

Notice of meeting and agenda

Transport and Environment Committee

10am Tuesday 17 January 2017

Dean of Guild Court Room, City Chambers, High Street, Edinburgh

This is a public meeting and members of the public are welcome to attend

Contacts

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1. Order of business

- 1.1 Including any notices of motion and any other items of business submitted as urgent for consideration at the meeting.

2. Declaration of interests

- 2.1 Members should declare any financial and non-financial interests they have in the items of business for consideration, identifying the relevant agenda item and the nature of their interest.

3. Deputations

- 3.1 If any

4. Minutes

- 4.1 Transport and Environment Committee 1 November 2016 (circulated) - submitted for approval as a correct record

5. Forward planning

- 5.1 Transport and Environment Committee Key Decisions Forward Plan (circulated)
- 5.2 Transport and Environment Committee Rolling Actions Log (circulated)

6. Business bulletin

- 6.1 Transport and Environment Committee Business Bulletin (circulated)

7. Executive decisions

- 7.1 Transport for Edinburgh Strategy 2017–2021 and Lothian Buses Plan 2017-2019 – report by the Executive Director of Place (circulated)
- 7.2 Road, Footway and Bridges Investment – Capital Programme for 2017/2018 – report by the Executive Director of Place (circulated)
- 7.3 Setted Streets Progress Report – report by the Executive Director of Place (circulated)
- 7.4 Edinburgh Street Design Guidance – Process for Approving Part C Detailed Design Manual – report by the Executive Director of Place (circulated)
- 7.5 Leith Programme – Objections to Traffic Regulation Order – Leith Walk (Brunswick Street to Montgomery Street) and Redetermination Order – Leith Walk (Brunswick Street to Montgomery Street) – report by the Executive Director of Place (circulated)

- 7.6 Cleanliness of the City – report by the Executive Director of Place (circulated)
- 7.7 Waste and Cleansing Improvement Plan – Progress Update – report by the Executive Director of Place (circulated)
- 7.8 Charges for Special Uplifts – report by the Executive Director of Place (circulated)

8. Routine decisions

- 8.1 Air Quality Update – report by the Executive Director of Place (circulated)
- 8.2 Policies - Assurance Statement – report by the Executive Director of Place (circulated)
- 8.3 Public Utility Company Performance 2016/17- Quarter 2 (July, August and September 2016) – report by the Executive Director of Place (circulated)
- 8.4 Objections to Traffic Regulation Order TRO/16/74 20mph Speed Limit - Various Roads, Edinburgh – report by the Executive Director of Place (circulated)
- 8.5 Objections to Proposed Waiting Restrictions, Traffic Regulation Order TRO/15/41– report by the Executive Director of Place (circulated)
- 8.6 General Switchboard and Website Enquiries - referral from the Corporate Policy and Strategy Committee (circulated)

9. Motions

- 9.1 Motion by Councillor Jackson - Granton Square

This committee:

Notes the dangerous situation for pedestrians at Granton Square, particularly for those trying to cross at any of the six roads that lead on to it.

Committee therefore calls for a report within one cycle on what measures can be introduced to address this issue with consideration being given to pedestrian crossings and/or other traffic signal solutions.

Kirsty-Louise Campbell

Interim Head of Strategy and Insight

Committee Members

Councillors Hinds (Convener), McVey (Vice-Convener), Aldridge, Bagshaw, Barrie, Booth, Cardownie, Cook, Donaldson, Doran, Gardner, Bill Henderson, Jackson, Keil, McInnes, Burns (ex officio) and Ross (ex officio).

Information about the Transport and Environment Committee

The Transport and Environment Committee consists of 15 Councillors and is appointed by the City of Edinburgh Council. The Transport and Environment Committee usually meets every eight weeks.

The Transport and Environment Committee usually meets in the Dean of Guild Court Room in the City Chambers on the High Street in Edinburgh. There is a seated public gallery and the meeting is open to all members of the public.

Further information

If you have any questions about the agenda or meeting arrangements, please contact Stuart McLean or Aileen McGregor, Committee Services, City of Edinburgh Council, City Chambers, High Street, Edinburgh EH1 1YJ, Tel 0131 529 4106/0131 529 4325, email: stuart.mclean@edinburgh.gov.uk / aileen.mcgregor@edinburgh.gov.uk

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Services on 0131 529 4106 or committee.services@edinburgh.gov.uk.

Transport and Environment Committee

10.00 am, Tuesday 1 November 2016

Present:

Councillors Hinds (Convener), McVey (Vice-Convener), Bagshaw, Balfour Barrie, Booth, Cardownie, Nick Cook, Dixon (substituting for Councillor Henderson), Donaldson, Doran, Gardner, Jackson and Mowat (substituting for Councillor McInnes).

1. Deputation: Adult City Single Tickets

The Committee agreed to hear a deputation from Paul Stevenson as the principal petitioner, Ewan Walker of Edinburgh Foodbanks and Mark Kennedy Cyrenians in relation to a report by the Executive Director of Place 'Adult City Single Tickets'.

The deputation raised the following key issues:

- The Adult City Single tickets helped the most vulnerable in society, the withdrawal of them has had a detrimental impact on a number of groups.
- The withdrawal had also impacted on the deputations endeavours to improve the chances of employment for those using their services.
- Lothian Buses had introduced a discounted day saver scratch card but this does not help those that only require a single journey ticket.
- The withdrawal of the Adult City Single ticket has meant that the Council having to spend £3 on the alternative scratch card for a journey that normally costs £1.60.

The deputation asked for Committee support to ensure that the most vulnerable in society had access to public transport and suggested that a number of city smart cards with one journey each be sold to those charities that had previously purchased Adult City Single tickets, as a sustainable, fare alternative.

The Convener thanked the deputation for their presentation and invited them to remain for the Committee's consideration of the report by the Executive Director of Place at item 2 below.

2. Adult City Single Tickets

A petition 'Lothian Buses to continue to accept Adult City Single Tickets' had been lodged following Lothian Buses decision to withdraw the Adult City Single ticket. The Committee was asked to note that Lothian Buses had been asked to fully investigate the potential of the citysmart card proposal.

Decision

- 1) To note the content of the report by the Executive Director of Place.

- 2) To note that Lothian Buses had been asked to fully investigate the potential of the citysmart card proposal and to agree that a report back on the possibility and what would be required to set it up would be submitted to the Transport and Environment Committee in January 2017.
- 3) To request that Lothian Buses ensure that those charities with a proven need can access the subsidised day saver card until such a time that a resolution to the issues outlined by the deputation are resolved.

(References – Petitions Committee 14 April 2016 (Item 5); Communities and Neighbourhoods Committee 10 May 2016 (Item 2); report by the Executive Director of Place, submitted)

3. Minutes

Decision

To approve the minute of the Transport and Environment Committee of 30 August 2016, as a correct record.

4. Key Decisions Forward Plan

The Transport and Environment Committee Key Decisions Forward Plan for November 2016 was submitted.

Decision

To note the Key Decisions Forward Plan for November 2016.

(Reference – Key Decisions Forward Plan, submitted)

5. Rolling Actions Log

The Transport and Environment Committee Rolling Actions Log updated to 1 November 2016 was presented.

Decision

- 1) To note the rolling actions log and to approve the closure of actions 2, 6, 16, 20, 26, 27 and 31.
- 2) To note the expected completion date for rolling actions 13, 15, 19, 21, 22, 29, 30 and 33 had been revised.

(References – Act of Council No 12 of 24 October 2013; Rolling Actions Log 1 November 2016, submitted)

6. Committee Decisions – October 2015 – August 2016

On 19 June 2014, the Governance, Risk and Best Value Committee agreed increased monitoring for the dissemination and implementation of committee decisions. It had been agreed that a report outlining all decisions taken in the previous year with an update on the implementation of decisions and recommendations to discharge actions would be presented to Executive Committees annually.

An update was provided on decisions taken by the Transport and Environment Committee, not included on the Rolling Actions Log, for the period covering October 2015 to August 2016.

Decisions

- 1) To note the position on the implementation of Transport and Environment Committee decisions as detailed in the appendix to the report by the Chief Executive.
- 2) To note that an annual summary report would be presented to the Transport and Environment Committee in twelve months time.

(References – Governance, Risk and Best Value Committee, 19 June 2014 (Item 9); Transport and Environment Committee, 27 October 2015 (Item 4); report by the Chief Executive, submitted)

7. Transport and Environment Committee Business Bulletin

The Transport and Environment Committee Business Bulletin for 1 November 2016 was presented.

Decision

To note the Transport and Environment Committee Business Bulletin.

(Reference - Business Bulletin – 1 November 2016, submitted)

8. Waste Improvement Plan

Approval was sought for the Waste and Cleansing Improvement Plan. The Plan identified and addresses issues that impact on waste collection performance and street cleanliness.

Motion

- 1) To approve the Waste and Cleansing Improvement Plan.
- 2) To note the intention to give presentations on the Improvement Plan to Neighbourhood Partnerships, Community Councils, local business forums, Edinburgh World Heritage, Trade Unions and other stakeholders as part of a wider programme of engagement.

3) To note the intention to provide progress reports to future meetings of the Transport and Environment Committee.

- moved by Councillor Hinds, seconded by Councillor McVey

Amendment 1

1) Whilst welcoming the intention of the Waste and Cleansing Improvement Plan, Committee expresses concern at the elementary nature of many of its actions and the time it had taken to address fundamental service failings.

2) Considers that many of the issues with waste and cleansing services would have been avoided had the Council implemented an 'alternative business model' for service delivery in 2011, which offered guaranteed contractual improvements.

3) Agrees in principle that should the Waste and Cleansing Improvement Plan fail to deliver measurable, sustained service improvement, Committee should be willing to instruct Officers to bring forward a report detailing potential options for alternative delivery models for waste collection and cleansing services.

- moved by Councillor Nick Cook, seconded by Councillor Mowat

Amendment 2

1) To approve the Waste and Cleansing Improvement Plan, subject to consultation with the trade unions.

2) To note the intention to give presentations on the Improvement Plan to Neighbourhood Partnerships, Community Councils, local business forums, Edinburgh World Heritage, Trade Unions and other stakeholders as part of a wider programme of engagement.

3) To note the intention to provide progress reports to future meetings of this Committee.

- moved by Councillor Booth, seconded by Councillor Bagshaw

Voting

For the motion - 9 votes

For amendment 1 - 3 votes

For amendment 2 - 2 votes

Decision

1) To approve the Waste and Cleansing Improvement Plan.

2) To note the intention to give presentations on the Improvement Plan to Neighbourhood Partnerships, Community Councils, local business forums, Edinburgh World Heritage, Trade Unions and other stakeholders as part of a wider programme of engagement.

- 3) To note the intention to provide progress reports to future meetings of the Transport and Environment Committee.

(References – Minute of Transport and Environment Committee 12 January 2016 (item 14); report by the Executive Director of Place, submitted)

9. Seafield Waste Water Treatment Works – Monitoring of Scottish Water Odour Improvement Plan

The number of sewage nuisance complaints received via the Council's Seafield Waste Water Treatment Works (WWTW) Odour Monitoring and assessment programme was outlined.

Decision

- 1) To note the findings of the Council's monitoring and assessment programme over the periods 1 March 2015 to 31 October 2015 and 1 March 2016 to 31 October 2016.
- 2) To note the outcome and actions arising from a Council investigation into a major odour incident resulting from a temporary shutdown of the Thermal Hydrolysis plant which had caused an increase in complaints of odour from local residents throughout the month of October 2015.
- 3) To note the outcome and actions arising from a Council and Scottish Environmental Protection Agency investigation into complaints received from local residents relating to a burning odour that peaked during the period mid-April to mid June 2016.
- 4) To note that following the Council's request to Scottish Government to review the 2005 Code of Practice that such a review is now underway as detailed in paragraphs 3.20 to 3.22 in the report by the Executive Director of Place and urges the Scottish Government to ensure that local residents are invited to fully participate in the review.
- 5) To instruct officers to continue, for one further year, the odour monitoring and assessment programme. This includes responding to complaints of sewerage nuisance and carrying out monitoring when activities which pose an odour release risk are due to be implemented within the Waste Water Treatment Works.
- 6) To agree that should a major incident occur officers are instructed to consult with the Convenor, Vice Convenor and Group spokespeople on how the Transport and Environment Committee should be updated.
- 7) To note the ongoing concerns expressed by the Leith Links Residents' Association and other local residents at the unacceptable odours which had emanated from the Seafield plant in recent months and agree that the Convenor writes to the Cabinet Secretary for Environment, Climate Change and Land Reform for an updated timeline on when the review of the Code of Practice would be complete and to encourage a speedy conclusion to this process.

To also request a meeting with the Convener, Vice Convener and appropriate Community representatives once this review had been completed to discuss:

- (i) the outcome of the Code of Practice review;
 - (ii) future investment proposals for the Seafield plant; and,
 - (iii) possible future options in relation to the renewal of the contract to operate the Seafield facility.
- 8) To note that some residents no longer report odour incidents, either because they feel it makes no difference or because they report that it is too difficult to do so, and to agree to bring forward proposals to make it easier for residents to report odour incidents, including but not limited to online or digital ways to register such incidents.
- 10) To note the disappointment that the Scottish Water report was not available for consideration by the Transport and Environment Committee.

(References – Minute of Transport and Environment Committee 2 June 2015 (item 29); report by the Executive Director of Place, submitted)

10. Alternatives to the Use of Glyphosate-Based Herbicide to Control Weeds on Streets and Green Spaces

A range of alternatives concerning the use of glyphosate-based herbicides for the control of weeds was outlined. The Committee was asked to approve an Integrated Weed Control Programme.

Decision

- 1) To adopt a policy that seeks to reduce the amount of glyphosate-based herbicide used by the authority to control weeds, limits the use of chemical herbicides only where there is no effective or reasonable alternative, uses the least harmful product and is applied in the safest way using the minimal amount of herbicide.
- 2) To note the intention to develop, implement and report back to the Transport and Environment Committee within 12 months an Integrated Weed control Programme with achievable targets and objectives for the control of weeds along roadsides, pavements, other hard surfaces, and in parks and other green spaces. This programme to focus on the application of mulches and cultural maintenance, mechanised weed brushes, rippers and path edgers, and electricity and to include a timetable for the phasing out of the use of glyphosate within the authority and hope to have alternatives in place.

(Reference – report by the Executive Director of Place, submitted)

11. Surface Water Management Plan

Surface Water Management Plans (SWMPs) aim to identify options to reduce local flooding and include a realistic action plan to implement, or deliver, the agreed management measures. Details were provided concerning the process to be followed in identifying vulnerable areas to flooding and how these risks would be managed.

Decision

- 1) To note the content of the report and that SWMPs would be developed by 2018.
- 2) To note that additional road gullies and drainage improvements would be installed at Mid Liberton to alleviate the existing surface water flooding problems.
- 3) To approve the use of consultants to develop SWMPs.
- 4) To note the timescales in developing the SWMPs and the installation of drainage at Mid Liberton.

(References – report by the Executive Director of Place, submitted)

12. Bus Lane Network Review – Outcome of the Experimental Traffic Regulation Orders Trial

The Committee was asked to approve the promotion of a Traffic Regulation Order to make the permanent alteration to the operating times of the all day bus lanes, converting them to peak hour and to permit motorcycles to use with flow bus lanes during operational hours.

Motion

- 1) To note the findings of the surveys carried out to evaluate the Experimental Traffic Regulation Order which had converted all day bus lanes to peak hour operation only.
- 2) To approve the promotion of a Traffic Regulation Order to make the permanent alteration to the operating times of the all day bus lanes, converting them to peak hour and to permit motorcycles to use with flow bus lanes during operational hours.
- 3) To note that the extent of the bus lane network and the hours of operations would continue to be reviewed and requests for amendment, particularly from bus operators and cycling groups, would be reported back to Committee in the future.
- 4) To note that investigations would be undertaken on the feasibility of providing cycle facilities within existing bus lanes.
- 5) To agree that a report would be submitted to the Transport and Environment Committee in January 2017 outlining the engagement undertaken with bus companies regarding the extension of the Bus Lane Network and related enforcement issues.

- moved by Councillor Hinds, seconded by Councillor McVey

Amendment

- 1) To note the findings of the surveys carried out to evaluate the Experimental Traffic Regulation Order which had converted all day bus lanes to peak hour operation only.
 - 2) To not approve the promotion of a Traffic Regulation Order to make the permanent alteration to the operating times of the all day bus lanes, converting them to peak hour, but does approve the promotion of a Traffic Regulation Order to make the permanent alteration to permit motorcycles to use with-flow bus lanes during operational hours.
 - 3) To note that the extent of the bus lane network and the hours of operations would continue to be reviewed and requests for amendment, particularly from bus operators and cycling groups, would be reported back to Committee in the future.
 - 4) To note that investigations would be undertaken on the feasibility of providing cycle facilities within existing bus lanes.
- moved by Councillor Bagshaw, seconded by Councillor Booth

Voting

For the motion	-	12 votes
For the amendment	-	2 votes

Decision

- 1) To note the findings of the surveys carried out to evaluate the Experimental Traffic Regulation Order which had converted all day bus lanes to peak hour operation only.
- 2) To approve the promotion of a Traffic Regulation Order to make the permanent alteration to the operating times of the all day bus lanes, converting them to peak hour and to permit motorcycles to use with flow bus lanes during operational hours.
- 3) To note that the extent of the bus lane network and the hours of operations would continue to be reviewed and requests for amendment, particularly from bus operators and cycling groups, would be reported back to Committee in the future.
- 4) To note that investigations would be undertaken on the feasibility of providing cycle facilities within existing bus lanes.
- 5) To agree that a report would be submitted to the Transport and Environment Committee in January 2017 outlining the engagement undertaken with bus companies regarding the extension of the Bus Lane Network and related enforcement issues.

(References – Minute of Transport and Environment Committee 2 June 2015 (item 18); report by the Executive Director of Place, submitted)

13. 8% Budget Commitment to Cycling in 2015/16 – Summary of Expenditure

The Committee was asked to note the Council's capital and revenue expenditure on cycling in the 2015/16 financial year. The Council achieved 7.36% for capital expenditure and met the 8% target for revenue expenditure.

Decision

To note the summary of Council expenditure on Cycling for 2015/16.

(References – report by the Executive Director of Place, submitted)

14. Secure On-Street Cycle Parking

The Committee was asked to note the results of a pilot project to trial the installation of covered, on-street, and secure cycle parking for use by residents and to approve a further roll-out of this secure cycle parking scheme to other areas of Edinburgh.

Decision

- 1) To note the outcomes of the trial.
- 2) To approve a further roll-out of this scheme to other areas of Edinburgh and modification of all the existing sites to use the units procured through this further roll-out.
- 3) To approve the proposed methodology for the selection of new sites, with the exception of the criterion requiring that a majority in favour of residents within 100m be in favour, as detailed at point 3.19, with that requirement changed to 'Residents within 100m – would seek to establish significant support.
- 4) To agree that a report would be submitted to the Transport and Environment Committee in January 2017 regarding a tenemental scheme which would also include details concerning charging.

(References – Minute of Transport, Infrastructure and Environment Committee 21 February 2012 (item 17); report by the Executive Director of Place, submitted)

15. Update on the Street Scene Project

An update regarding Phase Two of the trade waste policy, whereby trade waste receptacles are no longer to be stored on public land, was provided.

Decision

- 1) To note the content of the report by the Executive Director of Place.
- 2) To agree in principal that no trade waste bins would be located on the street and that trade waste comprising food and glass would only be permitted to be located on the streets under exceptional circumstances.

- 3) To agree that details concerning trade waste, particularly food and glass, would be reported via the Cleanliness in the City report to be considered in January 2017.

(References – Minute of Transport and Environment Committee 28 October 2014 (item 21); report by the Executive Director of Place, submitted)

16. Cleanliness of the City

The outcome of the Cleanliness Index Monitoring System (CIMS) assessment of Edinburgh's streets, which had been undertaken by Keep Scotland Beautiful in September 2016, was detailed. The City of Edinburgh Council had achieved a score of 71 with 92% of the streets surveyed being clean.

Decision

To note the content of the report by the Executive Director of Place.

(References – report by the Executive Director of Place, submitted)

17. Delivering Air Quality

Approval was sought for a course of action that would be initiated to support the Council's and government's objectives for cleaner air.

Decision

- 1) To note the content of the report by the Executive Director of Place.
- 2) To agree to the development of a positive promotion of air quality issues to improve public understanding, including publicising air quality information source from the air quality monitoring stations.
- 3) To agree to the broadening of the Future Transport Member-Officer Working Group's remit to oversee a joined up strategy approach to air quality, transport and spatial planning.
- 4) To investigate the potential benefits of using a Low Emission Zone (LEZ) and /or Clean Air Zone (CAZ) approach in Edinburgh.
- 5) To agree that an update report concerning potential benefits of using a Low Emission Zone (LEZ) and /or Clean Air Zone (CAZ) approach in Edinburgh would be submitted to the Transport and Environment Committee in January 2017.

(Reference – report by the Executive Director of Place, submitted)

18. Cammo Estate: Local Nature Reserve Declaration

The Committee was asked to note and that the declaration of Cammo Estate Local Nature Reserve would take place in November with certified copies of the declaration available for public inspection.

Decision

- 1) To note the findings of the consultation exercise seeking views on proposals to declare Cammo Estate as a Local Nature Reserve.
- 2) To note the declaration of Cammo Estate Local Nature Reserve would take place in November with certified copies of the declaration available for public inspection.
- 3) To refer the report to the Planning Committee for information.

(Reference – report by the Chief Executive, submitted)

Declaration of Interests

Councillor Karen Keil declared a non-financial interest in the above item as a member of Cammo Estate Advisory Board.

19. Public Utility Company Performance 2016/17 Quarter 1 (April, May and June 2016)

Details were provided of the performance of Public Utility Companies (PUs) during the period April 2016 to June 2016 (Quarter 1), for the 2016/17 financial year.

Decision

To note the report and the arrangements for securing an improved level of performance from all Public Utilities.

(Reference – report by the Executive Director of Place, submitted)

20. Landfill and Recycling

Details regarding the amount of waste sent to landfill, and the amount of waste recycled for the period July to September 2016 was submitted.

Decision

To note the content of the report by the Executive Director of Place.

(Reference – report by the Executive Director of Place, submitted)

21. Place Financial Monitoring 2016/17 – Half-Year Position

A forecast of the outturn position for Place against its approved 2016/17 revenue and capital budgets was provided.

Decision

To note the Place financial position and the actions underway to manage pressures.

(Reference – report by the Executive Director of Place, submitted)

22. Internal Audit Quarterly Update Report – 1 January 2016 to 31 March 2016 – referral from the Governance, Risk and Best Value Committee

The Governance, Risk and Best Value Committee on 23 June 2016 considered a report by the Chief Auditor which contained a summary of the findings and status of work from the Internal Audit plan of work. The report was submitted to the Transport and Environment Committee for information and noting.

Decision

To note the audit report with high risk findings concerning the Contract Management of Roads.

