

SEVENOAKS JOINT TRANSPORTATION BOARD

16 September 2014 at 7.00 pm

Conference Room, Argyle Road, Sevenoaks

AGENDA

Membership

Chairman: County Councillor Chard Vice-Chairman: Cllr. London

District Councillors Members

Cllrs. Davison, Edwards-Winsor, Searles, Towell, Williamson and Underwood

The County Councillors for the 7 County Electoral Divisions representing the Sevenoaks District:

Brazier, Brookbank, Mrs. Crabtree, Gough, Parry and Pearman

The representative from the Kent Association of Local Councils (non voting):

Cllr. Robson

	<u>Pages</u>	<u>Contact</u>
Apologies for Absence		
1. Minutes To agree the Minutes of the meeting of the Board held on 19 June 2014, as a correct record	(Pages 1 - 2)	
2. Declarations of interest		
3. Matters Arising/Update (Including Actions from Previous Meetings)	(Pages 3 - 4)	
4. A225, Dartford Road, Pedestrian Crossing	(Pages 5 - 6)	KCC – Steven Noad Tel: 03000418181
5. Sevenoaks District Cycling Strategy – Progress update	(Pages 7 - 16)	KCC – Chad Nwanosike Tel: 03000418181
6. Birchwood Road & Birchwood Corner, Swanley	(Pages 17 - 18)	KCC – Steven Noad Tel: 03000418181
7. Bessells Green Road Parking Restrictions	(Pages 19 - 26)	KCC – Donna Rixson Tel: 03000418181
8. Christmas and New Year 2013 - 14 Storms and Floods	(Pages 27 - 54)	KCC – Michael Hill Tel: 03000418181
9. Highway Improvement & Member Highway Fund	(Pages 55 - 62)	KCC – Donna

Rixson/Steven Noad
Tel: 03000418181

- | | | |
|---|-----------------|---|
| 10. Highway Works Programme Report | (Pages 63 - 68) | KCC – Carol
Valentine/Julian
Cook
Tel: 03000410475 |
| 11. Local Winter Service Plan | (Pages 69 - 70) | KCC – Julian Cook
Tel: 03000410475 |
| 12. Results from the Highways & Transportation Annual Satisfaction Survey 2013 | (Pages 71 - 80) | KCC – David
Thomas
Tel: 03000418181 |

EXEMPT ITEMS

(At the time of preparing this agenda there were no exempt items. During any such items which may arise the meeting is likely NOT to be open to the public.)

To assist in the speedy and efficient despatch of business, Members wishing to obtain factual information on items included on the Agenda are asked to enquire of the appropriate Contact Officer named on a report prior to the day of the meeting.

Should you require a copy of this agenda or any of the reports listed on it in another format please do not hesitate to contact the Democratic Services Team as set out below.

For any other queries concerning this agenda or the meeting please contact:

The Democratic Services Team (01732 227241)

SEVENOAKS JOINT TRANSPORTATION BOARD

Minutes of the meeting held on 19 June 2014 commencing at 7.00 pm

Present: Cllr. Chard (Chairman)

Cllr. London (Vice Chairman)

Cllrs. Searles, Towell, Underwood, Williamson, Brazier, Brookbank, Gough, Parry, Pearman and Robson

Apologies for absence were received from Cllrs. Davison, Edwards-Winsor and Crabtree

1. Minutes

Resolved: That the minutes of the Sevenoaks Joint Transportation Board held on 12 March 2014 be approved and signed by the Chairman as a correct record.

2. Declarations of interest

No new declarations were made.

3. Matters Arising/Update (Including Actions from Previous Meetings)

Action 1

The KCC District Manager (Sevenoaks) confirmed that the likely start dated of pipe laying work by South East Water was December 2014.

Action 3

The Chairman expressed his concerns that there could still be safety issues for the lanes running layout for junction 5 to 7 of the M25.

Action 4

An update of the gully schedule would be provided at the next meeting of the Board.

Action 5

The new traffic signals at the junction of Sevenoaks High Street with Pembroke Road and Suffolk Way were now working with the inclusion of a pedestrian phase. The SDC Chief Officer Environmental and Operational Services informed Members that the proposal to extend the Buckhurst 2 Car park should planning permission for the decking of the car park be granted, could be alleviated by phasing of the lights to allow increased times during certain parts of the day to reduce congestion in this area and increase the capacity of this junction. The KCC District Manager (Sevenoaks) confirmed that once

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Sevenoaks Joint Transportation Board - 19 June 2014

queue length timings were set they would be in place 24/7 and could not be set for peak times only. Members requested that if planning permission was granted then the traffic signals should be considered at the meeting. It was requested that a model of the queue lengths be brought to a future meeting.

Action 1: that a model of queue lengths be brought to a future meeting of the Board.

4. Member Highway Fund 2013/14

The Chairman advised that he had been informed by County Councillor Mrs. Crabtree that she had spent her Member Highway Fund, and that the report was for information only. The KCC District Manager (Sevenoaks) confirmed that the consultation on parking restrictions in the High Street, Chipstead had finished and the concerns raised would be brought to the next meeting of the Board. County Councillor Brookbank advised that the junction at Birchwood Road, Swanley was ready for major improvements and the design was bigger than the Member Highways Fund would allow. The KCC Traffic Engineer was investigating a scheme to put forward and this would be brought to a future meeting on the board.

Resolved: That the report be noted.

5. Highway Works Programme Report

The Chairman advised the Board that the Highways Work programme was for information only.

Resolved: That the report be noted.

THE MEETING WAS CONCLUDED AT 7.05 PM

CHAIRMAN

ACTION SHEET – SEPTEMBER 2014

ONGOING/ PENDING ACTIONS				
	Action date	Description	Status and last updated	Contact Officer
1.	19.06.14	<u>Matters Arising/Update</u> (Minute 3) That a model of queue lengths be brought to a future meeting of the Board.	Unfortunately KCC do not have any queue length data for this junction at this time.	ITS Team/ Toby Butler - 03000 41 81 81

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To: Sevenoaks Joint Transportation Board
By: Tim Read, Head of Transportation
Date: 16 September 2014
Subject: A225 Dartford Road, Pedestrian Crossing
Classification: Information only

Summary: This report is provided to the Board to advise that numerous representations and requests have been made over past years for the provision of formal pedestrian crossing on Dartford Road in the vicinity of Avenue Road due to reported difficulties in crossing at this location.

Examination of the crash records do not show a pattern or trend for pedestrian casualties during the previous three years, however further examination of the ten year records show eleven recorded crashes resulting in twelve casualties. Of these, six were pedestrians, two serious (both male, aged 13 & 46) with the remainder categorised as slight. There is no particular pattern to these crashes that would trigger Crash Remedial Measures.

In view of the above a bid has been included within the Integrated Transport Plan forward funding bidding process as the request of the local County Councillor, Margaret Crabtree and it is hoped that the board will support this proposal. Indicative results of the bidding process should be known before the next JTB in December 2014.

Should Board Members have specific questions the author of this report will be pleased to respond on an individual basis.

Recommendation

Kent County Council Highways & Transportation request that the Board note and endorse this information report.

Contact officer: Steven Noad – Traffic Engineer

Tel: 03000 41 81 81

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To: Sevenoaks District Council
By: Tim Read, Head of Transportation
Date: 16 September 2014
Subject: Sevenoaks District Cycling Strategy – Progress Update

SEVENOAKS DISTRICT CYCLING STRATEGY – PROGRESS UPDATE

Summary

This report provides an update on progress with Sevenoaks District Cycling Strategy.

1.0 BACKGROUND

The Sevenoaks District Cycling Strategy was endorsed by JTB back in 2011 and by KCC and SDC in 2012. Local stakeholders including the Sevenoaks Cycling Forum were consulted extensively on the cycling strategy and site meetings were held to walk the routes. The cycling strategy provides an overarching framework for the expansion of cycling in Sevenoaks. The full document can be accessed via the following link:

http://www.kent.gov.uk/data/assets/pdf_file/0006/7863/Sevenoaks-cycling-strategy.pdf

The strategy aims to enable more people to cycle more safely in the district so as to encourage a shift towards more sustainable transport choices and healthy leisure activities. In order to achieve this, a number of priority areas for action have been identified, namely:

- **Creating New Routes and Linkages** – seeking opportunities to develop new routes and linkages which 1) connect population centres to key services such as local schools, employment areas and transport interchanges in the main urban areas of Sevenoaks, Swanley and Edenbridge; and 2) promoting leisure cycling through the identification of attractive longer leisure routes which connect to the main urban centres
- **Safer Cycling** – ensuring infrastructure is well designed, prioritising routes on quiet residential streets away from busy main roads and junctions and providing road safety education
- **Improvements to Cycle Parking** – identifying locations for additional cycle parking facilities and positioning them to maximise security
- **Promotion and Encouragement** – raising awareness of cycling and its benefits amongst the community
- **Maintenance** – ensuring existing and any future facilities are well maintained

2.0 FUNDING SOURCES

As stated in the strategy, implementing the identified cycling improvement measures will depend on securing the necessary funding. This task is more difficult in the current economic climate. However, having an agreed cycling strategy in place can be a useful negotiating tool when seeking private and public sector funding.

2.1 Community Infrastructure Levy (CIL)

CIL is a potential source of funding. In 2012, KCC and SDC agreed to put forward £1,440,000 in the CIL charging schedule process for implementing cycling improvement measures identified in the strategy. CIL is Community Infrastructure Levy paid by developer towards education, highways etc. There is no guarantee that KCC will receive the money identified but it is included in the charge setting and charging schedule procedures. CIL can only be collected by SDC as developments come forward, so we cannot be certain of when money will be received for the strategy or how much.

Identified routes from the strategy to be funded through CIL are as follows:

- Route 1 – East-west route across northern Sevenoaks
- Route 6 – North-south route connecting Otford and Sevenoaks - urban and leisure route
- Route 7 – Link between the Sevenoaks Railway Station and town centre
- Route 13 – Link from existing London Road cycle lane to the town centre
- Route 14 and 15 – Route connecting town centre to Swanley railway station.
- Route 19 Link to Swanley station from High Street

2.2 The Integrated Transport (IT)

IT block is a capital funding allocation paid to KCC on an annual basis by the Department for Transport. It is the mechanism by which the majority of measures in the Local Transport Plan (LTP) implementation programme have traditionally been funded. Some of the cycling improvement measures identified in the Sevenoaks District Cycling Strategy and included in the LTP programme are as follows:

- A224 Polhill – provision of cycle lanes
- East to west A25 route (Route 1) – taking cyclists off A25
- Swanley Area
- Sevenoaks station and town centre link (Route 7)

2.3 Local Sustainable Transport Fund

The Government has announced, as part of the Local Transport White Paper (2011), the creation of a Local Sustainable Transport Fund to help build strong local economies and address the urgent challenges of climate change. It reflects the Government's core objectives of supporting economic growth by improving the links that move goods and people and meeting its commitment to reducing greenhouse gas emissions.

In July 2014, it was announced that the South East Local Enterprise Partnership had awarded West Kent £4.89 million of Local Sustainable Transport Fund. There is potential for some of this money to be used to deliver some measures in the Sevenoaks District Cycling Strategy.

2.4 Section 106 Developer Contributions

Opportunities will be taken as developments come forward to either:

- Take contributions from developers for cycling improvement measures
- Or place an obligation on the developers to deliver cycling improvement measures

3.0 TIMESCALE FOR IMPLEMENTING CYCLING STRATEGY

The Sevenoaks District Council Core Strategy was adopted in February 2011. It sets out the main elements of growth that will need to be supported by further infrastructure. In particular it provides for the development of 3,300 new dwellings to be built in Sevenoaks District over the period 2006-2026. The cycling strategy is part of this further infrastructure to support growth, so in theory has a lifespan aligned to the Core Strategy which is to 2026. However, with uncertainties on when developments will come forward and on funding, the reality is that the timescale is uncertain.

The cycling strategy will be implemented in a phased approach, with each phase being legible and able to stand alone. This is important as the time gap between phases cannot be predicted and may be years.

4.0 PROGRESS TO-DATE

4.1 Section 106 Developer Contributions

Sections of the cycling strategy will be implemented as part of the S106 funded improvement scheme at the Bat and Ball junction. The sections are as follows:

Bradbourne Vale Road – Footpath Widening Works - (see drawing KCC-S106BBCW-001) The Sevenoaks District Cycling Strategy recommended the implementation of this path and that it is signed for use in both directions to provide an alternative route that avoids the steeper section of St Johns Hill.

Hospital Road – Contra-flow Cycle Lane – (see drawing KCC-S106-BBCW-002) - The cycling strategy recommended the contra flow cycle lane to provide an alternative link for cyclists from Greatness travelling towards the town centre and avoids the Bat & Ball junction.

Otford Road, Sainsbury to Cramptons Road – Shared Use Cycle Path – (see drawing KCC-S106-BBCW-003) - The cycling strategy considers this path to be part of

a series of links which would provide a north-south link between Otford and Sevenoaks. A route along this section is one of the route options being considered as part of the proposed extension of the Darent Valley Path (Route 23).

4.2 Integrated Transport/Local Transport Plan

Amey have been commissioned to prepare more detailed design and cost estimate of cycling strategy improvement measures included in the LTP programme for 2014-15. The work is being done to give the measures the best possible chance to obtain LTP funding for 2015-16. The funding would enable delivery of these measures.

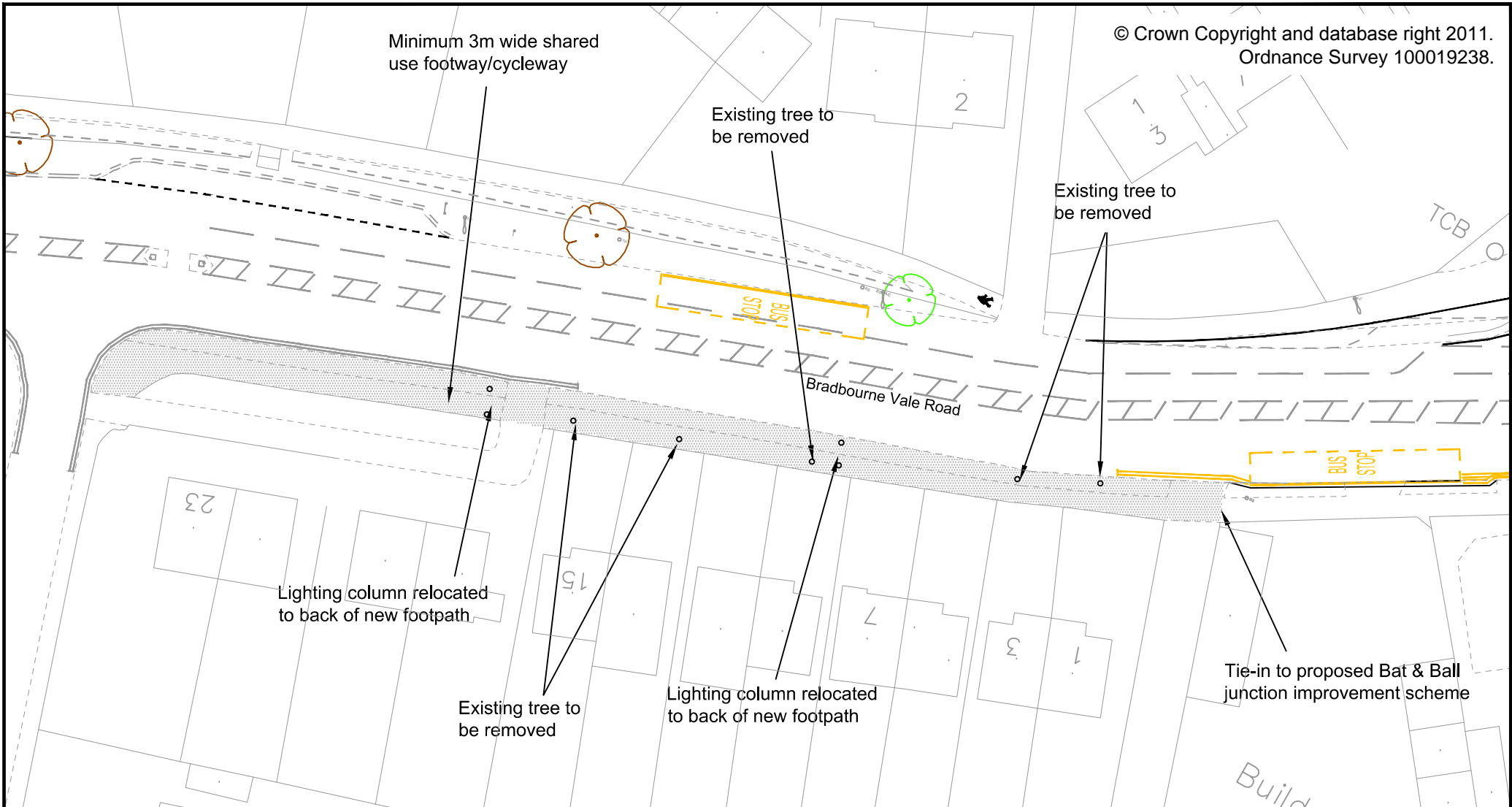
4.3 Local Sustainable Transport Fund

The process of allocating the £4.89 million is on-going and it is envisaged that money will be allocated for implementing some of the measures in the Sevenoaks District Cycling Strategy.

Recommendation

The Board **NOTES** progress to date on the Sevenoaks District Cycling Strategy.

Contact: Chad Nwanosike - KCC - 0300 0658888



0	20/06/14	FIRST ISSUE	GDL		
Rev	Revision Date	Purpose of revision	Drawn	Checked	Approved
This drawing is not to be used in whole or part other than for the intended purpose and project as defined on this drawing. Refer to the contract for full terms and conditions.					

