan Morris</p> |

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| | | Directors and Heads of Service at KCC. The Chelmsford / Essex model will be looked at to see if something similar can be established in Maidstone. | | |
| 9. That clarification be sought on the remit of Kent County Council and the Highways Agency as partners involved in Road Infrastructure Delivery 10. | | An explanation regarding the roles and responsibilities of KCC and the HA has been included in the draft ITS. This should provide the clarification required. | | Jonathan Morris |
| 11. That the ambition for a South East Strategic Link route should not be written off entirely as growth was still identified to take place in the south of Maidstone 12. | | Whilst recognising the benefits of a SEMSL, this recommendation is rejected. Growth and finance sufficient to support and justify a South East Strategic Link has not been forthcoming within this plan period (to 2026). No further growth has yet been identified to take place in the south of Maidstone. | | Jonathan Morris |
| 13. That the wider aspects of the relationship between park and ride, parking standards, on- | | Transport and Parking Services have been integrated to recognise the complex relationship between available transport options and parking provision within the town centre. Further efficiencies within the current operating arrangements are also being sought. | July 2012 | Jeff Kitson |

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| <p>street parking and development control, including the use of contributions from developers towards highways and public transport schemes are considered when addressing congestion and ways to encourage the use of public transport.</p> | | <p>The use (and prioritisation) of contributions from developers will be considered by cabinet on the 25th July when they decide on the Integrated Transport Strategy and Infrastructure Delivery Plan.</p> | | |
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Economic and Commercial Development OSC

SCRUTINY COMMITTEE RECOMMENDATION ACTION AND IMPLEMENTATION PLAN (SCRAIP)

Report Title: Leisure & Prosperity – Rural Economy Review

Report of Leisure & Prosperity Overview and Scrutiny Committee

Date of Publication: 9 June 2011

Dates to report back to Committee:

| Update | Date | Completed? | Note |
|-----------------|------------------|-------------------|-----------------------------|
| 1 st | Dec 2011 | | 6 months after publication |
| 2 nd | June 2012 | | 12 months after publication |
| | | | |

| Recommendation | Chief Officer /Cabinet Member | Response | Timetable | Lead Officer |
|---|--|---|----------------------------|---------------------|
| The Economic Development Strategy July 2008 needs to be revised to show an equal focus on the rural and urban aspects of the Borough and reflect the recent changes concerning the Localism Bill. | Chief Officers of Economic Development | A refresh of the Economic Development Strategy will be commissioned this year, which will consider the rural economy in equal measure to the urban economy. | October 2011 to March 2012 | John Foster |

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| <p>To lobby for station improvements within the rural areas to allow better disabled access to all platforms.</p> | <p>Full Cabinet</p> | <p>The Council will pursue this in conjunction with Network Rail and other Partners.</p> | <p>6 months</p> | <p>David Edwards</p> |
| <p>That the Cabinet Members for Environment and Economic Development & Transport support the future work programme for 2011/12 and that the rural economy transport issues are suitably addressed as part of the Local Development Framework.</p> | <p>Cabinet Members</p> | <p>These issues will be examined through the Integrated Transport Strategy and Core Strategy.</p> | <p>3 months</p> | <p>Flo Churchill/ Sue Whiteside</p> |
| <p>The Cabinet Members for Economic Development & Transport and Environment should lobby support to the Growth Without Gridlock team on the major priorities concerning Maidstone in the Rail Action Plan for Kent Strategy.</p> | <p>Cabinet Members</p> | <p>The council has been pursuing significant rail issues with KCC and the Government directly; this work is on-going.</p> | <p>On-going</p> | <p>David Edwards</p> |
| <p>As the new plan is being devised, the Committee would like to see a stronger recognition of the rural transport issues and provide detail on how the Council intend to overcome the current obstacles.</p> | <p>Full Cabinet</p> | <p>These issues will be examined through the Integrated Transport Strategy and Core Strategy.</p> | <p>3 months</p> | <p>Flo Churchill/ Sue Whiteside</p> |
| <p>Following the announcements of the first successful round of applications</p> | | <p>Kent County Council's BDUK bid has failed. KCC has its own funding for broadband</p> | <p>July 2011 –</p> | <p>Keith Grimley/Dave</p> |