(References – Governance, Risk and Best Value Committee, 23 June 2016 (item 7); report by the Interim Head of Strategy and Insight, submitted)

Transport and Environment Committee

17 January 2017

Item	Key decisions	Expected date of decision	Wards affected	Director and Lead Officer	Coalition pledges and Council
1	George Street Public Realm	21 March 2017	City Centre	Executive Director of Place Lead Officer: Anna Herriman Partnership & Information Manager 0131 469 3853 anna.herriman@edinburgh.gov.uk	
2	Reduction of Speed Limit on A71 at Dalmahoy – Objections to Traffic Regulation Order'	21 March 2017	Pentland Hills	Executive Director of Place Lead Officer: Callum Smith Senior Professional Officer 0131 469 3592 c.smith@edinburgh.gov.uk	
3	Wayfinding Project	21 March 2017	All	Executive Director of Place Lead Officer: Anna Grant, Planning Officer 0131 529 3521 anna.grant@edinburgh.gov.uk	
4	Waste & Cleaning Improvement Plan	21 March 2017	All	Executive Director of Place Lead Officer: Gareth Barwell,	

Item	Key decisions	Expected date of decision	Wards affected	Director and Lead Officer	Coalition pledges and Council
	Update			Waste & Cleansing Manager 0131529 5844 gareth.barwell@edinburgh.gov.uk	
5	Allotment Strategy	21 March 2017	All	Executive Director of Place Lead Officer: David Jamieson, Parks & Green Space Manager 0131 529 7055 david.jamieson@edinburgh.gov.uk	
6	Smarter Choices, Smarter Places 2017- 2018	21 March 2017	All	Executive Director of Place Lead Officer: Judith Cowie, Professional Officer - Smarter Choices, Smarter Places 0131 469 3694 judith.cowie@edinburgh.gov.uk	
7	Approval to Appoint Travel Planning Consultants	21 March 2017	All	Executive Director of Place Lead Officer: Judith Cowie, Professional Officer - Smarter Choices, Smarter Places 0131 469 3694 judith.cowie@edinburgh.gov.uk	
8	Street Cleansing Strategy	21 March 2017	All	Executive Director of Place Lead Officer: Andy Williams, Environmental Services Support Unit Manager 0131 469 5660	

Item	Key decisions	Expected date of decision	Wards affected	Director and Lead Officer	Coalition pledges and Council
				andy.williams@edinburgh.gov.uk	
9	Residential Parking	21 March 2017	All	Executive Director of Place Lead Officer: Gavin Brown Parking Operations Manager 0131 469 3650 gavin.brown@edinburgh.gov.uk	
10	Carbon Literacy Programme for Edinburgh	21 March 2017	All	Executive Director of Place Lead Officer: Jenny Faussett, Senior Corporate Policy & Strategy Officer 0131469 3538 jenny.fausset@edinburgh.gov.uk	
11	Saughton Park and Gardens Heritage Lottery Fund Delivery Phase Grant Award	21 March 2017	Sighthill/Gorgie	Executive Director of Place Lead Officer: David Lyon, Head of Environment 0131 529 7047 david.lyon@edinburgh.gov.uk	
12	Attitudes to Recycling	21 March 2017	All	Executive Director of Place Lead Officer: Lesley Sugden, Technical Team Leader 0131469 5764 lesley.sugden@edinburgh.gov.uk	
13	Edinburgh Conscientious Objectors Memorial	21 March 2017	All	Executive Director of Place Lead Officer: David Jamieson, Parks & Green Space Manager 0131 529 7055	

Item	Key decisions	Expected date of decision	Wards affected	Director and Lead Officer	Coalition pledges and Council
	Petition			david.jamieson@edinburgh.gov.uk	
14	Annual Review of Major Events in Parks	21 March 2017	All	Executive Director of Place Lead Officer: David Jamieson, Parks & Green Space Manager 0131 529 7055 david.jamieson@edinburgh.gov.uk	
15	Transport for Edinburgh - Governance	21 March 2017	All	Executive Director of Place Lead Officer: Ewan Kennedy, Policy & Planning Manager 0131 469 3575 ewan.kennedy@edinburgh.gov.uk	
16	Burials Update	21 March 2017	All	Executive Director of Place Lead Officer: Robbie Beattie, Scientific & Environmental Services Manager 0131555 7980 robbie.beattie@edinburgh.gov.uk	
17	Objections to Traffic Regulation Order TRO/13/45 - Greenways Parking Places Charges	21 March 2017	All	Executive Director of Place Lead Officer: Gavin Sherrif, Transport Officer - Parking Development 0131469 3616 gavin.sherriff@edinburgh.gov.uk	
18	Tenemental Recycling	21 March 2017	All	Executive Director of Place Lead Officer: Andy Williams, Environmental Services Support	

Item	Key decisions	Expected date of decision	Wards affected	Director and Lead Officer	Coalition pledges and Council
				Unit Manager 0131469 5660 andy.williams@edinburgh.gov.uk	
19	Landfill & Recycling Update	21 March 2017	All	Executive Director of Place Lead Officer: Andy Williams, Environmental Services Support Unit Manager 0131469 5660 andy.williams@edinburgh.gov.uk	
20	Cleanliness in the City	21 March 2017	All	Executive Director of Place Lead Officer: Andy Williams, Environmental Services Support Unit Manager 0131469 5660 andy.williams@edinburgh.gov.uk	
21	Update to Seafield Report	21 March 2017	Craigentinny/Duddingston	Executive Director of Place Lead Officer: Andrew Mitchell, Community Safety Senior Manager 0131 469 5822 andrew.mitchell@edinburgh.gov.uk	
22	Parking on Polwarth Terrace	21 March 2017	Meadows/Morningside	Executive Director of Place Lead Officer: Andrew MacKay, Professional Officer 0131 469 3577 a.mackay@edinburgh.gov.uk	

Item	Key decisions	Expected date of decision	Wards affected	Director and Lead Officer	Coalition pledges and Council
23	Priority Parking in South Morningside	21 March 2017	Meadows/Morningside	Executive Director of Place Lead Officer: Andrew MacKay, Professional Officer 0131 469 3577 a.mackay@edinburgh.gov.uk	
24	PU Performance Report	21 March 2017	All	Executive Director of Place Lead Officer: Stuart Harding, Performance Manager 0131 529 3704 stuart.harding@edinburgh.gov.uk	
25	Delivering the Local Transport Strategy 2014-2019: Parking Action Plan	21 March 2017	All	Executive Director of Place Lead Officer: Andrew MacKay, Professional Officer 0131 469 3577 a.mackay@edinburgh.gov.uk	
26	Marchmont to Kings Buildings Cycle Route	1 August 2017	All	Executive Director of Place Lead Officer: Adrian O'Neill, Professional Officer 0131 469 3191 adrian.oneill@edinburgh.gov.uk	
27	Cleanliness in the City	1 August 2017	All	Executive Director of Place Lead Officer: Andy Williams, Environmental Services Support	

Item	Key decisions	Expected date of decision	Wards affected	Director and Lead Officer	Coalition pledges and Council
				Unit Manager 0131 469 5660 andy.williams@edinburgh.gov.uk	
28	Waste & Cleaning Improvement Plan Update	1 August 2017	All	Executive Director of Place Lead Officer: Gareth Barwell, Waste & Cleansing Manager 0131529 5844 gareth.barwell@edinburgh.gov.uk	
29	Landfill & Recycling Update	1 August 2017	All	Executive Director of Place Lead Officer: Andy Williams, Environmental Services Support Unit Manager 0131 469 5660 andy.williams@edinburgh.gov.uk	
30	Sustainable transport accreditation and recognitions for schools (STARS) - update and future proposals	1 August 2017	All	Executive Director of Place Lead Officer: Lorna Henderson, Road Safety Officer 0131 469 3786 lorna.henderson@edinburgh.gov.uk	
31	Review of School Crossing Patrol Service	1 August 2017	All	Executive Director of Place Lead Officer: Allan Hoad, Transport Officer	

Item	Key decisions	Expected date of decision	Wards affected	Director and Lead Officer	Coalition pledges and Council
				0131 469 3393 allan.hoad@edinburgh.gov.uk	

Transport and Environment Committee

17 January 2017

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
1	01.11.16	Adult City Single Tickets	To note that Lothian Buses had been asked to fully investigate the potential of the citysmart card proposal and to agree that a report back on the possibility and what would be required to set it up would be submitted to the Transport and Environment Committee in January 2017.	Executive Director of Place Lead Officer: Stuart Lowrie Acting Public & Accessible Transport Manager 0131 469 3622 stuart.lowrie@edinburgh.gov.uk	17 January 2017	17 January 2017	Please see item 6.1 - Recommended for Closure.
2	01.11.16	Waste and Cleansing Improvement Plan	To note the intention to provide progress reports to future meetings of the Transport and Environment Committee.	Executive Director of Place Lead Officer: Gareth Barwell Waste & Cleansing Manager 0131 529 5844 gareth.barwell@edinburgh.gov.uk	17 January 2017	17 January 2017	Please see item 7.7 - Recommended for Closure.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
3	01.11.16	Alternatives to the Use of Glyphosate-Based Herbicide to Control Weeds on Streets and Green Spaces	To note the intention to develop, implement and report back to the Transport and Environment Committee within 12 months an Integrated Weed control Programme with achievable targets and objectives for the control of weeds along roadsides, pavements, other hard surfaces, and in parks and other green spaces. This programme to focus on the application of mulches and cultural maintenance, mechanised weed brushes, rippers and path edgers, and electricity and to include a timetable for the phasing out of the use of glyphosate within the authority and hope to have alternatives in place.	Executive Director of Place Lead Officer: David Jamieson, Parks & Green Space Manager 0131 529 7055 david.jamieson@edinburgh.gov.uk	January 2018		
4	01.11.16	Bus Lane Network Review – Outcome of the Experimental Traffic Regulation Orders Trial	To note that the extent of the bus lane network and the hours of operations would continue to be reviewed and requests for amendment, particularly from bus operators and cycling groups, would be reported back to Committee in the future.	Executive Director of Place Lead Officer: Andrew Renwick Senior Professional Officer 0131 338 5842 andrew.renwick@edinburgh.gov.uk	17 January 2017	17 January 2017	Please see item 6.1 - Recommended for Closure.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
5	01.11.16	Bus Lane Network Review – Outcome of the Experimental Traffic Regulation Orders Trial	To agree that a report would be submitted to the Transport and Environment Committee in January 2017 outlining the engagement undertaken with bus companies regarding the extension of the Bus Lane Network and related enforcement issues.	Executive Director of Place Lead Officer: Andrew Renwick, Senior Professional Officer 0131 338 5842 andrew.renwick@edinburgh.gov.uk	17 January 2017	17 January 2017	Please see item 6.1 - Recommended for Closure.
6	01.11.16	Secure On-Street Cycle Parking	To agree that a report would be submitted to the Transport and Environment Committee in January 2017 regarding a tenemental scheme which would also include details concerning charging.	Executive Director of Place Lead Officer: Allan Tinto Transport Officer (Cycling) 0131469 3778 allan.tinto@edinburgh.gov.uk	17 January 2017	17 January 2017	Please see item 6.1 - Recommended for Closure.
7	01.11.16	Update on Street Scene project – phase 2	To agree that details concerning trade waste, particularly food and glass, would be reported via the Cleanliness in the City report to be considered in January 2017.	Executive Director of Place Lead Officer: Karen Reeves, Openspace Strategy Manager 0131 469 5196 karen.reeves@edinburgh.gov.uk	17 January 2017	17 January 2017	Please see item 7.6 - Recommended for Closure.
8	01.11.16	Delivering Air Quality	That an update report concerning potential benefits of using a Low Emission Zone (LEZ) and /or Clean Air Zone (CAZ) approach in Edinburgh be submitted to the Transport & Environment Committee in January 2017	Executive Director of Place Lead Officer: Will Garrett Team Manager 0131 469 3636 will.garrett@edinburgh.gov.uk	17 January 2017	17 January 2017	Please see item 8.1 - Recommended for Closure.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
9	30.08.16	A71 at Dalmahoy - Introduction and Traffic Signals Options	<p>To agree that the detailed design should would be completed, such that the scheme would be 'shovel ready' and that a further report be submitted to Committee on possible funding options.</p> <p>To agree to receive a report within 3 cycles outlining proposals for meeting the funding shortfall referenced within the report by the Executive Director of Place.</p>	<p>Executive Director of Place Lead Officer: Iain Peat Professional Officer, Road Safety 0131 469 3416 iain.peat@edinburgh.gov.uk</p>	21 March 2017		
10	30.08.16	Water of Leith Valley Improvement Proposals (Dean to Stockbridge Section)	<p>To ask that the outcome of the feasibility study be reported to a future meeting of the Transport and Environment Committee.</p>	<p>Executive Director of Place Lead Officer: David Jamieson Parks, Greenspace & Cemeteries 0131 529 7055 david.jamieson@edinburgh.gov.uk</p>	January 2018		
11	30.08.16	Transport for Edinburgh – Governance	<p>To agree that further discussions would be required with Edinburgh Trams and Lothian Buses, with any associated changes to the current governance arrangements being made as required and reported back to Transport and Environment Committee for approval.</p>	<p>Executive Director of Place Lead Officer: Ewan Kennedy Service Manager – Network 0131 469 3575 ewan.kennedy@edinburgh.gov.uk</p>	Ongoing.		<p>A number of reports will be submitted in response to this action, beginning with the TfE strategy 17 January</p>

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
12	30.08.16	Transport for Edinburgh – Governance	To agree that Transport for Edinburgh develop commercial business plans for the management and operation of Edinburgh Bus Station, Park and Ride sites and City Operations (including CCTV, traffic and travel information and responses to facilitate efficient travel demand management) and integrated ticketing, communications and marketing, and that these proposals, and associated monitoring arrangements, would be reported back to the Transport and Environment Committee for approval.	Executive Director of Place Lead Officer: Ewan Kennedy Service Manager – Network 0131 469 3575 ewan.kennedy@edinburgh.gov.uk			2017 and Service Level Agreement 21 March 2017.
13	07.06.16	Delivering the Local Transport Strategy 2014-2019: Parking Action Plan Forward	To acknowledge that a further Report on that Traffic Regulation Order process, as per Appendix 4 the report by the Executive Director of Place, would come back to the Transport and Environment Committee for final decision in Q2 of 2018.	Executive Director of Place Lead Officer: Andrew MacKay Professional Officer 0131 469 3577 a.mackay@edinburgh.gov.uk	June 2018		

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
14	07.06.16	Edinburgh Playing Out	To agree that a pilot would take place from July to October 2016 and a report to be brought back in early 2017 on the outcome of the pilot.	Executive Director of Place Lead Officer: Stuart Harding Performance Manager 0131 529 3704 stuart.harding@edinburgh.gov.uk	17 January 2017		Please see item 6.1 - Recommended for Closure.
15	07.06.16	Sustainable Transport Accreditation and Recognition for Schools (STARS) - Update and Future Proposals	To request an annual progress report, the first being in June 2017	Executive Director of Place Lead Officer: Lorna Henderson Road Safety Officer - Road Safety 0131 469 3786 lorna.henderson@edinburgh.gov.uk	June 2017		
16	07.06.16	Expansion of Recycling Services in Tenements and Flats	To note that a further report would be brought forward within three months with a detailed proposal on enhancing recycling provision, including the mix of materials, for tenements and other flats, once the Council has fully considered the implications of the Scottish Government's Household Recycling Charter.	Executive Director of Place Lead Officer: Campbell Clark Project Officer 0131 469 5384 campbell.clark@edinburgh.gov.uk	TBC		Expected completion date to be confirmed.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
17	07.06.16	Review of Scientific Services & Mortuary Services	To agree to accept further reports on the outcome of the financial impact assessment of a Scottish Shared Scientific Service and the outline business case for the shared laboratory and mortuary facility in the Edinburgh BioQuarter.	Executive Director of Place Lead Officer: Robbie Beattie Scientific & Environmental Services Manager 0131 555 7980 robbie.beattie@edinburgh.gov.uk	17 January 2017		Update: Expected completion date revised from 17 January 1 August 2017.
18	07.06.16	Residential Parking	Instructs parking officials to immediately commence investigation into the implementation of a controlled parking systems, in consultation with local residents, and report back to the committee as soon as possible recommending action to be taken in relation to the above and any other areas similarly affected.	Executive Director of Place Lead Officer: Gavin Brown Parking Operations Manager 0131 469 3650 gavin.brown@edinburgh.gov.uk	21 March 2017		
19	07.06.16	George Street Experimental Traffic Regulation Order Concluding Report and Design Principles	To authorise officers to explore the most appropriate procurement options in order to expedite the delivery of the next design steps, securing best value for the Council and ensuring the appropriate design and technical expertise required, to develop the Design Principles into a Stage D design, that would be brought back to the Committee for approval as a	Executive Director of Place Lead Officer: Anna Herriman City Centre Programme Manager 0131 469 3853 anna.herriman@edinburgh.gov.uk	21 March 2017		Expected completion date revised from 1 November 2016 to 21 March 2017.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			proposed Traffic Regulation Order.				
20	15.03.16	Carbon Literacy Programme for Edinburgh	To agree a further report detailing the key findings of a pilot carbon literacy programme with three city organisations would be presented to the Transport and Environment Committee in Spring 2017.	Chief Executive Lead Officer: Jenny Fausset Senior Corporate Policy Officer 0131 469 3538 jenny.fausset@edinburgh.gov.uk	Spring 2017		
21	15.03.16	Review of School Crossing Patrol Service	To note the intention to present the outcome of the review to this committee at its meeting in October 2016.	Executive Director of Place Lead Officer: Andrew Easson Transport Manager 0131 469 3643 andrew.easson@edinburgh.gov.uk	17 January 2017	17 January 2017	Expected completion date revised from 1 November 2016 to 17 January 2017 Update: Expected completion date revised from 17 January 2017 to 1 August 2017.
22	15.03.16	Saughton Park and Gardens Heritage Lottery Fund Delivery Phase Grant Award	To note that an update report would be submitted to the Committee prior to the start of the Construction Phase.	Executive Director of Place Lead Officer: David Lyon Head of Environment 0131 529 7047 david.lyon@edinburgh.gov.uk	21 March 2017		

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
23	15.03.16	Annual Review of Major Events in Parks	To agree to receive a further report on the outcome of the consultation with a view to any new arrangements coming into force in 2017.	Executive Director of Place Lead Officer: David Jamieson Parks and Green Space Manager 0131 529 7055 david.jamieson@edinburgh.gov.uk	17 January 2017		Update: Expected completion date revised from 17.01.17 to 21.03.17.
24	12.01.16	Transport for Edinburgh – Developing a Strategic Plan	To note that the Transport for Edinburgh Strategic Plan would be reported to Committee later this year.	Executive Director of Place Lead Officer: Ewan Kennedy Policy & Planning Manager 0131 469 3575 ewan.kennedy@edinburgh.gov.uk	17 January 2016	17 January 2017	Expected completion date revised from 1 November 2016 to 17 January 2016. Please see item 7.1 - Recommended for Closure.
25	12.01.16	Policies - Assurance Statement	An update on the review process to be brought back to a future meeting of the Committee, this should also include a review of the maintenance fees of presentation seats.	Executive Director of Place Lead Officer: John Bury Head of Transport and Planning 0131 529 3494 john.bury@edinburgh.gov.uk Executive Director of Place Lead Officer: David Lyon Head of Service Environment 0131 529 7047 david.lyon@edinburgh.gov.uk	17 January 2016		Expected completion date revised from 1 November 2016 to 17 January 2016. Please see item 8.2 - Recommended for Closure.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
26	12.01.16	Update on the Street Scene Project	To ask that an update report be submitted regarding the next phase of the project to a future meeting of the Transport and Environment Committee.	<p>Executive Director of Place Lead Officer: Karen Reeves Open Space Strategy Manager 0131 469 5196 karen.reeves@edinburgh.gov.uk</p> <p>Executive Director of Place Lead Officer: Robert Turner Open Space Strategy Senior Project Officer 0131 529 4595 robert.turner@edinburgh.gov.uk</p>	17 January 2017		<p>Expected completion date revised from 1 November 2016 to 17 January 2017</p> <p>Update:</p> <p>Please note that a report Update on the Street Scene Project was considered at Committee on 1 November 2016. This action can now be closed.</p>
27	12.01.16	Edinburgh Street Design Guidance	To note that part C of the Guidance made up of detailed factsheets would be developed and reported to future meetings of the Committee.	<p>Executive Director of Place Lead Officer: Nazan Kocak Professional Officer 0131 469 3788 nazan.kocak@edinburgh.gov.uk</p>	17 January 2017	17 January 2017	Please see item 7.4 - Recommended for Closure.
28	25.08.15	Edinburgh Street Design Guidance	To note that there would be a report back to the Committee on initial experience with use of the guidance by the end of 2016. In the meantime, authorise the Head of Transport to make necessary drafting changes to the guidance as presented with the report (see para	<p>Executive Director of Place Lead Officer: Nazan Kocak Professional Officer 0131 469 3788 Nazan.kocak@edinburgh.gov.uk</p>	17 January 2017	17 January 2017	Please see item 7.4 - Recommended for Closure.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			3.8)				
29	25.08.15	Edinburgh Conscientious Objectors Memorial Petition referral from the Petitions Committee	To note the agreement that officers would report on the outcome of discussions with the principal petitioner.	Executive Director of Place Lead Officer: David Jamieson Parks and Greenspace Manager 0131 529 7055 david.jamieson@edinburgh.gov.uk	21 March 2017		Subject to an update 30 August 2016 - LINK
30	02.06.15	MyParkScotland – Innovative Funding for Edinburgh's Parks	To agree to receive an update in 12 months time.	Executive Director of Place Lead Officer: David Jamieson Parks and Greenspace Manager 0131 529 7055 david.jamieson@edinburgh.gov.uk	17 January 2017		Expected completion date revised from 07 June 2016 to 17 January 2017 Please see item 6.1 - Recommended for Closure.
31	02.06.15	City Centre Public Spaces Manifesto Update	To note that a report on the findings and recommendations of this public consultation and Castle Street trial would be submitted to the Transport and Environment Committee in the Autumn of 2016.	Executive Director of Place Lead Officer: Anna Herriman Partnership & Information Manager 0131 429 3853 anna.herriman@edinburgh.gov.uk	17 January 2017		Expected completion date revised from 01.11.16 to 17.01.17. Update:

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
				k			Expected completion date revised from 17.01.17 to 21.03.17.
32	02.06.15	Review of Tables and Chairs Summer Festival Trial in George Street	To agree to consult further with key stakeholders in the New Town and Old Town Community Council areas of the city centre, on the impact on residential amenity that could arise from any extension of the operating hours of the current tables and chairs permit system and to receive a report on the outcome of the consultation.	Executive Director of Place Lead Officer: Anna Herriman Partnership & Information Manager/ 0131 429 3853 anna.herriman@edinburgh.gov.uk	17 January 2017		Expected completion date revised from 12 January 2016 to 17 January 2017. Please see item 6.1 - Recommended for Closure.
33	17.03.15	Travel Discount Cards for Young Carers – Motion by Councillor Hinds	The Acting Director of Services for Communities to explore options with Lothian Buses concerning the purchase of Discount Cards (with 100 journeys) for Young Carers (16-18 years old) and how these could best be distributed to Young Carers.	Executive Director of Place Lead Officer: David Lyon, Head of Service – Environment 0131 529 7047 david.lyon@edinburgh.gov.uk	This will now be incorporated into a wider ‘carer’ agenda and will be reported to Health, Social Care and Housing Committee.		
34	13.01.15	Attitudes to Recycling	To agree for an updated communications and engagement strategy to be brought to	Executive Director of Place Lead Officer: Lesley Sugden Waste Strategy Manager 0141 469 5764	17 March 2017		Expected completion date revised from 12 January 2016 to



No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			Committee in Autumn 2015.	lesley.sugden@edinburgh.gov.uk			17 March 2017.
35	04.06.13	Public Realm Strategy Annual Review 2012-13	To agree to a review of the Public Realm Strategy.	Executive Director of Place Lead Officer: Karen Stevenson, Senior Planning Officer 0131 469 3659 karen.stevenson@edinburgh.gov.uk			<p>Review of the Public Realm Strategy. To be aligned with the Edinburgh Street Design Guidance and the Public Spaces manifesto in 2016.</p> <p>Expected completion date revised from 27 October 2015.</p> <p>Update:</p> <p>To advise the Committee that matters have moved on since the meeting of 04 June 2013 and that Public Realm Strategy will no longer be revised.</p>

Transport and Environment Committee

10 am Tuesday 17 January 2017

Dean of Guild Court Room, City Chambers, High Street, Edinburgh

Transport and Environment Committee

Convener:	Members:	Contacts
<p data-bbox="167 436 414 515">Convener Cllr Lesley Hinds</p>  <p data-bbox="167 902 422 981">Vice- Convener Cllr Adam McVey</p> 	<p data-bbox="598 432 981 593">Councillor Robert Aldridge Councillor Nigel Bagshaw Councillor Gavin Barrie Councillor Chas Booth</p> <p data-bbox="598 616 997 649">Councillor Steve Cardownie</p> <p data-bbox="598 672 901 705">Councillor Nick Cook</p> <p data-bbox="598 728 1013 761">Councillor Marion Donaldson</p> <p data-bbox="598 784 965 996">Councillor Karen Doran Councillor Nick Gardner Councillor Bill Henderson Councillor Allan Jackson Councillor Karen Keil</p> <p data-bbox="598 1019 957 1052">Councillor Mark McInnes</p>	<p data-bbox="1093 432 1380 548">Stuart McLean Committee Services ☎ 0131 529 4106</p>

Recent news

Lothian Buses – Termination of Adultcitysingle ticketing option – issues update

Current context and concerns:

Further information, particularly relating to Lothian Buses feedback was requested when considering the report presented at Committee on 1 November 2016.

The issues and concerns raised can be summarised as follows:

- Digital Divide and social exclusion.
- Discounted day ticket scratchcard phasing out fears.

Digital Divide and Social Exclusion

- Growing concern revolves around concept of the 'Digital Divide' where those without smartphones, or the means to electronically access cash, are excluded from accessing essential services.

Discounted Day Ticket Scratchcard

- Additional concerns were raised relating to the long term future of the day ticket scratchcard.

Ticketing Options - Alternative solutions

- **Single journey citysmart card**

Alternative options or solutions to the issues raised by the loss of the single journey paper ticket in the form of a single journey reusable smartcard, possibly allowing alternative local service provider distributors were suggested.

Lothian Buses feedback

- **Technical and Commercial options appraisal**

As the Council has no direct control on this issue, engagement with Lothian Buses has taken place in order to inform of local stakeholder concerns and influence the seeking of suitable resolutions.

- **Scratchcard Dayticket**

Feedback from the company regarding the issues raised

Background

For further information:

S Contact: tuart Harding
Transport Operations Manager
Tel: 0131 529 3704

indicates that there are no imminent plans to 'phase out' the Scratchcard Dayticket as, commercially, it serves a different user group or market. The company are, however, looking to develop the infrastructure that supports ticketing portfolio and that the scratchcard could be modernised as part of this. They have indicated that it is their current intention to continue the scratchcard in its current disposable format if it can be delivered cost effectively.

- **Single journey smartcard**

Lothian Buses have ruled out this option as not commercially viable. They indicate that the cost to produce the card media and administer it would be prohibitive. In addition, the suggestion of having third party ticketing operational capability would not work with regards to security and reconciliation.

- **Digital Divide**

Lothian Buses recognise and accept the concerns raised with regards to the concept of the Digital Divide. In response, they point out that they currently have no plans to remove acceptance of cash fares from their buses, the most widely accessible means of paying for bus travel.

Future plans

Work is to commence next year on the replacement of the technology behind their smartcard scheme and this will enable them to explore a range of different options which are currently either technologically impossible, or not commercially viable.

Forthcoming Activities

Committee Convener and Vice Convener are not satisfied with the alternative provision offered by Lothian Buses and will hold a meeting with key stakeholders, including the original petitioner and representatives from Lothian Buses.

Recent news

In-Tenement Cycle Parking

On 1 November 2016, the Transport and Environment Committee, as part of its consideration of secure on-street cycle parking, asked for further information regarding the provision by the Council of Grant Funding to members of the public to install cycle storage in or around tenements.

This has been previously considered as a way of encouraging responsible storage of cycles within stairwells and making cycling more accessible.

On 24 August 2004, the Environment and Quality Scrutiny Panel asked the Director of City Development to put forward a proposal to investigate the possibilities of cycle storage areas in tenement areas including within, to the rear of, and in the surrounding streets of tenements.

On 25 April 2006 a report was put forward to outline progress to date and propose a course of action to install cycle parking at a number of locations under the scheme.

It identified three tenement blocks in order to trial different solutions to the ongoing problem of cycle parking.

Although this trial did not progress due to a number of issues, it did pave the way to the recent trial and subsequently approved roll-out of secure on-street cycle parking in Edinburgh.

A search has been undertaken to identify other schemes elsewhere in the UK where Local Councils offer grants to private residencies to improve cycle parking within tenements/flats. Although Hackney in London has a scheme, it only offers grants to improve on-carriageway cycle parking provision on "Council Estates".

As such, this is more akin to the approved roll-out of secure on-street cycle parking in Edinburgh. We have been unable to identify any schemes to assist with providing parking within private properties.

There are a number of factors which mean that taking forward a grant scheme is not considered to represent an efficient use of Council resources:

i) Significant staff time would be required to administer

Background

For further information:

Contact: Allan Tinto, Transport Technician (Cycling), Road Safety and Active Travel, Transport on 0131 469 3778 or allan.tinto@edinburgh.gov.uk

the scheme.

- ii) Obtaining consents from all owners within a tenement would be very difficult to achieve.
- iii) Planning permissions and fire safety compliance would be an additional and potentially costly, administrative process for the Grant Applicant.

Utilising Council Transport staff to deal with the above issues would deflect resources from the delivery of other cycling improvement projects, many of which will potentially deliver a greater positive impact on cycling in the city. Consideration will therefore be given to the potential for delivering such a scheme via a third party.

