

WARWICK DISTRICT COUNCIL

TO: DEVELOPMENT COMMITTEE - MONDAY 19TH JULY

SUBJECT: ENGINEERING SERVICE PLAN

FROM: COMMISSIONING TEAM AND HEAD OF ENGINEERING

1. PURPOSE OF REPORT

- 1.1 To seek members approval of the monitoring report for the 1998/99 Service Plan.
- 1.2 To seek members approval of the main issues to be identified in the Service Planning Process for 2000/2001.

2. BACKGROUND

- 2.1 The Service Plan for 1999/2000 was approved at Committee on June 7th 1999.
- 2.2 Attached as Appendix 1 is the monitoring report on the Service Plan 1998/99 with detailed information on the performance of the Engineering Business Unit against the targets set.
- 2.3 The Joint Group Spokespersons were also asked to identify the major issues facing the Engineering Business Unit to be incorporated in the Service Plan for 2000/2001. The issues are attached as Appendix 2.
- 2.4 Two further Joint Group Spokespersons Meetings will be held prior to the September 20th Committee to agree the Service Plan for 2000/2001.

3. KEY ISSUES STRATEGIES

- 3.1 The issues identified for the Service Plan 2000/2001 will have a significant impact on several targets in the New Key Issues Strategies particularly S07, EC, 1, 4 & 7 and EN 1 & 2.

4. RECOMMENDATIONS

- 4.1 To approve the monitoring report for the Service Plan 1998/99.
- 4.2 To approve the main issues for consideration in the Service Plan Process 2000/2001.

Chris Elliott
Commissioning Director

BACKGROUND PAPERS

None

For further information about this report please contact:

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MONITORING REPORT ON 1998/99 SERVICE PLAN FOR ENGINEERING

The following paragraph numbers refer to the paragraph numbers in the Service Plan and give details on performance achieved against the agreed indicators.

SECTION 1: Service Standards

The Service Standards as laid down in Section 2 have been achieved.

SECTION 2: Resources

Paragraph 2.4 Savings Options

Development Committee

Option	Target 1998/99	Actual
Increase in Car Parking Charges		£51,400 above target
Reduced costs on grass cutting	£1700	Achieved ¹
Reduce Costs on Section 38 work	£1390	Not known ²
Reduce Costs on footway Lighting	£1180	Achieved
Charge for Street Parties/Banners	£350	Not Achieved ³
Charge for temporary TROs for Developments & Charitable Events	£560	Not Achieved ³
Charge for Street Café Licences	£1050	£900
Charge for provision of adoption records	£1628	Not known ²
Charge for footway Crossings	£640	£500

Health & Control Committee

Option	Target 1998/99	Actual
Achieve break even on S18/S104 Agreements	£9000	Not known ²

Achieve break-even on Severn Trent Agency	£3000	Not known ²
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Notes

- ¹ This has been achieved but there is some concern that the existing way of working allows costs to appear elsewhere. This is being discussed with Leisure & Amenities and Finance to ensure tighter control in future years.
- ² Agreement has been reached with Finance to modify the coding system to ensure that greater transparency and control is achieved in future years.
- ³ No applications were received.

Despite shortfalls in some areas, the overall performance of the Unit has been to achieve its financial target.

SECTION 3: Service Delivery

Paragraphs 3.1 to 3.5

Engineering undertook a Fundamental Review involving bench marking to examine its efficiency and effectiveness. This exercise indicated a satisfactory performance in the delivery of the services detailed in the Service Plan.

SECTION 4: Quality

Paragraph 4.1

Customer satisfaction surveys were carried out as part of the Fundamental Review and, in addition, consultation is a standard feature of the Street Cleansing and Refuse Collection contracts and also following engineering schemes. Within the unit, evidence was provided to the Investors in People inspector as part of the accreditation process.

Paragraph 4.2.1 Appraisals

Annual appraisals were carried out on all staff and a training plan prepared.

Paragraph 4.2.2 Personal Development Plans

All managers in the Business Unit have actively participated in the Management Development Programme and have personal Development Plans. Two members of the Unit have achieved accreditation in all of the competencies.

Paragraph 4.2.3 Health & Safety

All existing staff have now been given Health and Safety Awareness Training. Awareness training is now an automatic part of the Induction Course for new appointees and therefore 100% of Engineering Staff will have been trained.

