

15 SEP 2015

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Mr Graham Blew  
Town Clerk  
Swanscombe and Greenhithe Town Council  
Council Offices  
The Grove  
Kent  
DA10 0GA

**AGENDA ITEM 6**  
*PTE 30/9/15.*

14<sup>th</sup> September 2015**Arriva Bus Services**

Dear Mr Blew,

I am writing further to the letter from Malcolm Spalding dated 16<sup>th</sup> June 2015. Following the changes to services that were made from the 9<sup>th</sup> August 2015, we have received a number of requests for us to reinstate a service to Milton Road. Having reviewed our network in Swanscombe, from the 18<sup>th</sup> October 2015, the 455 service will now serve Milton Road.

We are very keen to serve Swanscombe effectively, and the latest service changes involved a significant increase in the frequencies of the busier routes in Swanscombe, which was a significant investment on our part. However, there are challenges in Swanscombe with regards to the layout of roads and parked cars, which makes it difficult to serve certain sections of the area with a bus. Hopefully, by working together we can serve as many people in Swanscombe as effectively as possible by firstly identifying the best routes for the buses through the area, and secondly what we can do to make the passage of the buses through the area as easy as possible.

Yours sincerely

  
Michael Jennings  
Commercial Development Manager

**TO ALL MEMBERS** *15/9/15* **FOR INFORMATION ONLY**

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# Kent County Council

## Highways and Transportation

AGENDA ITEM 7  
PR 30/9/15

## Survey

- September 2015

## Parish and Town Councils

## Kent County Council - Highways and Transportation Survey 2015

Dear Representative,

I would welcome your help in providing me with your feedback on the highways and transportation service we deliver in your community.

We are working hard, in difficult financial times, to ensure we focus on the important services and to allow me to make some decisions on our future service improvements. I would be grateful if you could complete this survey about highways and transportation issues in Kent.

The deadline for completed questionnaires is: **Friday 27<sup>th</sup> November**

The survey questions are around satisfaction with the condition of roads, pavements, street lighting and drainage, plus issues relating to highway safety and levels of congestion.

This survey is part of an annual programme of surveys to gain the views of the local community on the delivery of highways and transportation services in Kent, and is the tenth year that we have consulted with Parish and Town Councils.

In order to get a rounded perspective, the survey is also being conducted with County Members along with a representative sample of around 1,200 residents across the County (via a door-to-door survey starting Monday 5<sup>th</sup> October).

We would like you to respond to this questionnaire on behalf of your community taking into account what you think are the views of the people you represent. It does not matter whether you don't particularly hold strong views, or whether your views are positive or negative - all opinions count.

### **There are a number of ways your Parish or Town Council can take part in this survey:**

- By email – a Word document can be sent to you via email (please email: [iain.norman@kent.gov.uk](mailto:iain.norman@kent.gov.uk)).

Alternatively, included at the bottom of the email will be a list of the survey questions which you can instead answer and return by email (this replaces the online questionnaire which Parish and Town Councils said they were experiencing technical issues with last year).

- Paper copy – please contact Iain Norman who'll send you a paper version. Completed paper copies can be returned to: Iain Norman, Highways, Transportation & Waste, Business Team, 1st floor, Invicta House, Maidstone, Kent, ME14 1XX.

Results from the survey will be used to help us to continue to prioritize and shape the service we provide, and all your answers will remain entirely confidential. The survey results for 2014 are published on the KCC website as will the 2015 report.

**Here are just some of the important changes we have made as a result of your responses from the 2014 survey:**

### **1. Contacting Kent County Council**

*Whilst last year's survey indicated a high proportion of residents already know how to report a fault with KCC, there is always room for improvement:*

We are undertaking a complete review of our online fault reporting tool to see if it can be improved or replaced to make it easier for our customers to let us know about issues. We are also working with our marketing team to ensure we are promoting the various ways to contact us in as many places as possible.