Recent news

Proposed Charges for Secure On-Street Cycle Parking

On 1 November 2016, the Transport and Environment Committee approved a further roll-out and proposed methodology for the selection of new sites for on-street secure cycle parking for use by residents.

More detail was requested on the level of charging that would be made for the use of these facilities.

Preliminary discussions have been undertaken with a number of companies over possible charges for the management and maintenance of this scheme. Based on these discussions it is anticipated that approximately £5 per parking space, per month, would be required to cover basic maintenance of the units, and management of keys and contracts etc.

Public consultation work, which was carried out prior to the trial, asked residents to respond on the matter of cost, specifically whether they would be prepared to pay for this facility and if so, how much - £5 or £10 per month. The results were then applied to a notional “average” street containing 140 flats within a maximum distance of 100m from the on-street units. This allowed an estimate of the number of individuals per street who may be prepared to pay to use the facilities at various charging levels.

Table 1 shows the figures based on all users interviewed and on only those who owned a bike.

Background

For further information:

Contact: Allan Tinto, Transport Technician (Cycling), Road Safety and Active Travel, Transport on 0131 469 3778 or allan.tinto@edinburgh.gov.uk

Contributes to Coalition Pledges: P45; P50

Council Priorities: CP2; CP9; CP11

Single Outcome Agreement: SO2; SO4

<u>Table 1</u>	Free	£5	£7.50*	10
All Users	47	36	22	9
Bike Owners Only	40	28	15	6

*£7.50 was not an option included in the survey – the results have been interpolated from the responses to proposed charges of £5 and £10.

As any new location is proposed to have between 10-12 spaces, this analysis indicates that there would be sufficient demand to fill the units if the charge was up to £7.50.

It is therefore propose to initially charge this sum, with the excess, over the management and maintenance charge incurred by the Council, being held to cover any repairs not covered by the maintenance contract. This would include damage caused by accidental vehicle impact or vandalism.

The initial roll-out is expected to be of between 10 and 15 locations per year. The annual excess that would accrue to the Council from this, assuming 100% take up, would be:

15 Locations x 12 spaces per location x £2.50 excess x 12 months = £5,400 per annum.

The cost to replace one damaged unit would be approximately £2,000-£3,000.

The level of charge could be varied to address levels of demand either above or below that predicted.

Recent news

Review of Tables and Chairs Permits in George Street

On the 2 June 2015, the Transport and Environment Committee agreed to extend the operating hours of the tables and chairs permit system that was in place during the Experimental Traffic Regulation Order for George Street.

The purpose of this experiment was to give local operators, with existing tables and chairs permits, the opportunity to operate until midnight during the Edinburgh Fringe Festival only, subject to certain conditions on noise and anti-social behaviour.

The trial has demonstrated that, taking into account George Street's specific nature, extended hours can function effectively within a properly managed event area. In practice, during 2016, not all operators chose to extend the operation of their table and chair areas to midnight. Those that did tended not to continue until midnight when weather was less favourable or where numbers of people in the street were lower.

This indicates that future arrangements for extending tables and chairs hours on George Street should operate satisfactorily where they form part of a proposal for a properly managed event area during the Fringe Festival period.

Committee also decided on 2 June 2016 that it was necessary to consult with key stakeholders prior to allowing midnight extensions to tables and chairs permits in the wider city centre ward area (on a trial basis, to those premises located within 150 metres of an official Festival or Fringe venue). Views were sought from local Community Council representatives, local Elected Members, and from a range of services including Police Scotland, Environmental Wardens, Roads Services and Regulatory Services and the feedback indicates that, given the very diverse areas across the city centre ward, each with their own mix of factors and features, replicating the George Street approach to extend tables and chairs is not suitable as it would create a wider and distinct set of consequences in other areas of the City Centre ward. This takes into account the fact that some areas, or streets with significant resident population, already have a high concentration of

Background

For further information

Contact: Anna Herriman, City Centre Programme Manager, 0131 469 3853
anna.herriman@edinburgh.gov.uk

Contributes to Coalition Pledges:

P24, P28, P31

Council Priorities: CP5, CP6, CP8, CP9, CP12

Single Outcome agreement: SO1, SO4

outside tables and chairs areas (e.g. Grassmarket), or are in very close proximity to a number of licensed premises (e.g. West End, and Broughton Street). Similarly extending any outside licensed area to midnight on a key transport route is considered by consultee groups to have wider, undesirable consequences.

Recent news

Bus Lane Network Review – Outcome of Bus Operator Consultation

Council officials invited all local bus operators to a meeting at the Tram Depot on 8 December 2016 to seek their views on the bus lane network review reported to the Transport and Environment Committee meeting on 1 November 2016. Committee requested an update in January following consultation with local bus operators on the principle of extending the city's bus lane network and any associated issues.

The issues raised by these operators could be broken down into the following categories:

- **Corridors**

That the Council investigate new bus lanes or extensions on the A8 corridor from Newbridge to Gogar and through Corstorphine.

Improved bus priority measures requested on Queensferry Road from Barnton into the city, including traffic signal enhancements at Queensferry Street.

Traffic congestion around the Fort Shopping Centre was also raised.

- **Enforcement**

Specific concerns were raised around issues created by parking on Princes Street at the Balmoral Hotel and on the South Bridge Corridor.

- **Local Plan Development Areas**

General concerns were raised about the number and scale of developments towards the City of Edinburgh Boundary, which may directly affect bus journey times and reliability. The potential for greater patronage may

Background

At the Transport and Environment Committee meeting on 1 November 2016, Committee requested an update in January following consultation with local bus operators on the principle of extending the bus lane network and any associated issues.

For further information:

Andrew Renwick
Tel: 338 5842

not be captured if lack of infrastructure improvements make bus journeys unreliable.

Additional bus priority will be investigated to attempt to resolve any emerging issues and details will be reported to future Committee Meetings.

- **Event Planning**

Concerns were raised about special events and the affect this can have on bus journey times and the ability to reach the city centre. George Street in particular was mentioned both regarding temporary restrictions and longer term plans.

Further issues were raised about the suitability of diversion routes used for events, overhanging trees on routes not used by daily bus services were raised (as well as those on existing routes).

Not all bus operators are consulted about events, so an updated contacts list is to be agreed for all consultations.

- **Bus Stop Rationalisation**

For a variety of reasons, the average bus stop spacing in Edinburgh is significantly lower than the national recommended distance. Fewer stops could reduce journey times and improve reliability. It was agreed that a method of implementation should be presented to Committee and perhaps a trial undertaken to gauge the effect on a particular corridor.

- **Bus Lane Camera Enforcement**

Consideration of extending the existing camera lane enforcement and the numbers of cameras to be deployed.

Forthcoming Activities

It was agreed that this consultation meeting with the local bus operators will be repeated quarterly to discuss the above issues and allow inclusion of others as they are identified.

It is also intended that a guest speaker will be invited to each meeting to give the bus operators an update on current issues. As an example it was suggested that an explanation of the new Edinburgh Local Development Plan would be beneficial.

Recent news

Edinburgh Playing Out Streets Pilot

Awareness of the pilot was made via Facebook, Twitter, the Council's website and the Edinburgh Playing Out group.

At present, there is insufficient evidence to draw any conclusions from the pilot. Only a small number of enquiries were made which did not result in any streets being closed for play purposes. It is therefore intended to extend the pilot. This would run from from mid-April to mid-August 2017 and would cover both the Easter and Summer school breaks, with a suitable lead in time.

It is intended to increase awareness of the Edinburgh Playing Out Streets pilot through contacts with Locality Community groups and via the Council's website.

The guidelines developed for the Pilot will be reviewed to ensure clarity for applicants.

A report on the outcome of the extended pilot will be brought to the Transport and Environment Committee in January 2018.

Background

A report on Playing Out Streets was considered at the Transport and Environment Committee meeting on 7 June 2016. The committee agreed that a pilot would take place from July to October 2016 and a report be brought to Committee in early 2017 to present the findings of this pilot.

Contact:
Stuart Harding
Transport Operations Manager
Tel: 0131 529 3704

Contributes to Pledges and Outcomes: P33, P44, CP4, CP9

Recent news

Open Space 2021: Edinburgh's Open Space Strategy

The Planning Committee on 8 December 2016 considered a report on [Open Space 2021: Edinburgh's Open Space Strategy](#).

The Committee approved the recommendations in the Executive Director's report and referred the report to the Transport and Environment Committee for information.

Background

For further information:

Andrew Smith, Planning Officer
0131 469 3762
andrew.smith@edinburgh.gov.uk

Recent news

Community Policing Performance Update – July to September 2016

The Police and Fire Scrutiny Committee on 9 December 2016 considered an update on the joint working activities and detailed performance carried out under the SLA with Police Scotland from [July to September 2016](#).

The Committee agreed to note the content of the report and to refer to the Health, Social Care and Housing Committee and the Transport and Environment Committee for information.

Background

For further information:

Contact: Michelle Miller, Head of Safer and Stronger Communities
0131 529 8520

Michelle.Miller@edinburgh.gov.uk

Transport and Environment Committee

10.00am, Tuesday, 17 January 2017

Transport for Edinburgh Strategy 2017-2021 and Lothian Buses Business Plan 2017-2019

Item number	7.1
Report number	
Executive/routine	Executive
Wards	All

Executive Summary

With its growing population, social and economic activity, Edinburgh is one of the most prosperous cities in the UK. The Council aims to ensure that Edinburgh is a thriving, successful and sustainable capital city in which all kinds of deprivation and inequalities are reduced.

An accessible, inclusive and fully integrated public transport network, where tram and bus networks are supported by active travel (cycling and walking) will enable this vision and support sustainable future growth.

This report presents the Transport for Edinburgh (TfE) Strategy for Delivery 2017–2021. It aims to set the strategic direction and outcomes for the company and puts forward a set of objectives and activities for TfE, Lothian Buses, and Edinburgh Trams. The report also considers Lothian Buses' (LB) new Business Plan 2017-19 and the progress made in the Edinburgh Trams (ET) operational plan.

Links

Coalition Pledges	P19 , P50
Council Priorities	CP2 , CP6 , CP7 , CP8 , CP11
Single Outcome Agreement	SO1 , SO2

Transport for Edinburgh Strategy 2017–2021 and Lothian Buses Business Plan 2017-2019

1. Recommendations

- 1.1 It is recommended that the Committee:
- 1.1.1 approves TfE's five year Strategy for Delivery 2017–2021 (TfE Strategy);
 - 1.1.2 approves the TfE objectives and activities that are related to, and in support of, the agreed Council objectives in paragraph 3.14 of this report;
 - 1.1.3 agrees that the business plans of TfE, and its group companies LB and ET should facilitate and support the TfE Strategy outcomes (paragraph 3.10) and the wider Council and city ambitions as set out in this report (paragraph 3.14);
 - 1.1.4 approves LB's new Business Plan 2017-2019 noting the areas for further work as set out in paragraph 3.20, and requests a progress report by Autumn 2017 on these matters;
 - 1.1.5 notes that TfE's three year operational plan will be presented at a future Committee meeting for approval;
 - 1.1.6 notes that the ET has also developed an operational plan which sets out how, over the next three years, ET will meet the Council's financial and operational expectations within the framework set out in the TfE Strategy;
 - 1.1.7 notes that a Service Level Agreement (SLA) will be developed between the Council and TfE. The SLA will define the governance arrangements for the functions and activities detailed in the TfE Strategy; and
 - 1.1.8 notes that TfE will submit, for approval, Business Cases for the functions and activities that were agreed by the Committee at its meeting on 30 August 2016.

2. Background

- 2.1 TfE is an Arms Length External Organisation (ALEO) wholly owned by The City of Edinburgh Council. TfE is the shareholder on behalf of the Council in LB and ET. This arrangement is governed by a Shareholder Agreement between the Council and TfE.

- 2.2 The company, in its present form, was designed to satisfy a number of key requirements, including creating a single economic entity allowing LB and ET to operate together whilst complying with UK competition law and other legal requirements.
- 2.3 At its meeting on 25 August 2015, the Transport and Environment Committee approved objectives for LB and ET in relation to customer services, ticketing and fares, growing patronage, fleet investment, timetabling and journey times. It also noted the TfE Board's workstreams that should be taken forward, in collaboration with the Council, to deliver integration.
- 2.4 At its meeting on 12 January 2016, the Transport and Environment Committee noted that the TfE Board had instructed its incoming Chief Executive to develop a strategy, setting the strategic direction and outcomes for the company and its group companies - LB and ET. The strategy would demonstrate how TfE and group companies (ET and LB) will deliver seamless, high quality, integrated public transport which will assist with the planned growth and expansion of the city in a sustainable and environmentally acceptable way. The TfE Strategy will provide the overarching strategic framework to help deliver the vision for public transport in Edinburgh.
- 2.5 At its meeting on 30 August 2016, the Transport and Environment Committee agreed that:
- 2.5.1 a SLA between the Council and TfE will be developed. The TfE Strategy and the subsequent operational plans will help shape this SLA;
- 2.5.2 TfE should develop and submit, for approval, commercial business cases for the following activities which are incorporated in TfE's Strategy;
- the management and operation of Edinburgh Bus Station;
 - the management and operation of existing Council Park and Ride Sites;
 - City Operations (including CCTV, traffic and travel information and responses to facilitate efficient travel demand);
 - integrated ticketing;
 - communications and marketing; and
 - a no/minimal cost city bike hire scheme.
- 2.5.3 the SLA will require further discussions between the Council, TfE, ET and LB, with any associated changes to the current governance arrangements to be reported back to Committee for approval. The TfE Strategy proposes to optimise shared services (e.g. Finance, HR and Marketing and Communications etc) across the Group and their alignment wherever possible. Any changes to the provision of these shared services will take place in consultation with ET, LB and the Council.

- 2.6 Shareholder agreements require TfE and LB to develop and present operational plans for the Council's approval. These operational plans are expected to align with the strategic framework provided by the TfE Strategy and support the Council's wider objectives and ambitions.
- 2.7 The governance and working arrangements between the Council, TfE, LB and ET was reported to this Committee on 30 August 2016. The Council asked TfE to work closely with LB and ET when developing the TfE Strategy so that all three companies' business plans reflect the strategic objectives and outcomes set out in the Strategy.

3. Main report

- 3.1 TfE was established in 2013, to manage the local authority owned part of Edinburgh's public transport network. It is wholly owned by the Council. In turn, TfE owns 100% of the shares in ET and 91.01% of the shares in LB, with the balance owned by East Lothian, West Lothian and Midlothian Councils.
- 3.2 As instructed by the TfE Board, TfE has developed a five year Strategy 2017-2021, setting the strategic direction and outcomes for the company and its group companies, LB and ET. Appendix 1 presents the TfE Strategy approved on 15 December 2016 by the TfE Board. In it TfE sets out a strategic delivery framework which is supported by individual operational plans of the group companies, TfE, LB and ET to deliver the expected outcomes.
- 3.3 The TfE operational plan (2017-2019) is being developed to detail the company activities and targets in the next three years. It will be presented to the Council for approval at a later date.
- 3.4 The ET Business Plan (2017-2019) is under development and expected to be approved by the ET Board in January 2017. The Plan details how ET will meet the Council's financial and operational expectations over the same three years, within the framework provided by the TfE Strategy.
- 3.5 The existing LB business plan expired at the end of 2016. As required by the Shareholder Agreement, LB has developed and presented to the Council a new three-year Business Plan 2017-2019 for approval. Some parts of the Plan are commercially confidential. A summary of the Plan has been prepared and is included in appendix 2. Confidential briefings on the full Plan are available to Elected Members on request.
- 3.6 The remainder of this report considers the key aspects of the TfE's Strategy, the LB's and ET's Business Plans.

TfE Strategy For Delivery (2017-2021)

- 3.7 TfE has undertaken consultation with a wide range of Edinburgh stakeholders which live, work, study and invest in the city and a number of external transport organisations, including passenger transport executives in Scotland and England and public transport operators. TfE also reviewed integrated public transport operations in cities across the world to inform the Strategy.

Vision

- 3.8 In the Strategy, TfE's vision is defined as "to provide world class, integrated, environmentally-friendly and socially inclusive transport which plays a central role in the future prosperity of Edinburgh and the Lothians". This aligns with the Council's Priorities.

Outcomes

- 3.9 The draft TfE Strategy was prepared through consultation with customers, stakeholders, forums and Council Officers and is informed by the hierarchy of national, regional and local transport strategies.
- 3.10 The desired outcomes of the Strategy are in line with the Council Priorities and Principles (see Appendix 1). These include:
- Accessible services;
 - Socially inclusive services;
 - A healthy and sustainable city;
 - World class integration;
 - Economic benefits; and
 - Customer satisfaction.

Objectives and Activities

- 3.11 The TfE Strategy includes a wide range of objectives and activities (see Appendix 1).
- 3.12 The Council aims to ensure that Edinburgh is a thriving, successful and sustainable capital city in which all kinds of deprivation and inequalities are reduced.
- 3.13 The following objectives and activities are directly in line with TfE's Shareholder Agreement; the Council's agreed objectives and activities for TfE and its group companies (see paragraph 10.1-10.3); the draft Local Development Plan; and the current Local Transport Strategy and its action plans.
- 3.14 In summary, these agreed objectives and activities are to:
- act as the holding company for the Council and hold the Council's shareholdings in LB and ET;

- deliver and provide an integrated network of public transport in Edinburgh and the Lothians. In particular:
 - deliver full potential of the existing tram (and any future tram extension) by growing its patronage;
 - work with LB and ET to develop a truly integrated public transport network; to grow its patronage; and to support the future expansion of the city as set out in the approved Local Development Plan;
 - provide integrated travel information (including active travel options and Wayfinding) and excellent customer service under one brand name, TfE;
 - to work with LB and ET to provide an extensive suite of integrated ticketing options (multi-operator and multi-modal) and fare strategies;
 - to work with LB to provide environmental and public realm improvements through fleet (e.g. hybrid and electric buses) and route management;
 - to work with LB and ET to review and configure bus routes to integrate with tram and help to minimise the number of vehicles in and across the Edinburgh city centre;
 - improve interchange and the provision for 'last-mile' (to/from bus/tram stops) on foot, by bike and/or Park and Ride;
 - to work with LB and ET to improve bus and tram frequency, including evenings and Sundays;
 - improve bus and tram journey times;
 - unify tram and bus control systems and integrate with the Council systems;
 - contribute to policy development as the key provider of an integrated public transport agency;
- provide certain strategic and support functions (on an arm-length basis or at cost) to its Subsidiaries and Subsidiary Undertakers;
- procure appropriate funding arrangements (on an arm-length basis or at cost) to its Subsidiaries and Subsidiary Undertakers; and
- develop commercial business cases for:
 - the management and operation of Edinburgh Bus Station;
 - the management and operation of existing Council Park and Ride Sites;
 - City Operations (including CCTV, traffic and travel information and responses to facilitate efficient travel demand);
 - integrated ticketing;
 - communications and marketing; and
 - a no/minimal cost city bike hire scheme.

3.15 A SLA between the Council and TfE will detail the governance and management

arrangements as agreed previously by Transport and Environment Committee.

- 3.16 It is paramount that future TfE, LB and ET's business plans will reflect these objectives and activities to facilitate the outcomes of the Strategy (paragraph 3.10) and to support the wider Council aims, strategies and plans. Commercial considerations will also need to be taken on board in the development of all future plans.

LB Business Plan (2017-2019)

- 3.17 The new LB Business Plan aims to demonstrate that LB and its associated companies will maintain and develop its market share and continue to be the provider of affordable, reliable and high quality bus services to the people of Edinburgh and the surrounding area.

Objectives

- 3.18 The Plan includes a wide range of objectives and activities; including to:
- support economic development and population growth within the city and its environs;
 - provide and support transport opportunities for all;
 - commit to reducing transport's contribution to climate change and improve its resilience;
 - enhance quality for all that live and visit in the city;
 - improve safety and security for all; and
 - engage with communities to provide high levels of social engagement and interaction.

Targets and Activities

- 3.19 The Plan aims to deliver the majority of the Council's desired outcomes and objectives. These include activities to provide: growing bus patronage; affordable and accessible services; environmentally friendly fleet services; cashless ticket operations and information provision. In addition, it includes activities to support the Council's bus priority initiatives and the Park and Ride sites.
- 3.20 Some important medium term work in a number of key areas will be required as the plan moves forward. These include:
- 3.20.1 building on how LB works in partnership with, TfE, and ET, to deliver the Council's integrated public transport agenda within the framework set out in the TfE Strategy;
- 3.20.2 setting out relevant strategic objectives and plans that would deliver the Council's expectations (paragraph 3.14) in relation to future planning of bus network and operations;
- 3.20.3 setting out operational objectives and plans to provide and promote integrated public transport options (in terms of network, frequency, ticketing/fare), marketing and communication plans in partnership with TfE and ET;

3.20.4 including a plan (or setting out a process for developing a plan) for bus and tram integration to reflect the Council's aspirations regarding reduced traffic in the city centre to improve public realm; and

3.20.5 working in partnership with the Council to benefit from its investment in active travel (walking and cycling) as a means to increase public transport accessibility, in reference to both making public transport available and a real option for those who have no access to a car; and improving physical access to bus stops/interchanges).

ET Operational Plan (2017-2019)

3.21 ET's Operational Plan is expected to be approved by the ET Board in January and will be presented to the Council for approval at a later date. The plan will build on the tram's strong operating track record since it became operational in May 2014. The Council expects ET's Plan to be in line with the TfE Strategy so that it can deliver its strategic outcomes (paragraph 3.10) and the Council approved objectives and activities (paragraph 3.14) while focussing on:

- SF1: Safety.
- SF2: Revenues.
- SF3: Branding.
- SF4: Costs.
- SF5: Alignment and integration with LB.
- SF6: Delivery of TfE Transport Strategy.
- SF7: People and Accommodation.
- SF8: Customer expectations.

4. Measures of success

- 4.1 Implementation of the TfE Strategy will ensure that Edinburgh benefits from a high quality and profitable integrated public transport system, which assists the Council to achieve its vision, objectives and the outcomes as set out in the Local Transport Strategy 2014-19.
- 4.2 The Strategy also supports the Council's priorities and principles as presented in Appendix 1 (page 15).
- 4.3 Implementation of the LB Business Plan will continue to deliver and provide affordable, reliable and high quality bus services to the people of Edinburgh and surrounding area.

5. Financial impact

- 5.1 TfE holds the Council's majority shareholding in LB as well as ET and, in turn, TfE is wholly owned by the Council. The operating cost of TfE for 2016 is expected to be in the region of £472,265 and provision for these costs will be considered through the Council's budget approval process.
- 5.2 In line with funding arrangements for other Council ALEOs, TfE will provide an annual budget to the Council, for approval, as part of the Council's budget process.
- 5.3 It is proposed that TfE will develop commercial business cases for the operation and management of Edinburgh Bus Station, Park and Ride Sites, EdinTravel and the provision of Real Time Passenger Information with the objective of removing the requirement for ongoing Council funding.
- 5.4 The LB business plan is considered prudent, and contains provision for the Council's budgeted annual dividend of £6m and a contribution towards the extraordinary dividend of £20m requested which is planned to be paid in full by 2021. Any decision to pay a dividend to Shareholders shall be made by the LB Board.

6. Risk, policy, compliance and governance impact

- 6.1 This report contains recommendations that will empower TfE and its subsidiary companies to help safeguard the Council's investment in integrated transport in Edinburgh.
- 6.2 This report contains recommendations that will assist business plans produced by TfE, ET and LB to align with the TfE's strategic outcomes and the Council approved objectives and activities.

7. Equalities impact

- 7.1 Where the TfE Strategy results in activity or projects that amend existing services, full equality and rights impact assessments will be considered. For those initiatives where the Council's approval is not sought, TfE and Group companies will follow the Council's best practice policies and undertake sustainability and equality rights impact assessments.

8. Sustainability impact

- 8.1 A Sustainability, Adaptation and Mitigation (SAM) assessment has been submitted to the Council. A full assessment is not required at this stage due to the nature of the Strategy.

- 8.2 The strategy itself does not directly include activities. It sets out a list of proposed activities which will be submitted to the Council for approval, at a later date, with full SAM assessment and cost figures. In general, the activities aim to improve integrated public transport in Edinburgh which is anticipated to reduce the impact of road traffic on congestion, air quality and greenhouse gas emissions.

9. Consultation and engagement

- 9.1 TfE has consulted a wide range of stakeholders (listed in full in Appendix 1) as well as Council services and Councillors during the development of its Strategy. These stakeholders include transport user groups and operators, national transport agencies, universities and research groups, passenger transport executives and transport partnerships.
- 9.2 The LB progress report (reference recommendation 1.1.4) and the ET business plan will be developed in partnership with TfE.

10. Background reading/external references

- 10.1 [Transport for Edinburgh – Governance paper, 30 August, Transport and Environment Committee](#)
- 10.2 [Transport for Edinburgh – Developing a Strategic Plan, 12 January 2016, Transport and Environment Committee](#)
- 10.3 [Transport for Edinburgh – Annual Performance Review, 25 August 2015, Transport and Environment Committee](#)

Paul Lawrence

Executive Director of Place

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11. Links

Coalition Pledges	P19 – Keep Lothian Buses in public hands and encourage the improvement of routes and times P50 – Meet greenhouse gas targets, including the national target of 42% by 2020
Council Priorities	CP2 – Improved health and wellbeing: reduced inequalities CP6 – A creative, cultural capital CP7 – Access to work and learning CP8 – A vibrant, sustainable local economy CP11 – An accessible connected city
Single Outcome Agreement	SO1 – Edinburgh’s economy delivers increased investment, jobs and opportunities for all SO2 – Edinburgh’s citizens experience improved health and wellbeing, with reduced inequalities in health
Appendices	Appendix 1 – Transport for Edinburgh Strategic Plan for Delivery 2017-2019 Appendix 2 – Lothian Buses Business Plan 2017-2019 briefing document.



Transport for Edinburgh
one city... many journeys

Strategy for Delivery 2017-2021
January 2017

Version 4.8



Foreword from City of Edinburgh Council Leader and Chief Executive

Edinburgh is the fastest growing city in the UK, with population growth of 1% per annum. By 2042, with some 750,000 residents, this increasing population will help generate prosperity but is also living longer. With this in mind we need to take a long-term view of the city. Our City Vision will be just that - a City Vision not a Council vision. The vision will be the output of a conversation with the whole city that will describe what the City of Edinburgh will look and feel like, for us all, in 2050.