Kent County Council

 Kent County Council
 Ashford Highway Depot
 Henwood Industrial Estate
 Ashford TN24 8AD
 Tel: 03000 418181

Project
**Bat and Ball
 Cycle Improvements**

Drawing title
**S106 Proposals
 Bradbourne Vale Road
 Shared Path Option**

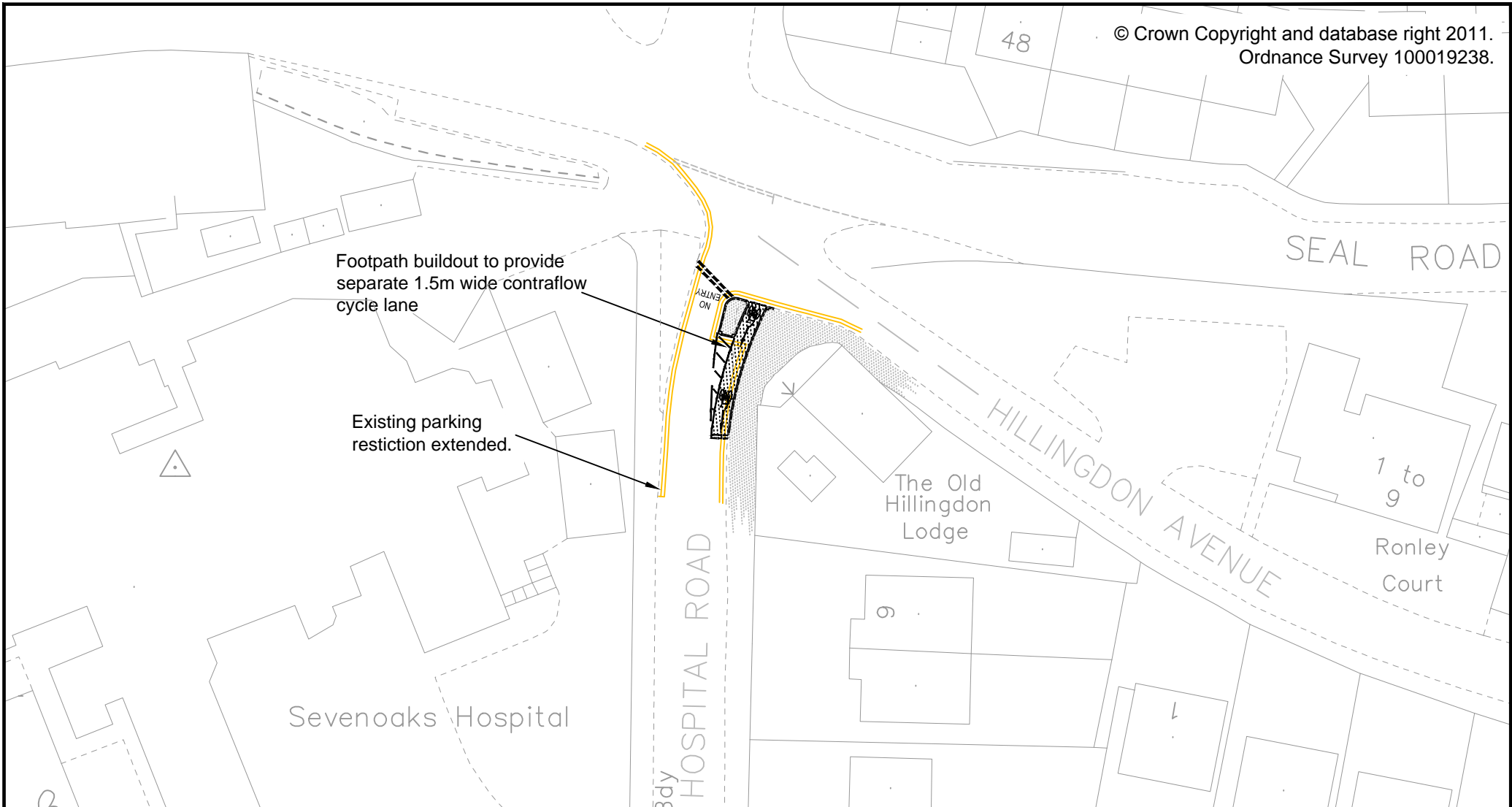
Drawing status
Draft

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Drawing number
KCC/S106/BBCW/001

Rev
0

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Footpath buildout to provide separate 1.5m wide contraflow cycle lane

Existing parking restriction extended.

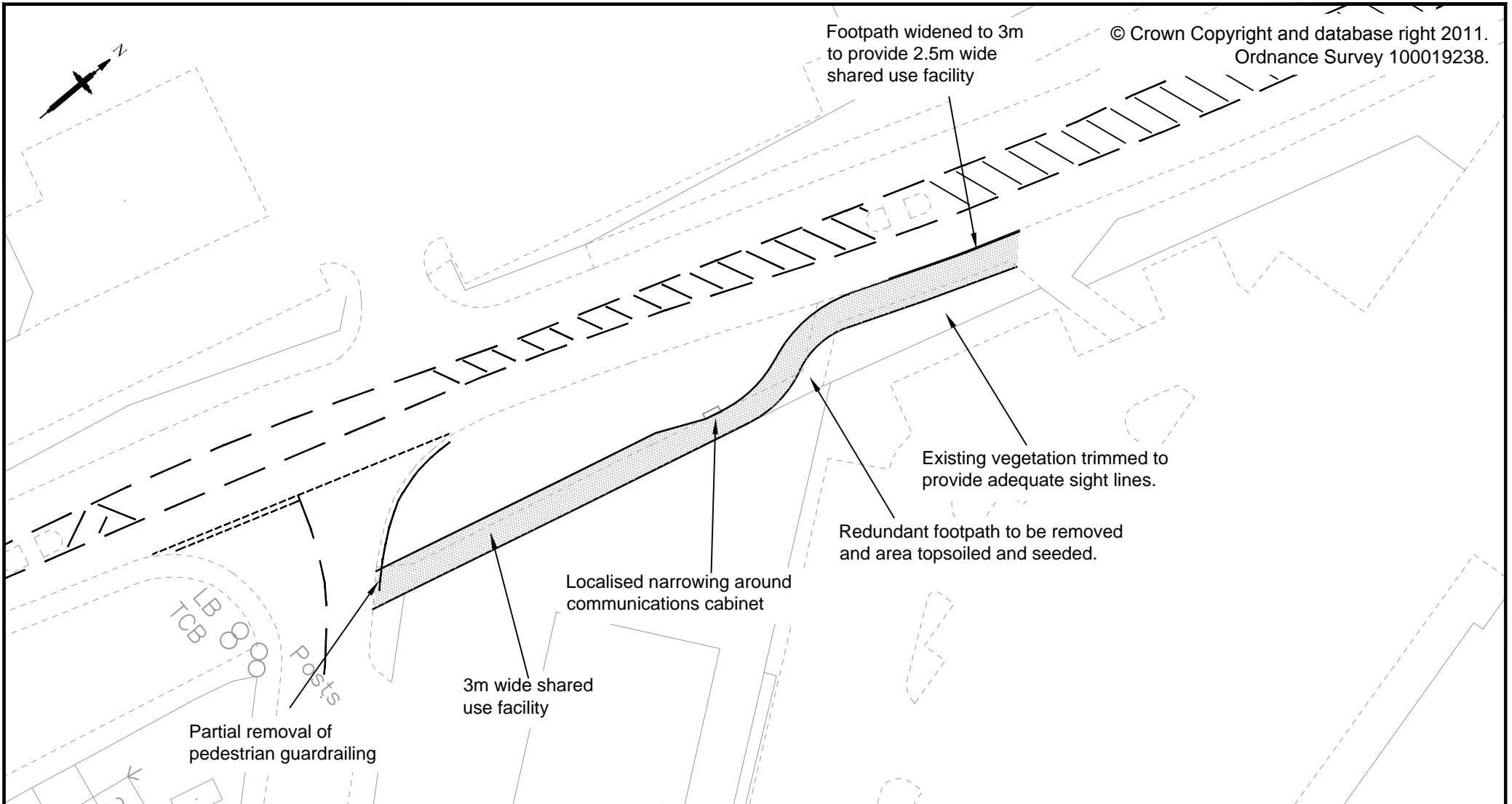
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Kent County Council
 Ashford Highway Depot
 Henwood Industrial Estate
 Ashford TN24 8AD
 Tel: 03000 418181

Drawing title		S106 Proposals	
		Hospital Road Contraflow Cycle Lane	
Drawing status		Draft	
Scale	1:500 at A4	Do not scale	
Drawing number			Rev
KCC/S106/BBCW/002			0
Project			
Bat and Ball Cycle Improvements			

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Rev	Revision Date	Purpose of revision	Drawn	Checked	Approved
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 Kent County Council Ashford Highway Depot Henwood Industrial Estate Ashford TN24 8AD Tel: 03000 418181	Drawing title S106 Proposals Crampton's Road Footpath Widening Works	
	Drawing status Draft	
Project Bat and Ball Cycle Improvements	Scale 1:500 at A4	Do not scale
	Drawing number KCC/S106/BBCW/003	
		Rev 0

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To: Sevenoaks Joint Transportation Board
By: Tim Read, Head of Transportation
Date: 16 September 2014
Subject: Birchwood Road & Birchwood Corner, Swanley
Classification: Information only

Summary: This report advises the Board that requests have been forwarded via the local County Councillor, Robert Brookbank for road safety improvements at the acute bend at Birchwood Corner near to Jasmine and Birchwood Terrace.

The local campaign for improvements has followed a number of crashes whereby vehicles have collided with houses causing substantial damage and residents fearing for their safety as access to homes is via a narrow section of footway that is frequently overrun by large vehicles negotiating this difficult bend. There are very few options available to prevent this.

Examination of the crash records for the previous ten years show little evidence of personal injuries caused by crashes but much anecdotal and locally collected information exists showing there to be a crash problem that could be addressed by highway improvements.

It is proposed to undertake a number of minor improvements shortly by the provision of new road signage and better road markings providing more advanced warning of the bend, as a number of the crashes have resulted from drivers failing to recognise the road conditions ahead.

Additionally, it is proposed to introduce a 6' 6" width limit order on two sections of road;

- Birchwood Road between London Road and the Leydenhatch Lane junctions
- Russell Way (for its entire length as it is a parallel route to Birchwood Road)

This will result in improved access to homes and reduce the number of vehicles driving over the narrow footway whilst maintaining genuine access to both roads. Large vehicles requiring access beyond the restrictions will have to approach and leave using the more suitable sections of Birchwood Road from the A2 through Joydens Wood.

Should Board Members have specific questions the author of this report will be pleased to respond on an individual basis.

Recommendation

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Kent County Council Highways & Transportation request that the Board note and endorse this information report.

Contact officer: Steven Noad – Traffic Engineer

Tel: 03000 41 81 81

SEVENOAKS JOINT TRANSPORTATION BOARD – 16 SEPTEMBER 2014

13-MHF-SE-47 Bessels Green Road Parking Restrictions

Report of the: Traffic Schemes & Member Highway Fund Manager – Andy Corcoran
 Status: For Information
 Chairman: Mr Nick Chard
 Head of Service: Head of Transportation – Tim Read

1. Background

The area surrounding Bessels Green including Bessels Green Road and Park Place are unclassified publicly maintainable highways and can be accessed from A25 Westerham Road, Bessels Green.

KCC Member Richard Parry requested that local residents be formally consulted on a parking proposal for the Bessels Green Road area. The proposal would see various sections of new double yellow lines introduced along Park Place and Bessels Green Road. The reason for this consultation is evidence that has been presented to the County Member to suggest problems are being experienced by through traffic negotiating inappropriately parked vehicles.

The current proposal as given in Appendix 1 was generated in conjunction with Richard Parry, Chevening Parish Council and Sevenoaks District Council Parking Services and information gathered from a recently submitted petition.

A formal consultation was undertaken between 25th May and 16th June 2014. This proposal was advertised in the local KM newspaper, notices were placed at various points throughout the affected area and a local letter drop took place. The proposed Traffic Regulation Order deposit documents were placed at both Sessions House in Maidstone and the highway depot at Ashford where people could upon request view the documents during this three week period.

2. Summary of received objections

A number of objections were received during the three week consultation period and a summary of these are included in Table 1 below.

No	Resident/ Non-resident	Method of communication	Reason(s) for Objection
1	Resident	Email	<ul style="list-style-type: none"> Resident parking is already limited. The parking on Westerham road could further add to the congestion caused by the traffic lights in place.
2	Resident	Email	<ul style="list-style-type: none"> Questions the parking on Westerham road as it is a “busy main road” with a constant flow of traffic used by first response emergency vehicles accessing the M25. No consideration made for residents

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			with no access to off street parking. Only place for residents to park is around the green.
3	Resident	Email	<ul style="list-style-type: none"> Limited parking being further limited of residents of Park Place. Overflow of cars caused by the new found popularity of the Kings Head pub. No church car park causing the traffic to park around Bessels Green.
4	Resident	Email	<ul style="list-style-type: none"> Objecting to the fact the new parking is not exclusively for residents with permits. <p><u>Secondary Proposal</u> The parking outside of Park Place to be for residents only.</p>
5	Resident	Email	<ul style="list-style-type: none"> Rejection for the proposed parking restrictions. Parking already limited to park place residents. Claim double yellow lines will cause park place residents all kinds of problems. Parking on Wetsersham road would cause tailbacks. Car poolers and commuters causing problems for residents trying to park on Park Place. <p><u>Secondary Proposal</u> Resident only permit parking for the proposed parking bays outside of Park Place.</p>
6	Resident	Email	<ul style="list-style-type: none"> “Significantly detrimental impact on parking ability of park place residents. “ Promotion of unsafe parking on the A25 Westerham road. <p><u>Secondary Proposal</u> Consider parking places specifically for Park Place residents.</p>
7	Resident	Email	<ul style="list-style-type: none"> Reduces the total number of parking spaces available in Bessels Green Treats all categories of demand the same way. No dedicated solution to the residents of Park place. Parking on Westerham road as an alternative place to park would cause massive tailbacks and a dangerous amount of congestion. <p><u>Secondary Proposal</u> 11 long term parking places for the residents of Park Place.</p>
8	Resident	Email	<ul style="list-style-type: none"> Do not believe that that the unrestricted parking outside of Park Place does not go far enough to solve

			<p>the issues with dangerous parking around the green.</p> <p><u>Secondary Proposals</u> Would like to introduce speed restrictions to Bessels Green road consider the speed of the road to be dangerous to young children.</p>
9	Resident	Email	<ul style="list-style-type: none"> Insufficient parking for the residents in Park Place. <p><u>Secondary Proposals</u> Time restricted parking for non-residents.</p>
10	Resident	Email	<ul style="list-style-type: none"> Restricting parking would leave Park Place residents with 'literally nowhere to go'.
11	Resident	Email	<ul style="list-style-type: none"> Reducing the parking without redirecting the traffic elsewhere. <p><u>Secondary Proposals</u> Permit / metered parking around the Green.</p>
12	Resident	Letter	<ul style="list-style-type: none"> Reduced on street parking for Park Place residents <p><u>Secondary Proposals</u> Permit parking</p>
13	Resident	Letter	<ul style="list-style-type: none"> Reduced on street parking for local residents Also they consider the proposal to be a waste of money <p><u>Secondary Proposals</u> Reduced parking restrictions to two areas (1) junction of Bessels Green Road and Westerham Road and (2) Bessels Green Road with Park Place</p>
14	Public House Owner	Letter	<ul style="list-style-type: none"> Adverse impact on a new business and the number of visitors to their business

Table 1 : Parking Restriction Objections

A number of objections were received after the close of the consultation period from residents within Springshaw Close, Bessels Green who has expressed concern with regards to displaced parking. These objectors were informed that their comments have been noted and will be considered alongside other received objections.

3. Summary of letters/emails of support

Alongside of the objections above; six letters/emails of support were received during the three week consultation period and a summary of these are included in Table 2 below.

No	Resident/ Non-resident	Method of communication	Reason(s) for support
1	Resident	Email	<ul style="list-style-type: none"> Desperately wants the yellow lines as the road is very dangerous. People park all day long along the road to the detriment of the residents and

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			church users.
2	Resident	Email	<ul style="list-style-type: none"> • Cars parking either side of the road narrowing the carriageway. • Increases the safety of pedestrians.
3	Resident	Email	<ul style="list-style-type: none"> • Road often blocked by vehicles as to not allow access for waste disposal vehicles. • Again improves the safety of pedestrians.
4	Resident	Email	<ul style="list-style-type: none"> • Parking congestion at certain times of the day. • Damage to property and to carriageway kerbs. • Safety of pedestrians.
5	Resident	Email	<ul style="list-style-type: none"> • Support to control excessive parking. • Parking causes difficulties when entering and exiting private driveways. • Help improve the safety of pedestrians.
6	Kent Police	Email	<ul style="list-style-type: none"> • Can find no reason to object to the proposals laid out in the scheme, drawings and plans.

Table 2: Letters/Emails of Support

4. Summary of letters/emails neither objecting nor supporting the proposals.

Alongside of the objections above a number letters/emails of support were received during the three week consultation period and a summary of these are included in Table 3 below.

No	Resident/ Non-resident	Method of communication	Comments
1	Resident	Email	<p><u>Secondary Proposals</u></p> <ul style="list-style-type: none"> • Control to the parking between yellow lines. They feel that putting a control on the parking for an hour at midday would put off non-residents from parking and leaving their vehicles all day. They would also like to have residents' permits for the parking around Bessels Green. • Double yellow road marking on the bends and junctions including the apex by the church. • One way system to be introduced to reduce the risks caused by vehicles travelling at high speed. • Speed management system that would include pinch gates and a contra flow system. Physical traffic management. • Some kind of formal crossing preferably a zebra on the A25.
2	Resident	Email	<p><u>Secondary Proposals</u></p> <ul style="list-style-type: none"> • Time zoned parking restrictions.

			<ul style="list-style-type: none"> • Speed bumps on Bessels Green road. • Street Light at the top end of the green (away from the A25) • A path on the Green on the side away from the residents.
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Table 3: Letters/Emails considered to neither objecting nor supporting the proposals

5. Matters for Consideration

KCC Member Richard Parry has been informed and provided with a copy of both the objections and supporting comments and has advised that he still supports the principal of parking restrictions within the Bessel Green Area. Richard Parry instructed officers to review the current proposal (as shown in Appendix 1) in light of the objections received. This proposal is given in Appendix 2.

The introduction of new parking restrictions may result in the possibility that some of the existing vehicles parked within the Bessels Green Road area being displaced further out into the residential area. We cannot assume that these drivers will park inconsiderately and block driveways.