### **2. Condition of roads**

*You indicated in last year's survey that potholes and flooding remain key issues when considering the condition of roads:*

A find and fix programme focusing on pothole repairs was carried out between April and September 2015. We continue to respond to customer reports about potholes and complete repairs in under our published 28 day response target.

### **3. Condition of pavements/footways**

*You said two key areas of concern regarding the condition of pavements are unevenness and cracking:*

This year's footways resurfacing programme has been prioritised using data from a recently completed two year condition survey conforming to national standards, local needs and usage. This survey allowed us to assess all footways in Kent to a consistent standard and ensure we prioritise repairs.

### **4. Street lighting**

*A key area for improvement you said relates mainly to a lack of lighting and the need for street lights to be on longer:*

We are planning to invest £40 million over the next 3 years to convert all our street lighting to LED technology. This will significantly reduce the number of faults and help increase satisfaction with the service.

### **5. Highway drains and gully cleaning**

*Last year's satisfaction results clearly show that improvements need to be made to the way the service is currently being delivered:*

We have renewed our approach to how we clean gullies and this is outlined on our website. Due to the significant budget pressures faced by local authorities we now only regularly clean gullies on busy main roads or known hotspots and rely on customer reports to respond to cleaning gullies on minor roads and estates.

**Help with completing the survey:**

If you have any problems or queries about issues in this survey, please contact: Iain Norman, Highways, Transportation & Waste, Business Team, 1st floor, Invicta House, Maidstone, Kent, ME14 1XX on Tel: 03000 411657 or email: [iain.norman@kent.gov.uk](mailto:iain.norman@kent.gov.uk)

Thank you very much in advance for your help,

Yours faithfully

A handwritten signature in black ink, appearing to read 'RWilkin', written in a cursive style.

Roger Wilkin

Interim Director of Highways, Transportation and Waste

**Kent County Council**  
**Highways and Transportation Survey 2015**

## **Parish and Town Councils**

*Please add your Council's name here:*

Any completed surveys can be returned to:

Mr Iain Norman, Highways, Transportation & Waste, Kent County Council, 1<sup>st</sup>  
Floor, Invicta House, Maidstone, Kent, ME14 1XX.

Email: [iain.norman@kent.gov.uk](mailto:iain.norman@kent.gov.uk) or Tel: 03000 411657

Text Relay: 18001 0300 333 5540

*Key points:*

- Please select one answer option per question only
- Please submit only one (consolidated) response per Parish or Town Council
- Deadline: **Friday 27<sup>th</sup> November**
- Alternative formats available (i.e. in large font, braille etc.) and can be explained in a range of languages - please contact Iain Norman

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## Section 1 – Contact with Kent County Council

Q1 Has your Parish or Town Council contacted *Kent County Council* to ask for information or report a problem with roads, pavements, street lighting or drains in the past 12 months?

Yes

No – go to Question 8

Don't know

Q2 If this was in relation to **roads**, how satisfied or dissatisfied were your Parish or Town Council with the service they received and why was this?

Very satisfied

Satisfied

Neither dissatisfied nor satisfied

Dissatisfied

Very dissatisfied

Don't know

Q3 If this was regarding **pavements**, how satisfied or dissatisfied were they with the service they received and why was this?

Very satisfied

Satisfied

Neither dissatisfied nor satisfied

Dissatisfied

Very dissatisfied

Don't know

Non applicable

Q4 If this was regarding **street lighting**, how satisfied or dissatisfied were they with the service they received and why was this?

- Very satisfied
- Satisfied
- Neither dissatisfied nor satisfied
- Dissatisfied
- Very dissatisfied
- Don't know
- Non applicable

Q5 If this was in relation to **drains and gullies**, how satisfied or dissatisfied were they with the service they received and why do they think this?

- Very satisfied
- Satisfied
- Neither dissatisfied nor satisfied
- Dissatisfied
- Very dissatisfied
- Don't know
- Non applicable

Q6 If this was in relation to **anything else**, how satisfied or dissatisfied were they with the service they received and why was this?