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| for the Superfast Broadband Pilot Fund in mid May 2011, the Committee see which applicants have been successful within the borough, and what the next procedure is before this can be implemented. | IT/Economic Development Officers | development to support economic development and work is in process to engage with KCC to identify a project for Maidstone. | April 2012 | Lindsey |
| The Cabinet Member for Economic Development & Transport seeks methods to educate Maidstone residents in renewable energy benefits, perhaps with the help of Distributed Generation Ltd at possible community and town events. | Cabinet Member | The Council's climate change web pages currently direct interested people to the Energy Trust, rather than to a specific Company. Events can be organised through the Energy Trust or Creative Environmental Network. This enables people to choose which company they use rather than direct people to a Company. | April 2012 | Jennifer Hunt |
| In line with the Council's Sustainable Procurement Strategy, the Council support businesses within the borough when possible and permissible. | Full Cabinet | This can be pursued through the Council's procurement process. | On-going | Steve Goulette/ Stephen Trigg |
| The Cabinet Member for Community & Leisure Services investigates any licence issues regarding obtaining a business recycling point in Marden. | Cabinet Member | This issue will be pursued, as well as any licensing issues; such a facility may also need planning permission. | 6 months | Steve Goulette |
| The Cabinet Member seeks the possibility of creating a 'bank roll' service, using Cornwall Council as an | | This will be examined. | 4 months | Paul Riley |

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| <p>example, in order to support applicants in the Leader Programme.</p> | <p>Cabinet Member</p> | | | |
| <p>The Cabinet Member liaises with the Director of Change, Planning and the Environment and the Head of Development Management to reduce the time taken for planning to write confirmation that no planning permission was required on the site concerned. This may include highlighting to the Leader Programme team the process to apply for Certificate for Lawful Developments on sites concerning the Leader Programme.</p> | <p>Cabinet Member</p> | <p>The processes of issuing Certificate of Lawful Development will be examined to determine whether it is possible to reduce the time taken for issuing them.</p> | <p>3 months</p> | <p>Rob Jarman</p> |
| <p>That the Cabinet Member and Leader of the Council should ensure planning policies reflect the contemporary needs of Maidstone’s agricultural businesses. Spatial planning policies should be pro-active in encouraging planning applications for renewables and polytunnels (where appropriate and done in a sensitive manner) to help our agricultural community</p> | <p>Full Cabinet</p> | <p>This issue can be examined through the Core Strategy and other Land Development Plan Documents.</p> | <p>3 months</p> | <p>Flo Churchill/ Sue Whiteside</p> |

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| compete. | | | | |
| The Committee would like the Council to give encouragement for local affordable housing schemes in the rural communities. Ways of incentivising such schemes should be given consideration. | Full Cabinet | The Council's policies already enable affordable housing in rural areas, either as part of larger developments or where there is an identified local need. Whether such schemes can be further encouraged is an issue related to both Planning and Housing Policy. This issue can be examined through reviewing both Planning and Housing Policy. | 3 months | Flo Churchill/ John Littlemore |
| Cabinet Member to pursue lobbying KCC Members to review the procedure for renewing and mending brown tourism signs. | Cabinet Member | This issue is complex as brown signs are owned by the properties or venues they relate to; they are commissioned by Visit Kent and erected by Kent County Council. The removal of a sign, or its repair, is therefore an issue for both the sign owner and KCC. Realistically, the whole system requires review in liaison with other parties. | 6 months | Brian Morgan |
| That the neighbourhood forum meets with the business forums from time to time to help lobby the council with issues as a community. | Janet Barnes/Cabinet Member | Incorporated in the report on the Review of Neighbourhood Forums to go to the Cabinet Meeting on 10 August 2011 | August 2011 | Neil Harris/ Janet Barnes |
| The Cabinet Member should review the possibility of adapting the boroughs neighborhood forums using | Cabinet Member | Incorporated in the report on the Review of Neighbourhood Forums to go to the Cabinet | August 2011 | Neil Harris/ Janet Barnes |

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| Merton Council as an example. | | Meeting on 10 August 2011 | | |
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SCRUTINY COMMITTEE RECOMMENDATION ACTION AND IMPLEMENTATION PLAN (SCRAIP)

Committee: Joint Regeneration & Economic Development Overview & Scrutiny Committee

Meeting Date: 26/04/2013

Minute N^o:

Topic: Visitor Information Centre Review

| Recommendation | Cabinet Member | Response | Timetable | Lead Officer |
|--|--------------------------|---|------------------|---------------------------------|
| 1. That the use of technological tools for engaging with and providing information for visitors is investigated. | Cllr Greer | Investigated constantly in part of tourism development and marketing. Never an end date and is ongoing – technology changes almost daily. | Ongoing | Laura Dickson |
| 2. That staff members providing visitor information receive customer services training and undertake the Visitor England on-line training programme. | Cllr Greer | Visit England online training programme now obsolete. All our staff have undertaken Welcome to Kent training and obtained City & Guild Qualification in customer service. (in 2012) | Complete | Laura Dickson |
| 3. That a consistent methodology for logging visitor numbers to the VIC at the Museum and the Town Hall is put in place to monitor the use of the service. | Cllr Greer | Can log visitor information desk enquiries at VIC at museum but not general browsers of information on display. Same could be done at Town Hall. | June 2013 | Laura Dickson |
| 4. That a visitor information presence in the gateway is investigated. | Cllr Hotson & Cllr Greer | Agreed | June | Laura Dickson & Sandra Marchant |
| 5. That the Leader of the Council and Chief Executive revisit the way portfolios are arranged and officer duties allocated to | Cllr Garland | Agreed | | Alison Broom |

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| <p>create more cohesion and Agreed improved clarity of purpose.</p> | | | | |
| <p>6. That there should be a Visitor Information Centre presence at the Town Hall;</p> | <p>Cllr Hotson</p> | <p>Agreed. The Committee heard that approximately 25% of visitors to the Town Hall wanted visitor information, the majority wanted directions, and very few wanted help or advice on bookings. Further discussions with VAM have revealed that they also receive a number of queries about Maidstone and Kent Council services to which VAM staff redirect the customer to the appropriate building. VAM also provide a reception facility for events hosted at the Town hall. Therefore the proper approach should be:</p> <ol style="list-style-type: none"> 1. For VAM staff to undertake job shadowing at the VIC in the Museum and the Gateway in order to gain more confidence in replying to the queries. VAM have confirmed that they are willing to undertake this. 2. For Customer Services/VEBU and VAM to develop a list of FAQs. 3. For VEBU to provide a selection of leaflets and a rack to display them, and keep them up to date. 4. For regular liaison between VEBU/Customer Services/Facilities Management/VAM to ensure each of these areas are up to date and to consider further development of the service. <p>For a four way SLA to be agreed between VEBU/Customer Services/Facilities</p> | <p>End June</p> | <p>Laura Dickson Brian. Morgan</p> |

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| | | Management and VAM covering the above points. | | |
| 7. That a ViC presence at the Town Hall be supported through VEBU resources; and 8. That no arrangement should be entered into that would compromise this. | Cllr Hotson | Agreed – leaflet provision from VIC stock which will be regularly checked and updated. | End June | Laura Dickson & David Tibbit |
| 9. That in consultation with relevant stakeholders that the Council clarifies the value of visitors to the borough by putting in place visitor strategy setting out how Maidstone’s offer can be enhanced and publicised. | Cllr Greer | Agreed | Visitor Economy Strategy is incorporated into the REDP Nov 12 | Laura Dickson |

Strategic Leadership and Corporate Services OSC

SCRUTINY COMMITTEE RECOMMENDATION ACTION AND IMPLEMENTATION PLAN (SCRAIP)

Report Title: Whole and Partial Council Elections Review

Report of Corporate Services Overview and Scrutiny Committee

Date of Publication: []

Dates to report back to Committee:

| Update | Date | Completed? | Note |
|-----------------|------|------------|-----------------------------|
| 1 st | | | 6 months after publication |
| 2 nd | | | 12 months after publication |
| 3 rd | | | |

| Recommendation | Cabinet Member | Response | Timetable | Lead Officer |
|---|---------------------------|----------|-----------|--------------|
| That Council review this report and make a decision as to whether or not to go out to consultation on implementing whole council elections. | Councillor Richard Ash | | | |
| That improving voter turnout be reviewed by the Council. | Councillor Richard Ash | | | |
| That, as set out within Section 53 of the Local Government and Public Involvement in Health Act 2007, if the election cycle changes, Parish Council elections be held at the same time as Local Council elections | Councillor Richard Ash | | | |
| That, Council review this report and agree whether there should be single member wards and if this is considered desirable, a request be | Councillor Richard Ash | | | |