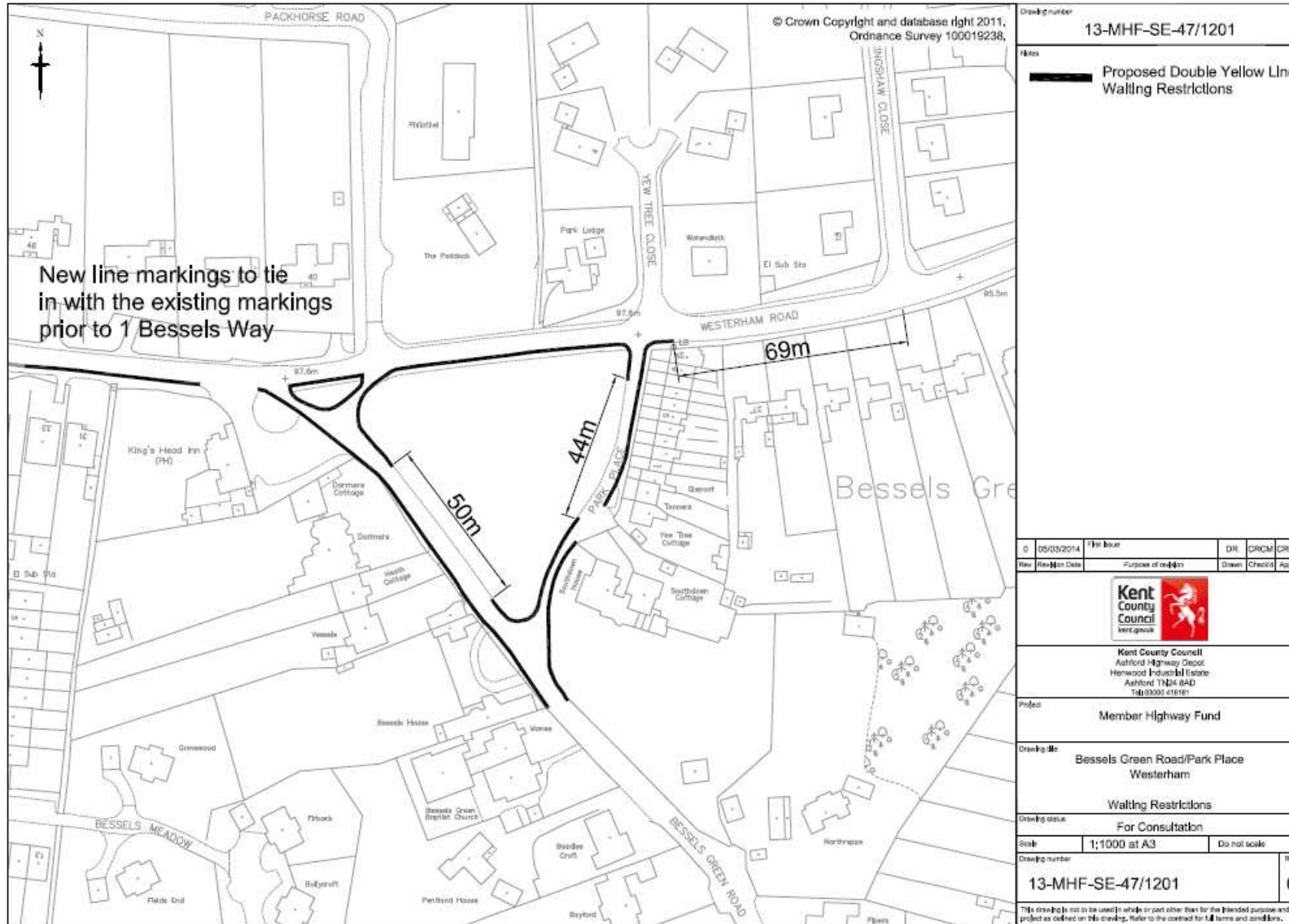
6. Recommendations

Richard Parry has instructed officers to carry out a formal consultation on the second proposal as shown in Appendix 2. This consultation will be undertaken shortly.


Members are also requested to note the information within this report.

Sources of Information:	Kent County Council Highways & Transportation 03000 418181
Contact Officer(s):	Donna Rixson – Traffic Engineer 03000 418181
Director of Highways, Transportation & Waste	John Burr

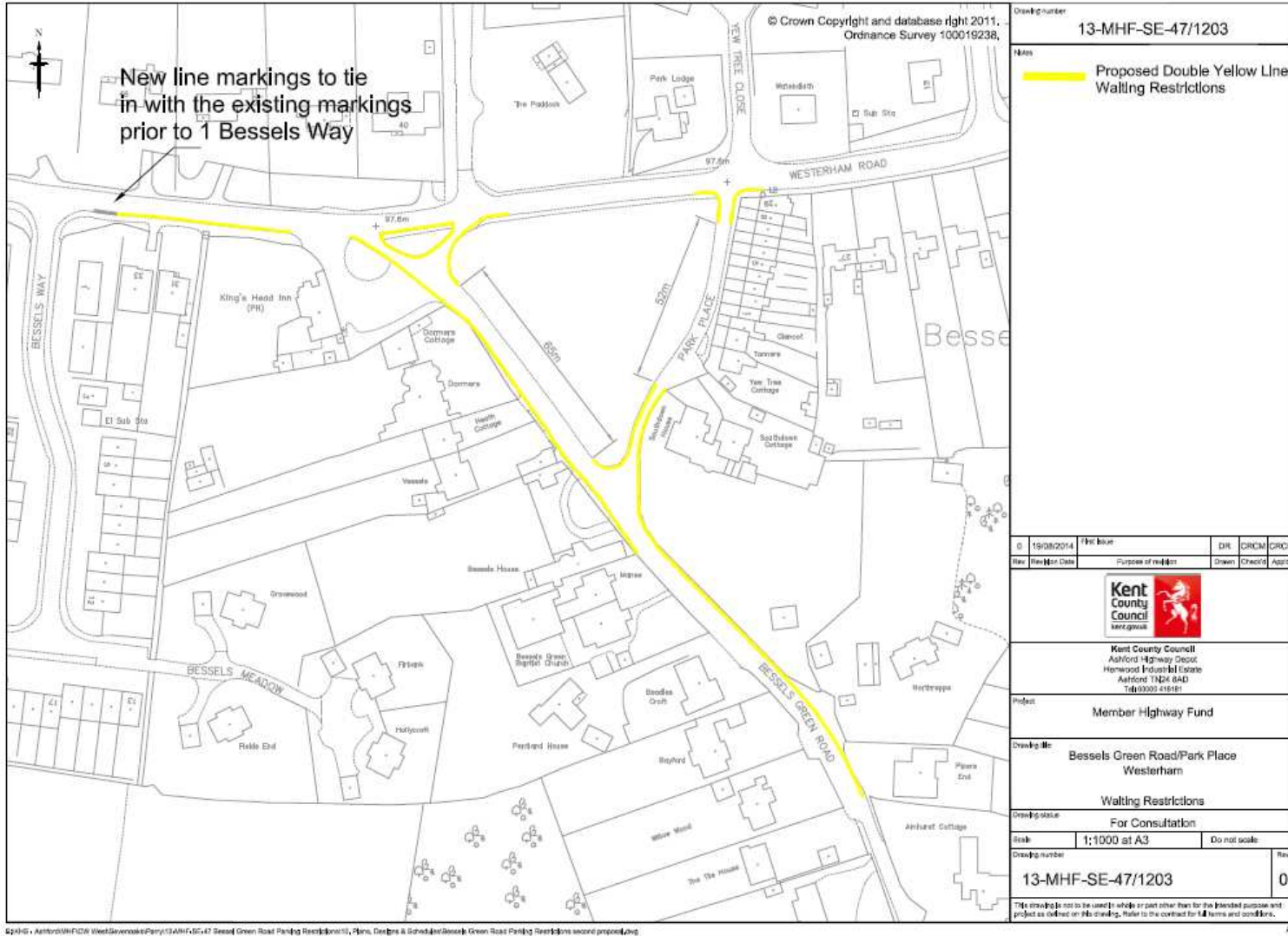
Appendix 1 : Current Parking Proposal



©2400 - AshfordMHCW WestSurreyParkway134MHF-SE-47 Bessels Green Road Parking Restrictions/12, Plans, Design & Schedule/Bessels Green Road Parking Restrictions v1.2.dwg

Drawing number		13-MHF-SE-47/1201		
Notes		<p>Proposed Double Yellow Line Waiting Restrictions</p>		
0	09/03/2014	The Issue	DR	CRGM
Rev	Revision Date	Purpose of revision	Drawn	Checked
 Kent County Council Ashford Highway Depot Herwood Industrial Estate Ashford TN24 8AD Tel: 03000 416161				
Project				
Member Highway Fund				
Drawing title				
Bessels Green Road/Park Place Westerham Waiting Restrictions				
Drawing status				
For Consultation				
Scale		1:1000 at A3	Do not scale	
Drawing number				Rev
13-MHF-SE-47/1201				0
<p><small>This drawing is not to be used in whole or part other than for the intended purpose and project as defined on this drawing. Refer to the contract for full terms and conditions.</small></p>				

Appendix 2: Revised Parking Restrictions Proposal for Bessels Green Road Area.



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To: Sevenoaks Joint Transportation Board
By: Michael Hill, Cabinet Member, Community Services
Date: **16 September 2014**
Subject: Christmas / New Year 2013-14 Storms & Floods
Classification: Information only

Summary: This report outlines the lessons learnt from the previous storms and floods that KCC experienced in Christmas and New Year 2013-14.

Contact officer: Michael Hill

Tel: 03000 41 81 81

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From: **Michael Hill, Cabinet Member, Community Services**
To: **Environment & Transport Cabinet Committee – 22 July 2014**
Decision No: **N/A**
Subject: **Christmas / New Year 2013-14 Storms & Floods – Final Report**
Classification: **Unrestricted**
Past Pathway of Paper: **Cabinet – 7th July 2014**
Growth, Economic Development & Communities Cabinet Committee – 8th July 2014
Future Pathway of Paper:
Electoral Division: **N/A**

Summary: This report provides the Cabinet Committee with a full review of lessons learned from the Christmas / New Year 2013-14 storms & flooding (and previous severe weather events) and makes recommendations for how the County Council, in collaboration with its partners, can be better prepared to manage such future events and flood risk.

Recommendations: The Cabinet Committee is asked to a) note and endorse the recommendations outlined in the Action Plan in **Annex 1**; and b) once approved, receive further options papers / progress reports on delivery against the Action Plan.

1. Introduction

- 1.1 Members will be aware that the extreme severe weather experienced over Christmas and New Year was unprecedented and presented an exceptionally challenging time for all concerned.
- 1.2 Indeed, in the Government's 'Flood Support Schemes Guide' sent to Local Authority Chief Executives in flood affected areas by Sir Bob Kerlake, Permanent Secretary, Department for Communities & Local Government (DCLG) and Head of the Civil Service stated:
'On 5th and 6th December 2013, the worst tidal surges in 60 years struck the east coast of England, leaving a trail of destruction and flooded properties. In addition to the December tidal surges, the country has experienced the wettest winter in over 250 years. This has resulted in many areas of the country remaining on high alert for extended periods as the emergency services, supported by local authorities, statutory agencies and local residents have battled to protect communities'.
- 1.3 Notwithstanding that the initial severe storms and rainfall occurred during the Christmas Bank Holiday with many staff on leave and out of county, KCC deployed all its available staff throughout this period to support those communities across the County that were affected, not only by flooding, but by storm damage and power outages.
- 1.4 Kent was one of the most severely affected areas in the country with some 28,500 properties without power on Christmas Eve and 929 homes and business flooded over the following 8 week period. See **supporting Appendix 1 sections A1 and A2** for a detailed breakdown of properties flooded and other key facts and statistics.
- 1.5 It is recognised that these unprecedented severe weather events strained not only KCC resources but all other emergency and public services and priority decisions had to be made in order to ensure support to those communities, residents and businesses affected by these events.

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1.6 This report provides:

- A summary of the storms & floods that affected Kent between December 2013 and February 2014 & the actions taken by KCC & its multi-agency partners in response;
- Good practice and lessons learned to inform how KCC and its partners can better respond to such emergencies in the future;
- A review of options for managing flood risk in the long-term; and
- Draft Action Plan for taking forward proposed recommendations – see **Annex 1**.

1.7 Whilst this report will focus on the events from 23rd December 2013 onwards, to provide further background and context, reference is also made to the preceding severe weather events on 28th October (St Jude storm) and 5th & 6th December (east coast tidal surge).

1.8 Contributions from the following have been used to inform the content of this report:

- Internal KCC and multi-agency debriefs;
- Key internal departments & partner agencies e.g. KCC Flood Risk Management, Environment Agency (EA) and Kent Police;
- Individual responses from residents, businesses and elected representatives; and
- Public consultation meetings and ‘flood fairs’ in affected communities¹.

1.9 Details of key meetings & event dates are provided in **Appendix 1 section A3**.

2. Managing Emergencies

2.1 The Civil Contingencies Act 2004 establishes a clear set of roles & responsibilities for those involved in emergency preparedness & response at the local level. The Act divides local responders into 2 categories, imposing a different set of duties on each.

2.2 ‘Category 1 Responders’ are organisations at the core of the response to most emergencies (e.g. the emergency services, local authorities, NHS bodies and the EA) and have statutory responsibilities for the ensuring plans are in place to deal with a range of emergency situations, including flooding. ‘Category 2 Responders’ (e.g. the Health & Safety Executive, transport and utility companies) are ‘co-operating bodies’. They are less likely to be involved in the heart of planning work, but are heavily involved in incidents that affect their own sector. Category 2 Responders have a lesser set of duties - co-operating and sharing relevant information with other Category 1 & 2 Responders.

2.3 Category 1 & 2 Responders come together to form ‘Local Resilience Forums’ (based on police force areas) which helps co-ordination and co-operation between responders at the local level. In Kent, this is known as the Kent Resilience Forum (KRF), which is chaired by Kent Police who adopt the lead organisation role in most emergency situations.

3. Management of the Emergency

3.1 Kent Police undertook the role of lead organisation in the ‘emergency response’ phases, with each declared emergency given an operational name - see **Appendix 1 section A4** for details.

3.2 During the ‘emergency response’ phases, a multi-agency ‘Gold’ Strategic Co-ordinating Group (SCG) and ‘Silver’ Tactical Co-ordinating Group (TCG) were hosted and chaired by Kent Police at Kent Police Headquarters and Medway Police Station respectively.

¹ Public meetings with residents / businesses were co-ordinated by the EA via the Parish / Town Councils & the Tonbridge Forum, with attendance from elected members and officers from KCC, District / Borough Councils, Kent Police and Southern Water. Flood fairs are a joint initiative between District / Borough Councils, EA, KCC, Parish / Town Councils & the National Flood Forum - a charity that raises awareness of flood risk & helps communities to protect themselves & recover from flooding.

3.3 Multi-agency 'Bronze' Operational teams were deployed across the County in specific affected communities (e.g. Yalding, Bridge and the Brishing Dam) and undertook work such as door-knocking, evacuations, sandbagging and public reassurance.

3.4 Led by the Kent Police Gold Commander, the SCG agreed upon a Gold Strategy to guide the response, with the central aim of:

'Saving and protecting life and property risks to people in Kent and Medway by coordinating multi-agency activity to maintain the safety and security of the public'.

3.5 The core roles undertaken by KCC were as follows:

- Supporting and, at times, leading multi-agency co-ordination;
- Responding to the effects on the highway network throughout the period dealing with fallen trees, damaged roads, surface water flooding, blocked gullies and more;
- On-scene liaison with partners and affected communities;
- Working with District / Borough Councils to provide temporary accommodation to those who were flooded, with transport arranged to take people from flooded areas to safety;
- Provision of welfare support to those evacuated or in their own homes²;
- Co-ordinating support from the voluntary sector³; and
- Logistics management of countywide resources such as sandbags.

4. Recovery Management

4.1 As of 18th February, KCC has been the lead organisation in managing the long-term recovery process and has developed a Gold Recovery Strategy with the central aim of:

'Ensuring partnership working to support the affected individuals, communities and organisations to recover from the floods and return to a state of normality'.

4.2 To manage the recovery, five task-focused teams have been established with representatives from all appropriate authorities and organisations involved

- Health, Welfare & Communities: KCC Public Health led;
- Environment & Infrastructure: EA led;
- Business & Economy: KCC Business Engagement & Economic Development led;
- Finance, Insurance & Legal: KCC Finance led; and
- Media & Communications: KCC Communications led.

4.3 Central Government are taking a keen interest in progress and key issues, with regular reporting to DCLG and the office of Greg Clark MP, the Flood Recovery Minister for Kent.

5. Lessons Learned

5.1 The following are the main points raised during the relevant debriefs, meetings & individual responses received, which have been used to inform a set of recommendations which are summarised in the Draft Action Plan in **Annex 1**.

5.2 For reference, the draft lessons learned from the KRF multi-agency debrief held on 21st March 2014 can be found at **Appendix 1 section A5**.

² This included vulnerable person checks and provision of food, clothing and other practical support, such as arranging electrical contractors to ensure safety within people's flooded homes and hiring dehumidifiers to support the clear up.

³ This included undertaking community liaison roles and provision of equipment, practical support (such as first aid, transportation, or provisions for responders) and psycho-social support.

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Pre-Planning & Resilience

Identified Successes

- 5.3 Overall, KCC and its KRF partners, with joint planning for responding to and management of emergencies, were able to deliver support and assistance to the many communities, individuals and businesses in Kent affected by the severe weather events.
- 5.4 Staff, systems & procedures coped well when one considers the unprecedented scale, complexity and protracted nature of the events that took place
- 5.5 There were numerous examples of the commitment & resourcefulness of staff, partners, volunteers and communities to help others in need and to provide practical solutions to real problems for those affected.

Areas for Improvement

- 5.6 In the early stages of the response, staffing levels were affected by the timing of the emergencies, which occurred over the Christmas Bank Holiday period. Coupled with the sustained and complex nature of the emergency, on occasions considerable demands were placed upon a small number of individuals & teams undertaking crucial emergency response roles. Increased resilience should be established across KCC to be better prepared in the future.
- 5.7 Although there is no legal obligation on any organisation to provide sandbags and other practical support (e.g. pumps, dehumidifiers), public expectation was, understandably, to the contrary. This was exacerbated throughout the response by a general lack of awareness, mis-communications & inconsistency of approaches adopted.
- 5.8 Linked to this last point, it has been observed and reported of a general lack of flood awareness and individual / community resilience. For example, in some parts of Kent, 40-50% of the homes and businesses at risk of flooding in Kent are not signed-up to the EA's Floodline Warnings Direct (FWD) Service and so are unlikely to receive any prior warning of flooding – see **Appendix 1 section A6** for more details.

Recommendations

REC1: Undertake a fundamental review & update of key KCC and partnership plans to ensure they are fit-for-purpose for even the most complex and protracted of incidents.

REC2: Provide Cabinet with an options paper for enhancing KCC's resilience, including training a cadre of 'emergency reservists'. Once approved, implement a programme to train, equip & support relevant personnel in readiness for Winter 2014.