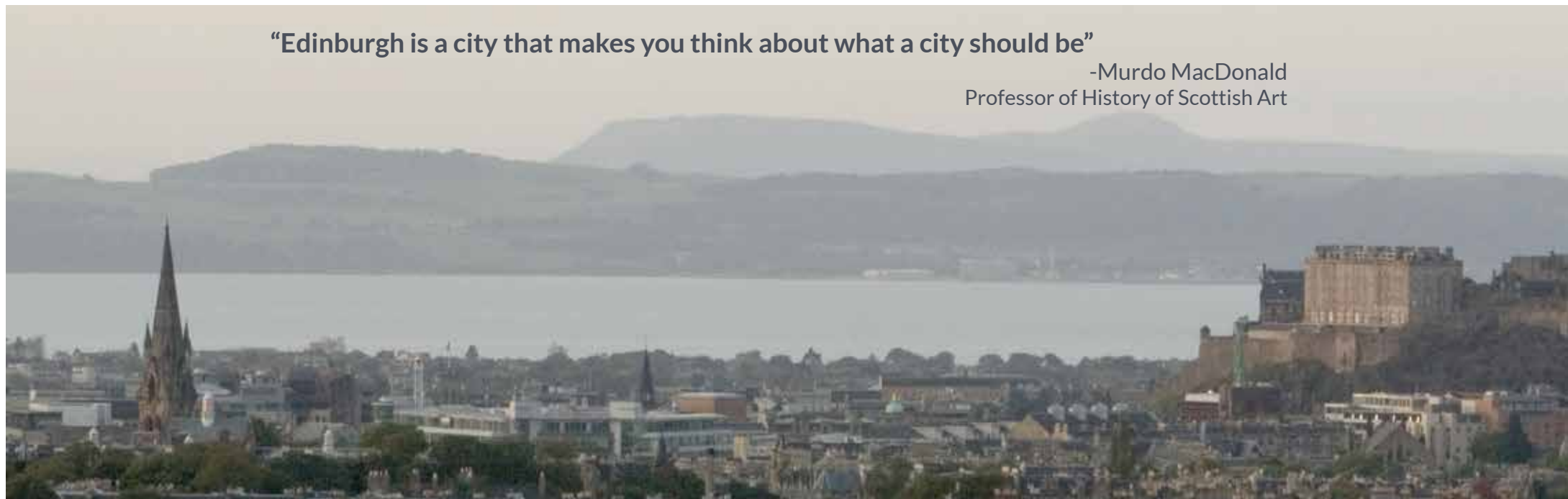
The developing City Vision and the Edinburgh and South East Scotland City Region Deal (City Deal) will inform the work of City of Edinburgh Council (CEC) and Transport for Edinburgh (TfE). Wherever the City Vision leads us, opportunities like the City Deal will also offer us the chance to make decisions which will shape investment for the coming decades, importantly including infrastructure and transport. The City Vision will be commensurate with our status as a world heritage site, capital city, major economy and the most visited city in the UK after London. Mindful that the defining geography, features and topography of Edinburgh will not change significantly in this timeframe.

The vision for the city will require a well developed, integrated transport network. There is, therefore, a compelling case for the development of this strategy to support our priorities; Improve Quality of Life, Ensure Economic Vitality and to Build Excellent Places. The City Vision and City Deal will inform future iterations of this strategy.

This strategy recognises the challenging landscape for transport in the Edinburgh City Region and beyond, with many stakeholders and actors. We believe that there is a need to coordinate, collaborate and lead the development of transport in Edinburgh. There is evidence from across the world that a well defined transport strategy, with stable governance, is conducive to better transport.

“Edinburgh is a city that makes you think about what a city should be”

-Murdo MacDonald
Professor of History of Scottish Art



Foreword from Transport for Edinburgh Board Chair and Chief Executive

We who live, work, study, visit and invest in Edinburgh, all seek continuous improvement in the mobility options open to us in the city and surrounding area. This challenge against the backdrop of population growth and a relatively fragile transport infrastructure, in a historic city, is substantial. Meeting aspirations for more active travel and sustainable transport with those of continued economic growth and prosperity, requires fine balancing across limited resources and infrastructure.

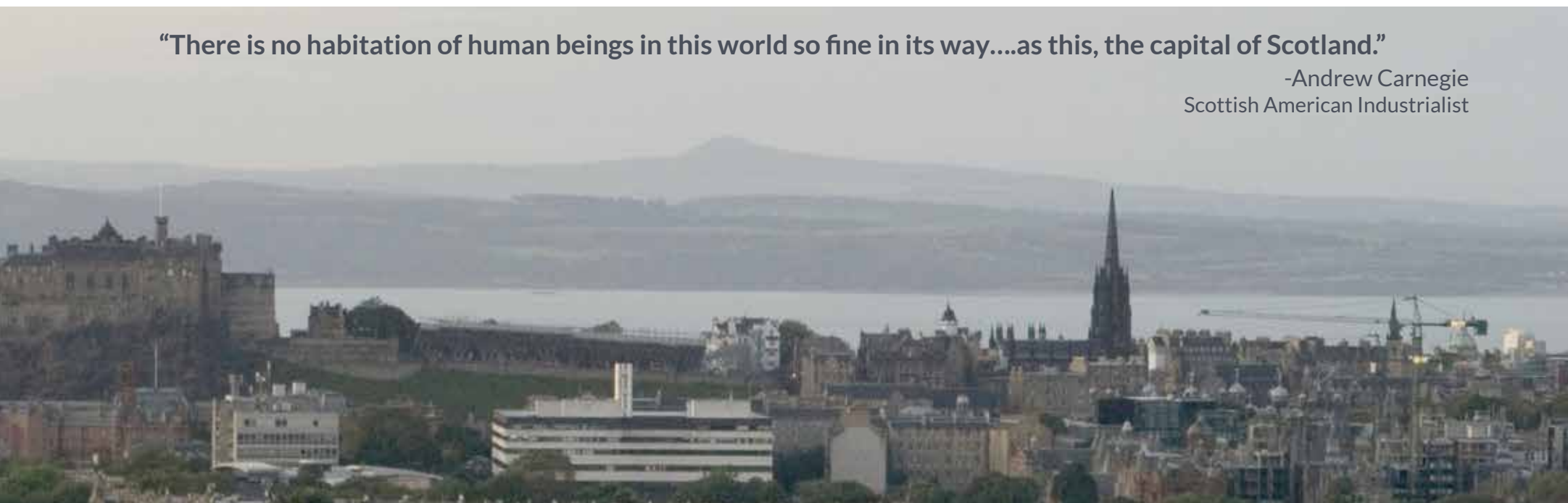
The reality is that increasing congestion and fragility and reduced public spending requires intensive collaboration and cooperation across agencies in order to improve mobility. This complex space is where TfE will make an impact over the next few years. The existing strategy for TfE runs to the end of 2016 and was designed to get TfE up and running. The next 5 year strategy is about delivery and developing The TfE Group*, translating a plethora of high level strategies and visions: The City Vision, The Transport Vision 2030 and the current Local Transport Strategy 2014 – 19 into projects and plans that meet high level objectives and contribute to keep the City Region moving faster

and more efficiently. There will be a need to continue to align with the revised UK and Scottish Government, Transport Scotland, SEStran and CEC strategy development processes. All of which are currently under review, with differing timeframes and deadlines.

Most cities develop an organisation such as TfE in an incremental way, or through the amalgamation of existing agencies. We will also take an incremental, stepped, approach to developing the broader role for TfE. While developing TfE we must be careful to preserve the excellent services delivered every day by the TfE Group bus and tram companies. We must learn from good practice in Edinburgh, the UK, globally and from past mistakes. Our consultation for this strategy consistently evidenced that there is a need for strong leadership, better integration between modes and true multi modal choice, all supported by bold policy. Edinburgh Trams and Lothian Buses are key components of the current integrated system, but this is an evolving ecosystem and TfE will focus on the outcome of improving mobility for all, in line with the wider City Vision and CEC policy, whilst being the very best parent company it can be.

“There is no habitation of human beings in this world so fine in its way....as this, the capital of Scotland.”

-Andrew Carnegie
Scottish American Industrialist



*Refer to Glossary for organisational chart showing structure including subsidiary companies.

Executive Summary

The Transport for Edinburgh (TfE) vision is to provide world class, integrated, environmentally-friendly and socially inclusive transport which plays a central role in the future prosperity of Edinburgh and the Lothians. This Strategy for Delivery will focus our efforts over the next five years to work towards our vision.

The key outcomes for us to achieve the TfE Vision are:

- Customer satisfaction.
- World class integration.
- A healthy and sustainable city.
- Socially inclusive services.
- An accessible city.
- Economic benefit for the city and region.

These outcomes are consistent with the wider City of Edinburgh Council (CEC) priorities and strategy. In addition, we will continue to ensure alignment with national and other key strategies through an annual review process.

In order to fulfil this ambition, TfE will become the primary integration agent for transport modes in the City Region. This will be achieved by focusing on the delivery of key tasks in line with an agreed Service Level Agreement with CEC and best practice guidance on the role of Arms Length External Organisations (ALEOs). The role for TfE is tied to enhancing the delivery of key activities that sit best outside of CEC, either due to their commercial nature or the operational flexibility required to deliver a high standard of service. TfE will work to continually improve the existing award winning services.

We have prioritised the opportunities in order to focus on achieving initial successes over the first years, then more complex projects over years 3-5. This will allow TfE to build organisational capabilities before taking on more challenging initiatives.

The case studies and opportunities cited in the delivery section and annex will be developed through business case approval by CEC. Key focus areas for the first two years are centred around:

- Continuing to integrate bus, tram and other modes.
- Enhancing the Edinburgh Trams service.
- As a champion, supporting Lothian Buses, Edinburgh Trams and other operators to deliver and develop their services.
- Establishing active travel infrastructure, such as cycle hire.
- Travel Demand Management.
- Integrated City Operations.
- Enhancing bus station operations.
- Clear and consistent marketing, communications and travel information, such as wayfinding and signage.
- Park-and-ride operations and increasing modal shift to public transport.

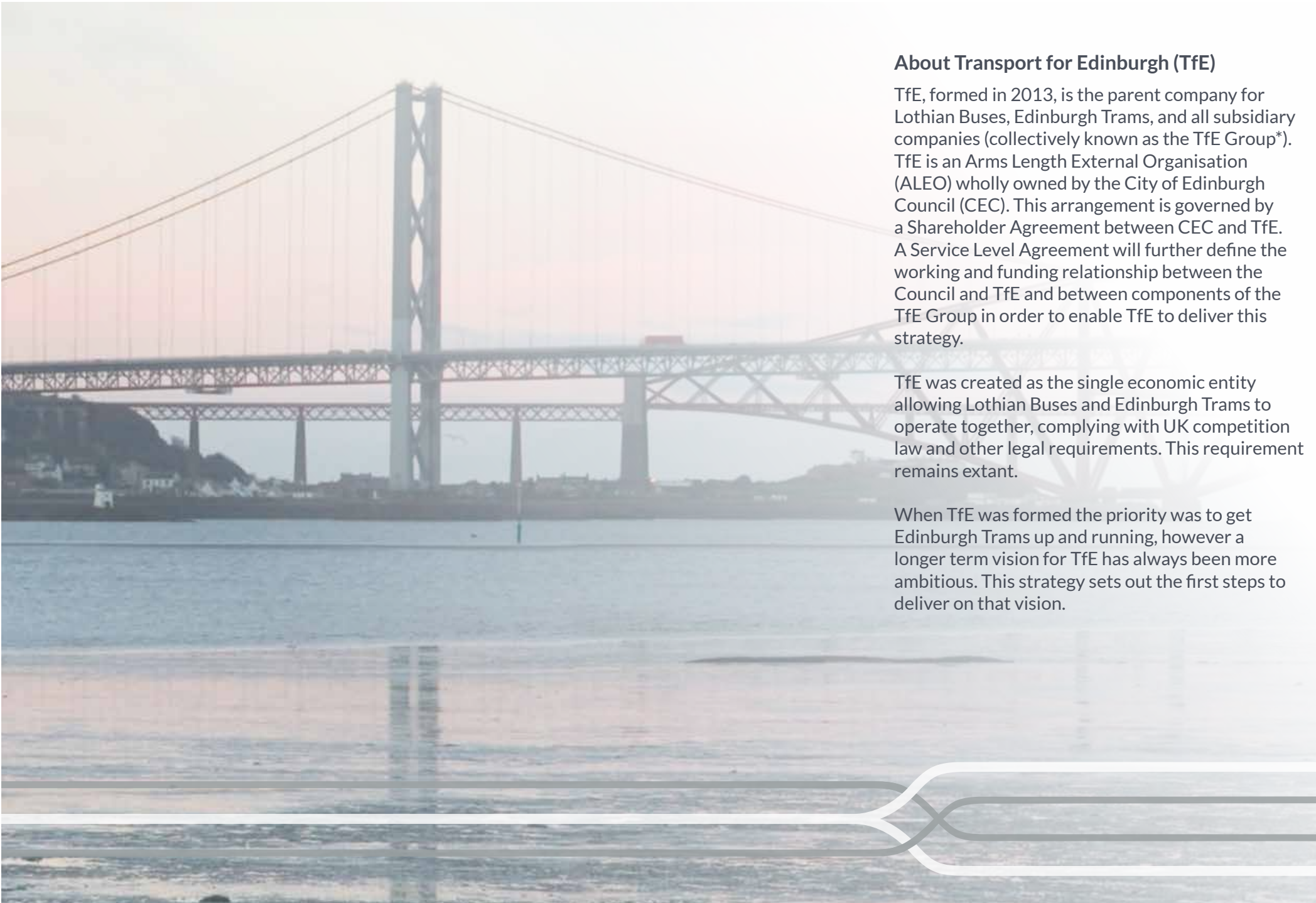
In addition, TfE will operate as a conduit across the TfE Group of companies for governance, strategic priorities, strategy development, commercial prioritisation and influencing wider policy development in order to develop a world class, integrated transport system.



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About Transport for Edinburgh (TfE)

TfE, formed in 2013, is the parent company for Lothian Buses, Edinburgh Trams, and all subsidiary companies (collectively known as the TfE Group*). TfE is an Arms Length External Organisation (ALEO) wholly owned by the City of Edinburgh Council (CEC). This arrangement is governed by a Shareholder Agreement between CEC and TfE. A Service Level Agreement will further define the working and funding relationship between the Council and TfE and between components of the TfE Group in order to enable TfE to deliver this strategy.

TfE was created as the single economic entity allowing Lothian Buses and Edinburgh Trams to operate together, complying with UK competition law and other legal requirements. This requirement remains extant.

When TfE was formed the priority was to get Edinburgh Trams up and running, however a longer term vision for TfE has always been more ambitious. This strategy sets out the first steps to deliver on that vision.

*Refer to Glossary for organisational chart showing structure including subsidiary companies.

1. INTRODUCTION

Why TfE, Why Now?

Edinburgh Trams has been operating successfully for over 2 years, allowing TfE to shift focus to concentrate on the wider aspirations and expectations.

The TfE Board tasked the CEO to develop a 5-year strategy to deliver targets in the city's Transport Vision 2030. These centre on the principle of integrating transport options and services, to provide a unified user experience under a common brand (TfE). The vision extends beyond buses and trams to include rail, cycling, walking, cycle hire, car clubs, taxis and any other mode or service that might have a role to play in an integrated mobility system.

There are clear early priorities, these include:

- **Ticketing:** user interface and handling multiple products - potentially enabling access to multiple operators (bus, car club, rail) within Edinburgh.
- **Brand and Marketing:** promoting the TfE Brand and building this asset in the interests of the City Region.
- **Strategic Planning:** promoting true multimodality and service integration including managing conflicts which may emerge between modes, especially mindful of increasingly limited available roadspace.
- **Strategic Commercial Investment:** targeting areas for investment and determining partnership strategies.
- **Supporting CEC Policy:** that enables the development of a world class public realm.

TfE's Role as an ALEO

Audit Scotland guidance explains how ALEOs must offer best value to councils and has been drawn on extensively to inform the TfE value proposition to CEC. In developing the TfE proposition and approach, the opportunities for TfE to offer this value can be summarized under three broad areas:

- Improve service performance across a portfolio of services,
- Deliver economic and financial benefits across the Group and wider services, and
- Free up CEC resources to focus on core services.

As part of an ongoing transformation, CEC is committed to focus on delivery of core services, withdrawing from activities that do not directly support this. This strategy and the Service Level Agreement (SLA) will set out the framework for TfE to assume additional delivery responsibilities. As an ALEO with existing brand identity and mobility focus, TfE is able to adopt, and take responsibility for, activities which are customer facing, include multiple stakeholders and have the potential to deliver economic benefits or revenue streams. TfE can operate as the connecting point for the bus and tram network alongside active travel and other mobility services including emerging technologies. TfE can apply agile processes and responsive decision making, which can be particularly attractive in developing transport networks.

TfE will be subject to audit and oversight which will focus on setting the strategic framework and accountability, enabling publicly elected members to focus on the critical issues for the city, but not day to day operations, in line with best practice guidance from national government.

Alignment with City Vision 2050, City Deal and National Transport Strategy

A clear vision – developed, built and shared with residents, businesses, and public agencies - can bring significant benefits for a city. The conversation that will create the vision for Edinburgh in 2050 has just started but even from the outset, it is clear that transport will play a significant role in the Edinburgh of 2050. Edinburgh was recently placed 13th overall in the Arcadis Sustainable Cities Index 2016, but while ranked highly in many respects, Edinburgh scored relatively low in sustainability, health and transport infrastructure. TfE will aim to support improvement in these areas.

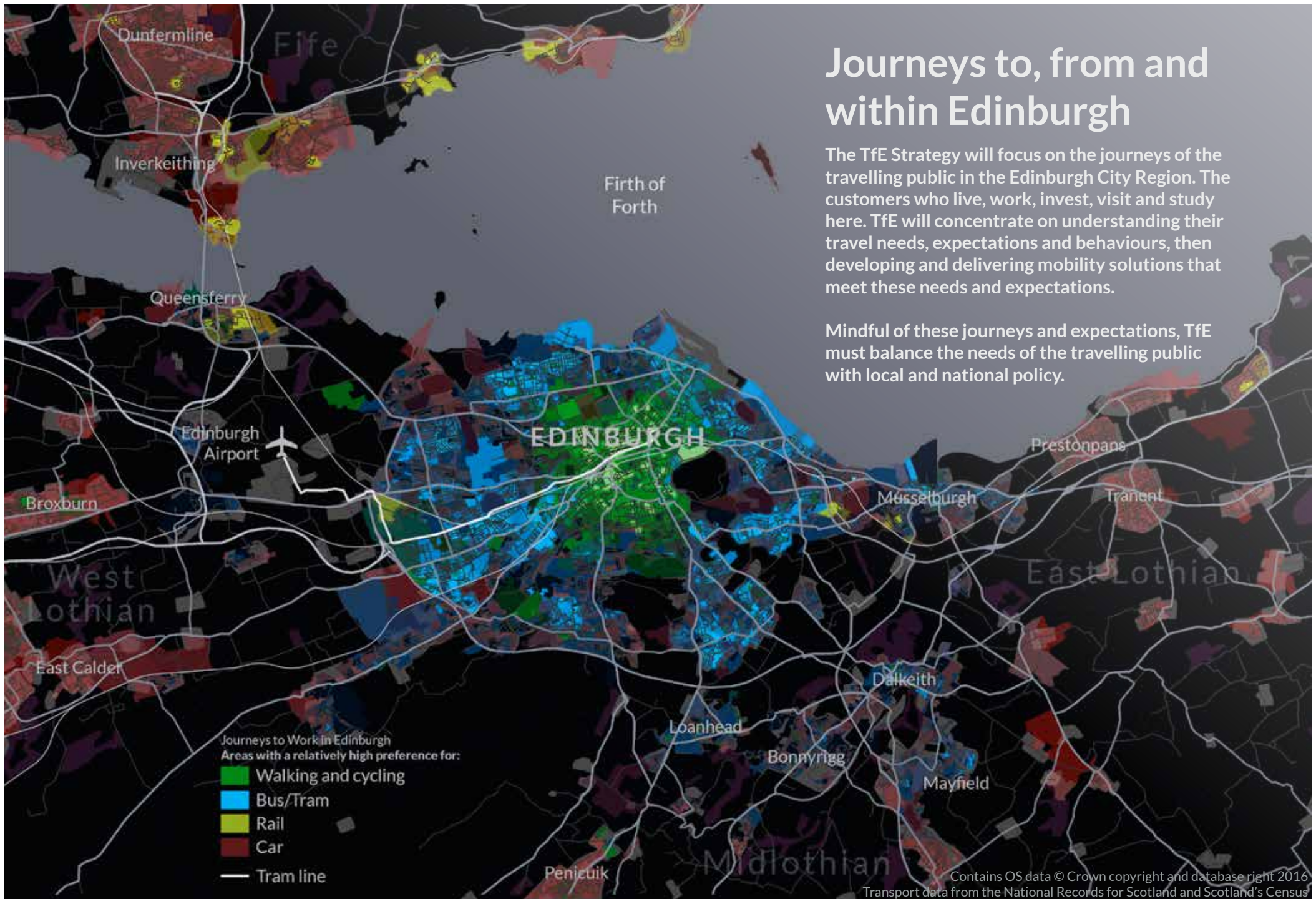
The UK has recognised the importance of a coherent and long term plan for infrastructure investment in cities that would support such a vision. The Edinburgh City Region (Edinburgh, East Lothian, Midlothian, West Lothian, Fife and Borders) is developing a City Deal bid to secure significant investment. For the bid to be successful, transport infrastructure investments will be central to the City Deal partners. Furthermore, the City Region will attract City Deal investment, by demonstrating structures and organisations are in place to deliver an integrated transport network. TfE will be well positioned to support the delivery of a planned City Deal programme.

The City Vision and City Deal must also be considered in the context of the National Transport Strategy (NTS) revision process, starting in early 2017. There is a concurrent dialogue on the future governance of the Scottish Regional Transport Partnerships, especially SEStran, and clear recognition of the need to align with TfE.

Journeys to, from and within Edinburgh

The TfE Strategy will focus on the journeys of the travelling public in the Edinburgh City Region. The customers who live, work, invest, visit and study here. TfE will concentrate on understanding their travel needs, expectations and behaviours, then developing and delivering mobility solutions that meet these needs and expectations.

Mindful of these journeys and expectations, TfE must balance the needs of the travelling public with local and national policy.



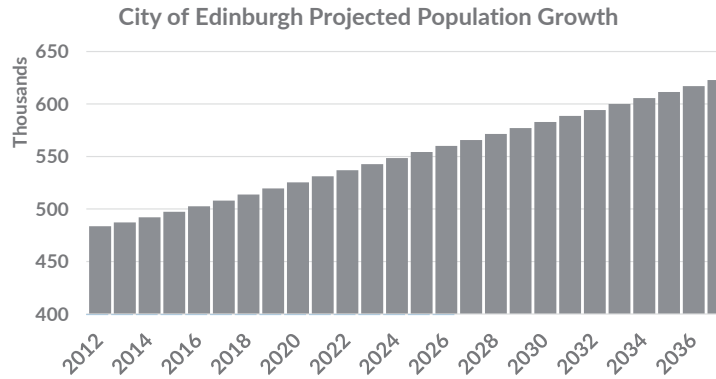
Contains OS data © Crown copyright and database right 2016
Transport data from the National Records for Scotland and Scotland's Census

2. CONTEXT

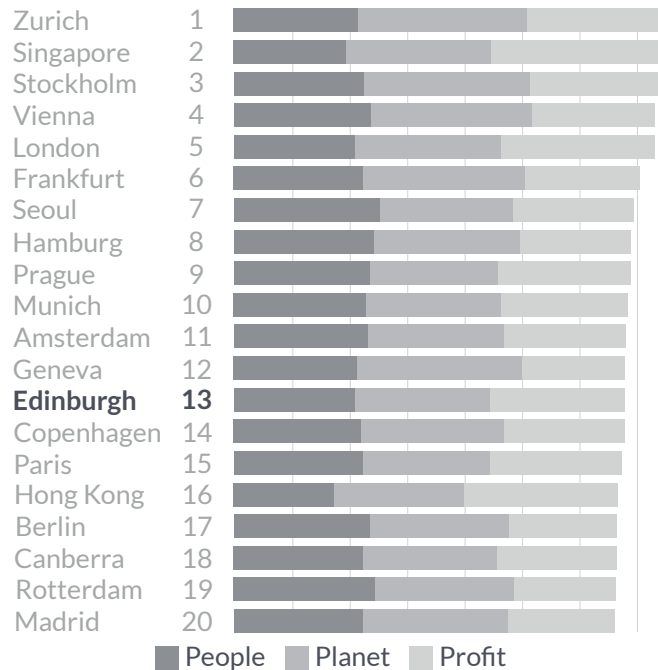
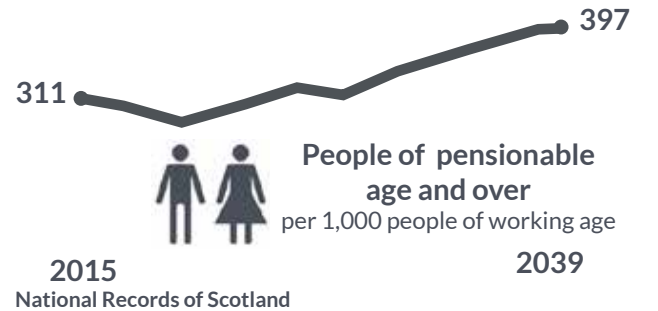
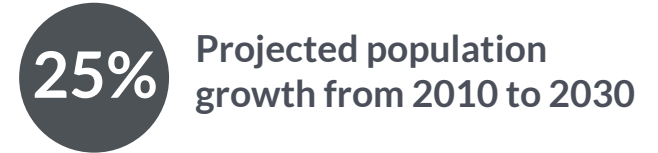
Edinburgh is the most prosperous UK city outside of London. A financial hub, the city hosts global top tier universities and growing life sciences and technology sectors. It is home to the world's biggest arts festival, and as a capital city and world heritage site, the city is one of the top 10 European destinations for tourists.

The city combines all these opportunities with outstanding green spaces, exceptional schools and other public services to furnish high quality of life for residents.

To sustain such a city with the challenges of ageing infrastructure and the fastest growing city population in the UK, we must be bold and brave. The following pages highlight some of the considerations and factors to account for in our plans.