Paragraph 4.2.4 Equal Opportunities

All staff have been on Equal Opportunities training. This was split between managers (full day course) and operational staff (half day course).

Paragraph 4.2.5 Recruitment Training

100% of staff involved in recruitment have received training on a recognised course on recruitment within the last three years. This has also been covered in the Management Development Programme.

Paragraph 4.2.7 Environmental Awareness Training

Two members of staff, Karen Smith and Richard Dobbs went on an Eco-Management and Audit Scheme. All other members of staff have seen a training film on pollution.

Paragraph 4.3

All staff in the Unit have received First Point of Contact training.

Paragraphs 4.3.1 to 4.3.3

There are regular minuted Meetings of The Business Unit Management & Strategy Team, Project Management Team and individual Project Teams. In addition, minutes of the Strategy Team, HOBs and the Chief Executive's Core Brief are circulated. Warwick Update, and the Units own "Grapevine" are issued to all staff.

Copies of the Corporate Strategy, Service Plan, Business Plan, Appraisal Scheme and Training Programme are available to all staff.

Paragraph 4.3.4

Staff are encouraged to participate in cross functional working parties, focus groups, surveys and to be quality facilitators. The Unit has been extremely active in this area and have participated in a large number of initiatives. Examples are:

- | | |
|---------------|--------------------------|
| Richard Dobbs | EMAS Steering Group |
| Nick Gray | Grass Roots Group |
| Graham Collis | Town Centre Project Team |

Karen Smith	Grass Roots Group
Jackie Webb	Year 2000 Group Green Transport Plan Leamington House Crime & Disorder
Caroline Guest	Warwick Update Corporate Complaints Procedure
Iain Jermond	Better Government for Older People Community Planning Emergency Planning Planning for Real Management Development Programme Shopmobility
John Smith	Millennium Planning for Real
Jim Harte	Old Town Working Party Town Centre Project Team Warwick Market Place Project Team Sustrans Local Transport Plan Community Safety Forum Capital Monitoring Group
Roger Jewsbury	Abbey End Project Team
Tony Iwanikiw	Consultations on Safety & Environmental Improvement Schemes
Brian Ingram	Warwick Market Place
Ian Bradbury	Warwick Market Place.

Paragraph 4.3.5 Internal Communications

Details of the Unit's internal communications are set out in Appendix 1a.

Paragraph 4.3.6 Audit Commission Monitoring

The Audit Commission's performance indicators are monitored and staff attend seminars to discuss the requirements of the indicators.

Paragraph 4.4: Specification

Paragraph 4.4.1

Engineering's services were the subject of public consultation as part of the Fundamental Review. In particular, Refuse Collection, Street Cleansing, Highways work and Car Parking were highlighted. The requirement to gain feedback by public consultation annually is a part of the refuse contract and a questionnaire is sent to those affected by major engineering work is sent out following completion of the works.

Paragraphs 4.4.2

A Fundamental Review of Engineering was carried out in 1998/99.

Paragraphs 4.4.3

Contractors appointed by Engineering have responded satisfactorily to the requests for statements on their policies on Equality, Health & Safety and Environmental Awareness.

Paragraph 4.4.4

The Unit has produced leaflets on the new Kerbside Recycling initiative, Waste Management and Car Parking.

Paragraphs 4.4.5

An Environmental Programme was initiated for 1998/99 and a report on achievements was presented to Performance Sub-Committee in March 1999.

Paragraphs 4.4.6

The result of the Fundamental Review was made publicly available in the Joint Development and Health & Control Committee Report of 28 October 1998.

Paragraph 4.5 Delivery

Paragraph 4.5.1

A Quality Manual is nearing completion. The first draft is shortly to be presented to the Unit Management & Strategy Team. The final document will be presented to Councillors on completion.

Paragraph 4.5.2

A Business Plan was produced for 1998/99 and a revised plan, incorporating the 1999/2000 Service Plan and the Action Plan following the Fundamental Review is in

hand.

Paragraph 4.5.3

The Audit Commission performance indicator provisional results are attached as Appendix 2.

Paragraph 4.5.4

A number of these techniques were used as part of the Fundamental Review.

Paragraph 4.5.5

Existing Service Level Agreements have been monitored and evaluated. It is considered that there is scope for refining and tightening the system so that the Unit can achieve greater control of costs and services charged against it. Steps to achieve this are already in hand.