REC3: Develop a consistent countywide policy & plans for maintaining & providing sandbags and other practical support to individuals & communities at risk of flooding.

REC4: Implement a strategy to encourage greater flood awareness & individual / community resilience, including improving sign-up for the EA's Floodline Warnings Direct (FWD) Service and training local volunteers as Flood Wardens.

Command, Control, Co-ordination & Communications

Identified Successes

- 5.9 Actions by KCC and our partners undoubtedly saved and protected life, livestock and properties.

- 5.10 As the emergency progressed, joint plans, procedures and working arrangements matured, informed by the experiences of previous events.
- 5.11 When established, multi-agency co-ordination was effective, particularly when this was co-located. Specifically, Bronze / Operational teams deployed on the ground provided an effective and invaluable link into affected communities, particularly when communication and transport links were disrupted
- 5.12 Throughout the sequence of events, the voluntary sector provided extremely valuable support, demonstrating a high level of professionalism, dedication and capability.

Areas for Improvement

- 5.13 Feedback from debriefs, public consultations & flood fairs suggest that the EA's flood warnings were not always received or there was difficulty in receiving warnings, particularly as power supplies were disrupted. Additionally, many residents received conflicting warnings, were unsure of the level of risk & therefore the relevant actions they should take.
- 5.14 KCC and its partners responded to emergency calls throughout Christmas Eve, Christmas Day & Boxing Day. However, pressure on staffing levels due to the Bank Holiday & sheer volume / complexity of incidents that were being reported led to delays in establishing co-ordinated multi-agency support structures in key affected communities (e.g. Tonbridge, Hildenborough, East Peckham, Yalding & Maidstone) until the following weekend which, understandably, has angered many residents & businesses.
- 5.15 Additionally, partner agencies, residents & businesses alike all suffered from a lack of / poor quality engagement & support from the utilities companies, particularly the power, water & sewerage providers.
- 5.16 Information management was a continual challenge – difficulties in obtaining critical information when it was need and, vice versa, information overload at times of intense pressure.

Recommendations

REC5: Undertake a fundamental review & update of the EA's Floodline Warnings Direct (FWD) Service for communities with high / complex flood risk.

REC6: Develop enhanced arrangements for warning & informing the public in flooding / severe weather scenarios, including contingency arrangements in the event of power outages and greater usage of social media.

REC7: Develop multi-agency arrangements to provide critical 'on scene' liaison & support to affected communities e.g. via multi-agency 'Bronze' / Operational teams.

REC8: Work with DCLG and the Flood Recovery Minister for Kent to bring pressure to bear on utilities companies to improve their arrangements for engaging with & supporting partners & customers.

REC9: Streamline & enhance existing multi-agency information management protocols & systems for sharing critical data in the planning for & management of emergencies.

Escalation, De-Escalation & Recovery

Identified Successes

- 5.17 Central Government colleagues have commended KCC and our partners for our approach in a number of key areas, and are promoting these as good practice e.g. early identification & monitoring of warnings / developing situations and a flexible / proportionate approach; and recovery management arrangements developed during Operation Sunrise 4.

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Areas for Improvement

- 5.18 Some partners felt that, at times, there were delays in 'standing up' the co-located multi-agency emergency response co-ordination arrangements and, conversely, that these were occasionally stood-down too soon, declaring the 'emergency' over and handing-over to the 'recovery' phase.
- 5.19 Delays in involvement / support from Central Government caused difficulties for partners and the public over Christmas / New Year period. Conversely, once Central Government command & control was put in place, requests for detailed information at very short notice placed an additional burden on local responders.
- 5.20 The financial support schemes brought in by Central Government have also been difficult to interpret and implement at the local level, and do not adequately reflect the significant burdens placed on County Councils e.g. most schemes are focussed towards the Districts / Borough Councils, with significant cost incurred by KCC currently unlikely to qualify for central support.

Recommendations

REC10: Formalise the recovery management structures developed during Operation Sunrise 4 and adopt these as good practice.

REC11: Develop protocols to support emergency responders in deciding when to escalate / de-escalate to / from the 'emergency response' & 'recovery' phases.

REC12: Influence Central Government to secure additional financial support in recognition of the severe burden that these incidents have placed on KCC.

6. Flood Risk Management

- 6.1 As well as lessons learned to improve how KCC prepares for and manages flooding emergencies in the future, consideration must also be given to roles of each organisation and the broader flood risk management options available for preventing or reducing the likelihood and / or impacts of flooding occurring.

Roles & Responsibilities

- 6.2 **EA:** Responsible for taking a strategic overview of the management of all sources of flooding and coastal erosion. This includes, for example, setting the direction for managing the risks through strategic plans; working collaboratively to support the development of risk management and providing a framework to support local delivery including the administration of Flood Defence Grant in Aid (FDGiA). The Agency also has operational responsibility for managing the risk of flooding from main rivers, reservoirs, estuaries and the sea, as well as being a coastal erosion risk management authority.
- 6.3 **KCC:** Lead Local Flood Authority (LLFA) for Kent as defined by the Flood and Water Management Act (2010) and has a role to provide strategic overview of local flooding, which is defined as flooding from surface water, groundwater and ordinary watercourses (watercourses that are not main rivers). As part of its role as LLFA KCC has prepared and adopted the Kent Local Flood Risk Management Strategy, which sets out the objectives for managing local flood risks in Kent. All risk management authorities must act consistently with the local strategy.

Highway Authority for Kent - has a role to maintain safe conditions on the roads by taking appropriate actions that may include the provision of temporary flood warning signs, clearance of flood water, reactive cleansing of the highway drainage system and the organisation of road closures and traffic diversions when roads become flooded.

- 6.4 District / Borough Councils: Key partners in planning local flood risk management and can carry out flood risk management works on minor watercourses, working with LLFA and others, including through taking decisions on development in their area which ensure that risks are effectively managed. Districts / Boroughs and Unitary Authorities in coastal areas also act as coastal erosion risk management authorities.
- 6.5 Internal Drainage Boards: Independent public bodies responsible for water level management in low lying areas, also play an important role in the areas they cover (approximately 10% of England at present), working in partnership with other authorities to actively manage and reduce the risk of flooding.
- 6.6 Water and Sewerage Companies: Responsible for managing the risks of flooding from water and foul or combined sewer systems, providing drainage from buildings and yards.

Effectiveness of River & Flood Management Assets

- 6.7 Partners, residents & businesses alike have raised a number of queries & concerns regarding the effectiveness of river & flood management systems / assets operated by the EA and Southern Water, including:
- EA: dredging of rivers and the operation of the Leigh Barrier and sluice gates at Yalding & Allington; and
 - Southern Water: lack / effectiveness of non-return valves in preventing sewage flooding, particularly in the Tonbridge area.

Recommendations

REC13: EA / Southern Water to respond to queries / concerns regarding the perceived lack / effectiveness of their management of rivers & flood management systems / assets.

Potential Flood Defence Schemes – information supplied by the EA

- 6.8 Approximately 65,000 homes and businesses are at risk of fluvial or coastal flooding in Kent, of which 38,000 currently benefit from flood defences with 27,000 not benefitting from defences. The EA has identified a further £194m of investment which would protect an additional 17,000 properties, between now and 2021. It has also identified further schemes identified for 2021 and beyond through its pipeline development programme.
- 6.9 The EA has worked successfully in the past with KCC and the private sector to implement flood risk management schemes such as the Sandwich Town Tidal Defence Scheme. It has also attracted additional partnership funding from a range of contributors including private businesses, developers and other government departments. There is a need to continue to work together to secure funding for priority schemes.
- 6.10 The recent flooding across the County has reinforced the need to accelerate this investment to reduce the risk of flooding. The EA in Kent & South London has secured £27.4m FDGiA for 2014-15. This will allow the EA to progress schemes including:
- Broomhill Sands Sea Defences
 - Sandwich Town Tidal Defences
 - Leigh Barrier Mechanical / Electrical Improvements
 - Study into Yalding Storage on the Beult
 - East Peckham (Medway) Flood Alleviation Scheme (FAS)
 - Aylesford Property-Level Protection Scheme (£50k contribution from KCC)
 - Repairing assets damaged in the recent coastal surge and fluvial floods

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- Denge shingle re-nourishment

Flood Defence Grant in Aid (FDGiA)

6.11 In order to protect areas at Kent at risk of flooding investment is required in flood defences. The government will contribute to flood defences through FDGiA. However, current rules mean that schemes are rarely fully funded through this grant. Additional contributions or partnership funding is required to make up the shortfall. Without partnership funding flood defence schemes cannot be delivered.

6.12 The Government's partnership funding mechanism means that each scheme must have a minimum cost benefit of 8 – 1 and a partnership funding score of more than 100% in order to achieve Government allocated FDGiA. The EA has identified priority locations for accelerating flood defence projects based on people at risk and economic development including Yalding and Tonbridge that do not currently meet FDGiA criteria.

6.13 Areas that require investment to deliver flood defences in Kent include:

- The Leigh Flood Storage Area (FSA) and Lower Beult;
- East Peckham;
- Five Oak Green;
- South Ashford;
- Dover;
- Whitstable & Herne Bay;
- Folkestone; and
- Canterbury.

6.14 See **Appendix 1 section A7.4** for a detailed financial breakdown of each scheme.

Recommendations

REC14: Explore all possible opportunities with partners and beneficiaries to contribute to the priority flood defence schemes required in Kent, including influencing the EA, Defra & HM Treasury to secure funding to deliver the schemes that do not currently receive sufficient FDGiA funding even with substantial partnership contributions.

6.15 Highway Drainage Improvements

The County Council is responsible for the maintenance of 5,400 miles of public highway including 250,000 roadside drains and associated drainage systems. The weather this winter highlighted numerous pinch points in the drainage network. Some of these are being addressed by the implementation of an enhanced cleansing regime however in a large number of cases work is required to improve the functionality of the system.

In response, the County Council is investing an additional £3m to enable the delivery of 120 drainage improvement schemes in 2014/15. Renewals and improvements are being prioritised on the basis of the frequency of flooding and the risk posed to highway safety, properties adjacent to the highway and network disruption.

Other Flood Risk Management Options

6.16 Work is also currently on-going in the county by the EA and KCC to improve our understanding of flood risk and investigate options to provide protection. These include:

- Spatial & land-use planning & drainage;

- Personal flood resilience;
- High / complex flood risk communities; and
- Surface water management.

In most of the above areas, existing strategies and programmes of work are maintained by the relevant authorities. However, in light of recent events and the issues / opportunities highlighted in **Appendix 1 section A8** the following recommendations are made.

Recommendations

REC15: Ensure the consequences of flood risk are fully considered before promoting development in flood risk areas by consulting all organisations with a role in flood risk management and emergency management.

REC16: Implement a strategy to encourage greater awareness & take-up of individual & community flood protection measures e.g. property-level protection, sandbags.

REC17: Support awareness & implementation of key initiatives to support communities with high / complex flood risk, particularly e.g. Surface Water Management Plans (SWMPs), Multi-Agency Flood Alleviation Technical Working Groups

7. Recommendations

Recommendations: The Cabinet Committee is asked to a) note and endorse the recommendations outlined in the Action Plan in **Annex 1**; and b) once approved, receive further options papers / progress reports on delivery against the Action Plan.

8. Supporting Information

8.1 Annex 1. Draft Action Plan

8.2 Appendix 1 – Christmas & New Year 2013-14 Storms & Floods Final Report

Sections as follows:

- A1. Numbers of Properties Flooded;
- A2. Key Facts & Statistics;
- A3. Key Meeting & Event Dates
- A4. Summary of Emergency Response Operations;
- A5. Kent Resilience Forum (KRF) Multi-Agency Debrief - Draft Lessons Learned;
- A6. Floodline Warnings Direct (FWD) Service;
- A7. Potential Future Flood Defence Schemes; and
- A8. Other Flood Risk Management Options.

8.3 Background Documents

Christmas / New Year Storms & Floods Update Report to KCC Cabinet (22nd January 2014)

<https://democracy.kent.gov.uk/mgConvert2PDF.aspx?ID=44733> (Report & <https://democracy.kent.gov.uk/mgConvert2PDF.aspx?ID=44762> Appendices)

Kent Local Flood Risk Management Strategy

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<http://www.kent.gov.uk/about-the-council/strategies-and-policies/environment-waste-and-planning-policies/flooding-and-drainage-policies/kent-flood-risk-management-plan>

Local Surface Water Management Plans

<http://www.kent.gov.uk/about-the-council/strategies-and-policies/environment-waste-and-planning-policies/flooding-and-drainage-policies/surface-water-management-plans>

Revenue & Capital Budget Monitoring Report to KCC Cabinet (28th April 2014)

<https://democracy.kent.gov.uk/mgConvert2PDF.aspx?ID=46275>

Flood Support Schemes – Funding Available from Central Government

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/304805/Flood Recovery - Summary of Support Guide.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/304805/Flood_Recovery_-_Summary_of_Support_Guide.pdf)

DfT Pothole Challenge Fund

<https://www.gov.uk/government/news/councils-urged-to-apply-for-168-million-pothole-repair-fund>

Severe Weather Impacts Monitoring System (SWIMS)

<http://www.kent.gov.uk/business/Business-and-the-environment/severe-weather-impacts-monitoring-system-swims>

9. Contact Details

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Annex 1. Draft Action Plan

No.	Recommendation	Lead / Supporting Action Owner(s)	Start Date	End Date
REC1	Undertake a fundamental review & update of key KCC and partnership plans to ensure they are fit-for-purpose for even the most complex and protracted of incidents.	KCC / KRT	Jun 2014	Nov 2014
REC2	Provide Cabinet with an options paper for enhancing KCC's resilience , including training a cadre of 'emergency reservists'. Once approved, implement a programme to train, equip & support relevant personnel in readiness for Winter 2014.	KCC	Aug 2014	Nov 2014
REC3	Develop a consistent countywide policy & plans for maintaining & providing sandbags and other practical support to individuals & communities at risk of flooding.	KRT / Districts & Boroughs / EA	July 2014	Nov 2014
REC4	Implement a strategy to encourage greater flood awareness & individual / community resilience , including improving sign-up for the EA's Floodline Warnings Direct (FWD) Service and training local volunteers as Flood Wardens.		Apr 2014	Nov 2014
REC5	Undertake a fundamental review & update of the Floodline Warnings Direct (FWD) Service for communities with high / complex flood risk.	EA / KRT	July 2014	Nov 2014
REC6	Develop enhanced arrangements for warning & informing the public in flooding / severe weather scenarios , including contingency arrangements in the event of power outages and greater usage of social media.			
REC7	Develop multi-agency arrangements to provide critical 'on scene' liaison & support to affected communities e.g. via multi-agency 'Bronze' / Operational teams.	KRT	July 2014	Nov 2014
REC8	Work with DCLG and the Flood Recovery Minister for Kent to bring pressure to bear on utilities companies to improve their arrangements for engaging & supporting partners & customers.	KRT / KCC / EA	Ongoing	
REC9	Streamline & enhance existing multi-agency information management protocols & systems for sharing critical data in the planning for & management of	KRT	July 2014	Nov 2014

No.	Recommendation	Lead / Supporting Action Owner(s)	Start Date	End Date
	emergencies.			
REC10	Formalise the recovery management structures developed during Operation Sunrise 4 and adopt these as good practice.			
REC11	Develop protocols to support emergency responders in deciding when to escalate / de-escalate to / from the 'emergency response' & 'recovery' phases.	KRT	July 2014	Nov 2014
REC12	Influence Central Government to secure additional financial support in recognition of the severe burden that these incidents have placed on KCC.	KCC	Ongoing	
REC13	EA / Southern Water to respond to queries / concerns regarding the perceived lack of / effectiveness of their rivers & flood management systems / assets	EA / Southern Water	July 2014	Sept 2014
REC14	Explore all possible opportunities with partners and beneficiaries to contribute to the priority flood defence schemes required in Kent , including influencing the EA, Defra & HM Treasury to secure funding to deliver the schemes that do not currently receive sufficient FDGiA funding even with substantial partnership contributions.	KCC & Districts & Boroughs	Ongoing	
REC15	Ensure the consequences of flood risk are fully considered before promoting development in flood risk areas by consulting all organisations with a role in flood risk management and emergency management.	Districts / Boroughs / KCC, EA & KRT	Apr 2014	Mar 2015
REC16	Implement a strategy to encourage greater awareness & take-up of individual & community flood protection measures e.g. property-level protection, sandbags.	KRT / Districts / Boroughs / EA		
REC17	Support awareness & implementation of key initiatives to support communities with high / complex flood risk, particularly e.g. Surface Water Management Plans (SWMPs), Multi-Agency Flood Alleviation Technical Working Groups	Various leads, determined by nature of flood risk	Ongoing	

* Action Owners listed here are illustrative and these lists are not exhaustive. Work will need to involve a broader range of organisations with flood risk management responsibilities.

Christmas & New Year 2013-14 Storms & Floods Final Report

Appendix 1

A1. Numbers of Properties Flooded

A1.1 As of 15th May 2014, the following are the latest figures provided by the EA and Districts / Boroughs to the Department of Communities & Local Government (DCLG).

County	Residential	Commercial	Total
Surrey	1,971	342	2,313
Thames Valley	635	295	930
Kent	731	198	929
Lincolnshire	662	106	768
Wiltshire	484	56	540
Cornwall (incl. the Isles of Scilly)	267	144	411
North Lincolnshire	339	70	409
Dorset	252	81	333
Norfolk	215	69	284
Devon	121	85	206
West Sussex	112	18	130
East Sussex	81	16	97

A1.2 Detailed breakdown of properties flooded in Kent.

Authority Area	Residential	Commercial	Total
Ashford	-	1	1
Canterbury	40	4	44
Dartford	10	3	13
Dover	30	6	36
Gravesham	2	-	2
Maidstone	207	55	262
Medway	3	2	5
Sevenoaks	30	6	36
Shepway	8	1	9
Swale	36	17	53
Thanet	-	-	0
Tonbridge & Malling	335	101	436
Tunbridge Wells	30	2	32
Total	731	198	929

Important Note: These figures presented are likely to be an underestimate as they mainly consist of properties known to have been flooded by rivers, groundwater or groundwater-fed rivers. Information on numbers of properties flooded by surface water or sewage is less certain. Additionally, many hundreds

more properties were indirectly affected by flooding (loss of utilities, access etc.) e.g. Tonbridge & Malling Borough Council (TMBC) estimate 720 businesses indirectly affected in their area.