Based on data from the National Records of Scotland



Arcadis Sustainable Cities Index 2016

Edinburgh is a unique city

- 100%** City population increase in August.
- 3.85** Million visits in 2015.
- 54%** Commute on foot, by bike, or public transport.
- 30%** Proportion of workers who live outside the City.

Drivers for Change

Our ambition for continued economic prosperity and population growth in the City Region drives the agenda for TfE and our partners. Whether people are travelling for work or leisure, we need to continuously improve the mobility options available in order to support the city. Our feedback from stakeholders is consistent, the increasing pressure on road space and infrastructure, the fragility of the network and variability of journey times all impact our mobility as well as causing spikes in pollution. Solutions will be found in infrastructure and operational improvement, but will also increasingly be found in the relationship between people and their travel choices. The existing network cannot support the growth and prosperity we envisage, therefore doing nothing is not an option.

Some improvement has been seen in investment in bus priority, and significant investment in the fleets has helped to grow patronage over the last decade. There are exciting and bold initiatives in progress today; transforming the city's approach to road maintenance and renewal, air quality management and the 20mph speed limit roll-out that will save

lives over the coming years. Even more, however, will need to be done to reduce congestion if aspirations and expectations are to be met.

The city's commitment to foster active travel and healthier lifestyles through investment in infrastructure dedicated to safe and quick cycle and walking routes will lay the groundwork for behaviour change. However, additional measures will be required to ensure these schemes form part of a wider, integrated and extensive strategy which is able to address the ever changing context of the city. Along with walking and cycling, we must embrace the electrification of our networks in order to address the pollution and emissions challenges. The growing, ageing population is putting additional strain on the transport network, but the current concessionary fare scheme does not result in additional profit for operators from this patronage. Anecdotal evidence suggests that some concessionary customers are reverting to private cars, adding pressure to the already congested system.

The drivers for change in the TfE Strategy for Delivery are not rooted in transport issues alone, but include the broader challenge of delivering transport integration. The city needs alignment across the key transport providers, notably the Group companies (Lothian Buses and Edinburgh Trams) but also other operators and across customer interchanges and touch-points.

TfE will be seen as the primary transport integration agent in the eyes of the travelling public, a 'one stop shop' for understanding mobility options across the city and surrounding region. The city requires TfE to support its own work by acting as an agile partner to deliver the customer focussed nature of its strategy. The city and its partners will enable the change, as is happening with current investments in walking and cycling provision. Customers will also value the integration and improvement of travel information, enabling us all to make smarter choices to make our travel fit our lives today.



“TfE will be seen as the primary transport integration agent in the eyes of the travelling public, a ‘one stop shop’ for understanding mobility options across the city and surrounding region.”

Considerations from Stakeholders, Transport Forums and Focus Groups

The feedback from wide ranging stakeholder engagement, Focus Groups, Transport Forums and our own research, has highlighted a number of factors that influenced our thinking and priorities.

Supporting the development, growth and prosperity of the city and region

Edinburgh is a large financial and business hub which requires world class public transport to attract investment, talent and growth.

With significant developments planned in and around the city, integrated public transport should be incorporated from the start of the planning process in concert with local development plans.

TfE must be prepared to continue to evolve in line with the requirements of an emerging City Deal and City Vision.

Technology/pace of change

Technology and transport are increasingly interlinked, with innovations and disruptive technology presenting new opportunities and redefining the customer experience.

Accounting for new technology in design is important for the customer and to the length of planning / project life cycles.

Regional economy and commuters

Interdependence with neighbours, whether commuters or other user groups, means a cooperative approach must be sought to solve problems and improve transport and integration across the wider region.

Importance of tourism and visitors to the city

The City of Edinburgh is a major tourism and business destination. Visitors to the city contribute significantly to the local and regional economy.

Meeting the annual demand cycle of the city and enabling all visitors to easily access transport, being mindful of the growth of festivals in Edinburgh and attracting more visitors for longer must be a key consideration.

Edinburgh New Town/Old Town and wider city – a World Heritage Site

Respecting the character of the city, and protecting the heritage comes at a cost and means there are additional constraints, compromises and considerations to make. There are, however, also opportunities in this.

CEC Transformation Programme

TfE will be agile and lean in concert with CEC as well as the direction and guidance available to Arms Length External Organisations.

Protect the social fabric/equality of opportunity

It is important to retain an inclusive, accessible and socially balanced approach across all aspects of delivery.

Legacy of transport projects in Edinburgh and other cities.

TfE will learn from legacy projects in the city and elsewhere to ensure mistakes are not repeated and lessons are applied.

Need to work with transport partners to deliver the desired outcomes

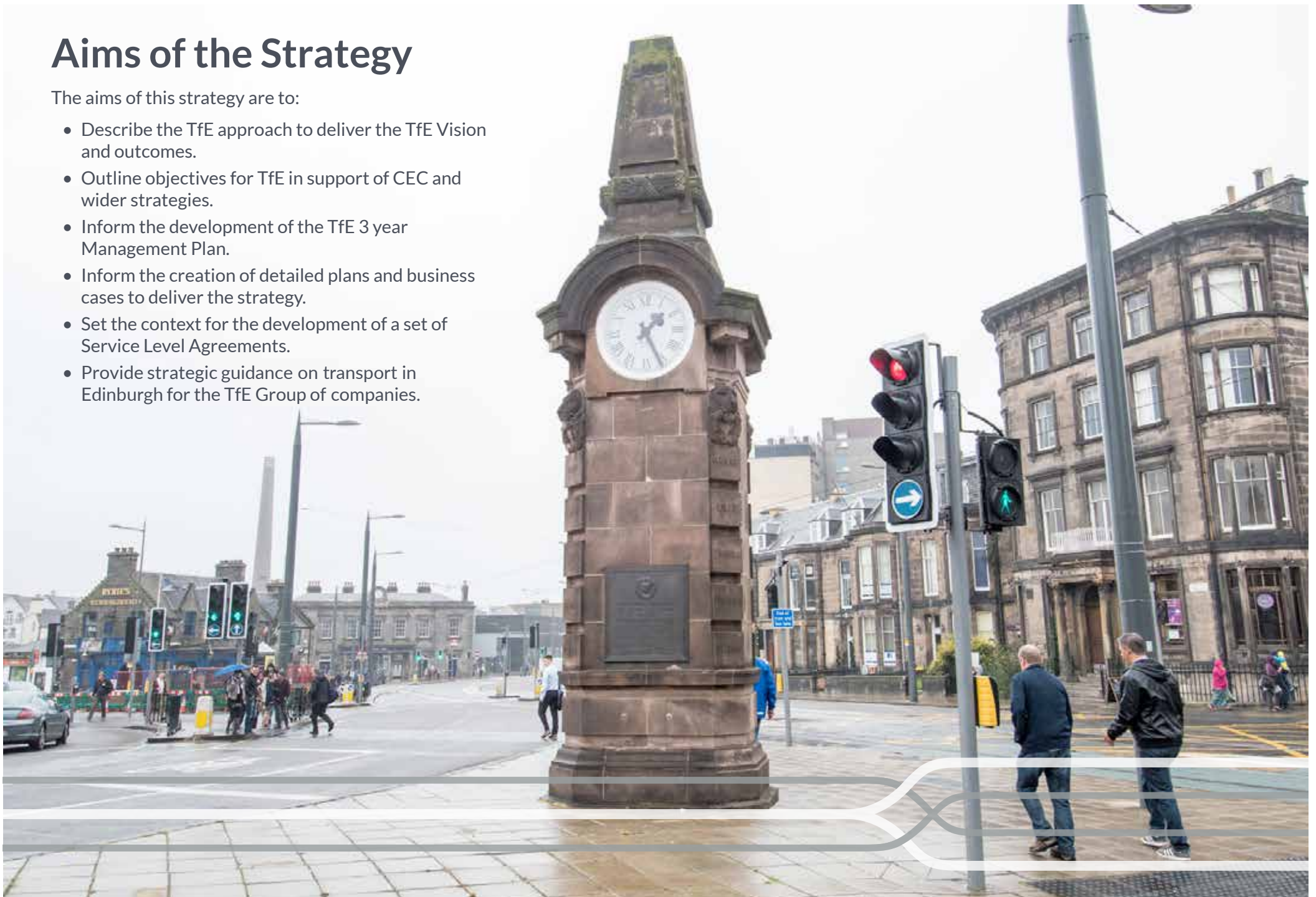
TfE must develop the stakeholder map and collaborate with all transport partners to influence their decision making and policy. The planned development of Edinburgh Airport will be a key factor.



Aims of the Strategy

The aims of this strategy are to:

- Describe the TfE approach to deliver the TfE Vision and outcomes.
- Outline objectives for TfE in support of CEC and wider strategies.
- Inform the development of the TfE 3 year Management Plan.
- Inform the creation of detailed plans and business cases to deliver the strategy.
- Set the context for the development of a set of Service Level Agreements.
- Provide strategic guidance on transport in Edinburgh for the TfE Group of companies.



3. TFE VISION AND OUTCOMES

Accessible Services

Edinburgh has a transport system that improves connectivity for all users. Our customers feel safe and secure when travelling on the public transport network and we consistently reduce physical or other barriers to journeys.

Socially Inclusive Services

Improving mobility and access to jobs and services is critical to improve opportunities for vulnerable individuals in Edinburgh. This focus enables us to overcome barriers to work and learning as well as participation in social and community life for everyone.

Healthy and Sustainable City

We will achieve a low carbon, resource efficient transport network, supporting resilient and sustainable communities in the rich natural setting of our city. Our approach to sustainable procurement, and our wide ranging programmes will support residents to live and work in our local communities with low air pollution and attractive options for active travel.

The TfE Vision ...

To provide world class, integrated, environmentally-friendly and socially inclusive transport which plays a central role in the future prosperity of Edinburgh and the Lothians.

The TfE Vision and Outcomes align closely with wider CEC priorities and strategy as well as national strategies and policies as outlined on the following pages.

World Class Integration

Our partners work together in a highly effective and collegiate way to solve the mobility challenges of the city. Our customers transfer seamlessly between modes at interchanges while services are planned to enable customers to easily plan journeys by public transport and other sustainable modes without having to resort to the private car.

Economic Benefits

Transport initiatives represent good value for money and unlock economic potential across the wider city region. Improvements enable greater participation for people in the economy, supply chains for businesses, and grow a resilient and high performing transport network.

Customer* Satisfaction

Our efforts are focussed on adding value to our customers. We make investments and decisions in order to achieve the best possible outcomes for our customers.

*Our customers are those who live, work, invest in, study and visit the Edinburgh City Region

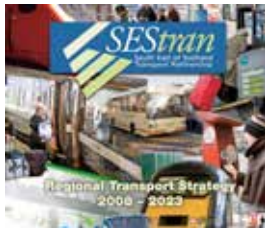


The Hierarchy of Strategies



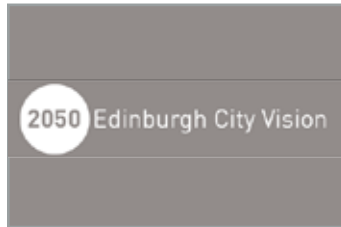
NATIONAL TRANSPORT STRATEGY

The Scottish Government have indicated that the refreshed National Transport Strategy is to be further reviewed. Public consultation will begin in early 2017. TfE will engage with this work in order to influence policy.



REGIONAL TRANSPORT STRATEGY

The Regional Transport Strategy informs the TfE Strategy. TfE is fully engaged with SEStran, particularly in regard to the adoption of an appropriate Model (1, 2 or 3) to support a potential Edinburgh City Region Deal. The outcome of this dialogue will impact the TfE Strategy.



The CEC Transport 2030 Vision is a key source of direction and guidance for TfE. Many of its outcomes and objectives will be delivered by, or supported by TfE.

Integrated public transport is likely to be a key component of the 2050 Edinburgh City Vision. TfE will play a full and active part in contributing to the development of this vision.

TfE will work closely, but at arms length, with CEC and neighbouring local authorities to ensure the TfE Strategy is aligned with the CEC Business Plan, Local Transport Strategy and Local and Regional Development Plans and subsequent Action Plans. The following page explains how the TfE's outcomes, derived from our vision statement and informed by the hierarchy of strategies, have been mapped to CEC priorities and principles.



5 ACTION PLANS

TfE's Strategy for Delivery 2017-2021 has been informed by the hierarchy of transport strategies.



TfE Outcomes

Accessible Services

Socially Inclusive Services

A healthy and sustainable city

World Class Integration

Economic Benefit

Customer Satisfaction

Alignment of Outcomes with CEC Priorities and Principles

TfE's outcomes are derived from our vision statement, informed by the hierarchy of strategies. This page demonstrates how outcomes have been mapped to CEC priorities and principles.

TfE Outcomes

Accessible Services

Socially Inclusive Services

A healthy and sustainable city

World Class Integration

Economic Benefit

Customer Satisfaction

CEC Priorities and Principles

Improve Quality of Life

- Children and young people achieve their potential.
- Opportunities for participation in sport and lifelong learning.
- Safer and stronger communities.
- A caring, healthier Edinburgh.

Build Excellent Places

- An attractive city.
- An accessible, connected city.
- A range of quality housing options.
- A built and natural environment to match our ambition.

Ensure Economic Vitality

- Business growth and investment.
- Access to work and learning.
- Creative, cultural capital. A vibrant and sustainable local economy.

A Sustainable Capital City

We are a low carbon, resource efficient Council, supporting resilient and sustainable communities in the rich natural setting of our city.

Empowered Communities

We are a Council which engages and enables community led service delivery and design.

Integrated Council

We are a Council of joined up services working together effectively with our partners.

Value for Money

We are a Council which makes best use of its resources, assets and facilities.

Focussed on Customers

We are a Council in which services are designed around the needs of our people, protecting the needs of our most vulnerable customers.

High Performing Workforce

We are a Council where services are delivered by an engaged and empowered, high performing workforce.

CEC PRIORITIES

CEC PRINCIPLES

Objectives

TfE has identified 10 objectives to fulfil its vision and outcomes :

TfE Outcomes

Accessible Services

Socially Inclusive Services

A healthy and sustainable city

World Class Integration

Economic Benefit

Customer Satisfaction

Increase public transport patronage

Support the growth of public transport patronage and mode share in/to/from Edinburgh.

- Support further integration of bus and tram networks, operations, services and timetables.
- Establish Quality Partnerships to improve services, with appropriate authorities.
- Support enhanced bus and tram frequencies.
- Improve commercial/operational performance of Edinburgh's bus station.
- Improve access to tram and bus services, including integrating walking and cycling routes to stops/stations and Park and Ride incentives and service improvements.

Expand the Public Transport Network

Extend, adapt and develop an integrated public transport network that is reliable and convenient throughout the City Region throughout the day, and week.

- Support the potential tram extension programme.
- Develop the network of Park and Rides to drive modal shift.
- Cooperate with neighbouring authorities to develop opportunities for bus network expansion, e.g. potential radial and orbital routes, reviewing development proposals to ensure safe guard infrastructure to support growth and prosperity in accordance with Local Development Plans.
- Take full advantage of opportunities from the new Queensferry Crossing.
- Help deliver supported/subsidised community transport and/or patient transport (for NHS) operations.

Support City Place-making

Support partners in making the City a World Class Place.

- Support bus routes that integrate with tram and other modes, to continually improve the public realm.
- Work with developers to enable public transport use at new developments.

Contribute to Social Inclusion

Increase social inclusion (access to jobs, education, health, etc.) by providing travel options that are affordable, available and accessible to all.

- Broker a common approach to fare strategies where appropriate.
- Create a customer focussed, integrated network, accessible to all.

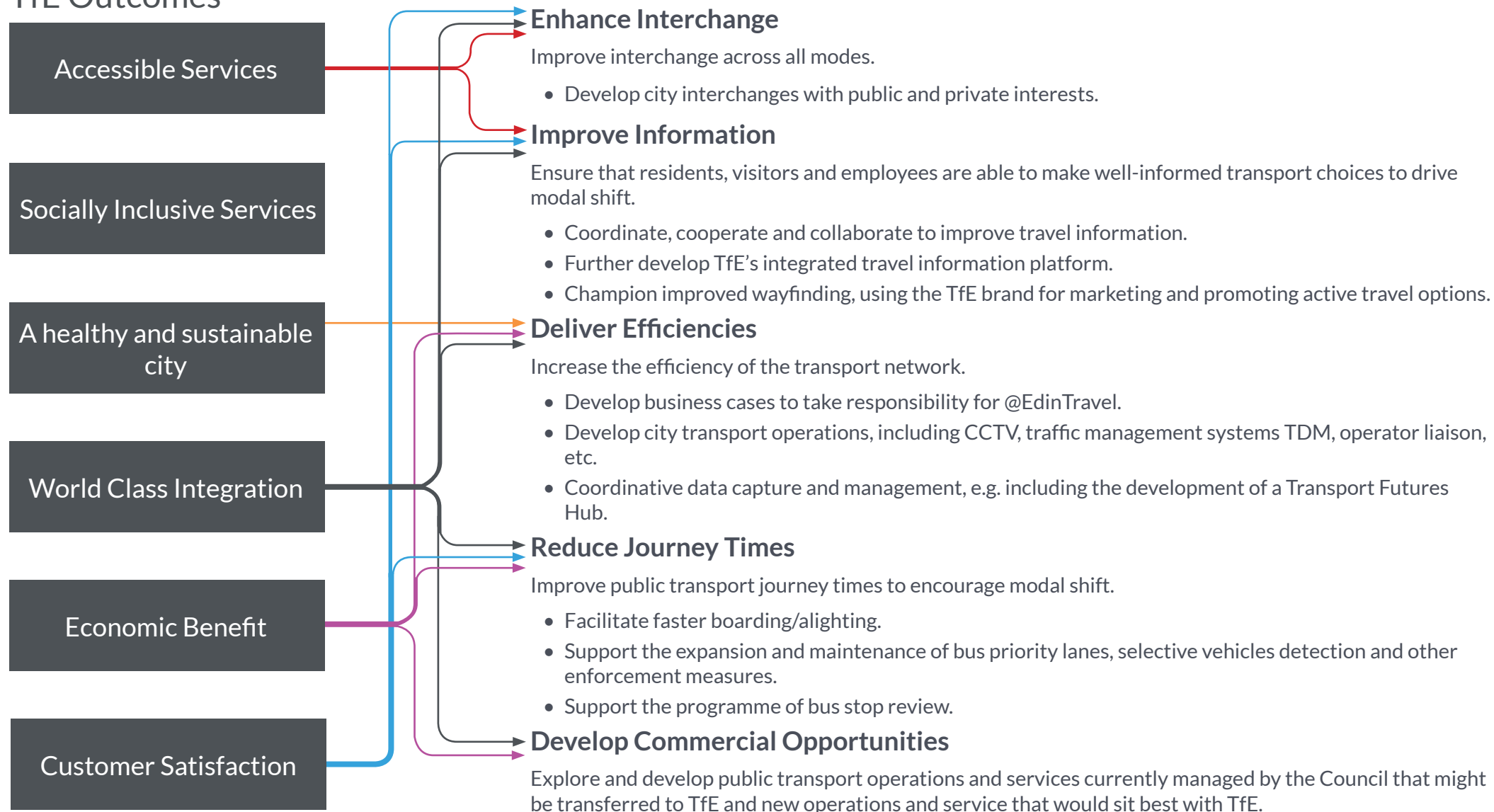
Help Reduce Emissions

Reduce impact of air pollutants, greenhouse gases, noise and waste on public realm.

- Encourage fleet investments to meet emissions targets including new technologies.

Objectives

TfE Outcomes





4. TFE'S ROLE AND ACTIVITIES

Core Activities

TfE will achieve its objectives and outcomes through:

Integration

TfE with the support of CEC and others will become the principal public transport integration agent within the city, mindful of the need to think of customer transport needs beyond the city boundary.

This will be achieved by continuing to integrate bus and tram and developing the integrated network to match the customer needs of the growing City Region. TfE will bring other transport components and services under the TfE umbrella, better integrating them into a network that provides seamless transfer between modes and faster, most cost efficient journeys for customers. All in an effort to encourage modal shift to public transport or active travel.

Coordination

TfE will look “up” coordinating with: CEC, both elected members and officials, to SEStran, Scottish Government and National (Scottish and UK) governing bodies and institutions. In doing this TfE will be a high level, conduit for strategic matters for the operating companies (Lothian Buses, Edinburgh Trams and others in future) to the higher level entities. This will include influencing higher level strategy and policy on behalf of the Group and extrapolating strategy and policy for the Group. This will include developing relationships with funding bodies and securing external funding where possible.

Cooperation

TfE will look “over” the Edinburgh City boundary, cooperating with neighbours. To understand the transport needs of those travelling to and from the city and incorporating these needs into the strategy for an integrated network. The developing relationship between neighbours and TfE may require new governance perhaps delivered via the City Deal, fresh protocols or refined existing agreements.

Collaboration

TfE will look “out” to transport partners to improve collaboration with strategic transport partners, wherever possible, to deliver better integration within the overall transport network.

Project Delivery for the City

TfE will, with the support of CEC and others, develop a position with regard to TfE as a future transport project delivery agent. This will be mindful of legacy issues and with a view to the delivery of transport projects for CEC.

Parent Company for the Group

TfE will lead the group, providing support, direction and guidance, higher level intent and be the champion for the Group's companies and delivery arms.

The following pages further explain TfE's role in each of these activities.

Our Approach

In line with our integration role, but across all these activities, TfE will aim to continuously improve the way in which partners across the city work together on issues. The diagram below shows our initial thinking about where we could focus to improve productivity and return on our efforts.

Strategic Planning and Integration

- Integrate transport for customers across modes and between nodes.
- Prioritise and focus to optimise strategic outcomes.
- Build organisational learning to inform strategy and planning.
- Be a transport coordination focal point in lockstep with city planning strategy and process.

City Transport Operations

- Develop systems, data analytics, intelligence & insight to inform planning and transport decisions.
- Use insight to predict issues, coordinate across agencies and proactively manage issues.
- Develop and deploy robust C312* process based on scenario modelling and structured responsibilities.



Joint Planning

- Integrated approach to planning of short term events, e.g. road works, sports events, concerts etc.
- Intelligence and insight informs decisions in line with policy and areas of responsibility.
- Apply lessons to improve operational performance.

* Command, Control, Communications, Information, Intelligence

Integrate across the Group and Public Transport

Situation

TfE Group structures are defined by TfE's origins as parent company for Edinburgh Trams and Lothian Buses. The intent has always been for continued integration between bus and tram. Currently this involves ticketing, branding and back office functions.

Opportunity

With unity of purpose from clear strategic direction and leadership to the operating units, TfE can greatly improve customer satisfaction through an integrated offering and improve the economic benefits to the city. There is also an opportunity over the next 5 years to see the Group incorporate other operations, such as hubs and interchanges. TfE will support the enhancement programme for tram and integration with other modes. TfE will also work to ensure consistent marketing and communications for the customer across modes.

Priorities

- Develop the integrated network in line with the demand of the growing City Region.
- Pursue further integrated timetables & ticketing.
- Grow Park and Ride usage and modal shift through incentives, services and development.
- Improve commercial/operational performance of bus station & interchanges.
- Support tram enhancement programme.
- Support the city with potential tram extension and opportunities for bus network.
- Lead on longer term opportunities and challenges.

Years 1 - 2



Contactless Ticketing



TfE Marketing and Comms



Bus Station



Park and Ride

Years 3 - 5



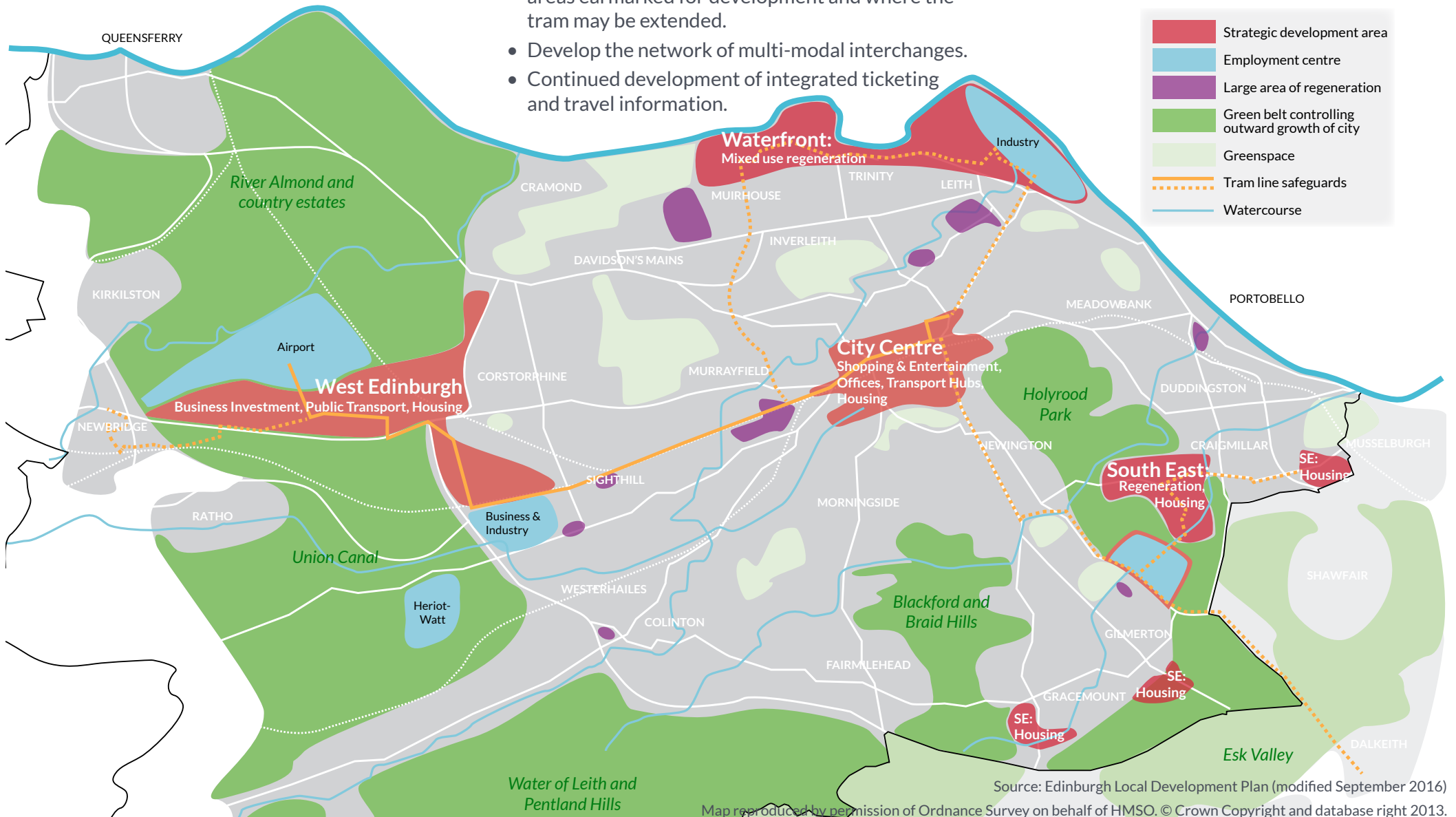
Potential Tram Extension with Bus

Integration between Bus and Tram

TfE will support continued integration between bus and tram, including into areas of new development as identified by the Edinburgh Local Development Plan (modified September 2016).