- Very satisfied
- Satisfied
- Neither dissatisfied nor satisfied
- Dissatisfied
- Very dissatisfied
- Don't know
- Non applicable

Q7 Regarding the **overall service** provided to your Parish or Town Council by *Kent County Council*, do they have any ideas on how we can improve the service?

Q8 Overall, how satisfied or dissatisfied were your Parish or Town Council with the service provided by their *Highways District Manager/Steward*?

- Very satisfied
- Satisfied
- Neither dissatisfied nor satisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Q9 Has your Parish or Town Council any comments regarding the service provided to them?

Q10 Did your Parish or Town Council attend one of *Kent County Council's* Annual Highway Parish Seminar this autumn?

- Yes
- No – go to Question 13
- Don't know

Q11 If yes, how satisfied were your Parish or Town Council with the Seminar overall?

- Very satisfied
- Satisfied
- Neither dissatisfied nor satisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Q12 If yes, have they any ideas regarding how we can improve the Seminar?

## **Section 2 – Condition of roads, pavements, street lights and drainage in Kent**

### **Roads**

How satisfied or dissatisfied are your Parish or Town Council with the *condition* of each of the following in their local area:

Q13 Residential or estate roads

Very satisfied  
Satisfied  
Neither dissatisfied nor satisfied  
Dissatisfied  
Very dissatisfied  
Don't know

Q14 Main 'A' or 'B' roads:

Very satisfied  
Satisfied  
Neither dissatisfied nor satisfied  
Dissatisfied  
Very dissatisfied  
Don't know

Q15 Town centres or village roads:

Very satisfied  
Satisfied  
Neither dissatisfied nor satisfied  
Dissatisfied  
Very dissatisfied  
Don't know

Q16 Country lanes:

Very satisfied  
Satisfied  
Neither dissatisfied nor satisfied  
Dissatisfied  
Very dissatisfied  
Don't know  
Non applicable

Q17 Does your Parish or Town Council have any views on the *condition* of roads or ideas to improve them?

## Pavements

How satisfied or dissatisfied are your Parish or Town Council with the *condition* of each of the following in your local area:

Q18 Pavements on residential or estate roads

Very satisfied  
Satisfied  
Neither dissatisfied nor satisfied  
Dissatisfied  
Very dissatisfied  
Don't know  
Non applicable

Q19 Pavements in town centres, villages residential or estate roads

Very satisfied  
Satisfied  
Neither dissatisfied nor satisfied  
Dissatisfied  
Very dissatisfied  
Don't know  
Non applicable

Q20 Have they any views regarding the condition of pavements?

## **Street Lighting**

Q21 How satisfied or dissatisfied are your Parish or Town Council with street lighting in their local area?

- Very satisfied
- Satisfied
- Neither dissatisfied nor satisfied
- Dissatisfied
- Very dissatisfied
- Don't know
- Non applicable

Q22 Have they any views on street lighting?

## **Drains and Gullies**

Q23 How satisfied or dissatisfied are your Parish or Town Council that road drains and gullies are cleaned in their local area?

- Very satisfied
- Satisfied
- Neither dissatisfied nor satisfied
- Dissatisfied
- Very dissatisfied
- Don't know
- Non applicable

Q24 Do they have any views or comments?



## Section 3 – Congestion

A key action for *Kent County Council* is to provide consistent journey times to enable people to plan their trips. This means we will identify and tackle congestion 'hotspots' to improve journey time reliability.

Q25 Please could your Parish or Town Council list up to three congestion 'hot spots' (i.e. roads or junctions) which in their opinion frequently contributes to journey time unreliability:

### Hotspot number 1:

Road name or junction:

Town or village name:

Time of day (i.e. peak am/pm or *off-peak* am/pm):

What do they believe is causing this congestion?:

**Hotspot number 2:**

Road name or junction:

Town or village name:

Time of day (i.e. peak am/pm or *off-peak* am/pm):

What do they believe is causing this congestion?:

**Hotspot number 3:**

Road name or junction:

Town or village name:

Time of day (i.e. peak am/pm or *off-peak* am/pm):

What do they believe is causing this congestion?:

## Section 4 – Improving road safety in Kent using safety cameras

Safety cameras (sometimes known in the media as speed cameras) are installed **as a last resort** and **even then** strict guidelines have to be met.