A2. Key Facts & Statistics

A2.1 The following is a snapshot of key facts & statistics from Operation Vivaldi and Operations Sunrise 2, 3 & 4.

A2.2 A comprehensive report into the key facts & statistics, costs & demands (collated using the Severe Weather Impact Monitoring System - SWIMS) from all the severe weather events experienced over Winter 2013-14, will be tabled by KCC Sustainability & Climate Change Team later in the coming months.

- **4.7m** – peak sea levels in Dover on 5th & 6th December, the highest recorded since 1905. The Environment Agency (EA) estimates that the tidal impacts in Sandwich were equal to a 1 in 200 year event and the biggest tidal event to impact Kent since the devastating event of 1953.
- **120mm** of rainfall falling between 19th to 25th December on already saturated ground on the Upper Medway catchment. December 2013 was the wettest December for 79 years.
- **342m³ / second** – the highest ever peak flows upstream of Leigh Barrier Flood Storage Area (FSA) were recorded on Christmas Eve.
- **91** x Flood Alerts, **73** x Flood Warnings and **5** x Severe Flood Warnings issued by the EA for Kent since December.
- **28,500** properties without power in Kent on Christmas Eve.
- **929** properties flooded in Kent since Christmas Eve. In the 2000 floods, approximately 1000 properties were flooded in Kent.
- **50,000** sandbags provided by KCC, District / Borough Councils and the EA to help protect at risk communities.
- **6,400** hours worked by KCC Emergency Planning staff since 20th December in response to the storms & floods, including 1,300 out-of-hours and sustained periods where the County Emergency Centre (CEC) was operating 24 hours a day.
- **88** flood victims supported by Kent Support & Assistance Service (KSAS) with essential cash, goods and services.
- **32,000** calls received by KCC Highways & Transportation in January, a 150% increase in normal call volumes.
- **6km** of public rights of way in need of repair.
- **£8.6m** central government grant received by KCC under the 'Severe Weather Recovery Scheme' to help repair damaged highways infrastructure¹.
- **£3m** new investment by KCC Highways & Transportation into significant drainage schemes to improve existing infrastructure that was impacted by the floods.

¹ KCC Finance is exploring the potential for additional central funding being progressed by KCC Finance, under the Bellwin Scheme and the 'Pothole Challenge Fund'.

A3. Key Meeting & Event Dates

A3.1 The following is a summary of key debriefs, public consultation meetings and flood fairs, feedback from which has been used to inform this report.

Date	Details	Location
3 rd December 2013	Kent Resilience Forum (KRF) multi-agency debrief for Op. Sunrise 1	Kent Police HQ
4 th February 2014	Public consultation meeting	Hildenborough
	Public consultation meeting	Faversham
5 th February 2014	Public consultation meeting	Danvers Road, Tonbridge
12 th February 2014	Public consultation meeting	East Peckham
17 th February 2014	Public consultation meeting	Tonbridge Forum
19 th March 2014	Public consultation meeting	Collier Street
21 st March 2014	KRF multi-agency debrief for Op. Vivaldi and Ops. Sunrise 2, 3 & 4	Kent Police HQ
28 th March 2014	KCC internal debrief for Op. Vivaldi and Ops. Sunrise 2, 3 & 4	KCC
5 th April 2014	Flood fair	East Peckham
12 th April 2014	Flood fair	Hildenborough
8 th , 13 th & 19 th April 2014	Flood fair	Yalding
26 th April 2014	Flood fair	Little Venice Caravan Park & Tovil
27 th April 2014	Flood fair	Maidstone
3 rd May 2014	Flood fair	Tovil & East Farleigh
4 th May 2014	Flood fair	Clifford Way, Maidstone
10 th May 2014	Flood fair	Yalding
11 th May 2014	Flood fair	Little Venice Caravan Park

A4. Summary of Emergency Response Operations

A4.1 Important Notes

- The sequence of severe weather events, which necessitated complex & protracted multi-agency emergency operations are summarised below.
- The date ranges and operational names outlined above refer specifically to the 'emergency phase' of these events, where the situation is deemed to present a risk to life. For several days and weeks preceding and superseding each event, a significant multi-agency effort in the pre-planning for, and recovery from, each incident was put in place throughout and beyond these periods.
- Indeed, to date the recovery operations are still ongoing for the Christmas / New Year events, some 4 months later.
- A range of additional complex and challenging events also occurred during this period, including:
 - Significant operations to prevent flooding from Brishing Dam at Boughton Monchelsea;
 - Widespread surface water flooding in Eynsford (17th to 19th January);
 - A 'mini tornado' on 27th January; and
 - A number of sink-holes causing disruption, including a 15ft deep hole on the M2 central reservation (11th February).

A4.2 'Operation Sunrise 1': 28th October 2013

- St Jude Storm – Winds speeds in excess of 90mph hit the County causing widespread disruption to travel & power supplies and, tragically, one fatality.

A4.3 'Operation Vivaldi': 5th & 6th December 2013

- Spring tides combined with a tidal surge caused flooding along the East and South UK coastline impacting much of Kent coastline. The EA issued 5 x Severe Flood Warnings, 3 x Flood Warnings & 6 x Flood Alerts to homes and businesses. 41,000 properties were protected by flood walls, banks and other flood risk management assets along the Kent coast and estuaries. 58 properties were flooded.

A4.4 'Operation Sunrise 2': 23rd to 27th December 2013

- Storm force winds (60-70mph) leave 28,500 properties without power. Heavy rainfall on already saturated catchments causes river, surface water and sewage flooding across Kent, particularly in the north and west of the county. Numerous communities suffered flooding, with hundreds of homes and many businesses affected. Edenbridge, Tonbridge and Hildenborough, East Peckham, Yalding, Collier Street and surrounding communities, Maidstone, and South Darenth, amongst other locations, were all significantly affected.

A4.5 'Operation Sunrise 3': 4th to 6th January 2014

- A sudden deterioration in weather conditions threatened to bring further flooding of severity akin to that experienced over Christmas to already affected communities, and elsewhere. A significant multi-agency operation was put in place (including Military assistance) to provide thousands of sandbags for communities at risk.

A4.6 'Operation Sunrise 4': 6th to 18th February 2014

- Heavy rainfall continued into February 2014. As the rainfall soaked into the ground we experienced extremely high groundwater levels. In some locations groundwater flooding exceeded previously recorded levels by over 1 metre. The peak of the event was experienced towards the end of February and communities were subject to both groundwater flooding and flooding from groundwater fed rivers. The impacts of groundwater flooding in Kent were widespread with particular concentration along the Elham Valley. A multi-agency response to the groundwater flooding and pre-planned measures were deployed to reduce the damage to communities vulnerable to groundwater flooding, including over-pumping of sewage by Southern Water and a significant sand-bagging operation.

A5. Kent Resilience Forum (KRF) Multi-Agency Debrief – Draft Lessons Learned

A5.1 Important Note

- The following are initial draft lessons identified through the KRF multi-agency debrief process hosted by Kent Police on 21st March 2014.
- At time of writing these have yet to be agreed with partners, but Kent Police will shortly be circulating a draft debrief report to all partners for consultation.

A5.2 Pre-Planning & Resilience

- Kent Resilience Team (KRT) to develop guidance for the public in a range of situations advising them of which agencies are responsible for which issues within their areas, and who will provide what information.
- Pan-Kent flood response plans to be reviewed to ensure they are cognisant of arrangements and contingencies across all levels, including Parish, District / Borough and County.
- Review of emergency plans to ensure use of social media for warning and informing purposes is included.
- A number of respondents cited the benefit of taking part in Training & Exercising programmes at National and Regional level which left us better placed than in previous flooding events.
- It was suggested that adoption a similar programme focussed at district level would have eased some of the more local issues and built working relationships. The KRT should work with local partners to deliver a number of District / Borough based exercises focussed on civil emergency type scenarios.
- KRF to maximise training & exercising opportunities for staff attending the multi-agency Tactical Co-ordination Centre (TCC) / Strategic Co-ordination Centre (SCC), including the College of Policing's Multi-Agency Gold Incident Command (MAGIC) training course.
- Resilience in a number of partner agencies was stretched, particularly Category 2 responders and those with regional responsibilities.
- This impacted on maintaining a physical presence at the TCC and participation in the TCG process.
- Some agencies not present on the ground outside normal working hours.
- Bank holiday staffing particularly over Christmas period was lacking.
- Sustained nature of the operation presented problems for maintaining staffing at TCC / SCC.

A5.3 Command, Control, Co-ordination & Communications

- The operation was acknowledged as being tactically led, those Districts / Boroughs which involved an Operational Coordination Group at Bronze level reported a higher level of multi-agency understanding and coordination at ground level.
- Commonly Recognised Information Picture (CRIP) template to include location maps in future.
- Teleconferencing facilities in the SCC have now been upgraded to allow a greater volume of dial-in from partner agencies.
- The multi-agency room within the TCC at Medway has also been upgraded to allow hardwiring of partners IT systems, to allow a quicker transfer of information.
- It was considered that Airwave radio interoperability was not used to full effect on ground.
- Single countywide Silver control was acknowledged as being fit for purpose, non-blue light agencies would not have been able to cope with multiple TCCs.
- Decision to locate the Scientific & Technical Advice Cell (STAC) at TCC was considered sound, in view of the operation being tactically driven.
- Confusion about who the key decision maker should be for ordering evacuation.
- Clearer command protocols need to be developed between responsibilities of County / District / Parish councils e.g. evacuation, sandbag distribution.
- KRT to develop clear guidance for partner agencies to understand decision making process and responsibilities of each agency in a range of civil emergency situations.

A5.4 Escalation, De-Escalation & Recovery

- Escalation from Severe Weather Advisory Group (SWAG) with a proportionate Silver Control, set-up to flex into a functional TCC was identified as good practice.
- Need to ensure understanding of status of incident to each agency.
- Clear and distinct lines of communication are needed to ensure dissemination of escalation / de-escalation of operations. It is not sufficient to only include this in CRIP or minutes from meetings.
- KRT to develop protocols for establishing tipping points at which point an event or situation escalates into an emergency and when the 'response' phase may be safely de-escalated into the 'recovery' phase.
- The relationship between the Recovery Working Group (RWG) and the SCG during the 'emergency' phase was unclear. However, recovery structures subsequently developed during Operation Sunrise 4 to be formalised and adopted by KRT as best practice.
- Menu of capabilities of agencies / organisations to be developed by KRT for assets available for on-going deployment during 'recovery' phase.

A6. Floodline Warnings Direct Service (FWD) – information supplied by the EA

- The EA will be working with affected communities, KCC and other partners, to learn the lessons of the flooding and how it can make its FWD service even more effective. This will include providing warnings to communities that were not able to receive a warning, making warnings more focussed on particular communities, and developing Flood Warden schemes in at risk communities.

- One of the challenges during the flooding was providing consistent and trusted information to communities prompting appropriate action. Where Flood Wardens or community leaders were able to be involved in this activity it proved effective. The EA is working with Parish Councils, District / Borough Councils and KCC to establish Flood Warden Schemes in communities, especially those with a complex flood risk where the benefit can be greatest. Amongst others, the communities of central Tonbridge and Hildenborough are communities where we are supporting flood wardens.
- Registering with FWD allows customers to register multiple contact details (mobile, e-mail etc) and manage which messages they receive e.g. Flood Alerts, Flood Warning no-longer in force etc. This increases our ability to get a message through, and provide a good level of service. In areas of relatively low take-up e.g. where fewer people have registered) the EA has automatically registered properties. This is a positive step because it allows the EA to provide a service and warning to those who wouldn't otherwise have received one. However, it only uses home landline contact details (provided by BT). This therefore has a higher message failure rate, and because people haven't chosen to register, there is a lower level of engagement with the service
- The importance of receiving Flood Warnings means that a partnership effort is needed to encourage people to:
 - Sign-up:
In some parts of Kent, take-up is as low as 51% of those properties for whom the EA is able to alert via the FWD Service.
 - Keep their details up to date and provide multiple contact numbers:
The most common reason for warning messages not being received is out of date contact details. 1 in 4 people have been automatically signed-up to receive Flood Warnings, meaning that only basic contact details are available e.g. landline telephone.
 - Act: When they receive a Flood Warning: we have received some feedback that people were waiting for a Severe Flood Warning to be issued before acting, when a Flood Warning indicates immediate action required.

Take-Up of the FWD Service Across Kent²

Percentage of 'at risk' properties offered the FWD Service	91%
Percentage of Flood Zone 2 properties registered	76%
Percentage of Flood Warning Area properties registered	84%

Take-up of the FWD Service by District / Borough Council Area

Authority Area	Nos. of Properties Offered FWD Service	Take-up of FWD Service (Fully Registered)	Take-up of FWD Service (Automatically Registered)	% Take-up of Properties (Fully or Automatically Registered)
Ashford	2,360	1,459	1,012	104.70%
Canterbury	7,770	4,728	1,850	84.66%

² Data correct as of 31/03/14

Authority Area	Nos. of Properties Offered FWD Service	Take-up of FWD Service (Fully Registered)	Take-up of FWD Service (Automatically Registered)	% Take-up of Properties (Fully or Automatically Registered)
Dartford	3,198	844	1,365	69.07%
Dover	7,591	5,424	1,241	87.80%
Gravesham	2,125	554	808	64.09%
Maidstone	2,966	1,440	917	79.47%
Sevenoaks	1,738	1487	467	112.43%
Shepway	133,80	8,741	3,092	88.44%
Swale	9,981	3,686	3,788	74.88%
Thanet	671	133	215	51.86%
Tonbridge & Malling	3,715	2,200	972	85.38%
Tunbridge Wells	542	276	149	78.41%

A7. Potential Future Flood Defence Schemes in Kent – information supplied by the EA

A7.1 Leigh Flood Storage Area (FSA)

- The EA is working hard to communicate better the purpose of the Leigh FSA and its operation³. On 24th December, 5.5million cubic metres of water were stored at the Leigh FSA. By operating the Leigh FSA the EA was able to reduce the 342m³ / second of water entering the FSA reservoir down to 160m³ / second flowing downstream and continued to moderate the persistently high water levels during 25th and 26th December.

A7.2 East Peckham

- The EA will use its analysis of the event to test the proposed River Medway and Bourne East Peckham Flood Alleviation Scheme (FAS). It discussed this proposed scheme with East Peckham Parish Council in summer 2012 and, if constructed, it would protect all developed areas of East Peckham and Little Mill. The EA hopes to start the scheme design in November 2014.
- The EA's review of the event will also cover the operation of its existing assets (including the Coult Stream FSA), to see if there is anything more can be done to maximise their performance.

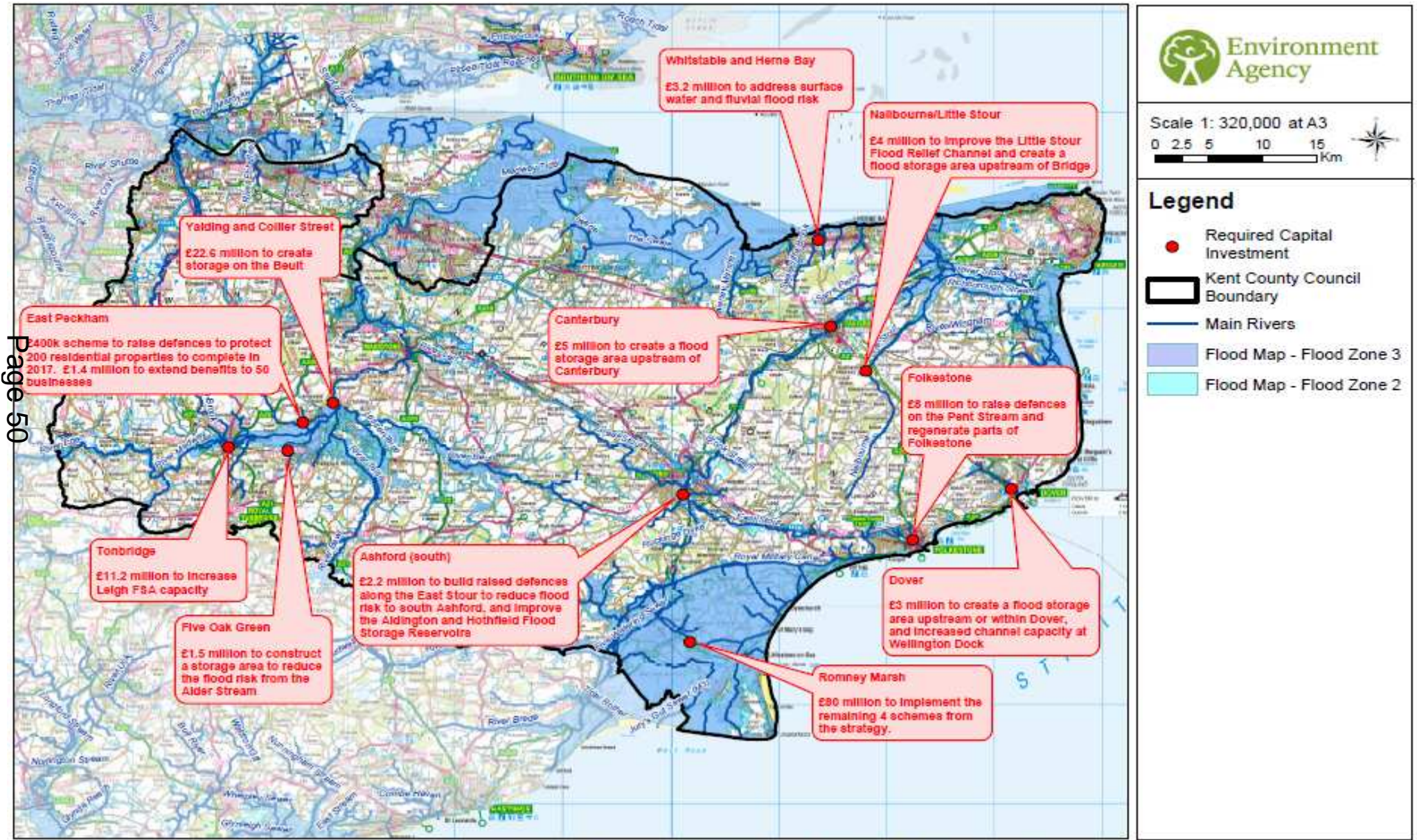
A7.3 Yalding

- Yalding is a particularly vulnerable location. 197 properties were flooded when river levels peaked on 24th December 2013. This flooding was comparable to the 1968 flood and worse than in 2000, when 119 properties flooded.