Improvements may include:

- Inter-modal exchange at Park and Ride sites.
- Developing the existing bus network to marry bus with tram, especially in the west of the city, other areas earmarked for development and where the tram may be extended.
- Develop the network of multi-modal interchanges.
- Continued development of integrated ticketing and travel information.



Source: Edinburgh Local Development Plan (modified September 2016)

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Coordinate...On Whole Network Opportunities

Situation

Coordination across operations exists in unique projects or through working groups. Coordination is essentially ad-hoc and decision making processes, where defined, cannot fully address systemic operational performance issues across the network, either in response to incidents or via predictive, proactive interventions.

Opportunity

TfE has a defining opportunity to take a longer term view of city transport integration, through developing coordination mechanisms that are well established in other leading cities, such as Travel Demand Management. There is a growing need for the capture and analysis of data from across channels and agencies in support of such coordination. The benefits realised and foreseen by other cities in these areas (e.g. £1bn in London per annum) indicate this strand of work has the greatest potential return on effort for Edinburgh. A recent Inrix report estimates that congestion could cost Edinburgh £2.8Bn to 2025. We describe this area of opportunity as City Operations, while a full capability will be a longer term objective, it is critical we start on this early.

Priorities

- Develop business cases to take responsibility for @EdinTravel Team.
- Develop strategy for coordination of city transport operations, e.g. for festivals
- Coordinate development of data capture and analytics.
- Develop concept and business case for City Operations and TDM coordination.
- Influence a well co-ordinated policy for the prioritisation of mobility options in the city (what, where, how and when).

Years 1 - 2



@EdinTravel



Travel Demand Management (TDM)



Active Travel in Edinburgh



Develop City Operations

Years 3 - 5



City Deal transport co-ordination

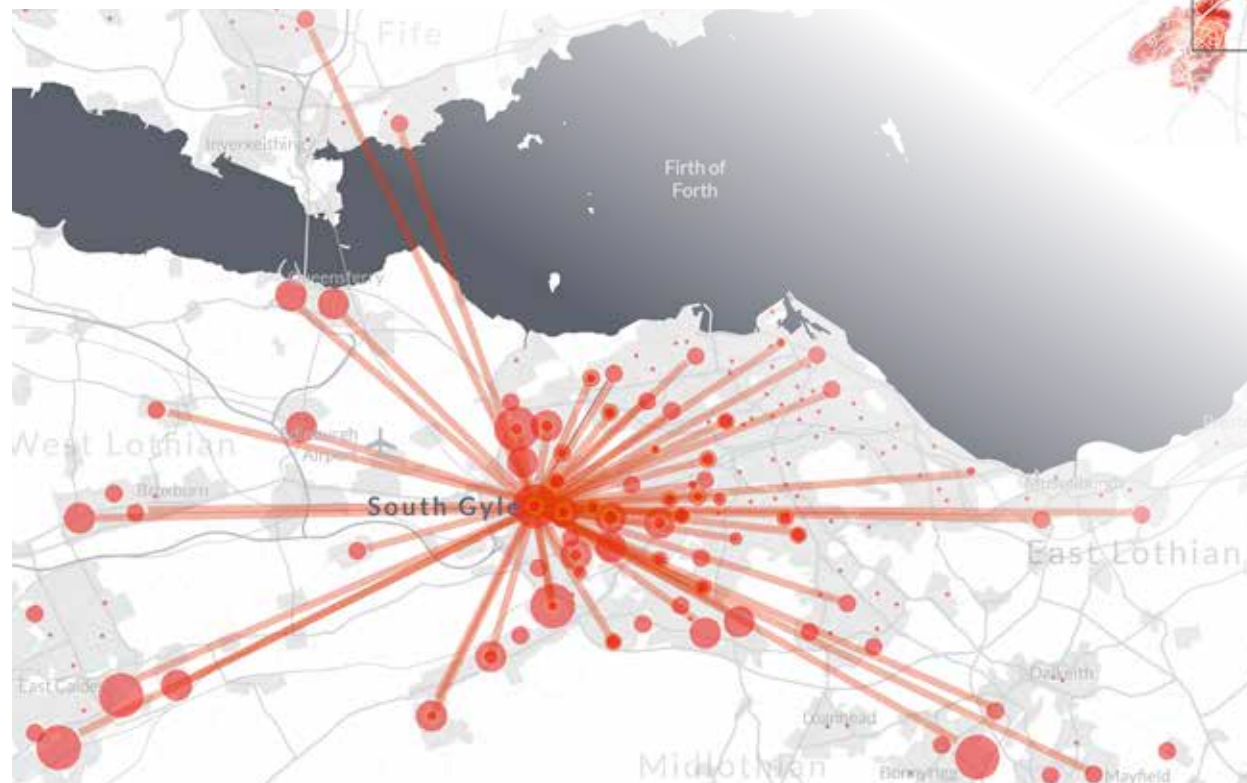
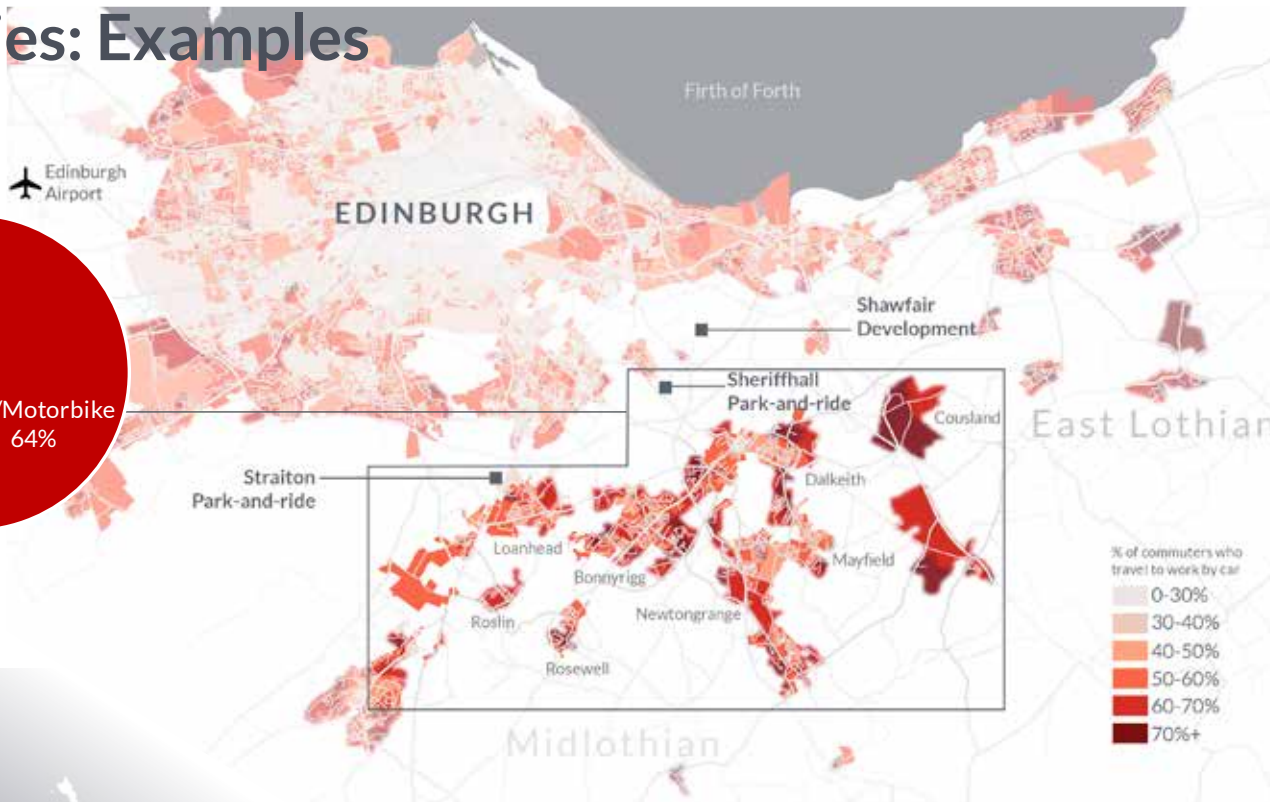
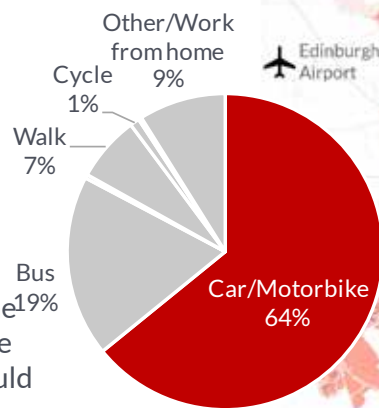
Whole Network Opportunities: Examples

South of Edinburgh Commuter Areas

The commuter region to the south of Edinburgh, which has a working population of around 35,000, has a high private vehicle transport preference.

TfE would aim to enhance and promote the existing park-and-ride sites to reduce congestion in the city.

In addition, the Shawfair Development, in the south-east of the city, is expected to increase the population of the area further, which could create further congestion if opportunities to promote other modes are not realised. Public transport options need to be available as the development grows.



South Gyle

The South Gyle area has a high concentration of industrial/commercial use and therefore has a wide catchment area for its employees.

There is a high level of private vehicle use to this area. Additionally, the West Edinburgh development will further increase demand in this area over the coming years.

As with the Shawfair development, there is an opportunity to influence both existing travel behaviour and proposed developments in order to reduce congestion and encourage use of public transport and active travel modes, especially where the public transport network 'offer' is an integral part of the emerging development.

TfE will support the economic potential of these areas being realised by coordinating the integrated public transport network.

Coordinate...On Customer Facing Opportunities

Situation

Branding, marketing and communications across modes is a few steps ahead of supporting structures, processes and systems. The TfE brand is firmly established, at least on bus and tram, although used ad-hoc on other initiatives, e.g. active travel, alongside other branding. Cosmetic application of the brand without alignment of responsibilities, authorities and resources is not a truly multi-modal customer proposition and could be a potential risk to TfE.

Opportunity

Developing a modally agnostic customer proposition under the TfE brand is dependent upon supporting alignment (e.g. integration of active travel mode options into the TfE journey planner). We have great opportunities with newer modes, notably City Car Club and on demand, or subsidised services, to integrate options to meet customer needs and expectations. Customer choice and signposting to these choices will be key rather than modal protectionism. TfE will continue to develop the network of transport stakeholders.

Priorities

- Develop and implement a roadmap for an integrated, multi-modal proposition to customers, championing city 'wayfinding'.
- Work to integrate active travel options and SEStran initiatives (e.g. Liftshare) into the TfE proposition.
- Explore opportunities with City Car Club and other modes for integrated offer.
- Explore funding opportunities.
- Explore opportunities for a Transport Futures Hub. A new capability to fuse available data to better inform transport decision making.
- Support the Congestion Action Plan.

Years 1 - 2



Wider Marketing and Comms



City Car Club



Active Travel



Integrate Other Modes (e.g. Air and Rail)

Years 3 - 5



Futures Hub



City Events

Cooperate with Neighbours

Situation

TfE has developed an initial understanding with our closest neighbours in East, West and Mid Lothian, Borders, Fife and SEStran around the role of TfE in the region. There is support to investigate the alignment of TfE and SEStran in terms of strategic planning and service delivery. TfE notes the need to cooperate closely with near neighbours.

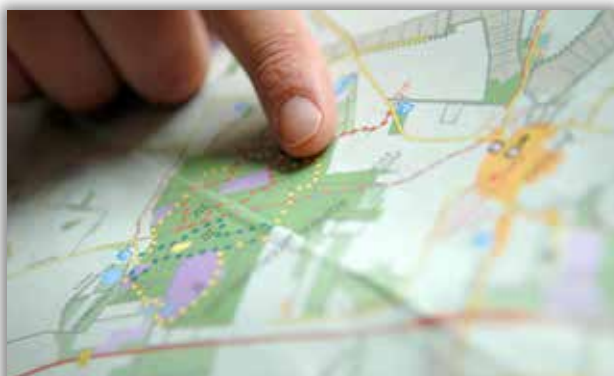
Opportunity

TfE can fulfil the role of coordinator and relationship manager for cooperative, multi-agency approaches to transport matters across the City Region and beyond. Immediate examples would be large developments impacting the city or existing commuter hubs, e.g. Blindwells East, Shawfair, Cockenzie, Edinburgh West (Gyle, Barnton, Edinburgh Park, International Business Gateway). There are clear opportunities to improve existing public transport options. TfE will influence policy and decisions for, e.g. Park and Rides, transport infrastructure, integrating public transport around the new Forth Crossing, road space allocation, bus and public transport priorities, freight, public realm, etc.

Priorities

- Cooperate with Midlothian and other neighbouring Councils to develop the Park and Ride offer and improve usage at Straiton, Sheriffhall and development of other sites e.g. Lothianburn and Kilpunt.
- Work up a list of cooperation opportunities with neighbours on major development projects across the region, e.g. development of orbital bus route.
- Cooperate with Edinburgh Airport on the development of access to and from the city.

Years 1 - 2



Local Development Plans



Park and Rides



Cooperate with Neighbours



Ring Road

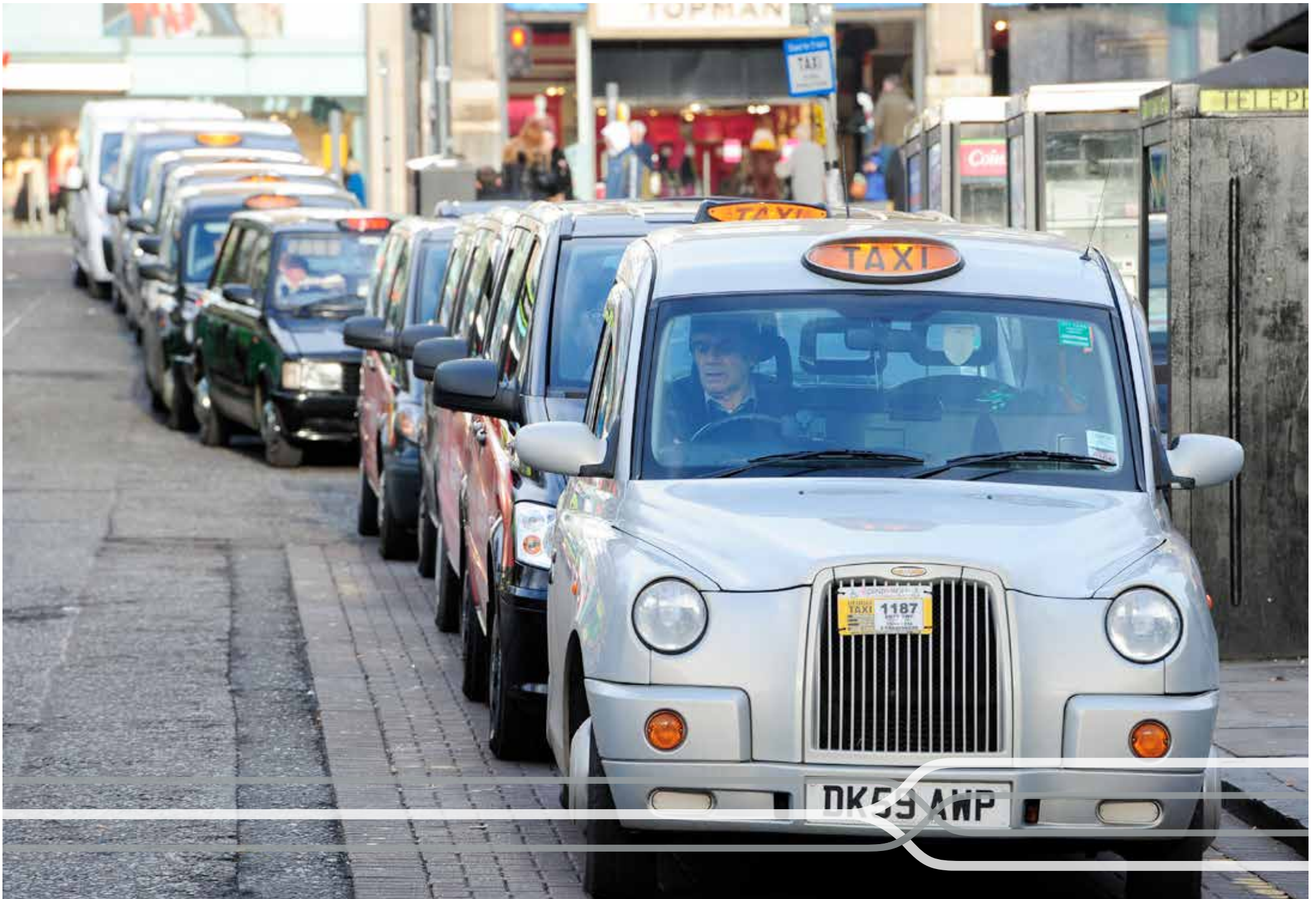
Years 3 - 5



City Vision



City Deal



Collaborate with Transport Partners

Situation

As with cooperation with neighbours and coordination across the city, there is currently ad-hoc collaboration with other operators and partners. This is in part due to the legal landscape in the transport sector and competition laws and regulation. There are significant opportunities to improve the customer proposition through collaboration in a legally acceptable way.

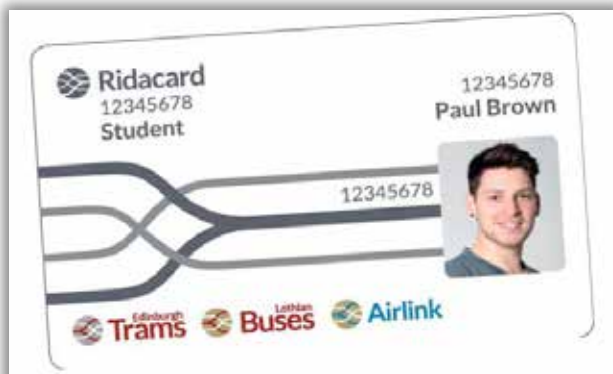
Opportunity

Initial discussions with potential partners show there is a strong appetite for having a single point of contact. TfE would enable this by acting as the main integration agent in the City Region (e.g. decision enabler, not maker), while being mindful and clear about the delineation of its role as a parent company. It is clear that the role of TfE will enable collaboration and a clearer voice for all operators to influence policy and shape a network of transport options for the benefit of the customer.

Priorities

- Develop protocols for wider collaboration and influence.
- Review opportunities for multi-modal, to multi-operator ticketing in region, including contactless.
- Scope how to take full advantage of the new Queensferry Crossing.
- Opportunities for collaboration on subsidised services (e.g. health with NHS Lothian).
- Develop mechanisms for other operators to be fully integrated at modal interchanges.

Years 1 - 2



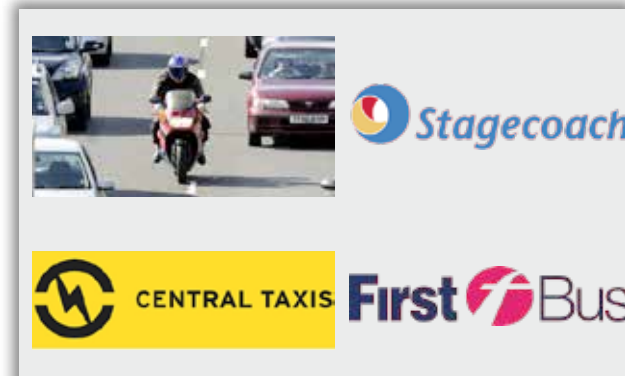
Integrated Ticketing



Subsidised Services



Queensferry Crossing



Multi-modal Integration

Years 3 - 5



Rail



Blueprint Collaboration

Project Delivery for the City

Situation

Developing an internal project delivery capability has been shown, in many of the cities we have studied, to have wider benefits notably the development of capabilities to bring world-class integration, e.g. in project and programme management.

Opportunity

CEC has 'shovel ready' projects that would add significant value to the transport network. TfE, as the primary transport integration agent for the city, will lobby for these to be delivered. TfE should develop these opportunities and take further advantage to build capabilities in project delivery that will enable more ambitious projects longer term.

We foresee the opportunity in project delivery as highly scalable dependent on the needs of the city at any one time. Being able to adjust capacity in this way would prove a valuable asset and to do this, TfE will need to establish strong sponsorship and procurement skills, among other functional expertise.

Priorities

As per TfE Governance Report, Transport and Environment Committee, 30 August 2016 develop a Service Level Agreement (SLA) between CEC and TfE and for the TfE Group.

Develop business cases for management and operation of:

- Edinburgh Bus Station.
- Park and Ride sites.
- Integrated Ticketing, Marketing and Comms.
- City Operations including CCTV, traffic and travel information,
- responses to facilitate efficient TDM.
- City Bike Hire schemes at no/minimal cost to the council.
- Support potential tram extension work and subsequent potential projects.

Years 1 - 2



Bus Station



Cycle Hire



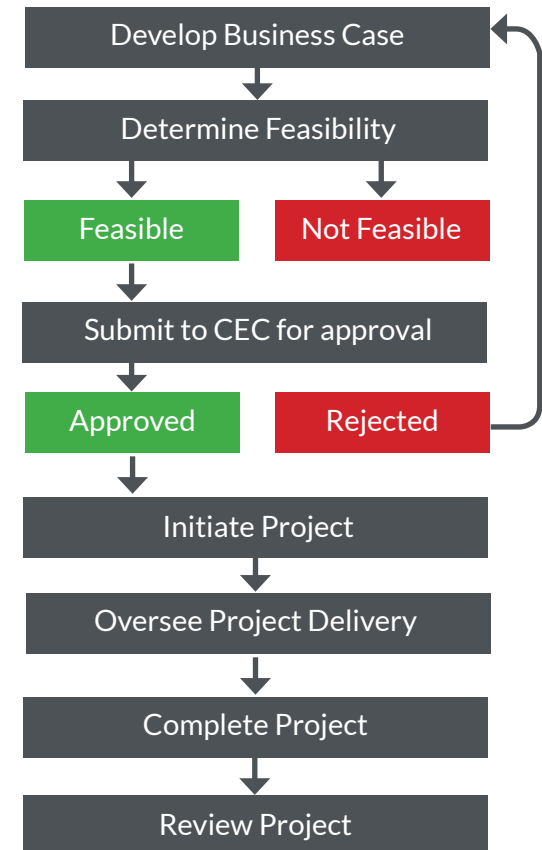
City Operations and TDM



Potential Tram Extension

Years 3 - 5

Project Management Process:



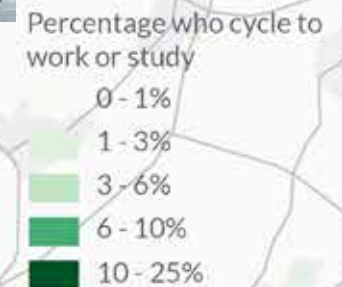
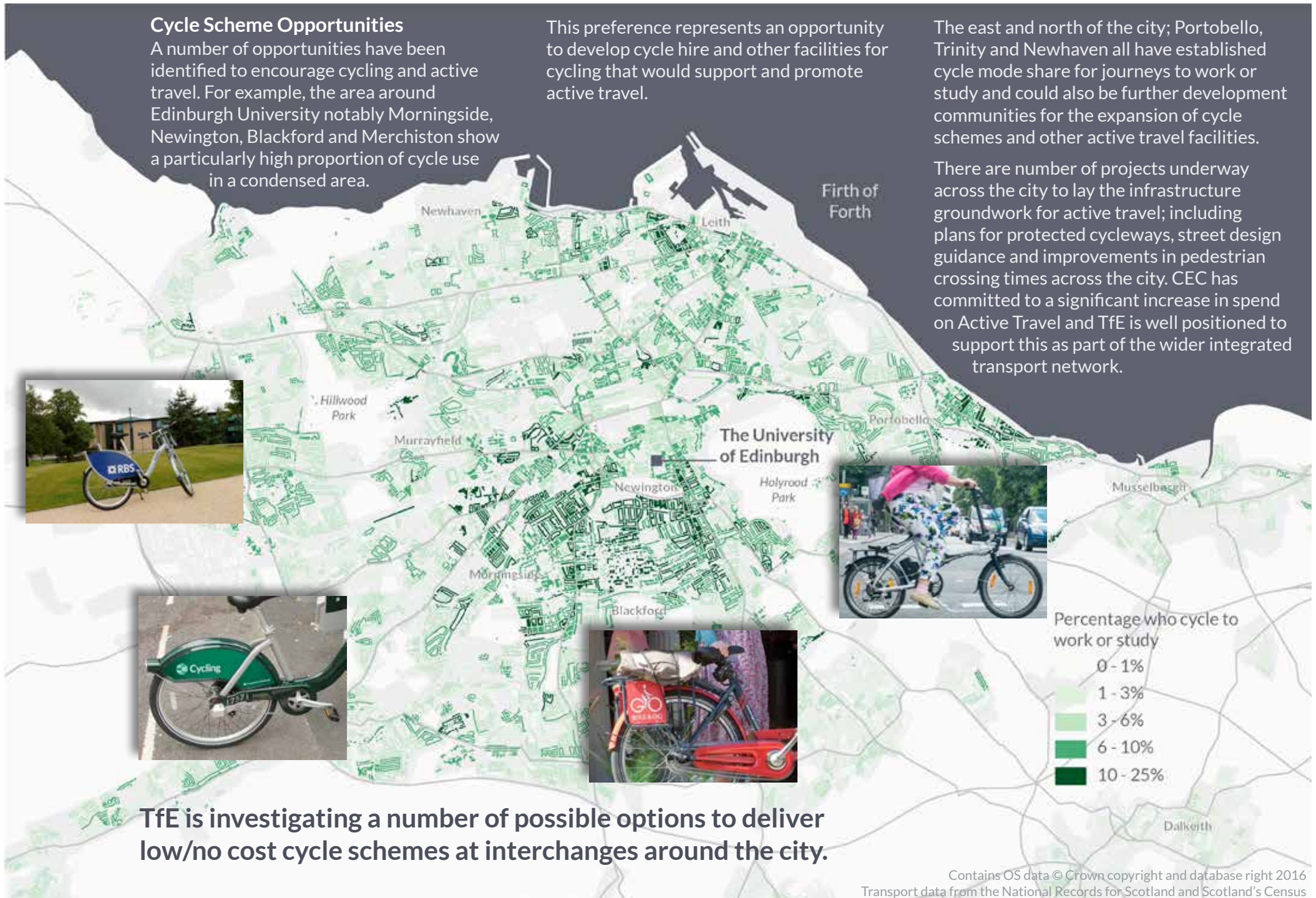
Cycle Scheme Opportunities

A number of opportunities have been identified to encourage cycling and active travel. For example, the area around Edinburgh University notably Morningside, Newington, Blackford and Merchiston show a particularly high proportion of cycle use in a condensed area.