Paragraph 4.5.6

All external communications systems, including consultation processes and customer satisfaction surveys will be detailed in the Quality Manual. An internal examination of ways in which post handling and other Customer Care issues can be further improved is currently in hand.

SECTION 5: Performance Measures

DRAINAGE

Reference	Objective and Measure	Progress:
5.1(a)	Minimise risk to premises due to flooding from urban watercourses	
5.1(a)(i)	Carry out twice yearly inspections of watercourses.	9 watercourses covering 20 miles inspected
5.1(a)(ii)	Carry out monthly inspections of grids and ad hoc clearances of grids following heavy storms.	16 grids twice yearly with visits to clear debris following heavy rain*
* This method has been found more effective		
5.1(b)	Operate a 24-hour emergency drain blockage	

clearance service.		
5.1(b)(i)	Attendance within 2 hrs for potential flooding of buildings.	106 incidents 101 (95%) achieved
5.1(b)(ii)	Attendance within 6 hrs for flooding of gardens or open spaces.	127 incidents 125 (98%) achieved
Note	This does not include attendances during the Easter Flood.	
5.1©	Improve the quality of water within the District.	
5.1(c)(i)	Watercourse pollution incidents traced to source and cause eliminated.	12 Incidents, 11 traced.

WASTE MANAGEMENT

Reference	Objective and Measure	Progress:
5.2(a)	Collect refuse from each household in the District.	
5.2(a)(i)	Each household's waste to be collected weekly.	52,000 households
5.2(b)	Monitor complaints from householders.	
5.2(b)(i)	Missed collections below 1/4%.	1,402 missed (0.05%)
5.2(b)(ii)	Missed collections rectified within 24 hrs.	15 not rectified within time (99% achieved)
5.2(b)(iii)	Monitor contractor's performance.	Customer Survey in Radford Semele, Sydenham & Brunswick Street areas.
5.2(b)(iv)	Liaise with the Waste Disposal Authority to meet requirements of local waste strategy and the national strategy.	Partnership with WCC and other Districts on a County wide strategy
5.2 ©	Remove abandoned vehicles from the highway,	
5.2(c)(i)	Vehicles removed within 5 working days of	49 vehicles

APPENDIX 1

	confirmation of abandoned status.	confirmed as abandoned. 49 removed (100%)
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5.2(d) Increase amount of waste recycled through the collection of pre-sorted rubbish		
5.2(d)(i)	Reach Government Target of 25% total tonnage by 2000.	7.75% achieved to date
5.2(d)(ii)	Increase range of types of rubbish collected for recycling from 5 to 6.	Garden waste and putrescibles 3,594 compost bins sold
5.2(d)	Continued	
5.2(d)(iii)	Produce a pilot education scheme in conjunction with WDC and measure impact.	Wasteline Campaign

PUBLIC CONVENIENCES

Reference	Objective and Measure	Progress:
5.3	To provide an acceptable standard of public convenience facility to meet the needs of all users throughout the District.	
5.3(i)	Maintain and refurbish blocks to meet Council requirements.	10 blocks maintained by contract
5.3(ii)	75% of all public conveniences accessible by disabled people by March 1999.	100% accessible
5.3(iii)	25% of all public conveniences to have baby-change facilities by March 1999.	3 Blocks with facilities (30%)
5.3(iv)	Ensure that blocks are economically operated and maintained in a hygenic and pleasant condition by twice daily cleansing.	No complaints received

HIGHWAYS

Reference	Objective and Measure	Progress:
5.4(a)	Maintain the highway and monitor development through sound engineering practice to protect the local environment.	