³ <http://m.youtube.com/watch?v=336-6IN-J2I>

- The EA is urgently investigating whether it can accelerate projects to reduce the risk of flooding in Yalding. There is no single solution that will benefit the whole community because of the way the homes and businesses are spread out. It is using the data it has collected from the recent flooding to review our understanding of the way floods happen in the catchment. This will help present the best case to gain funding for future schemes.
- The EA is investigating if it can further localise the current Floodline Warnings Direct (FWD) Service for Yalding. The data it is currently collecting from a project to improve the flood risk modelling for the River Medway will help the EA to improve further its forecasting and flood warning.
- Future works to reduce the risk of flooding are set out in the Middle Medway Strategy which was developed in 2005 and updated in 2010. The EA has considered a number of potential schemes to reduce flooding in Yalding.
- An option that residents are keen to progress is to find a suitable location to store water on the lower reaches of the River Beult.
- The Middle Medway Strategy also recommended that the Leigh FSA be raised by 1m giving an additional 30 per cent storage capacity.
- However, under Government funding rules, most of the schemes will need substantial contributions from external partners in order to proceed – see A6.4 and A6.5 for details.
- The EA has secured funding to progress a feasibility study into both options. It is anticipated this work will be completed by summer 2015. KCC has offered to part fund an additional FSA on the River Beult at Stile Bridge and an increase in the capacity at the Leigh FSA. The EA has submitted its funding bid to secure the additional £17.6m needed to complete both schemes. If this is successful, the earliest construction could start would be in the financial year 2017-2018.
- The EA will continue to work with KCC, Maidstone Borough Council (MBC), Tonbridge & Malling Borough Council (TMBC) and other professional partners to identify partnership funding opportunities which will increase the likelihood of the above works going ahead.

A7.4 Future Capital Investment Requirements for Potential Future Flood Defence Schemes



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A7.5 Priority Schemes Currently Not Qualifying for FDGiA Without Partnership Contributions

Scheme	Estimated cost	Nos. of properties to which flood risk would be reduced	Raw partnership funding score	Required partnership contribution	Final partnership funding score (including contribution)	Planned completion
Lower Beult Storage	£22.6m	1,151	36%	£16m	125%	2020
Increased Storage at Leigh	£11.2m	2,151	74%	£5m	130%	2019
Five Oak Green Flood Alleviation Scheme	£1.5m	266	46%	£900k	100%	2018 (only achievable with contributions)
South Ashford Flood Alleviation Scheme	£2.2m	282	24%	£1.7m	100%	2019 (only achievable with contributions)
Canterbury	£5m	1364	144%	N/A	N/A	2020 (dependant on investigations and consultations)
Romney Marsh	£80m	14,500	119%	£3m	N/A	2022
Whitstable & Herne Bay	£3.2m	Projects in early stages of development				
Dover	£3m					
Folkestone	£8m					
East Peckham	£400k					
	£1.4m	50 businesses	50%	£1m	100%	This scheme will currently only defend homes in East Peckham. Additional funding required for an extension of the protection to businesses.

A8. Other Flood Risk Management Options – information supplied by EA and KCCA8.1 Summary of Ongoing EA Work

- The EA is keen to learn with communities, and gain a clearer understanding of the impacts of these events on people, its assets and the environment. Also to discuss how, collectively, it can improve its preparations for and response to future events.
- The EA has worked with partners to visit affected communities and attended public meetings across the County. These meetings were an opportunity for people to learn about the risks associated with flooding, to share their experiences and to find out what they can do to better prepare themselves for flooding.
- It was also an opportunity to discuss how flood protection assets, such as the Leigh Flood Storage Area (FSA), are operated to reduce the impact of flooding.
- Attending community events, including flood fairs, hosted by Parish and District / Borough Councils taking place in communities impacted by the recent flooding.
- Holding one-to-one meetings with residents.
- Planning to give residents the opportunity to visit the Leigh FSA.
- A review of the Flood Warnings issued will help the EA to understand if their warnings were timely, appropriate and relevant to those who were affected.
- Identify that new or improved warning areas are required in Hildenborough and Yalding and are investigate how the EA can localise the current Flood Warning Service.
- Work with partners to set up and support a number of Flood Warden schemes.
- Distribute questionnaires to affected communities to find out more about the extent and impact of the flooding to improve EA flood maps and Flood Warning areas.

A8.2 Spatial & Land-Use Planning & Drainage

- The EA's role as a statutory planning consultee is to provide advice to local planning authorities to manage flood and environmental risks and enable sustainable growth. We do not receive government funding to protect development built after 2012. It is therefore vital that flood risk is managed within the planning system. The EA works with partners to seek solutions to overcome these risks. Where risks cannot be overcome and development is contrary to the National Planning Policy Framework (NPPF), the EA recommends planning authorities refuse applications.
- In line with the NPPF we recommend that development is outside the flood plain. If this is not feasible the EA provides advice to Local Planning Authorities (LPAs) to ensure that people are not put at risk and that flood risk is not passed downstream.
- LPAs must ensure that Emergency Plans are fit for purpose to ensure that access and egress is still possible in flood conditions. In all circumstances where warning and emergency response is fundamental to managing flood risk, the EA advise LPAs to formally consider the emergency planning and search & rescue implications of new development in making their decisions.
- It is Local authority responsibility to ensure that flood resilience measures are incorporated into building design. The EA still advise on surface drainage at sites over 1 hectare. The future implementation of Sustainable Drainage Systems (SuDS) Approving Bodies (SABs) will mean that KCC and Local authorities will need to manage surface water risks, groundwater flooding and access and egress within the planning process.

A8.3 Personal Flood Resilience

- A 'Property-Level Protection Scheme' is already in place in Lamberhurst. In response to Flood Warnings these measures were deployed by residents, and greatly reduced the flood impact. Funding is also now in place to adopt similar measures in Aylesford.
- District / Borough Councils have been proactively promoting the Central Government 'Repair & Renew Grant'⁴ but take-up across the County has been patchy. However, as at 10th April 2014, T&MBC had received 49 requests for further information, 20% from businesses.
- The EA and KCC have also been supporting flood fairs in various locations around the County (see **section A3 of this appendix** for further details) where residents have been investigating their personal flood resilience options.

A8.4 Investigating & Improving Support to Communities with High / Complex Flood Risk Profiles

- The EA has heard from affected communities that there are often multiple sources of flooding and that the appropriate flood risk management options required are complex to determine.
 - The EA has therefore promoted the formation of Multi-Agency Flood Alleviation Technical Working Groups across the County to explore future options.
 - Groups that have already met (including existing groups):
 - Tonbridge & Malling (Hildenborough, Tonbridge & East Peckham)
 - Forest Row
 - Lamberhurst
 - Five Oak Green
 - Staplehurst
 - Aylesford
 - Headcorn
 - Edenbridge
 - Faversham
 - Yalding
 - Westerham
 - Collier Street
 - Sundridge & Brasted
 - Canterbury – Nailbourne
 - New groups still to meet:
 - Maidstone
 - Eynsford*
 - South Darent & Horton Kirby*
- Key:**
* Still to be established if wider group needed

A8.5 Surface Water Management Plans (SWMPs)

- In order to understand the risks from local flooding KCC has undertaken a number of studies across the county to collect and map data on these floods. These studies are known as Surface Water Management Plans (SWMPs). These documents vary in their nature, some are high-level assessments of the risks, while others are in-depth studies of the causes and potential solutions to local flooding. SWMPs can be found on the KCC website.

⁴ A scheme providing up to £5,000 per flood-affected home or business to contribute to the costs of additional flood resilience or resistance measures.

- During 2014-15 KCC will continue to develop SWMPs, and will undertake studies in Marden, Staplehurst, Headcorn and Paddock Wood (all areas impacted by varying degrees of local flooding during the winter). KCC will also be exploring the opportunities to manage local flooding identified by the recently completed SWMPs in Folkestone, Margate and Dartford. SWMPs include an Action Plan of measures that can be used to manage local flooding identified by the study. However, many options require funding in order to be delivered, this funding is drawn from the same Defra fund, which is administered by the EA, as all other flood risk management investment, and each scheme must compete for funding.
- Additionally, KCC is currently co-ordinating the development of local flood risk documents that provide local communities with a simple overview of the range of flood risks in their area. KCC is working with the EA, Internal Drainage Boards (IDBs), Local authorities and water companies to prepare a pilot document. The document will show what the main flood risks are, where significant assets are, which authorities exercise risk management functions in the area, any plans or strategies they may have in hand to manage flood risks in the future and who to get in touch with for more information. Initially, the pilot will focus on the Canterbury City Council (CCC) area. If this proves successful it will be rolled out across the County, with TMBC and MBC areas likely to be considered next.

A8.6 Little Stour, Nailbourne & Petham Bourne Flood Management Group

- The EA, KCC, CCC, Shepway District Council, Southern Water, and representatives from key Parish Councils are investigating the causes and effects of the flooding experienced during the winter of 2013/14 in the Nailbourne, Little Stour and Petham Bourne valleys. These partners are working together to assess the options to manage this winter's flooding, and are seeking to reduce the potential for disruption in the future.
- The Nailbourne, Petham Bourne and parts of the Little Stour are groundwater fed watercourses. This means that they are dry for long periods of time. However, following periods of prolonged rainfall groundwater levels in the underlying aquifers rise to a point where water emerges through springs throughout the length of these valleys, and the streams begin to flow.
- The Nailbourne has been flowing since mid-January and has approached near-record levels. There has been extensive flooding of farmland, with internal property flooding reported in Bridge, Patribourne, Bishopsbourne and Barham. The Petham Bourne, which typically flows less frequently than the Nailbourne, has also been active over the winter causing flooding and disruption. The Little Stour has burst its banks in a number of locations, also flooding farmland properties and roads.
- Owing to the high flows experienced this winter, many culverts have been overwhelmed in these valleys. At its peak, portable pumps were used to help move water over the culverts in some places, and sandbags were used extensively to protect many properties.
- The group will be undertaking three main activities:
 1. Survey the measures put in place over the course of this winter to manage and reduce flooding. This will provide a blueprint for future events, and will help enable us to mobilise and deploy necessary equipment in time if the groundwater levels rise again.
 2. Identify any opportunities that can be delivered as quickly as possible to reduce the impact of flooding should these watercourses flow again next winter.
 3. Identify opportunities to reduce the impact of flooding that can be delivered over a longer timeframe. These measures will require further investigation, more detailed design work and an application for additional funding.

To: Sevenoaks Joint Transportation Board
By: Tim Read, Head of Transportation
Date: 16 September 2014
Subject: Highway Improvement Scheme Progress Report
Classification: Information only

Summary: Recommendations: That Members note the progress of programmed highway improvements.

Executive Summary: This report describes the progress to date and anticipated progress over the next three months of all programmed highway improvements and those schemes that are expected to be included in Kent County Council's 2014-15 Capital Programme.

This report supports the Key aims of: Reducing speed, encouraging safer driving and tackling know speeding crash hotspots. Also improving pedestrian safety, including measures to improve access for people with disabilities as indicated in the Sevenoaks Community Plan.

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Appendices

- A. Highway Improvement Schemes.
- B. Member Highway Funded Schemes.

Key Implications

Financial; Resource (non-financial; Legal etc.; Value for Money

1. Non for Sevenoaks District Council or Kent County Council as a result of this report.

Risk Assessment Statement

2. None

Contact officer: Steven Noad/Donna Rixson
Tel: 03000 41 41 41

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Appendix A – Highway Improvement Programme: Sevenoaks District 2014-15

Location	Description of works	Current progress	Anticipated Actions for next 3 months prior to JTB	Original allocation 2014-15	Forecast out-turn 2014-15	Officer(s)
B2173 Bartholomew Way roundabout junction with B258 Swanley Lane, Swanley	Crash remedial measures; improvement measures at roundabout	The scheme is designed and ready for implementation	Works reprogrammed for March 2015	£175K	£175K	Steven Noad 03000 418181
A25 Bradbourne Vale Road	Improved pedestrian facilities & resurfacing	Location identified for improvements alongside resurfacing and Bat & Ball project	Scheme completed	£295K	£295K	Steven Noad 03000 418181

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Appendix B 2013/2014 Member Highway Fund programme update for Sevenoaks District.

The following list of schemes comprise of those which are outstanding from the previous financial year and new schemes for the current financial year which have been approved, programmed or complete. This information is up to date as of the 22 August 2014.

More detail on the schemes below can be found online on the Kent Member Highway Fund database.

Roger Gough – Darent Valley

Scheme	Reference	Cost	Status
Horton Kirby – Vehicle Activate Sign 12/13	90100429	3500	Handed Over for Delivery
Goldsel Rd/Green Court Rd, Crockenhill – wooden fencing and lining works	13-MHF-SE-19	3390	Handed Over for Delivery - Awaiting completion of fencing works.
Swanley Village Gateways – Improvements to signing and lining on approach to the village	13-MHF-SE-32	4919	Handed Over for Delivery
Shoreham Village Gateways - Improvements to signing and lining on approach to the village	13-MHF-SE-32	4765	Handed Over for Delivery
Badgers Mount Village Gateways – Provision of three village gates on all approaches to the village	13-MHF-SE-41	776	Design Complete, consultation with local residents is on-going, requires additional funds to bring this scheme to completion

Margaret Crabtree – Sevenoaks Central

Scheme	Reference	Cost	Status
Wickenden Road – Dropped Kerbs	13-MHF-SE-18	875	Complete
Buckhurst Lane, Sevenoaks – Dropped kerbs	13-MHF-SE-12	1237	Handed Over for Delivery
Brittains Lane, Sevenoaks – Signing and lining improvements within the vicinity of the school (towards its junction with Oak Lane)	13-MHF-SE-52	5488	Design to be completed by 16 September 2014.
Bayham Road, Sevenoaks – School Keep Clear Markings to the rear of St John's Primary School	13-MHF-SE-38	1660	Handed Over for Delivery

Nick Chard – Sevenoaks East

Scheme	Reference	Cost	Status
High Street Seal – Highway Mirror	13-MHF-SE-9	1000	Complete
Childsbridge Road, Seal – Footway, signing and lining works	13-MHF-SE-23	6650	Complete

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Shoreham Road, Otford – Installation of a vehicle activated sign and other signing and lining improvements. This scheme is inclusive of a £3000 contribution from The Otford Society	13-MHF-SE-37	£8000	Vehicle activate sign – handed over delivery, Additional signing and lining improvements – handed over for delivery
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David Brazier – Sevenoaks North East

Scheme	Reference	Cost	Status
A20 London Road, West Kingsdown – Bollards	13-MHF-SE-13	380	Complete
Church Road, New Ash Green – Signing and Lining	13-MHF-SE-3	1700	Complete
Oak Farm Lane, Fairseat – 20mph Speed Limit	13-MHF-SE-6	3350	Complete
Milestone Acadmey, New Ash Green - alterations to existing car parking arrangements	13-MHF-SE-42	10520	Design on-going and in conjunction with the Academy

Clive Pearman – Sevenoaks South

Scheme	Reference	Cost	Status
High Street, Edenbridge – Construction of new length of footway and changes to parking restrictions	13-MHF-SE-4	7500	Complete
Crouch House Road – Signing and Lining	13-MHF-SE-5	900	Complete
Kiln Lane, Leigh – Lining Improvements	13-MHF-SE-15	538	Complete
Fordcombe Road, Penshurst – Signing and lining	13-MHF-SE-16	3142	Handed Over for Delivery
Four Elms Crossroads – Additional Safety Improvements 12/13	12400973	18000	Complete
Hilders Lane, Edenbridge – Improvements to existing bend warning signs and lining	13-MHF-SE-43	516	Handed Over for Delivery
B2027/Cinders Hill Lane – Drainage scheme to include cleansing, grip cutting and drainage works	13-MHF-SE-59	4326	Programmed for Summer 2014
B2027/Stick Hill – Drainage scheme to include cleansing, grip cutting and drainage works	13-MHF-SE-58	3090	Programmed for Summer 2014

Robert Brookbank - Swanley

Scheme	Reference	Cost	Status
Swanley Lane – Signing and Lining Improvements	13-MHF-SE-1	3080	Complete
Dahlia Drive – Dropped Kerbs	13-MHF-SE-2	800	Complete
Sermon Drive – Tree replacement	13-MHF-SE-7	1386	Complete
Birchwood Road, Swanley – signing and lining improvements	13-MHF-SE-62	1939	Design On-going and to be delivered by Traffic

			Schemes.
Durant Road, Hextable – vehicle crossover	13-MHF-SE-55	1845	Complete

Richard Parry – Sevenoaks West

Scheme	Reference	Cost	Status
Main Road, Crockham Hill - Interactive Speed Sign 12/13	16900383	7500	Handed Over for Delivery
Main Road, Sundridge – refreshing of signing and lining in layby adjacent to A25	13-MHF-SE-48	2000	Works Complete
Bessels Green Road, Bessels Green – Parking restrictions	13-MHF-SE-47	2340	Consultation complete. This is subject to a separate JTB report being presented on 16 September 2014.
High Street, Chipstead – Parking Restrictions	13-MHF-SE-46	1633	Consultation complete. The Traffic Regulation Order is currently being sealed. Works to be programmed shortly.
High Street, Brasted – Installation of new Zebra Crossing in vicinity of White Hart Public House	13-MHF-SE-45	15277	Design Complete, Pedestrian Count Survey to be complete September 2014 as part of an on-going pedestrian crossing assessment

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To: Sevenoaks Joint Transportation Board

By: KCC Highways and Transportation

Date: 16 September 2014

Subject: Highway Works Programme 2013/14

Classification: Information Only

Summary: This report updates Members on the identified schemes approved for construction in 2014

1. Introduction

This report provides an update and summarises schemes that have been programmed for delivery in 2014

Footway and Carriageway Improvement Schemes – see Appendix A

Traffic Signals – see Appendix B

Bridge Works – see Appendix C

Conclusion

1. This report is for Members information.

Contact Officers:

The following contact officers can be contacted on **03000 41 81 81**

Carol Valentine	Highway Manager (West)
Julian Cook	Sevenoaks District Manager
Sue Kinsella	Street Lighting Manager
Neil Tree	Carriageway Surface Treatment
Russell Boorman	Resurfacing Manager
Mar Gillett	Major Projects Planning Manager
Wendy Bousted	Footway Improvement Team Leader
Katie Lewis	Drainage Manager
Toby Butler	Intelligent Transport Systems Manager
Tony Ambrose	Structures Manager

Appendix A – Footway and Carriageway Improvement Schemes

The delivery of these schemes is weather dependent; should it prove not possible to carry out these works on the planned dates, new dates will be arranged and the residents will be informed by a letter drop to their homes.