This preference represents an opportunity to develop cycle hire and other facilities for cycling that would support and promote active travel.

The east and north of the city; Portobello, Trinity and Newhaven all have established cycle mode share for journeys to work or study and could also be further development communities for the expansion of cycle schemes and other active travel facilities.

There are number of projects underway across the city to lay the infrastructure groundwork for active travel; including plans for protected cycleways, street design guidance and improvements in pedestrian crossing times across the city. CEC has committed to a significant increase in spend on Active Travel and TfE is well positioned to support this as part of the wider integrated transport network.



TfE is investigating a number of possible options to deliver low/no cost cycle schemes at interchanges around the city.

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Transport data from the National Records for Scotland and Scotland's Census



Parent Company for the Group

Situation

There is an enduring legal requirement for a “single financial entity” that allows Lothian Buses and Edinburgh Trams to operate coincidentally. That entity is TfE. TfE holds the CEC 100% shareholding of Edinburgh Trams and the 91% CEC shareholding of Lothian Buses. TfE also bridges the gap between Regional (SEStran) and CEC policy and strategy development and operationalises those strategies in the TfE companies, where commercial decision making is likely to take pre-eminence. TfE provides the mechanism to balance competing high level city objectives: integration, access, social inclusion and sustainability with profit and public investment.

Opportunity

TfE will operate as a conduit across the Group companies for strategic priorities, strategy development and commercial prioritisation. TfE will influence policy at city, regional and national levels.

Priorities

- Alignment of strategy development.
- Explore and assume delegated authority functions for TfE.
- Continue to develop shared services across the Group.
- Alignment of governance and authorities with CEC strategic intent for TfE as Arms Length External Organisation (ALEO).

Years 1 - 2

Years 3 - 5



Governance



Investment Strategy



Delegated Authority





5. PROJECT DELIVERY METHODOLOGY

The TfE Strategy for Delivery aims to focus on achieving initial successes over the first 2 years, then more complex projects over the next 3-5 years.

This will allow TfE to build organisational capabilities before taking on more challenging initiatives.

Prioritising Our Efforts

TfE developed a method that enabled us to focus and prioritise in order to ensure that TfE deliver best value for money and remain a lean and agile contributor to the City Region.

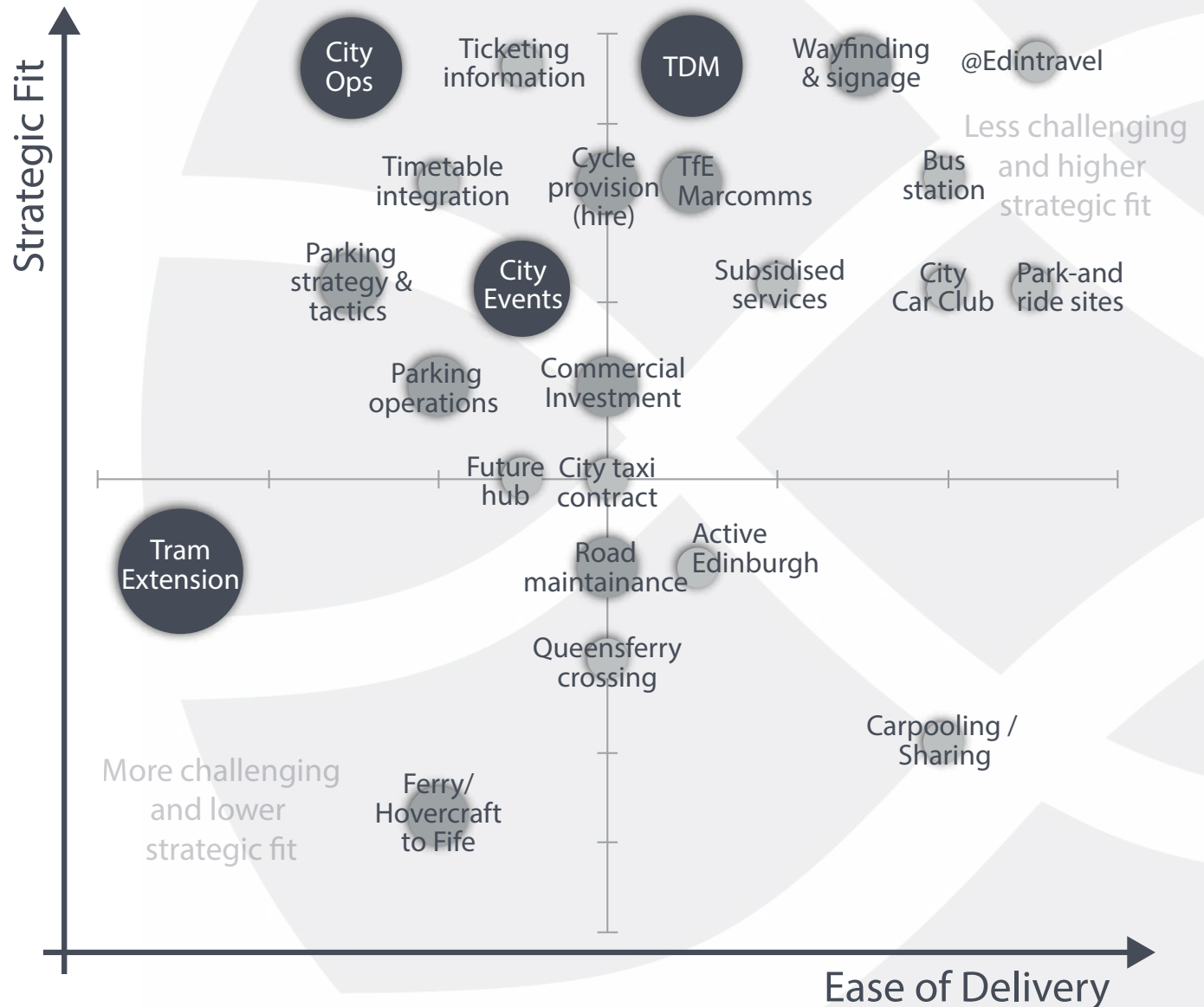
We collected all ideas raised during our review of existing opportunities from the Transport Vision, and from our wide consultation. We asked our stakeholders to score each opportunity on strategic fit with our outcomes and vision and ease of delivery.

The scores were then mapped on the matrix to the right. While other factors will impact our eventual prioritisation, the matrix illustrates how TfE will approach potential opportunities in line with our strategy and the organisational reality of growing the organisation.

Already though, we have developed a Quick Wins Paper approved by the TfE board that authorised work on exploring a number of integration opportunities:

- St Andrew Square Bus Station
- Active travel in Edinburgh, walking and cycling (including pilot cycle hire schemes)
- Park and Ride
- Wayfinding
- Edinburgh Travel
- City Taxi and Taxicard
- City Car Club
- Travel Ambassadors
- Marketing and communications

On 30 August 2016 TfE were directed to develop business cases for the first tranche of these opportunities.



STRATEGY DELIVERY: 2017

In 2017, TfE will continue to support Lothian Buses to deliver their 3 year plan (2017-2019), as well as the enhancement of the existing Edinburgh Trams service.

It will also implement the transfer of existing functionality and capability from CEC to TfE where business cases and plans have been approved, and begin working on new, priority projects.

Priority Project: Continued Integration

Continued work integrating and developing bus and tram will enhance partnerships, frequencies, network coverage (including in support of growth and new development), speed and efficiency, interchange and customer facing interactivity

Priority Project: Bus Station Operational Enhancements

Enhance bus station operations to improve utilisation and revenue, as well as improve the quality and availability of travel information to enhance the overall customer experience.

Priority Project: Park and Ride

Work with neighbours to develop the ring of Park and Rides around the city, including extending existing sites and providing new ones. Explore options for improved public transport from them and opportunities for revenue generation at them.

Priority Project: @Edintravel

Begin the wider Travel Demand Management project by incorporating the @Edintravel service into TfE. Support and enhance the service to provide 7 day a week coverage and full multi-modal integration.

CORE ACTIVITIES

- Develop SLA with CEC / the Group
- Improve Group governance
- Develop Group organisation and capabilities
- Conduct parent company business
- Fulfil engagement role as primary integration agent for city

2017

Priority Project: Wayfinding and Signage

Champion a project to provide integrated, consistent and high quality wayfinding and signage across the city and wider region, both in physical and digital form, to enhance customer information as well as the wider public realm, supporting the use of public transport and Active Travel.

Business Cases and Project Proposals:

Other projects to be initiated will include:

- Contactless ticketing across the Group and more widely.
- TfE Marketing and Communications.
- City Car Club.
- Travel Demand Management.
- Cycling schemes.
- City Operations.

STRATEGY DELIVERY: 2018

In 2018 the key priority projects started in 2017 will be being implemented and become part of TfE's core activities. Project delivery will focus on the strategic projects initiated in 2017.

TfE will develop processes and mechanisms for cooperation with stakeholders to inform spatial policy and integrated transport outcomes in particular, but not exclusively, with developers and transport operators. It will support alignment of TfE Strategy for Delivery 2017 – 21 with the Local Transport Strategy 2014 -2019.

City Operations

Develop integrated city operations for both day-to-day operations and special events to improve the customer experience. This will reinforce capability to improve responsiveness by bringing key operations together, while improving information flow internally and for customers.

Cycling Schemes

Promote active travel by developing a series of cycling schemes, marketing and communication activities, working with businesses, improving information and may involve new services such as cycle hire.

Contactless, Integrated Ticketing

Develop integrated, contactless ticketing across multiple modes to improve the customer experience and make efficiency savings.

2018

CORE ACTIVITIES

City Events

Provide a framework and contingency database to assess the impacts of various options and co-ordinate decision making around events. TfE will act as an independent, expert advisor for transport decisions and/or take decisions where empowered to do so. The developing "City Operations" capability will provide an opportunity for improved planning, preparation, conduct and contingency planning for major events and routine transport in the city.

Business Cases and Project Proposals:

Other projects to be considered will include:

- Subsidised services.
- Commercial investment.
- Timetable integration.
- Parking strategy and tactics.
- Parking operations.



STRATEGY DELIVERY: 2019 - 2021

From 2019-2021, TfE will align with the City Deal requirements, and begin to develop transport elements of the City Vision 2050 as directed.

Projects initiated in 2017 and 2018 will be completed and fully integrated into TfE's core activities. Further projects will be initiated and completed during this period in alignment with any infrastructure improvements, such as the potential tram extension.

Parking Operations

To improve parking operations a real time information system about parking availability will improve customer information and offer.

Futures Hub

A Futures Hub will lead on innovations to ensure Edinburgh is best placed to embrace new technology and ideas in the coming years. This will be aligned with the City Vision 2050. TfE has already started work on this project with Edinburgh University.

Commercial Investment

TfE will develop a longer term plan to maximise the value of commercial investments made in the city's transport infrastructure and services.

2019-2021

CORE ACTIVITIES

City Operations

TfE will hold the single source of truth regarding road works and maintenance for the city. It will facilitate collaboration across agencies to ensure programme works are delivered efficiently in order to achieve the best outcome for the city. This will form part of the developing City Operations function, helping to monitor and enforce roads authority decisions and mitigate the effects of road works.

Business Cases and Project Proposals:

Other projects to be considered will include:

- Support to potential tram extension.
- City taxi contract.
- Queensferry crossing.
- Active Travel in Edinburgh
- Carpooling/sharing.



6. GOVERNANCE

Good governance will be central to the success of the TfE Strategy for Delivery. Governance and financial arrangements can be complex, however at the core, CEC will remain responsible for ensuring that TfE uses public funds properly and can demonstrate best value.

Following the Public Pound Code is a statutory requirement for the governance of TfE and these basic principles will be considered as part of any expansion of the role and responsibilities of TfE:

- Clear purpose in funding.
- Set out a suitable financial regime.
- Monitor financial and service performance.
- Carefully consider representation on the TfE Board.
- Establish protocols for CEC involvement in TfE.
- Maintain audit access to support accountability.

The TfE Board

CEC will set clear criteria for the skills and experience required of TfE Board Members and the different roles on the board of TfE.

There must also be a clear and transparent selection process to make appointments to The Board. In addition to board training conducted for members, Councillors that serve on the TfE Board will receive support and advice on the delineation of their responsibilities to the company and to CEC.

TfE is fully engaged with the ongoing CEC review of ALEO governance. This will determine TfE reporting and oversight mechanisms.

TfE Group Companies

TfE CEO will support the respective boards and the development of Group governance to ensure alignment.

The Service Level Agreement (SLA)

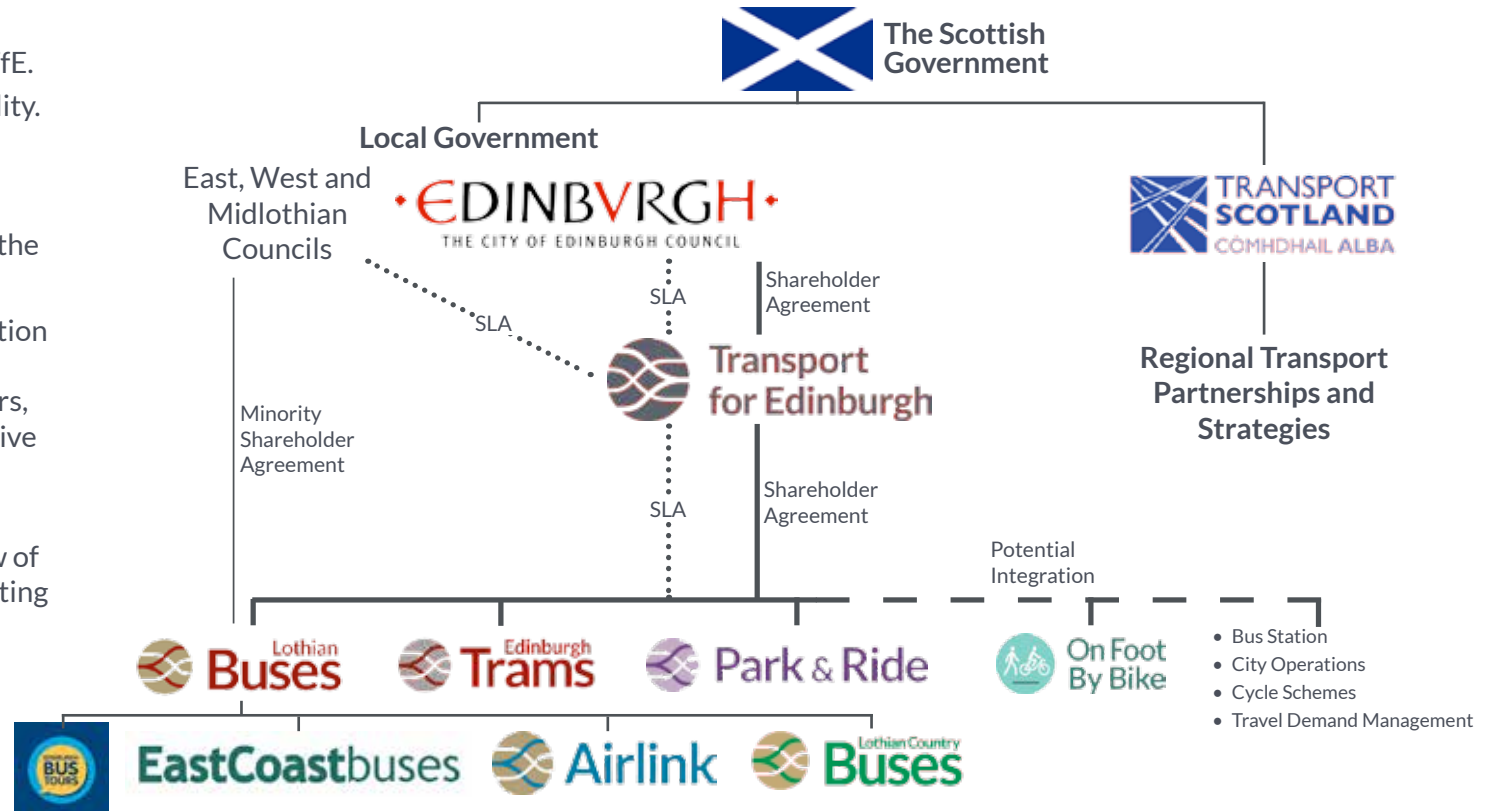
The SLA will define in more detail the TfE governance and scrutiny processes as well as objectives and monitoring between CEC and TfE.

The document will also set the framework for the scope of TfE core activities and the decision and funding process for additional projects. In practice, this should follow the steps outlined above.

The SLA that clarifies the funding arrangement for TfE will also ensure alignment with CEC policies and legal requirements, including, but not limited to:

- Equalities.
- Sustainability.
- Recruitment and employment practices.
- Data protection and handling.
- Freedom of information principles.
- Standards and behaviour.
- Engagement with citizens and service users.

The SLA will also address any inconsistency across existing Shareholder Agreements and Articles of Association.



TFE'S VALUES

Our values guide the way our company acts to deliver the interventions outlined in this Strategy.

TRUSTED

We behave in a way that encourages trust from others. We have faith in our colleagues.

We each welcome responsibility, ownership and accountability.

Teamwork is a key pillar of our success; we behave as a team, we believe in our colleagues and we support our colleagues

We are positive in our interactions with others, being supportive, collaborative and friendly.

We each behave in a professional manner that encourages trust.

We are professional in giving feedback, and we welcome positive, constructive feedback and challenge.

INNOVATIVE

We solve problems. We continually look to improve.

We will look both within and out with our industry for inspiration and best-practice.

We accept not every idea is successful, but we learn and improve without negativity or harsh criticism.

We're adventurous, we're curious, we take calculated risks, always looking to improve, solve problems and address challenges.

'We've always done it like this' is never a good answer.

We experiment, we try new things, we embrace positive change and try out best to ensure new ideas are given every chance of success.

PASSIONATE

We care. We act.

We care about quality and delivering great services to our customers and our colleagues.

We act upon our intentions to do better every time.

We enjoy what we do, we derive satisfaction from performing a good job every time and this is noticeable to others.

We have a 'can do' attitude; we are positive, supportive, helpful and a real team player.

We 'go the extra mile', performing beyond simply what is expected.

SMART

We make logical and intelligent decisions.

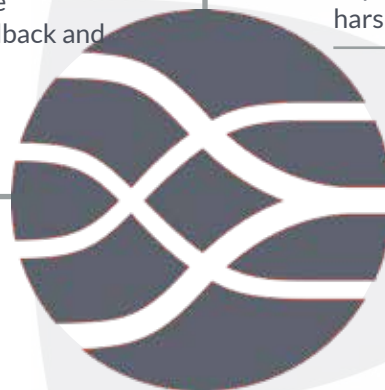
We are clear in our roles, the value we add and what is expected of us.

We plan, we measure and we consider, building strong arguments to support decision-making.

We apply and share our knowledge to the benefit of the business, driving improvements and efficiencies.

We respect knowledge, facts and the expertise of others.

We look to learn and develop to be the best that we can, fulfilling our potential and that of our teams.



Developed following widespread consultation in 2014.

7. MONITORING PERFORMANCE

The methods for monitoring TfE performance will be confirmed in the Service Level Agreement between the City of Edinburgh and TfE.

Detail of the process will be included in the TfE 3 Year Management Plan. Performance in core output areas (integration, coordination, cooperation, collaboration and being Parent Company) will be measured separately from TfE project performance.

Each new TfE project is likely to require a distinct performance monitoring regime. These will be agreed through the business case that authorises the project to be undertaken by TfE. Scrutiny will be through both the TfE Board and directly by CEC in accordance with emerging guidelines for the governance of CEC Arms Length External Organisations (ALEOs).

The performance measurement framework will be regularly reviewed and adapted to any changes in role or responsibilities of TfE.

Core Outcome Monitoring will scrutinise our performance against the TfE outcomes.

Accessible Services	World Class Integration
Socially Inclusive Services	Economic Benefit
A healthy and sustainable city	Customer Satisfaction

Approach:

- Long-term focus (annual)
- Continuous improvement
- Qualitative and quantitative measurement
- Focus on customer and stakeholder outcomes

Focus Areas:

- Corporate Governance
- Value for money
- Annual Survey (trends)

Project Delivery Targets will be specific and readily measurable against business cases.

Park and Ride (TBC)	Cycle schemes (TBC)
Bus Station (TBC)	@Edintravel (TBC)
City Operations (TBC)	Wayfinding & Signage (TBC)

Approach:

- Short term delivery focus
- Specific targets
- Quantitative measurement
- Focus on outputs and expenditure

Focus Areas:

- Status reports
- Financial scrutiny
- Risk management
- Benefit measurement



ANNEX - CASE STUDIES

Case studies were conducted to illustrate the types of activities and opportunities that will be considered by TfE as part of its strategy delivery. The summaries below provide a flavour and direction of how TfE's objectives may be met and outcomes delivered. Each will be developed and taken forward, where relevant, according to its own business case and activity plan.



Car Club and Single Outcome Planning

Opportunity

TfE could support CEC and transport partners to ensure projects are integrated with transport and wider priorities. For example, when the City Car Club contract is renewed, TfE could ensure it fully considers emissions targets (such as using electric vehicles) and is located in areas which ensure it is well connected to the wider, integrated, low carbon network and multimodal interchanges.

Potential Benefit

This approach would ensure projects are delivered in the most effective way possible for TfE customers and the city. This would maximise the value of projects, and take advantage of opportunities to meet TfE's outcomes and objectives through effective integration.



City Operations and Increased Travel Demand

Opportunity

TfE could develop mechanisms to adapt transport operations to meet the changing demands of the city, such as during the peak summer visitor season. TfE would facilitate proactive planning for these periods, ensuring collaboration between partners and continually learning from experience, to cope with the added pressure on the fragile network.

Potential Benefit

This approach would ensure the City of Edinburgh can continue to thrive and grow as a cultural centre, enhance its reputation and encourage return visits.



Special Event Planning

Opportunity

TfE would provide a framework to assess and mitigate the impacts of special events. It would co-ordinate decision making around events, ensuring integration between operators. Joint City Operations and Travel Demand Management would keep the city moving during the events themselves.

Potential Benefit

More effective event planning would improve efficiency and reduce the negative impact of events on the city. It would maintain journey times and inform the public not participating in the event, when and how they are likely to be disrupted and most importantly what alternatives have been put in place.

ANNEX - CASE STUDIES



City Operations Co-ordination

Opportunity

TfE could maintain a comprehensive overview of road space works across the city. This would support collaboration across agencies to programme works efficiently in order to achieve the best outcomes for the city. TfE could act as ‘honest broker’ for road space allocation, mitigating disruption and balancing competing demands. TfE would support enforcement through its City Operations capability and coordination of activity.

Potential Benefit

The main benefit is reducing the impact of road works by improving co-ordination and reducing congestion. This would generate direct financial savings and improve the customer experience.



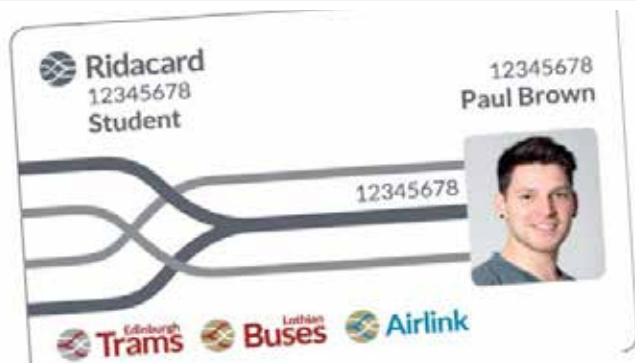
Strategic Investment and Informing Decisions

Opportunity

TfE would work to ensure funding such as City Deal, the European Union (while still available) and other sources are used most effectively. It would build deep travel behaviour expertise in order to inform and provide structure and evidence for funding decisions. TfE would act as an independent, expert advisor for transport decisions and/or take decisions where empowered to do so.

Potential Benefit

Supporting strategic investment would ensure funding is used in the best possible way to improve the entire network, allowing the city to fulfil its objectives and vision.



Integrated Ticketing

Opportunity

TfE would support the continued development of fully integrated, smart, electronic ticketing systems, i.e. contactless/Saltire. TfE would use such systems and data to improve the customer experience and inform strategic planning of transport for the city.

Potential Benefit

Smart, integrated ticketing would improve efficiency, generate new revenue streams and most significantly improve the customer experience. In addition, it would be easier to capture data about user behaviour to optimise the network. Data sharing protocols will support the provision of “big data” to better inform transport decisions.

ANNEX - CASE STUDIES



Edinburgh Travel

Opportunity

TfE could incorporate EdinTravel within a Travel Demand Management capability alongside multiple channels which would bring multiple benefits to the city; reducing congestion, improving the customer experience, and offering consistent messages across modes.

Potential Benefit

Improved TDM could encourage modal shift, generate efficiency savings across the network and improve the customer experience, especially when woven into a City Operations function.



Health and Social Care Transport

Opportunity

TfE could develop its role to bring NHS Lothian and other potential partners to the table. There may also be an opportunity for an additional revenue stream .

Potential Benefit

CEC and NHS Lothian could realise significant benefits from a fully integrated approach making full use of existing capability.



Integrated Wayfinding and Signage Strategy

Opportunity

Wayfinding would signpost connections between modes, encourage certain routes, destinations and potentially generate new patronage and revenue streams. The opportunity is not limited to fixed signage, but includes digital media and updated on-street information.

Potential Benefit

Improved wayfinding and signage would improve the public realm and visitor experience, could be used to promote modes such as active travel and public transport as part of a fully integrated network. New revenue streams could be created through advertising and promotion using the scheme.