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| made to the Boundary Commission, as outlined within <i>Section 55 of the Local Government and Public Involvement in Health Act 2007.</i> | | | | |
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SCRUTINY COMMITTEE RECOMMENDATION ACTION AND IMPLEMENTATION PLAN (SCRAIP)

Report Title: The Council as a Business? Review

Report of Corporate Services Overview and Scrutiny Committee

Date of Publication: 1 June 2012

Dates to report back to Committee:

| Update | Date | Completed? | Note |
|-----------------|-------------|-------------------|-----------------------------|
| 1 st | | | 6 months after publication |
| 2 nd | | | 12 months after publication |
| 3 rd | | | |

| Recommendation | Cabinet Member | Response | Timetable | Lead Officer |
|---|------------------------------------|-----------------|------------------|---------------------|
| 1. That a cross party, Member led, budget working group be established and meet at the appropriate critical times in the budget making process; | Councillor Hotson/Councillor Greer | | | |
| 2. That procurement and legal sections are shared with outside organisations, especially within the | | | | David Edwards |

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| <p>public sector as a starting point from which a business section can be developed that can take on other businesses interests;</p> | | | | |
| <p>3. That the Council set up a 'work hub' facility for small businesses utilising space that is not used in Maidstone House or the Gateway. Printing and other resources including mentoring in areas of in-house expertise could be provided for a fee;</p> | | | | <p>David Edwards</p> |
| <p>4. That an event organiser is sought and Mote Park is let for big festival events on a similar scale to the Radio 1</p> | | | | <p>David Edwards</p> |

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| <p>Big Weekend. The viability of establishing an events team should be investigated;</p> | | | | |
| <p>5. That the Council investigate the opportunity presented by the Environment Agency with the introduction of a compulsory 'boat MOT' called the BSS (Boat Safety Scheme). Existing staff could be trained to provide BSS checks, providing a service to boat owners, but also working to improve safety on the river;</p> | | | | <p>David Edwards</p> |
| <p>6. That the Council's evaluates its facilities and assets i.e. land and</p> | | | | <p>David Edwards</p> |

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| <p>buildings with a view to hiring them out for future use to generate an income;</p> | | | | |
| <p>7. That the Council develops a marketing model for hiring out its assets and utilising empty space for advertising that includes fees and charges and terms and conditions of use. This should be advertised widely and information included on www.maidstone.gov.uk;</p> | | | | <p>David Edwards</p> |
| <p>8. That the Council address the potential for hiring out the Town Hall in conjunction with events held in Jubilee Square;</p> | | | | <p>David Edwards</p> |
| <p>9. That the Willington</p> | | | | <p>David</p> |

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| <p>Street Park and Ride Site, currently closed on Sundays, is rented out to a private organiser for Boot Fairs;</p> | | | | <p>Edwards</p> |
| <p>10.That there is a renewed emphasis on what Maidstone has to offer in terms of Tourism to maximise its financial benefits to the borough; and</p> | | | | <p>Zena Cooke</p> |
| <p>11.That the Council finds a more cost effective way of charging for small fees ad fines so that the significant numbers of small amounts that are written off (e.g. stray dog fees) are reduced; and the Council is enabled to</p> | | | | <p>Zena Cooke</p> |

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| charge for all the statutory fees it is entitled to. | | | | |
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SCRUTINY COMMITTEE RECOMMENDATION ACTION AND IMPLEMENTATION PLAN (SCRAIP)

Report Title: Capital Programme Review Report

Report of Corporate Services Overview and Scrutiny Committee 2013/13

Date of Publication: 4 June 2013

Dates to report back to Committee:

| Update | Date | Completed? | Note |
|-----------------|----------------|-------------------|-----------------------------|
| 1 st | 4/12/13 | | 6 months after publication |
| 2 nd | 4/12/14 | | 12 months after publication |
| 3 rd | | | |

| Recommendation | Cabinet Member | Response | Timetable | Lead Officer |
|---|---------------------------------------|-----------------|------------------|---------------------|
| That the Committee endorses Prudential borrowing for the types of capital schemes that provide revenue return; | Cabinet | | | To note |
| That the Cabinet Member for Corporate Services authorises the Property & Procurement Manager to produce a brief and succinct stand-alone Capital Strategy which will: a) enable wider engagement with the Capital Programme; and | Cabinet Member for Corporate Services | | | Paul Riley |