APPENDIX 1

5.4(a)(i)	Ensure implementation of Traffic Regulations to meet Council Policy within 20 months.	6 requirements, 2 within timescale (33%)
5.4(a)(ii)	Ensure implementation of temporary Traffic Regulation Orders within eight weeks of reasonable request.	35 requirements, 35 processed (100%)
5.4(a)(iii)	Ensure relevant Planning comments are processed on behalf of the Highway Authority within six weeks.	1200 received, 1200 processed (100%)
5.4(a)(iv)	Ensure Highway defects are made good within three days.	278 reported, 278 made good within timescale (100%)
5.4(a)(v)	Respond to complaints within two working days and repair holes greater than 100 mm in depth within 24 hrs of inspection.	10 complaints, 10 repaired within timescale (100%)
5.4(a)(vi)	Investigate all accident claims within 14 working days of notification of the claim.	55 received, 39 completed within timescale (71%)
5.4(b)	Maintain an effective and safe Footway Lighting supply.	
5.4(b)(i)	Respond to emergency call outs within 4 hours	1300 columns No Call-outs
5.4(b)(ii)	Restore any loss of supply within 7 working days.	6 occasions. Target difficult due to others' response times
5.4(b)(iii)	Restore service after accidents within 2 working days.	1 incident made safe within 1 day.
5.4(c)	Assist with research on the needs of the District.	
5.4(c)(i)	Consult with other agencies to establish existing and future needs of local industry	Ongoing process with Economic Development, developers, WCC etc.
5.4(c)(ii)	Provide Highway Search information within 14 working days	4,756 highway required, 4576 processed (100%). 6,500

APPENDIX 1

5.4(d)	Obtain information from WCC on public rights of way, footpaths, bridle ways and informal access agreements.	drainage required, 6,500 processed, (100%)
5.41(d)(l)	Report to Development Committee by February 1999.	Report March 1998

STREET CLEANSING

Reference	Objective and Measure	Progress:
5.5(a)	Provide a street cleansing service throughout the District Council area.	
5.5(a)(l)	No apparent litter or refuse at time of clean.	509 scheduled inspections, 360 Grade A, 105 Grade B, 44 Grade C. 149 either revisited or defaulted.
5.5(a)(ii)	Report to Committee each November on random survey of 5000 households for their perception of the service.	Report January 1999
5.5(a)(iii)	Annual review of litter bin provision and report to Committee each November.	Full survey scheduled November 1999
5.5(a)(iv)	Investigate fly tipping within one working day of notification and prosecute where possible.	91 notifications. No prosecutions.
5.5(a)(v)	Respond to complaints within 5 working days.	91 investigated and cleared (100%)

CAR PARKING

Reference	Objective and Measure	Progress:
5.6(a)	Provide a street cleansing service throughout the District Council area.	
5.6(a)(l)	Review car parking provision and report to committee by October each year.	Parking Study Commissioned but found

APPENDIX 1

		unsatisfactory. In-house discussion paper has been prepared. Sept/Oct review of charging structure.
5.6(a)(ii)	Inspect all car parks by twice daily visits.	Ongoing. 3,500 spaces (650 per inspector)
5.5(a)(iii)	Enforce Car Park Regulations by twice daily inspections.	13,500 excess charges issued.

COMMUNITY SAFETY

Reference	Objective and Measure	Progress:
5.7(a)	Improve perceived and actual safety in areas under the direct control of the Council.	
5.7(a)(i)	Report to Development Committee on current programme of tactile strips/dropped kerbs by November 1998.	Report November 1998
5.7(a)(ii)	Report to Development Committee on extended programme of tactile strips/dropped kerbs by November 1998.	Report November 1998
5.7(a)(iii)	Repair pavements within 24 hrs of inspection where the vertical trip exceeds 40 mm.	96 reported, 96 repaired within timescale (100%)
5.7(b)	Manage a CCTV camera system in Leamington, Kenilworth and Warwick Town Centres	
5.7(b)(i)	Scheme operational by November 1997.	85 cameras operational in town centres January 1998

TRANSPORT POLICY

Referen	Objective and Measure	Progress:
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ce		
5.8(a)	Provide advice on Transport Policy matters for the District	
5.8(a)(I)	Assist in the development of a District Transport Plan including consultation with all relevant bodies. First Draft September 1998.	Agreed by Development Committee March 1999

TOWN CENTRE MANAGEMENT

Referen ce	Objective and Measure	Progress:
5.9(a)	Assist in the management of the District's Town Centres	
5.9(a)(I)	Assist in the preparation of Management Plans for: Kenilworth - Draft by April 1998 Warwick - Draft by May 1998 Leamington - Draft by September 1998	Please see attached list.
5.9(a)(ii)	Assist in the implementation of the Town Centre Plans according to a programme to be agreed by the Economic Development Sub-Committee each December.	Please see attached list.