In the case of the **fixed** safety cameras, there has to have been 3 people killed or seriously injured within a 1.5 kilometre stretch of road within the previous 3 years.

Or for **mobile** safety cameras which are operated from vans there has to have been 1 person killed or seriously injured within a 5 kilometre stretch of road within the previous 3 years.

Q26 Does your Parish or Town Council agree or disagree that safety cameras are helping to make roads safer across Kent?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Q27 Why do they think this?

## Section 5 – Improving the Highway Service

Q28 Are there any other local issues that your Parish or Town Council would like to bring to our attention?

Thank you for taking the time to complete and submit this survey.

It is important to us that we take into account the views of the local community you represent when we make decisions about our service we deliver in Kent. Your opinion counts.

It does not matter whether your views are positive, negative or indifferent. We would still like to hear from you.

Should you have any further questions or concerns about this survey or any of its questions, please contact:

Iain Norman on tel: 03000 411657 or email: [iain.norman@kent.gov.uk](mailto:iain.norman@kent.gov.uk)

**Ebbsfleet Development Corporation (EDC) Board Meeting Part One on 16 September 2015.**

Councillor D J Mote attended this meeting and has supplied the following update for members' information.

The agenda items for the public part of the aforementioned meeting were as follows:

- Healthy New Homes
- Finance and Operations Report
- Community Infrastructure Micro Projects
- Premises Medium to Long-Term Options
- Communications and Engagement Update

- **Healthy New Homes**

The meeting sought the Board's approval for the EDC to support a bid being coordinated by Dartford, Gravesham, Swanley and Swale Clinical Commissioning Group (CCG) to the NHS 'Healthy New Homes' Programme.

Following a brief description of the Healthy New Homes Programme and how it related to the Ebbsfleet Garden City the Board agreed to delegate to the Chief Executive and Chairman the EDC's contribution to the bid.

- **Finance and Operations Report September 2015**

The interim Finance/Operations Director reported that the existing financial performance for the first four months of operation showed a cumulative underspend of £137,540 which mainly arose from reduced IT and Telephony charges, as systems are still to be established.

The forecast financial performance for the year end showed an underspend of £422,527 resulting from deferred recruitment and the underspend on IT.

The business case for both communications and engagement, and recruitment costs have been submitted and the business case for a ten person office 'pod' is being worked on.

- **Community Infrastructure Micro Projects**

The meeting sought Board permission to prepare a formal business case for the DCLG to use part of the in-year forecast underspend of £422,527 to 'pump prime' community infrastructure micro projects that are in line with the strategic plans of the Corporation and promote integration between existing and new communities.

The supporting report was agreed and in particular the EDC will:

- Seek DCLG approval for the investment in community infrastructure micro projects of up to £250,000 of the forecast underspend

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- Invite existing community Groups to produce brief business cases for investment by the Corporation on a 50:50 matched funding basis
- Confirm that the maximum Corporation investment in a single project will be £50,000 with the minimum level being £500
- Confirm that to be eligible all projects must be completed by 31 March 2016

- **Premises, Medium to Long Term Options**

The Board will formalise a business case for funding the creation of a ten person office 'pod' and reception suite at Ebbsfleet Station

- **Communications and Engagement Update**

The update confirmed that no new working group meeting had taken place since the last Board. The next meeting dates are as follows

- The Landowners and Developers Working Group - 15 October
- The Local Stakeholders Working Group - 25 September
- Cross Government Working Group - 29 October

The officer team have met with a number of local groups and still have a number of 'appearances' planned. There are now EDC Twitter, Facebook and Instagram accounts