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| <p>b) enable capital projects to dovetail with relating strategies and plans such as the Asset Management Plan and Commissioning & Procurement Strategy.</p> | | | | |
| <p>That the Cabinet Member for Corporate Services authorises the Property & Procurement Manager to:</p> <p>a) advertise across the Council the process and timeline for the development of the Capital Programme; and</p> <p>b) actively encourage ideas and proposals from all officers and Members.</p> | <p>Cabinet Member for Corporate Services</p> | | | <p>Paul Riley</p> |
| <p>That the Cabinet Member for Corporate Services authorises the Property & Procurement</p> | <p>Cabinet Member for Corporate</p> | | | <p>Paul Riley</p> |

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| <p>Manager to establish a Capital Programme Sounding Board with cross party representation to evaluate proposals put forward and improve the transparency of the process for establishing a rolling Capital Programme.</p> | <p>Services</p> | | | |
| <p>That Cabinet Member for Corporate Services also actively encourage ideas and proposals from the community; students and local businesses.</p> | <p>Cabinet Member for Corporate Services</p> | | | <p>To be identified</p> |
| <p>That Cabinet Member for Corporate Services recognises the importance of local involvement and the inclusion of the third sector and smaller, local developers as well as big developers in capital projects and partnership and authorises the Property & Procurement Manager accordingly.</p> | <p>Cabinet Member for Corporate Services</p> | | | <p>Paul Riley</p> |

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| <p>In recognising the need to build on officers' Project Management skills, that the Cabinet Member for Corporate Services works with the Head of Human Resources to ensure that these skills are used, retained and enhanced in order to ensure the delivery of a successful Capital Programme.</p> | <p>Cabinet Member for Corporate Services</p> | | | <p>Dena Smart</p> |
| <p>That the Cabinet Member for Corporate Services authorises the Property & Procurement Manager to develop an Asset Disposal, Management and Acquisition Strategy that:</p> <ul style="list-style-type: none"> a) facilitates aspirational area development plans to enable both short-term and long term planning and to allow opportunities to be taken when they arise; and b) includes assets owned by other public bodies. | <p>Cabinet Member for Corporate Services</p> | | | <p>Paul Riley</p> |
| <p>That the Cabinet Member for</p> | <p>Cabinet</p> | | | <p>To be</p> |

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| <p>Corporate Services facilitates the delivery of a coherent approach to capital led regeneration, by actively seeking to improve relationships with partner agencies including Kent County Council, Network Rail, NHS and other relevant public sector organisations.</p> | <p>Member for Corporate Services</p> | | | <p>identified</p> |
| <p>That the Leader and Cabinet Member for Economic and Commercial Development drives forward the Capital Programme either through disposal, acquisition or swapping to stimulate economic growth, regeneration and the future shape of the Borough, by exploiting the Councils assets to their full potential.</p> | <p>The Leader and Cabinet Member for Economic and Commercial Development</p> | | | <p>To be identified</p> |
| <p>That the Cabinet Member for Corporate Services requests the Head of Human Resources to establish a skills inventory in order:</p> | <p>Cabinet Member for Corporate Services</p> | | | <p>Dena Smart</p> |

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| <p>a) to facilitate and promote flexibility of internal expertise; and b) to compliment the skills that it makes economic sense to buy in for specific projects.</p> | | | | |
| <p>That the Council consider the appointment of a dedicated external funding officer on the basis of the post becoming self-funding and enabling both the council and the community in accessing funding opportunities that could help deliver the Council’s Capital Programme.</p> <p>The Committee recommends that this post is initially funded for a 2 year term and financed from the Revenue underspend 2011/12.</p> | <p>Cabinet</p> | | | <p>To be identified</p> |
| <p>That the Cabinet Member for Corporate Services commissions a taskforce/asset</p> | <p>Cabinet Member for Corporate</p> | | | <p>To be identified</p> |

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| <p>strategy group with the internal expertise and involvement of Development Control, Legal, Property and Procurement, whose primary role will be to assess commercial skills, to ensure viability assessments and briefs for a contract specification.</p> | <p>Services</p> | | | |
| <p>That Cabinet ensures that opportunities that may arise in the short term and long term are not lost, by having the vision and awareness of the tools available to set up a Joint Venture Partnership.</p> | <p>Cabinet</p> | | | <p>To be identified</p> |

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