LEAMINGTON OLD TOWN REGENERATION

Referen ce	Objective and Measure	Progress:
5.10	Assist in the Regeneration of Leamington Old Town	
5.10(I)	Assist in the preparation of a Community Regeneration Plan for Leamington Old Town to be agreed by April 1998 (ED7) by the Strategy Committee	Achieved Please see attached list.
5.10(ii)	Assist in the implementation of the Community Regeneration Plan with a programme to be agreed by the Old Town Working Party.	Please see attached list.

CAPITAL PROJECTS

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Reference	Objective and Measure	Progress:
5.11	Implement Capital Projects in accordance with agreed programmes..	
5.11(i)	Prepare implementation programmes for each Capital Project and seek agreement from the Development Committee.	Please see attached list.
5.11(ii)	Report to each meeting of the Development Committee on the progress of each Capital Project in relation to the agreed programme.	Achieved to date.
5.11(iii)	Prepare Press releases and arrange other publicity at appropriate stages of each Capital Project.	Achieved to date.

ENGINEERING BUSINESS UNIT

Internal Communications

Internal communication is as follows:

HOBS	Core Briefing by Chief Executive, strategy and corporate matters affecting all business units. Minutes of HOBS meetings are circulated within Engineering.
Unit Management Team	Monthly formal meeting of Engineering management team with detailed debrief of HOBs meeting and Core Brief. Minuted circulated to Section heads for individual Section briefings and a copy to the Chief Executive. In addition weekly informal debriefs to keep abreast of most recent developments.
Project Management Team	Monthly meetings to discuss budgets, projects, matters arising from Unit Management meetings. Minutes circulated to Sections and Unit Management Team.
Project Teams	Monthly to discuss progress, work allocation, budgets and give debrief on HOBS, Unit Management and Section Head meetings.
Chief Executive	Bi-monthly meetings to address management and development issues with

		the Head of Engineering. Report back to Unit Management Team
Commissioning Team		Monthly meetings with relevant Commissioning Director to discuss progress on Service Plan and projects. Report through Management Team minutes.
Open Door Policy		Head of Engineering is available to discuss any matter of concern to individual members of staff without the necessity for appointment.
The Grapevine		Business Unit newsletter to pass on information informally and to promote unit identity and involvement.
Warwick Update		Corporate newsletter to pass on information and promote corporate awareness and involvement.
Service Plan	One	copy issued to each Section within Engineering.
Business Plan		One Copy issued to each Section within Engineering.
Notice Board		In main corridor - general Information.
e - mail/intranet		Individual and group messages - general information.

PERFORMANCE INDICATORS

SECTION D. REFUSE COLLECTION

The service provided

- 1a. *Is household waste collected from the back door of all relevant domestic properties?*

Yes. Warwick District Council provides a back door collection service for ALL properties in the area but, in reality, a large proportion of residents choose to place their refuse at the front of their property for collection.

- 1b. *Is garden waste collected free of charge to all residents?*

No. Residents wishing to dispose of garden waste can purchase tickets from Council offices to be attached to the refuse bags containing garden waste. The bags will then be collected as normal. The charge was £1.00 per ticket in 1998/9 but discounts were offered for bulk purchases.

- 1c. *Are appointments given for the collection of bulky waste?*

Yes. Residents must apply to the Council for a bulky waste collection at least two working days in advance. Bulky waste is normally collected on the resident's normal domestic waste collection day.

- 1d. *Is bulky waste collected free of charge to all residents?*

No. In 1998/9 a charge of £5.50 was levied, which entitled the resident to have up to six items of bulky waste collected for disposal.

- 1e. *Are recyclable materials collected separately from household waste?*

Yes. The Council operates a fortnightly kerbside collection service for newspapers and magazines. The service is available to some 42,000 residents in the main towns and larger villages in the District.

1f. *Are special arrangements made on request to help disabled people?*

No. The back door collection and kerbside service mean that there are few occasions when special requirements are necessary so no formal arrangement is in place.

1g. *Does the authority promote home composting by making available composting equipment to all relevant dwellings?*

Yes. Warwick District Council (in conjunction with Linpac Environmental) held two one-day sales events on 23rd August, 1998 and 28th March, 1999 offering compost bins to residents at discounted prices. The bins were offered at a third of the usual retail price and, in total, 3,594 bins were sold.

Reliability

2a *The number of household waste collections which were missed per 100,000 collections:*

The number of domestic properties as recorded by the Valuation Office in the list dated 30th March, 1999 was 52,411. Warwick District Council collects refuse weekly from every property, including bank holidays, except Christmas Day and Boxing Day when extra collections are made at weekends. 52 collections are made per year, per household.