Surface Treatments - Contact Officer Neil Tree			
Surface Dressing Schemes – Contact Officer Mr Neil Tree			
Road Name	Parish	Extent of Works	Current Status
Church Road	Ash-Cum-Ridley	From the change of surface south of Manor jct to its junction with Ash Road	Completed
Valley Road	Fawkham	From North of Scudders Hill junction to its junction with Sun Hill	Completed
Tonbridge Road	Sevenoaks	From its junction with St. Julians Road to its junction with Weald Road	Completed
Main Road	Sundridge	From the High Friction Surfacing at Sundridge Crossroads to the dual carriageway	Completed
Ash Road	Hartley	From Tates Orchard to its junction with Chapel Wood Road	Completed
Moorden Lane	Leigh	From its junction with Penshurst Road to its junction with B2027 Tonbridge Road	Completed
Heaverham Road	Kemsing	From its junction with High Street to its junction with St Clere	Completed
Watercroft Road	Halstead	From its junction with London Road to to its junction with Station Road	Completed
London Road	Shoreham	From its junction with Oak Tree Farm to its junction with Polhill	Completed
Stonehouse Lane	Halstead	From its junction with Sevenoaks Road to Halstead Place School	Completed
Church Road	Halstead	From Halstead Place School to its junction with Shoreham Road	Completed

London Road	West Kingsdown	From its junction with Hazelden Close to its junction with Stansted Lane	Completed
London Road	Westerham	From its junction with Pilgrims Way to its junction with Force Green Lane	Completed
Hartfield Road	Cowden	From its junction with Cowden Pound Road to its junction with Station Road	Completed
Machine Resurfacing – Contact Officer Russell Boorman			
Road Name	Parish	Extent of Works	Current Status
A25 Bradbourne Vale Road	Seal	From its junction with St Johns Hill to its junction with Bradbourne Road	Completed
A25 High Street	Brasted	From its junction with Rectory Lane to its junction with The Carriageway	Works programmed to start 15/09/14 - 16/09/14
A25 Westerham Road	Brasted	From its junction with Church Road to the timber yard entrance	Works programmed to start 16/09/14 - 19/09/14
A20 London Road	Farningham	From its junction with A20 Teardrop roundabout and its approach	Works programmed to start Summer/Autumn 2014
A25 High Street	Seal	From its junction with Zion Rd to east of Park Lane	Works programmed to start 10/09/14 - 16/09/14
Footway Improvement - Contact Officer Wendy Boustead			
Road Name	Parish	Extent and Description of Works	Current Status
Northview	Swanley	Junction Sycamore Drive to 2nd entrance to The Spinney – Replacement of existing surface with asphalt and kerbing where required	Completed
Brattlewood	Sevenoaks	From its junction with Garth Road to its junction with Beechmont Road - Replacement of existing asphalt surface and renewal of kerbs where required	Works substantially completed

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Garth Road	Sevenoaks	From its junction with The Rise to its junction with Weald Road - Replacement of existing asphalt surface and renewal of kerbs where required	Works substantially completed
Copperfields & Copperfields Orchard	Kemsing	Whole Length – Replacement of existing asphalt surface and renewal of kerbs where required	Programmed to start Autumn 2014
Childsbridge Lane	Kemsing/Seal	From Pilgrims Way to Railway Bridge – This scheme is still in the design stages	Programmed to start Autumn 2014
Victoria Road	Sevenoaks	From its junction with Lime Tree Walk to its junction with Argyle Road – Slurry Surfacing	Completed
The Dene	Sevenoaks	Whole Length	Programmed to start Autumn 2014
Sundridge Road	Chevening	From its junction with Morants Court Road to Morants Court Farm	Programmed to start Autumn 2014
Copperfields & Copperfields Orchard	Kemsing	Whole Length	Programmed to start 03/11/14 for seven weeks
Cobden Road	Sevenoaks	From its junction with Cedar Road to its junction with Quakers Hall Lane – Slurry Surfacing	Completed

Appendix B – Traffic Signals

There is a programme of scheduled maintenance to refurbish life expired traffic signal equipment across the county based upon age and fault history. The delivery of these schemes is dependent upon school terms and holiday periods; local residents, businesses and schools will be informed verbally and by a letter drop of the exact dates when known.

Traffic Systems - <i>Contact Officer: Toby Butler</i>		
Location	Description of Works	Current Status
A25 Main Road, Sundridge Sevenoaks Site reference: 09/0780	Refurbishment of traffic signal controlled crossing.	Works complete
B2173 Bartholemew Way near Sycamore Drive Swanley Site ref: 09/0277	Refurbishment of traffic signal controlled crossing	Due for Completion 26/08/14

Appendix D – Bridge Works

Bridge Works – <i>Contact Officer Tony Ambrose</i>			
Road Name	Parish	Description of Works	Current Status
Castle Road	Eynsford	Refurbishment of Shoreham Castle East Bridge	To be programmed Winter 2013/14

1.1 Legal Implications

1.1.1 Not applicable.

1.2 Financial and Value for Money Considerations

1.2.1 Not applicable.

1.3 Risk Assessment

1.3.1 Not applicable.

Contact: Carol Valentine / Julian Cook 03000 41 81 81

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To: Sevenoaks Joint Transportation Board

By: **Andrew Loosemore** – Head of Highway Operations

Date: 16 September 2014

Subject: Local Winter Service Plan

Classification: Information only

Summary: This report outlines the arrangements that have been made between Kent County Council and Sevenoaks District Council to provide a local winter service in the event of an operational snow alert in the district

Introduction

1. Kent County Council Highways, Transportation & Waste (KCC HTW) takes its winter service responsibilities very seriously and is proactive as well as reactive to winter weather conditions. Winter service costs KCC in the region of £3.2m every winter and needs careful management to achieve safety for the travelling public and to be efficient. The Highways Operations teams in HTW work to ensure that the winter service standards and decisions made are consistent across the whole county.

HTW prepares an annual Winter Service policy and plan which are used to determine actions that will be taken to manage its winter service operations. The policy will be discussed at the Environment, Highways and Waste Cabinet Committee on 17 September 2014.

District based winter service plans

2. The Local Winter Service Plan for the Sevenoaks District is a working document. It will evolve and be revised as necessary throughout the year. The document will be available on the KCC website. This document complements the KCC Winter Service Policy and Plan 2014-15. Following successful work in previous years with district councils, arrangements have again been put in place this year whereby labour from district councils can be used during snow days. Additionally HTW will supply a quantity of a salt/sand mixture to district councils to use on the highway network. The details are contained in the plan which enhances the work that HTW will continue to do in providing a countywide winter service. The local plan comes into effect when a snow operational alert is declared that affects the district of Sevenoaks.

http://www.kent.gov.uk/roads_and_transport/highway_maintenance/winter_maintenance_and_repairs/sevenoaks_winter_s.aspx

Pavement clearance

3. Areas for clearing pavements have been identified in the local plan. These are the areas where local knowledge has indicated that people are concerned and would most like to be kept clear when there is snow and ice.

Farmers

4. The work that our contracted farmers have done in recent years is greatly appreciated and has made a big difference in keeping rural areas clear on snow days. Again this year farmers will have predetermined local routes and will use their own tractor and KCC ploughs for clearing snow. The ploughs supplied are serviced by KCC each year. Each farmer will have plans detailing the roads that they are responsible for ploughing. When snow reaches a depth of 50mm on roads in their areas the farmers will commence ploughing notifying KCC as agreed in their contract. A list of farmers and their contact details can be found in the local plan, (although some personal information will not be available via this report or the website due to Data Protection legislation).

Conclusion

5. Working in partnership with the district councils will enable HTW to provide an effective winter service across the county.

Recommendations

6. Members are asked to note this report.

Background documents: Kent County Council Winter Service Policy and Plan 2014/15

Contact officer:

Julian Cook -Tel: 03000 41 81 81

To: Sevenoaks Joint Transportation Board.

By: Kent County Council Highways & Transportation

Subject: **Results from the Highways & Transportation Annual Satisfaction Survey 2013**

Classification: Unrestricted

Summary: Inform Joint Transportation Boards of the key results of the 2013 Resident, County Member and Parish/Town Council Highway & Transportation Satisfaction Survey. The survey sought views on a range of issues including the condition of roads, footways, streetlights and highway drains through to views on bus services, congestion, safety cameras, Member Highway Fund and the Parish Annual Meeting. The full survey report is published on the KCC website.

Introduction

1. Satisfaction surveys, to gauge perception of the highway service have been carried out since 1987. The 2013 survey was undertaken between November 2013 and January 2014 and sought views from residents, County Members and Parish/Town Councils.
2. An independent market research company called BMG was used to undertake the specialist face to face survey work with residents. All other survey work was undertaken by H&T staff.
3. A summary of the results are presented in this report. This information will be used by the Director and Divisional Management team to identify actions to help improve service delivery.
4. A total of 1,205 face to face interviews were carried out on a representative sample of Kent residents with approximately 100 interviews in each of the twelve Districts, reflecting the age, gender and economic status. This sample size gives us a + or -2.8% accuracy of results at a County level and + or -10% for District results.
5. A total of 46 County Members responded (a response rate of 55%) and for Parish/Town Councils a total of 147 completed the survey (a response rate of 47%). The survey is designed to give an overall view of the service through the eyes of residents and two key elected representative bodies. The community voice is represented through Parish and County Members stakeholder groups.
6. The survey comprised around 30 questions, ranging from satisfaction with the condition of roads, footways, streetlights and the state of road drains through to views on local bus services, congestion, safety cameras, Member Highway Fund and the Annual Parish/Town Council Meetings.

The 2013 survey results

7. To ensure independence in the analysis of the survey results the independent market research company (BMG) was also commissioned to identify key issues emerging from the three stakeholder groups. The graphs in the following appendix present the results as the average % satisfied (green line) and % dissatisfied (red line) across the three key stakeholder groups (Residents, County Members and Parish/Town Councils). Results will not add up to 100% as respondents are also offered a neither satisfied nor dissatisfied option if they have no strong positive or negative views. Across all stakeholder groups BMG identified the following points;
- a) Whilst 76% of residents know how to report a fault only 16% have reported a highway problem in the last 12 months. In terms of Members 100% have reported faults and 99% of Parishes. More could be done to promote the use of the Council's new web based fault reporting tool to ensure more residents know the ease at which faults can be reported and experience the service first hand.
 - b) The combined results, when an average is taken from the County Member, Parish/Town Council and Residents groups, suggest that satisfaction with road, footways and streetlighting has remained broadly the same as last year despite reductions in maintenance and capital improvement budgets. This is a positive message from the survey.
 - c) A new question was added to this year's survey asking 'satisfaction that road drains/gullies are kept clean'. Whilst residents were broadly happy with 65% satisfied there is more to do to improve this service in the eyes of Members (39% satisfied) and Parish Councils (19% satisfied).
 - d) Where a request for service has been made, or a fault reported, the combined results show a 66% satisfaction level which is up a little on last year.. Whilst this is a positive message, more could be done to improve this level of satisfaction by improving expectation management and providing clarity on the levels of service that can be delivered. and engaging with communities about whether this meets their needs. Although this may be difficult with the budget pressures.
 - e) There continues to be a strong perception amongst Parish/Town Councils and County Members of the value of the service provided by District Manager and Steward team and this focal point for access to the highway service appears to be working well. Whilst the overall result is positive there are some District Manager teams where this relationship can be further improved.
 - f) Of all road types Town Centre and Country Lanes remains the biggest area of concern across all three groups but especially amongst Parish/Town Councils and residents. This is of concern with pressures on 14/15 budgets and the level of service that is possible on these minor roads. Clear expectation management is needed here.
 - g) Satisfaction with the condition of Footways has improved on last year with the combined result showing a 53% satisfaction but again Parish Councils are the least satisfied stakeholder group. A positive improvement on last year but more could be done to communicate the expectation message to Parishes and ensure they feel they have a voice on this asset.

- h) A positive 88% of residents who have used the KCC website /twitter/facebook for travel and roadwork's information were satisfied. This is a positive message and good use of emerging social media to share key information and keep customers informed.
 - i) Residents provided a wide range of examples where their journeys were impacted by congestion and these should be used in congestion strategy work. In all 35% stated that they experienced congestion on their journeys 0-5 days per month and 25% on 16+ of their journeys. This is an area worthy of further investigation.
 - j) In relation to public transport, 59% of bus users were satisfied with their local services (similar to last year). Those dissatisfied with bus services stated that 'infrequent service' (24%), 'cost of fares' (16%) and late/not punctual as the main reason. This has been a consistent message in recent surveys and one that needs to be shared with providers.
 - k) Overall 35% of residents feel that KCC does enough to support residents in making greener travel choices with 52% stating they have not taken any steps in the last 12 months to travel in a greener way (however did state they have 31% walked more and 16% used the bus more). A key balance between those who feel impacted by congestion and encouraging them to make green travel choices.
 - l) In terms of Safety Cameras helping to make roads safer across Kent 57% Members, 51% residents and 48% of Parishes Councils agreed with the statement. This % has stayed pretty consistent over the last 3 years and is no doubt impacted on by the wider media messages.
8. Examples of some of the main results included in the full report are set out in Appendix 1. Figures 1-5 show the combined County Members, Residents and Parish/Town Councils satisfaction results for Roads, Footways, Streetlights, Drainage and Satisfaction with Service Received (as these are reported at a Countywide level they have an accuracy of + or -2.8%).

Conclusions from the Director of Highways and Transportation

- 9. Overall the results show a positive trend when set against the difficult financial position that local authorities continue to find themselves in.
- 10. Clearly there is always room for improvement and the Highways and Transportation Division is continuing to develop its service delivery ethos and focus on delivering ever improving outcomes to the public of Kent. The contents of this report and the year by year tracking profile it provides continues to be helpful in helping us shape our future actions and improvement plans and as such is greatly valued.
- 11. We are entering an even more challenging period and working hard to ensure we manage expectations around the levels of service we are able to deliver. We are using the KCC website, our District Manager teams and Contact Centre colleagues (when customers report faults to us) to better explain our services and listen to customers about their concerns. A recently completed Local Government Association Peer Review identified areas of good practice but also some areas for improvements

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and we will be working on these in the coming months. Key challenges will be how to engage better with local communities and our approach to managing the asset in the long term.

Further Information

12. The full tracker survey report is very large and contains much more information along with a more detailed executive summary of the issues identified from the results by BMG. A copy of the report is available on the KCC website

Background Documents: None

Other Useful Information: Highways & Transportation Highway Tracker Survey 2013

Author Contact Details

David Thomas, Business Manager, Kent County Council Highways & Transportation

✉ david.thomas@kent.gov.uk

☎ 03000 41 81 81

Appendix 1

Results from the Highway Tracker Survey 2013 – Countywide results

Figure 1 – Combined Average Results - Satisfaction with the condition of **Roads** in the local area – year-on-year comparison (average of residents, County Members & Parish/Town Councils)

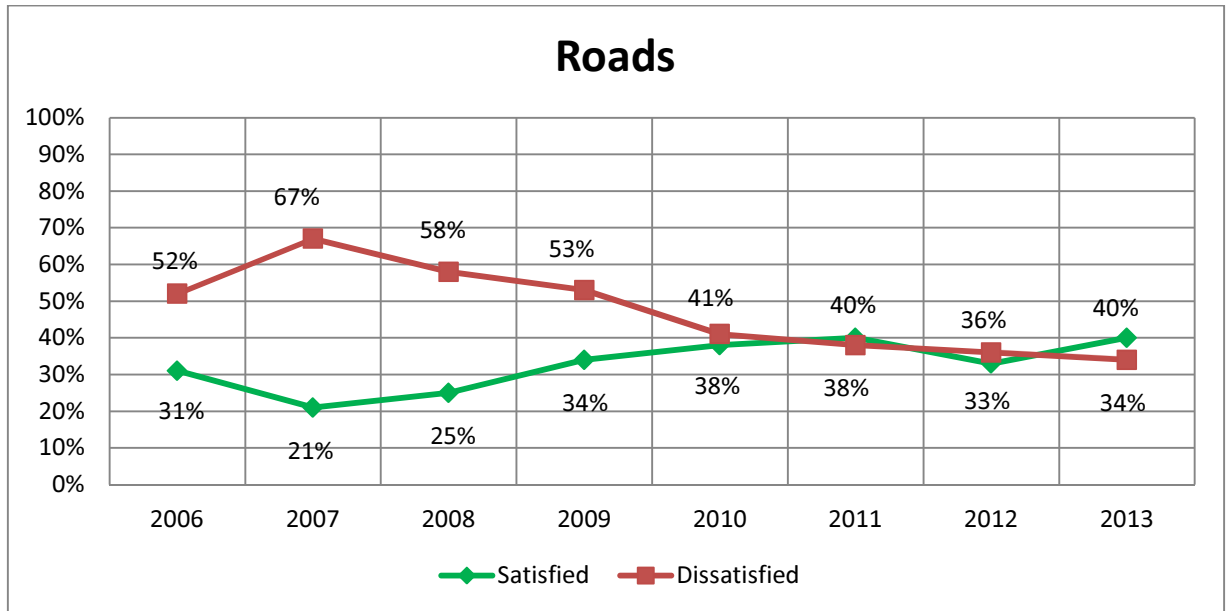


Figure 2 - Combined Average Results - Satisfaction with the condition of **Footways** in the local area – year-on-year comparison (average of residents, County Members & Parish/Town Councils)