(i) *during May - September;*

(ii) 528 collections were missed representing a rate of 38.7 per 100,000

during October - April;

874 collections were missed representing a rate of 64.1 per 100,000

- 2b *The percentage of missed collections during May to September put right by the end of the next working day.*

99.8%. Out of 528 missed collections between May, 1998 and December, 1998 - only one failure to collect was not rectified by the end of the next working day.

3. *The percentage of household waste recycled*

7.73%. A total of 2738.40 tonnes of domestic waste was collected for recycling.

4. *The tonnes of waste collected per household that was not recycled.*

0.624. 32,694.67 tonnes of domestic waste was collected from 52,411 households which was not recycled. This includes street cleansing, clinical and ordinary household waste. Information was provided by the Waste Disposal Authority, Warwickshire County Council.

Costs

5. *The net cost per household of refuse collection*

Figures to be provided by Finance (Marcus Miskinis)

SECTION J. LOOKING AFTER THE LOCAL ENVIRONMENT

Keeping land and highways clear of litter and refuse

- 1a. Does the authority make routine random inspections of streets for cleanliness?

Yes. Warwick District Council carried out 651 random inspections of street cleanliness in 1998/9. This represents a visit to 7.3% of the Council's 1488 streets every two months.

1b. The percentage of highways that are:

(i) *Of a high standard of cleanliness.*

229 of the streets inspected were graded A in accordance with the DoE Code of Practice on Litter and Refuse, 1990. This represents 35.3% of the streets inspected.

(ii) *Of an acceptable standard of cleanliness.*

410 of the streets inspected were graded B in accordance with the Code of Practice. This represents 63.0 % of the streets inspected. Taken with (i) above this means that 98.2% of the streets which were randomly inspected were of at least an acceptable standard of cleanliness.

2. The average time taken to remove fly-tips.

91 fly-tips were recorded and investigated throughout 1998/9. All the incidents were investigated within one working day of being reported (the vast majority on the same day) and cleared within two working days. The longest period between a fly-tip being reported and cleared was sixty working days. In total, it took 152 days to remove the fly tips. The average time taken to remove fly tips was 1_ days.

3. Net spending per head of population on street cleaning.

Figures to be provided by Finance (Marcus Miskinis)

4a. The number of public conveniences provided by the authority which are:

(i) *Open more than 12 hours a day.*

Three. Abbey End, Market Place and Regent Grove have 24 hour facilities. Packington Place also has 24 hour facilities but these were closed due to vandalism during 1998/9.

- (ii) *Open less than 12 hours a day.*

There are ten public conveniences open during the day throughout the District.

- 4b. The number of these public conveniences providing:

- (i) *Access for disabled people.*

Ten. All the public conveniences are accessible by disabled people

- (ii) *Baby-changing facilities.*

Three. Abbey End, Covent Garden and Market Place all provide separate baby-change facilities.

Richard Dobbs
Waste Management Officer

Engineering Service Planning

Additional Information.

Capital Programme Schemes Completed 1998/99

Environmental Improvements.

- (ii) Oswald Road
- (iii) Cromer Road
- (iv) Millers Road

Warwick and Kenilworth Town Centre Action Plans

Warwick.

- (ii) Develop a Street Café Culture
- (ii) Review Gateways into town
- (ii) Improve the setting of St Marys Tower
- (ii) Improve the appearance of Old Square and Church street

- (ii) Prepare a lighting strategy for important/historic buildings
- (ii) Secure a pedestrian friendly route between the castle and the town centre.
- (ii) Improve the pedestrian route between the castle and the railway station.
- (ii) Improve pedestrian facilities at the Church St Castle St junction.
- (ii) Investigate the potential for additional parking at the station.
- (ii) Review and declutter signage.
- (ii) Investigate potential for traffic to access the castle down Banbury Road, and encourage parking at Myton Fields.
- (ii) Agree and implement the National Cycle route
- (ii) Discuss with WCC the use of Barrack Street for parking.
- (ii) Seek to encourage bus operators to improve their services.
- (ii) Improve the parking situation at the Racecourse.
- (ii) Review method of payment for parking in car parks.
- (ii) Investigate better linkages with Smith Street and Jury Street.
- (ii) Investigate Shuttle bus park and ride

- (ii) Investigate potential for Traffic improvements along Emscote Rd.

Kenilworth.

- (ii) Enhance the open space area to Abbey End
- (ii) Improve the setting of the Clock Tower.
- (ii) Consider options for improving pedestrian safety, eg Warwick Rd.
- (ii) Carry out traffic study, focus on Warwick Rd.
- (ii) Resurface Warwick Rd and High Street.
- (ii) Improve access and provision for cyclists.
- (ii) Undertake directional signage review.
- (ii) Remove redundant and old signage.
- (ii) seek to provide additional bus services through negotiation.
- (ii) Improve facilities for bus users.
- (ii) Review cleansing regime.
- (ii) Enhance Gateways into town.

Old Town Programme of Works.

1. Priory Terrace/Victoria Terrace Public open Space.
2. Loft Theatre Walkway.
3. Clemens Street Enhancement.
4. Althorpe Street Area Improvements.
5. Victoria Bridge Cycle facilities.

Capital Programme bids for 2000/01/02

1. National Cycle Network Route 52
2. Warwick New Road/Princes Drive Cycle By-pass
3. St Mary's Land Flood Alleviation Scheme
4. Saltisford Common, Warwick - Flood Alleviation Scheme
5. Pingle Brook, Cubbington - Flood Alleviation Scheme
6. Upper Holly Walk pedestrian safety and footway improvements.

7. Campion Hills cycleway

8. Provision of Laybys

9. Environmental Highway Improvement Schemes.

10. Environmental Improvement - Back Lane.

11. Old Square/Church Street, Warwick, Environmental Improvements

ENGINEERING BUSINESS UNIT

ISSUES TO BE CONSIDERED IN THE SERVICE PLAN PROCESS

At the second joint Development/Health & Control Service Plan meeting on Tuesday July 6th Group Spokespersons identified the following issues:

1. SEVERN TRENT AGENCY AGREEMENT - The recent announcement necessitates a separate report examining the immediate implications for the Engineering Business Unit but also the wider implications of the loss for the district.

2. FINANCE - The Engineering Business Unit would work with colleagues in Finance to agree the presentation of accounts in order that a clearer understanding can be reached of the services provided by our Engineers particularly the Highways Agreement in order to distinguish between:

works that we are **required** to do under the agreement

works that we are **empowered** to do under the agreement

works **outside** the agreement

3. COUNTY COUNCIL BEST VALUE - There is some concern over the recent positioning of WCC and their desire to test best value in one of the four agency areas. The threat is that the agreement could be terminated but the opportunity is that a new agreement be forged perhaps extending the agreement to the whole district and simplifying who provides what service in what areas.

4. CAR PARKING - This is the major source of income for Engineering and Development Committee. For a variety of reasons there will be a loss of income

Norwich Union - work to Market Square 98/99

Court Street - could be lost in 99/00

Royal Priors - repairs to the top floor

General - reduced spaces due to shopmobility

The issue of charging in Kenilworth will need to be agreed for 00/01

5. CCTV - There is increasing demand for cameras and the control room is at capacity. A new control room is needed and a possible venue could be the Town Hall. There are capital and revenue implications if the room is relocated and we choose to directly employ staff. A bid to the home office to upgrade equipment could possibly incorporate an upgrade for the control room.

6. HIGHWAYS ADVICE CHARGE - some authorities make a charge for the highways advice given to developers. Birmingham for example make a 1% charge on the value of the development. A package of services could be promoted.

7. MANAGEMENT PLANS FOR TOWN CENTRES - following the town centre action plans we need to have regard for the revenue implications of the management of the work that results.

8. WATERCOURSE MANAGEMENT - we need to look at what we should do once the Severn Trent Agency agreement has gone and the capacity we should need, consideration of the highway drainage capacity and maintenance regime to be included.

9. PAVEMENTS - we are committed to review the pavement maintenance regime.

10. CAPITAL PROGRAMME - In no particular order projects identified include

Pingle Brook

CCTV extensions - £250,000c

Warwick (Linen St) Car Park

Sustrans - £250,000 (500,000 total)

Town Centre Action Plans

Packington Place Toilets - demolish old and rebuild in new location

Safe routes to school

Lay bys - environmental improvements

Old Square (Warwick)

CCTV for Heathcote Shops