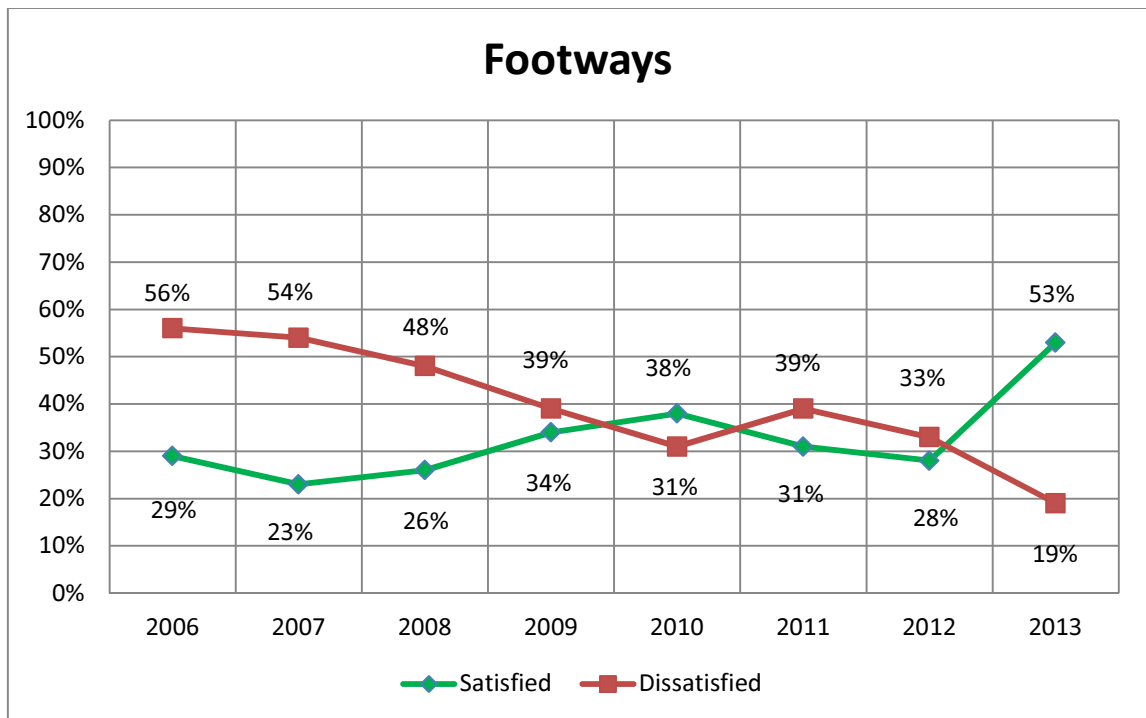


Figure 3 - Combined Average Results - overall satisfaction with Street Lighting in the local area – year-on-year comparison (average of residents, County Members & Parish/Town Councils)

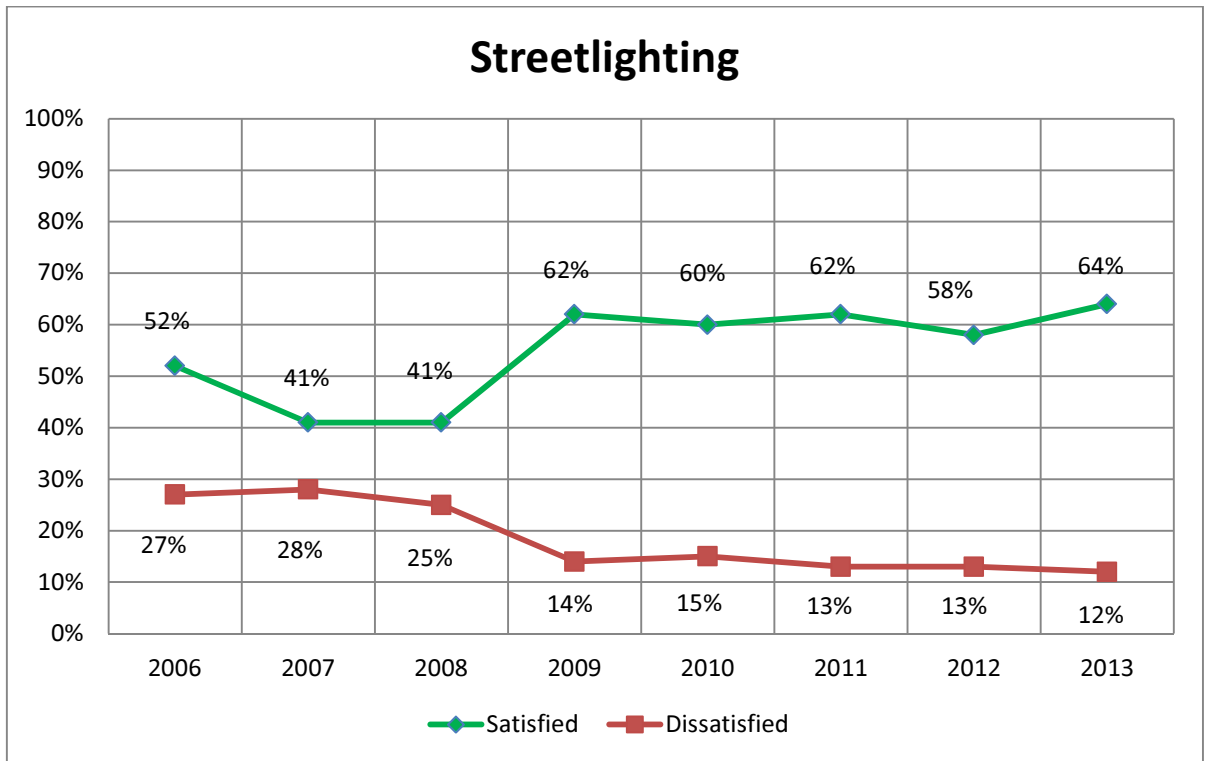


Figure 4 - Combined Average Results - overall satisfaction with Road Drains/Gullies kept clean – (average of residents, County Members & Parish/Town Councils)

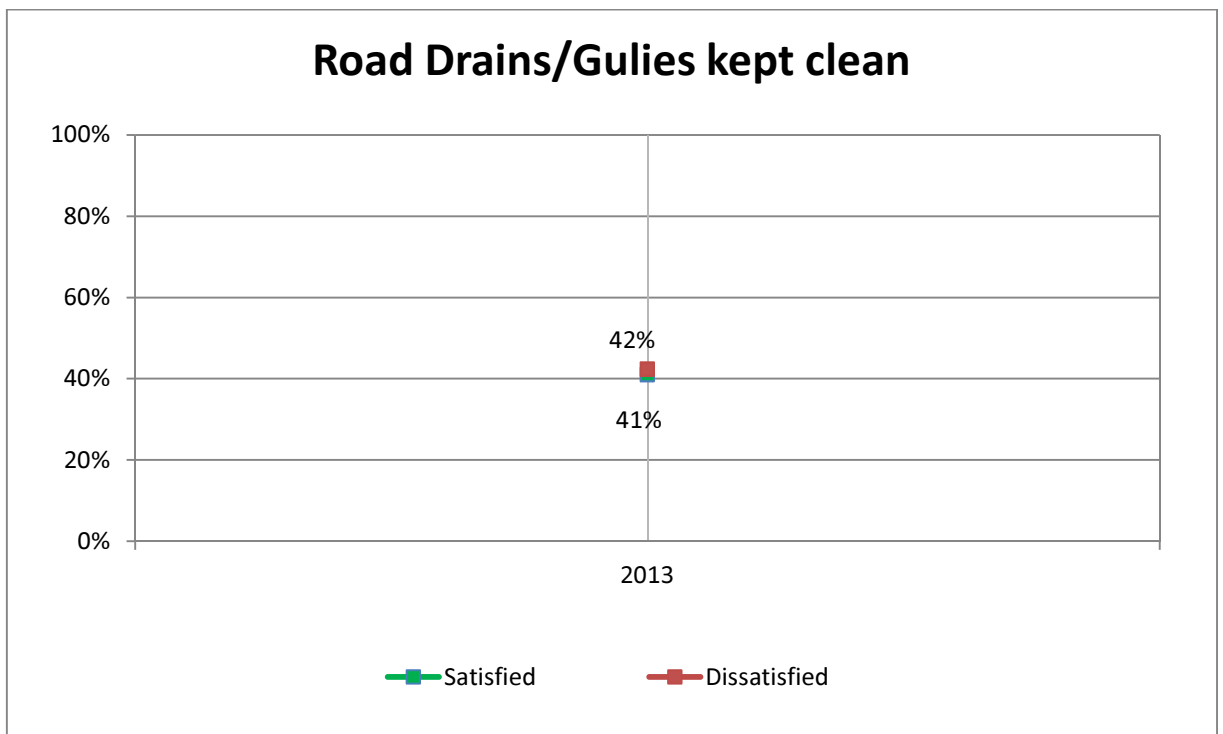
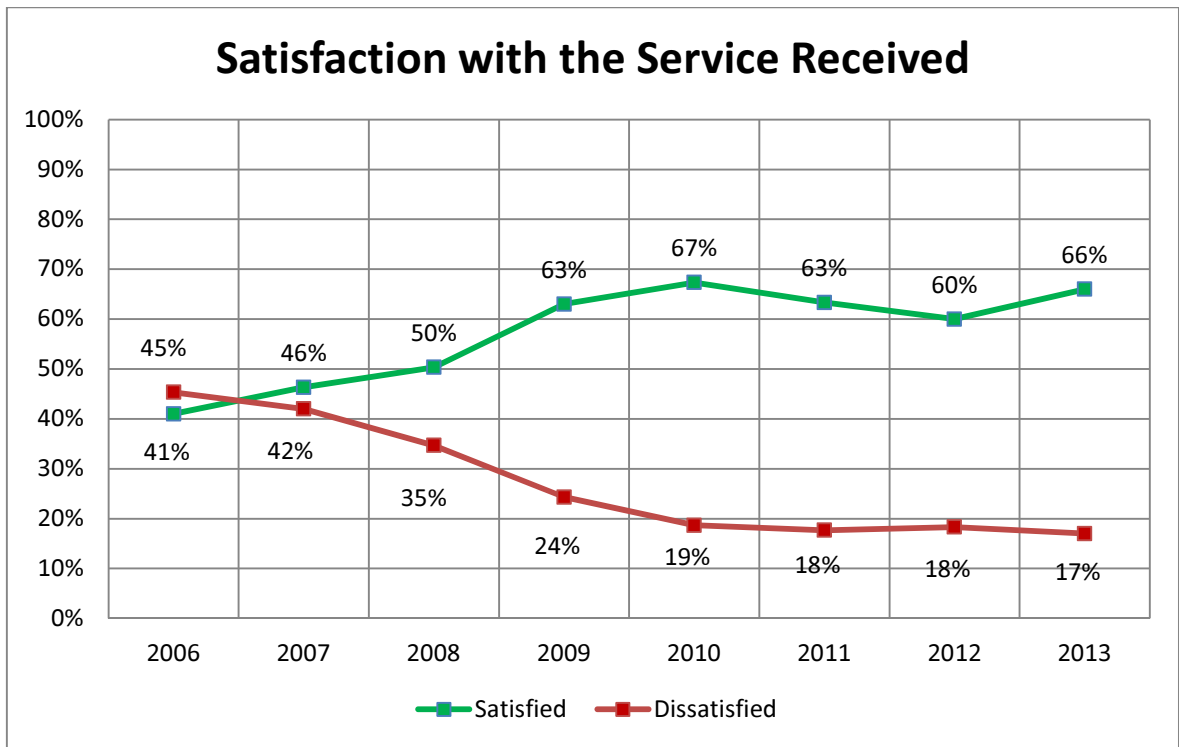


Figure 5 - Combined Average Results - overall satisfaction with the Service Received when asking for information or reporting a problem – year-on-year comparison (average of residents, County Members & Parish/Town Councils)



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H&T Highway survey 2013 - Summary for Sevenoaks

Introduction

This is a summary of the Highway survey results specific to Sevenoaks. Details of the full survey can be found in the 'Highways and Transportation Tracker Survey 2013 - Research report' on kent.gov.uk.

Accuracy of figures:

In all, 1,205 residents in Kent were interviewed. This equates to approximately 100 interviewed per district. This means that all results at a district level are + or - 10% of that shown. For example, 70.3% of residents in Sevenoaks are satisfied with the condition of roads, however in reality due to the small sample size this figure could be anything between 60.3% and 80.3%. Figures for the whole of Kent are more accurate due to the larger sample size. These are only + or - 2.8% of that shown.

Key results for Sevenoaks residents:

Where the Sevenoaks result is within the + or - 20% variance of the overall Kent result, they are rated as **GREEN** meaning they are not significantly different from the Kent average.

Condition of Roads	61.8% Satisfied	This figure is +15.8% above the average satisfaction for Kent residents.
Condition of Pavements	71.0% Satisfied	This figure is +7.0% above the average satisfaction for Kent residents.
Street Lighting	57.0% Satisfied	This figure is -12.0% below the average satisfaction for Kent residents.
Road drains / gullies	82.0% Satisfied	This figure is +17.0% above the average satisfaction for Kent residents.

Other results from the Highway Survey that are + 20% above or -20% the Kent average for Sevenoaks residents:

- 71% of Sevenoaks residents said they were satisfied with the condition of Main 'A' or 'B' roads in their local area. This is 20% **above** the average for Kent residents.
- 73% of Sevenoaks residents said they were satisfied with the condition of Town centre of village roads in their local area. This is 20% **above** the average for Kent residents.

Response levels to survey from County Members and Parish/Town Councils for Sevenoaks:



22 out of 30 (i.e. 73%) of **Parish/Town Councillors** for Sevenoaks completed the 2013 Highway survey. Note: the average response rate for Parish/Town Councillors across Kent was 47%.

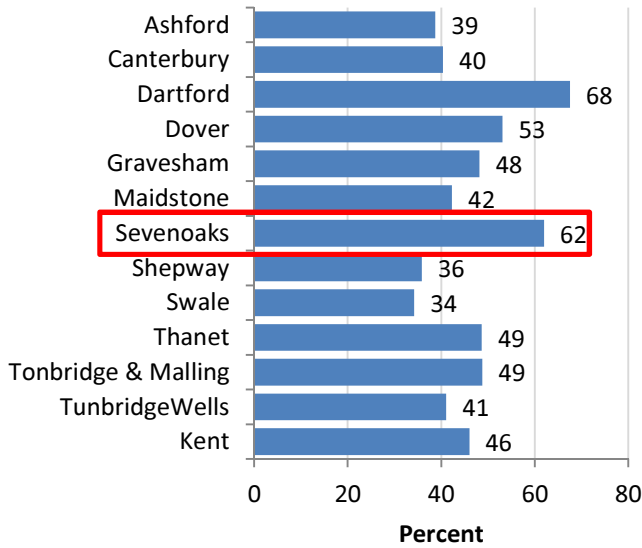


5 out of 7 (i.e. 71%) of **County Members** for Sevenoaks completed the 2013 Highway survey. Note: the average response rate for County Members across Kent was 48%.

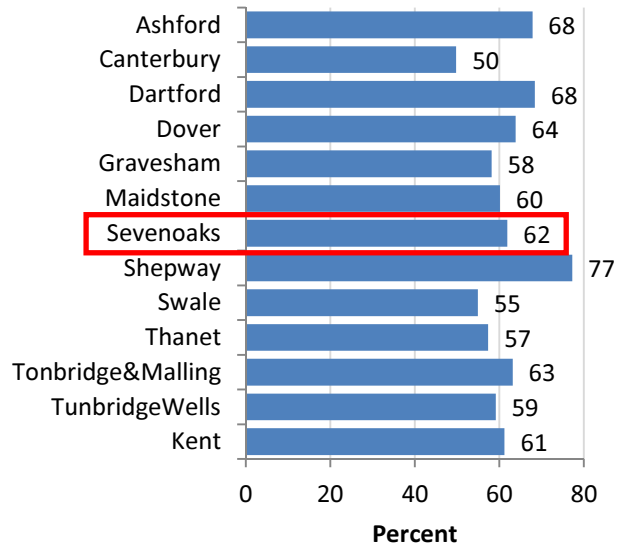
Please note: survey sample sizes for County Members and Parish/Town Councils are too small to be broken down to a district level.

Results for Sevenoaks residents compared to other districts (Remember results can be +/- 10% of that shown):

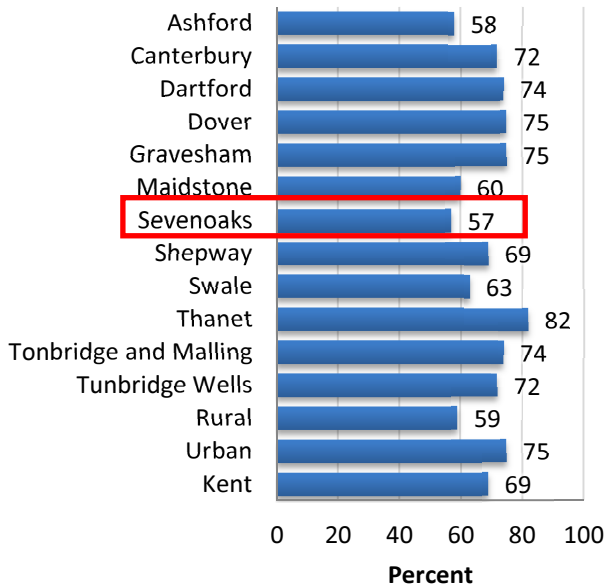
Summated satisfaction with roads - All resident responses (%)



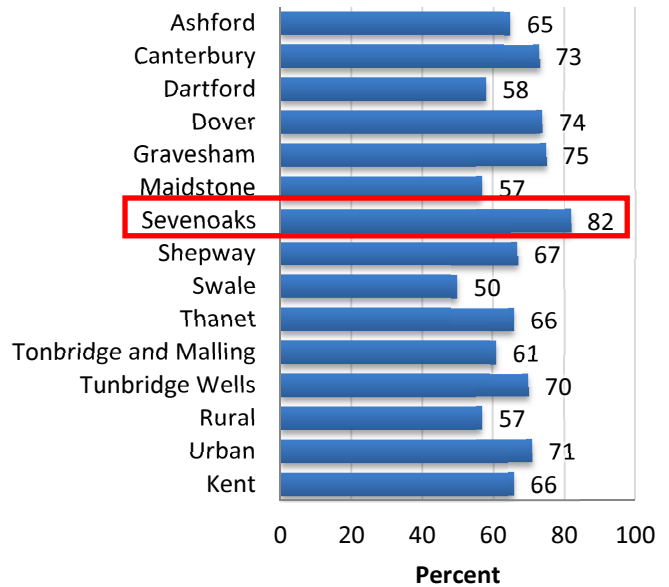
Summated satisfaction with pavements - All resident responses (%)



Satisfaction with the street lighting, by geography - All residents (%)



Satisfaction with the road drains/gullies, by geography (All residents %)



How those 100 residents in Sevenoaks were chosen:

The 100 residents' interviews for Sevenoaks were split into ten sampling clusters (each cluster representing a census output area), with ten interviews conducted per cluster. From a list of all Kent census output areas, a geographic profile was first developed, so that the target number of interviews was representative of the county in terms of deprivation level (10% of interviews conducted in each deprivation decile), and that each individual district covered as wide a range of deprivation levels as possible. The number of interviews in each individual district is also representative of the population breakdown between urban, town fringe and rural areas. Individual census output areas that fit the geographic profile design were then randomly selected (using random number tables).