ANNEX - CASE STUDIES



Horizontal Integration

Opportunity

TfE could support CEC to improve the strategy and planning process to ensure outcome / objective setting and delivery is in line with sector best practice. It would develop a fit for purpose Programme Management Office (PMO) for delivery and support to CEC to assure delivery of the city transport strategy and action plans. TfE would support delivery of any City Deal as principal integration agent and/or sponsor for transport in Edinburgh.

Potential Benefit

TfE would act as a “forcing function” to support the realisation of outcomes and improve decision support to CEC for investments, especially for horizontal integration of transport projects.



City Operations - Systems, Data, C3I2*

Opportunity

TfE could lead the development of a robust, fully integrated system for city transport operations and develop data collection and analytics in order to better inform decision making. This could be done in concert with upgrading and improvement of existing CCTV and other systems. With increasing demands on limited road space, it is an imperative to manage space efficiently. TfE would develop resilience and improve operational performance of the network through enhanced C3I2*.

Potential Benefit

Reduction in congestion, delays and improvement in reliability for the city, as well as efficiency savings through sharing infrastructure and co-locating resources. Proactive, not reactive, response to increasing congestion and incidents.



Incident Response (e.g. Haymarket Power Outage)

Opportunity

Through City Operations TfE could lead the city’s approach to transport disruptions. TfE would coordinate transport partners and other stakeholders to rapidly respond to incidents in order to maintain customer service.

TfE would develop cross-agency operating procedures and a continuous improvement approach. This approach will be resourced properly for business continuity in order to maintain accessibility and customer satisfaction.

Potential Benefit

Improved reliability and reduced congestion for customers. Confidence that the city has a dynamic system to anticipate and respond to incidents.

ANNEX - CASE STUDIES



Development Planning – Modal Shift

Opportunity

TfE would provide a coordination point for developers in the city region to ensure that transport requirements are met and that transport investment plans align well with the strategic development plan. TfE would bring consistency and manage expectations for Section 75 requirements and contributions.

TfE would develop and present a balanced case and ‘modally agnostic’ independent view of projects, informed by technical expertise and in consideration of the wider strategic vision. This independent view would help inform council decisions.

Potential Benefit

Investor confidence, avoidance of risk in development planning, improved working relationships with developers and stakeholders and increased customer satisfaction.



Marketing and Communications

Opportunity

TfE could integrate messaging across modes to ensure customers have consistent and high quality information on the modal options available to them for their journeys.

TfE would bring the TDM opportunity to bear on messaging across channels, to support customers to make informed choices based on decision factors and up to date information.

Potential Benefit

Improve mode share for public transport and active travel. Improve revenues across services, customer satisfaction rating would increase with consistent information plus contribute to TDM benefits.



Active Travel

Opportunity

TfE would champion Active Travel schemes such as potential bike hire projects. It would promote walking and cycling through its marketing and communication strategies wherever possible as part of the integrated network.

Potential Benefit

Increasing walking/cycling shares would reduce pressure on roads while encouraging healthy and sustainable travel. If fully integrated it will lead to modal shift to public transport away from single occupancy, private car use.

GLOSSARY

TfE Group

Transport for Edinburgh as parent company, with Lothian Buses and its subsidiaries (Airlink, Edinburgh Bus Tours, East Coast Buses, Lothian Country Buses) and Edinburgh Trams. Further information about the TfE Group is available at <http://transportforeдинburgh.com/>

TDM

Transport Demand Management.

A range of means to reduce the demand for travel on the transport network, particularly private modes of travel, in order to facilitate increases in other modes such as public and active travel particular involving fewer trips or reduced distance.

Initiatives include measures to reduce the need for, or distance of, trips, may be achieved through spatial planning and mixing of residential, employment, and leisure uses in. Measures may also include travel information and education and behaviour change initiatives such as personal and employee travel planning.

Other measures include the suppression of travel through measures such as parking or access restrictions and controls, particularly at times or locations where demand is highest and outstrips available capacity, encouraging travel by other modes or at different times when demand is lower.

Specific environmental measures and reallocation and/or prioritisation of space to different users can promote lower emissions means of travel and vehicle types, and this may include permanent measures as well as live/'intelligent' traffic management.

City Operations

Initiatives ranging from the management of parking and roadworks, to the coordination of traffic information and control systems to enable the efficient movement of people and goods and the prioritisation of modes of travel towards the top of the sustainable transport hierarchy.

TfE Proposition

The overall suite of TfE's Vision, Objectives, Outcomes and Delivery Strategy.

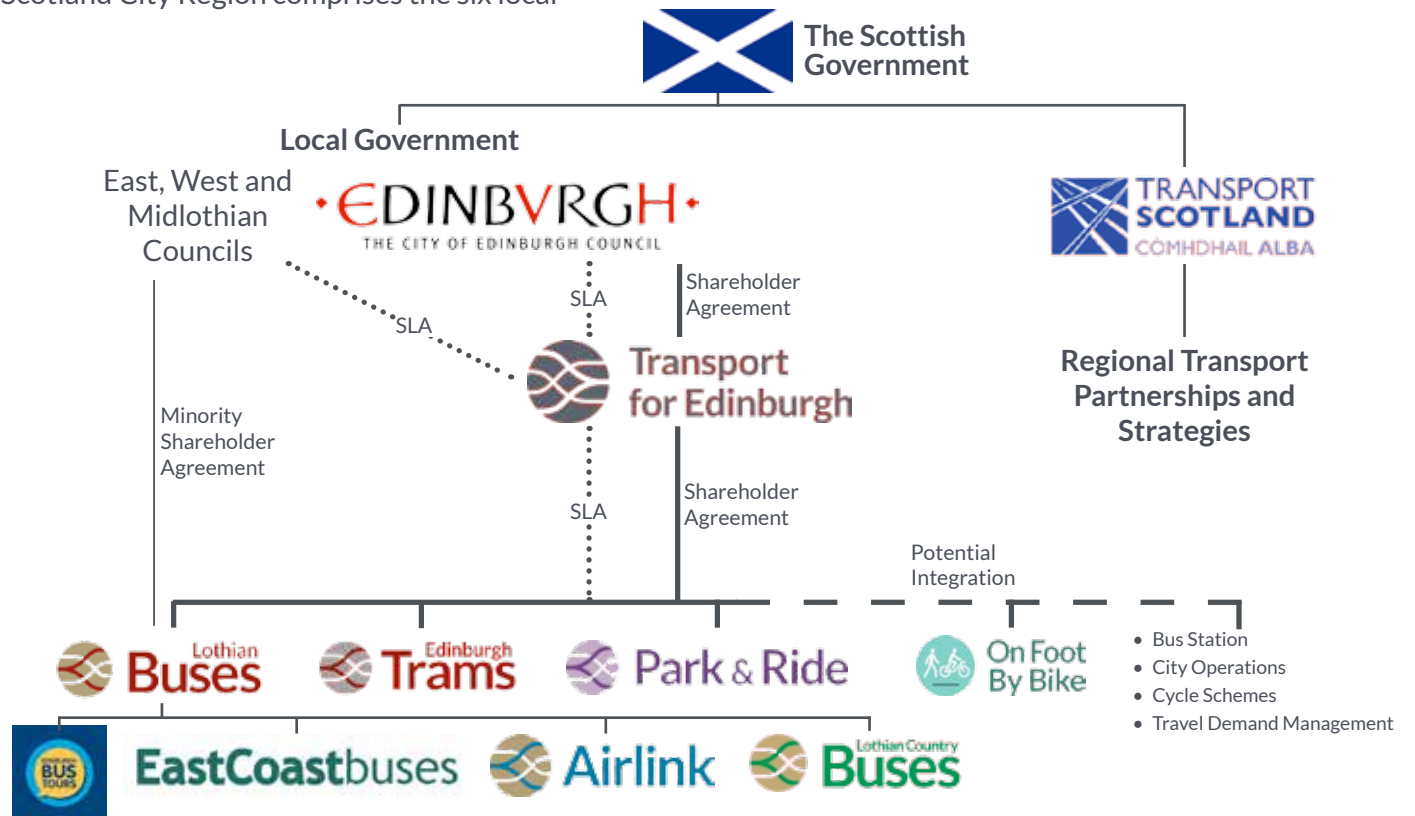
Edinburgh and South-East Scotland City Region/ City Deal:

The City Region Deal is a mechanism for accelerating growth by pulling in significant government investment. The Edinburgh and South-East Scotland City Region comprises the six local

authorities of East Lothian, Edinburgh, Fife, Midlothian, Scottish Borders, and West Lothian. Further information is available at <http://www.acceleratinggrowth.org.uk/>

ALEO

Arms Length External Organisation, that can be used by councils to deliver services. These include companies, such as TfE, that are separate from the local authority but have representation on the board of the organisation, e.g. the council being a main funder or shareholder of the organisation. Further information can be found in the Audit Scotland Report, "Arm's-length external organisations (ALEOs): are you getting it right?" available at http://www.audit-scotland.gov.uk/docs/local/2011/nr_110616_aleos.pdf

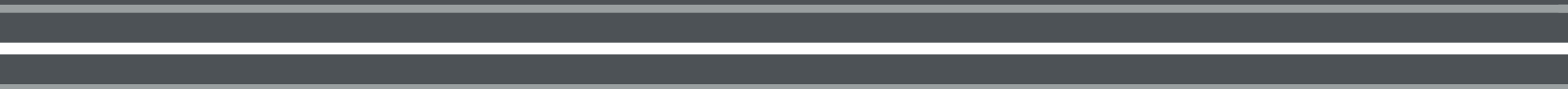


ACKNOWLEDGEMENTS

Arcadis
Arup
City ID
City of Edinburgh Council
Central Taxis
The Chartered Institute of Logistics and Transport (CILT)
Deloitte
East Lothian Council*
Edinburgh Airport
Edinburgh Centre for Carbon Innovation
Edinburgh Chamber of Commerce
Edinburgh Trams
Edinburgh Transport Forum
KPMG
Lothian Buses
Marketing Edinburgh
Midlothian Council*
Motorcycle Action Group
Napier University -Transport Research Institute
NHS Lothian

PwC
Reading Buses
Revolutionall
Road Haulage Association
Scottish Cities Alliance
Scottish Enterprise
Scottish Fuel Cell Association
ScotRail
SEStran
Strathclyde Partnership for Transport
Sustrans
The Living Lab
The Road Haulage Association
Transform Scotland
Transport for Greater Manchester
Transport for London
Transport Scotland
University of Edinburgh
Urban Transport Group
West Lothian Council*
WYG

*Not formal political/council response; Council Officer consultation



COMMERCIALIALLY CONFIDENTIAL



Lothian Buses

Business Plan
2017-2019

COMMERCIALIALLY CONFIDENTIAL

DRAFT

Business Plan

2017-2019

- 2-3 Managing Director's message
- 4 Our DNA
- 5 Introduction
- 6 Customers
- 7 Organisation, leadership & people
- 8-12 Markets & service
- 13-15 Customer Marketing & Communications
- 16 Bus2020
- 17 Environment
- 18 Property
- 19 Social Dividend
- 20-21 Technology
- 22-23 Lothian Buses - meeting shareholder aspirations
- 24 What are the critical requirements of the City of Edinburgh Council for the plan to succeed?
- 25 Critical dependencies on the City of Edinburgh Council for ongoing dividend delivery

Managing Director's message

Edinburgh is an amazing city.

The capital of Scotland is internationally recognised as a city of culture, for its architecture and historic roots. Lothian Buses is proud to be the main transport provider in and around the capital.

Every day we keep the city moving, transporting hundreds of thousands of passengers across the city supporting the economy in retail, business and tourism. We make thousands of lives better by increasing the use of public transport and reducing our environmental footprint.

In the future we have to keep our networks flowing.

We must tackle the challenges within our operating environment and make sure we remain responsive and continue to provide inclusive transport solutions. We must work together with our partners in cohesion to keep the city roads and its people moving.

There is huge and increasing demand for our services. Historically this has seen passenger growth so that now everyday over 360,000 passenger journeys are undertaken on our buses.

We need to continue to increase the number of journeys undertaken as the city grows and expands into the future so that we can continue to create modal shift onto public transport

*“There are real **challenges** in the future. The population is growing and expanding bringing increased **congestion** on our roads and networks. This in turn brings issues around **climate change** and **sustainability**. Buses do and will continue to have an ever increasing role to **provide solutions and answers** to address these issues that affect our city, it's environs and our country.”*

Lothian Buses supports both directly and indirectly thousands of jobs across Scotland.

Directly employed staff within our business together with the supply chain that services our business day in day out underpins and stimulates vital economic growth across our city and country.

We need to continue to find new ways to increase our income streams to ensure that we continue to invest and develop our business, refining the way we approach and do things, improving efficiencies ensuring we continue to be an organisation fit for the future.

Technology has a key role to play.

The challenge is how we can harness innovation to connect to our customers to make sure we are market leaders in ticketing, on-street information and methods of payment. The rapid pace of change and how that directs the customers' expectations is something we not only have to meet but also exceed, ensuring we use technology to its fullest potential to maximise the output.

There are real challenges in the future.

The population is growing and expanding bringing increased congestion on our roads and networks. This in turn brings issues around climate change and sustainability. Buses do and will continue to have an ever increasing role to provide solutions and answers to address these issues that affect our city, it's environs and our country.

Lothian Buses has already established itself as a market leader in the provision and delivery of bus services in Edinburgh.

The challenge for the future is how we now take that to the next level and that our reputation for doing this is cemented and that the wider audience recognises how integral public transport is in supporting and transforming communities and lives.



Richard Hall,
Managing Director

Our DNA

Lothian Buses support economic development and population growth within the city and it's environs

Lothian Buses provide and support transport opportunities for all

Lothian Buses are committed to reducing transport's contribution to climate change, and improve its resilience



Lothian Buses are committed to enhancing the quality of life for all that live and visit the city

Lothian Buses are committed to improving safety and security for all

Lothian Buses support and engage with the communities they operate in providing high levels of social engagement and interaction

Introduction

This business plan aims to demonstrate that Lothian Buses and its associated companies will maintain and develop its market share and continue to be the primary provider of affordable, reliable and high quality bus services to the people of Edinburgh and the surrounding area.

The company is committed to encouraging greater use of public transport in Edinburgh and the Lothians. As we move to the future looking beyond our current footprint and as the population demographic changes and moves. Lothian Buses recognises the importance of the Scottish Government, the City of Edinburgh and the Regional Council's adopted policies with regard to transport, the environment, economic development and social inclusion. As such we will develop and improve our bus services, with increasing focus on the customer expectation and experience and the environmental impact of our operations

We will work with National Government and our shareholding councils to not only maintain but increase passenger numbers, improve passenger services, including facilities, information, ticketing and bus priority measures. We need our partners to recognise this and play their part in ensuring that public transportation, notably the bus, plays an integral part in the success of the economy and tackling climate change



The company has consistently invested in upgrading the operating fleet and improving the facilities at depots for staff to perform their work. This investment strategy is continued throughout the length of the plan with ongoing investment in vehicles and technology planned over the term. The business model is proven and delivers year on year customer satisfaction and financial results.

The projected profitability for the term of the plan is based on solid earnings, strong margins and high levels of cash generation which are all essential and key elements in being able to deliver all the objectives.

The plan recognises wider issues than profit maximisation. It seeks to achieve realistic passenger and revenue growth and a continuing investment policy (incorporating key investment in infrastructure, employees, vehicles, technology and services) in keeping with the requirements of the shareholders, delivering the highest quality whilst striving to be a "best in class" market leader and a role model for our industry and transportation not only in Scotland but in the wider UK market.

We will do all this while providing our shareholders with dividend returns in line with their expectations.

There is a substantial element of "social dividend" provided in respect of our companies' fares strategy and the network and service planning.

Customers - at the core of what we do

Our employees are the core of our business.

We must stimulate their thoughts and imaginations so that they can go out and deliver outstanding service to meet the needs and demands of our customers.

Year after year our customers tell us how much they love our service and the value it brings to their daily lives. We want our employees to exceed customer service levels in a world where expectation gets higher and higher. Our challenge now is to work with our brilliant employees to ensure that we are consistently the best for overall customer experience.

We aim to deliver safe, reliable and inclusive services for all.

"Thanks to the sweet guy driving the 25 who offered to carry my suitcase off the bus at Duke Street 11.45pm last night"

"Big thanks to one of your drivers for warning me about a sketchy back tyre. Saved the day."

"Thank you Lothian Buses for getting us all round Edinburgh to our various venues in the Festival.

Best service ever. and my husband lost his bus pass on the last number 5 bus on Saturday night but got it back on Monday! Thank you to the driver who handed it in. Fireworks tonight!

Yippee!"

We are transforming bus travel in Scotland's capital and the Lothians, making it an experience second to none

"I'd like to say congratulations Lothian Buses on winning Scottish PTO of the Year for 2016!"

Organisation, leadership & people

Organisational structure

The environment in which we operate is changing constantly. This presents the business with the challenge of acquiring, growing and developing new skills and technical understanding. These require new ways of working and the business is committed to reviewing the organisational structure based on finding an optimum organisational design.

Defining and implementing a new senior team with realignment of responsibilities will give the business the opportunity to re-shape our teams and re-define what they do and how they do it; this will be largely achieved during the first part of the planning period.

Equally we are committed to evolving the organisation throughout the whole of the plan as priorities change and we put in place the most efficient and effective team available.

The business plan

The increasing focus for all development activities will be on delivering an ever improving customer service provision. We will gain improved visibility of the impact of our development activities through increased Driver Quality Monitoring (DQM) to support our drivers in achieving customer service excellence.

We have a well-established training school which “grows our own” fully trained and qualified Passenger Carrying Vehicle (PCV) licence holders who drive our buses and provide an excellent service to our customers. We have been successful in attracting talented people through our employee offering in what is a very tight employment market in Edinburgh and the surrounding areas. We want to expand the pool of candidates that we source from by attracting a more diverse mix of applicants from under-represented groups such as women, ethnic minorities and young people, and will be working hard to encourage them in to our business.

We already have an established programme of engineering apprenticeships which delivers top-class engineers. With a UK focus on apprenticeships emerging our wish is to attract more young people into our business. We would like to expand our apprenticeships into PCV training working with the industry sector skills council People 1st and commercial training providers to develop occupational standards that map across to our existing training provision.

Established programmes linked to professional qualifications in support services such as finance, HR and marketing will continue, and we will refresh our management development offering from first line management through to senior leaders.

Markets & services

As was recently highlighted in the recent publication from Greener Journeys and Professor David Begg 'The Impact of Congestion on Bus Passengers', **".....the best operation in the world will be sabotaged if congestion destroys reliability and journey speed"**

Legislation

The current deregulated environment that the company continues to successfully operate in may be subject to significant changes during the lifetime of this plan.

Customer strategy

Over the last five years the company has continued to focus on simplifying the commercial network on offer to our customers to provide services and frequencies they require, while remaining economically viable.

The year-on-year decline in ridership that is a feature of the bus industry nationally has been arrested in Lothian Buses' business in recent years. We have seen ridership grow by an average of 2% per annum which equates to an increase of 10 million passengers since 2012. This growth has been maintained despite the significant passenger loss following the introduction of tram in June 2014.

However there are now signs that this growth is diminishing and if the operating environment is not addressed to keep traffic flowing then ridership will decline.

Previous customer improvements in terms of vehicle quality (low floor accessibility), pricing (flat fare), customer information (Bus Tracker) and even eco/hybrid technological advances have all underwritten previous growth along with significant resource increases.

In all likelihood future growth will be delivered around smart information systems and easier ticketing/payment methods. Even in London where all of these measures are already in place patronage is beginning to decline because of deteriorating operating conditions and the ongoing fall in road speeds. While in some urban environments a move to smarter non-cash payment methods have been shown to improve boarding times and/or reduce dwell times, our flat fare, no change cash transaction times are comparable with current ITSO based systems elsewhere.

Unless the worst excesses of traffic congestion are mitigated as a matter of urgency in and around the city, either through re-introduction and re-enforcement of bus priorities, improved traffic signalling/sequencing and an overhaul of parking policies, then ever increasing journey times will switch off customer demand.

**We have seen
patronage increase
by 10,000,000
since 2012**

Commercial network

In recent years we have introduced or extended services to cater for a number of new developments within the city including Queen Margaret University, RBS Gogarburn, Western Harbour and the new Royal Infirmary.

We have now reached a stable position in terms of a substantive network coverage which delivers to the needs of the majority of customers and gives a high level of connectivity through the city and its environs.

As such the network is assumed to remain broadly constant throughout the period of the plan, but will be subject to ongoing bi-annual service adjustments to reflect changing levels of demand and cater for development opportunities and expansion around the city as they appear.

We will aim to operate services that deliver little or no margin in line with the shareholders desire to maintain a socially inclusive network. It should be noted that the ability to continue to support the current levels operated across both a geographical and 24 hour based approach is dependent on the continued strong performance of the overall business. These services are directly at risk should the overall performance decrease or not continue to grow in line with previous years.

Lothian Country Buses



Lothian Country Buses was launched in 2012. The introduction of several new routes and frequency enhancements across this network is continuing to deliver increases in patronage. This growth is expected to continue as more development areas evolve and other opportunities arise.

East Coast Buses



East Coast Buses was launched in August 2016 to pick up the on the exit of First Group from East Lothian and will become the positioning and delivery vehicle for future network developments to the East of the city. We believe there is a significant untapped potential throughout the region, and these early first steps, although extremely challenging as a result of the need to rebuild customer and market confidence, should pave the way for further expansion.

Supported network

99% of the Lothian Buses network is operated on a commercial basis. There still exists a residual but declining element of supported bus service provision that we will endeavour to cater for in the most economical and sustainable way. With almost all local authorities having to deal with ever decreasing budgets there is little scope to develop services beyond providing the lifeline that they have been identified as catering for.

Competition

In the deregulated market, Lothian Buses will always be exposed to competition. Lothian's quality has been consistently high and continues to command a considerable degree of local respect and loyalty, which has been a factor in fending off competitive assaults.

The overall bus market for public transport within Lothian's operating area is estimated to be in the region of 140m passengers, of which Lothian carried 120m in 2015, an 85% market share.

However it is ever more likely that the more intensive competition will be from other modes, be that train, tram, taxi and disruptive style offerings such as Uber.

In addition the adoption and funding of more active forms of travel via walking and cycling will abstract as much from the bus market as will impact on private motoring.

Cleaner electric/hybrid bus technology continues to become more affordable and will influence customer choice going forward.

New developments/ network expansion

Although there have been no significant development opportunities in recent years there are now positive economic signs that this position may improve. The company is actively engaged with a number of developers who are looking to bring sites on stream in the near future and it is critical that we are engaged early enough in the process to influence and deliver best practice that places transport provision on the ground from day one. Just as route extensions have been introduced to cater for the Western Harbour, RBS Gogarburn and the New Royal Infirmary, similar extensions are anticipated for the new Bio Quarter, West Craigs and Fort Kinnaird.

As the city population grows it is envisaged that the majority of developments will be located beyond the reach of the traditional city centre areas in particular those in Wallyford, Blindwells and Haddington to the East and the Garden District and A8/Edinburgh Airport corridor to the West. In some cases, it will be possible to operate these on a wholly commercial basis while in others financial support in the form of pump priming Section 75 grants will be sought. It is highly likely that some compromise of the existing Lothian Buses 'model' will need to be developed to maximise these opportunities, in particular those emerging beyond our usual boundaries.



Estimated bus market for public transport within Lothian's operating area...

140m passengers
of which Lothian carried

120m in 2015

which is an

85% market share

Park and Ride



Five Park & Ride sites are located in our operating territory, all owned by The City of Edinburgh Council. Ingliston and Hermiston were opened in 2005, Sheriffhall in 2007, Straiton and Wallyford in 2008 and in total they provide over 3,000 car parking spaces. Lothian Buses run four of these facilities at cost to the business on behalf of the city council (Wallyford is unmanned) and we operate the majority of services from these facilities, with the exception of Ingliston which is predominantly Tram.

A new facility is planned to accompany the opening of the new Queensferry Crossing and land has been earmarked although no funding is in place for sites at Lothianburn and Gilmerton.

Both Ingliston and Hermiston are close to capacity but without commensurate bus priority measures being deployed it is difficult to envisage growth opportunities across the other sites.

It is critical that appropriate and ongoing funding is made available for the development of these areas in order to support ongoing modal shift.

Airlink



The company's twenty-four hour service to Edinburgh Airport continues to provide Europe's most frequent bus based airport shuttle at a daytime service interval of a bus every eight minutes. Its commercial performance warrants continuing investment in vehicles that not only deliver but exceed the customer expectation on this key route.

There is an ongoing agreement with the Airport to operate bus services to and from the location.

Edinburgh Bus Tours



The ongoing performance of this part of the business is crucial to supporting the comprehensive level of service provided by the "City Bus" network giving it a key significance in the company's product portfolio.

Its strategic importance is highlighted by recent investment in bespoke buses to deliver this product.

Currently rated a five star visitor attraction by Visit Scotland we will build on the increasing tourism market both domestically and internationally.

Certificate of Excellence



Fares, ticketing and smart technology

Our long established and commercially successful policy on fares is to offer value for money to all, giving the greatest value to our most regular and frequent customers. This will continue to be the bedrock of our fares policy. The flat fare policy introduced in 2006 will be continued on our city network.

Between 2010 and 2016 the proportion of customers paying cash fares has reduced from 62% to under 50%. This proportion is expected to further reduce as Ridacard, m-ticket and Citysmart products continues to show strong growth and it is the companies long term desire to move to a cashless system.

New ticketing hardware and the additional functionality it allows, will in turn bring increased payment flexibility and customer loyalty across our network of services. Our commitment to the delivery of integrated smart ticketing across Scotland, the adoption of ITSO capability and a drive towards e-purse options while containing cost of sales will be at the forefront of our strategy.

Customer Marketing and Communications

Lothian Buses will continue to offer bus services for the people of Edinburgh and the Lothians with value for money fares in a safe and secure environment. The way in which we must engage and connect with our customers is changing.

Communication will place the customer experience at the heart of everything we do and our marketing strategy will be driven by rapidly evolving market trends as we seek to engage with our existing customers and reach new audiences. We will monitor and thereby reduce our reliance on traditional print collateral being ever mindful of our environmental footprint.

Digital

Digital products and services have taken on a new level of importance, both internally and externally.

Within the last two years, our web portfolio has developed and expanded, and crucially the Lothian Buses website is now one of the most popular sites in Edinburgh. Usage of our travel app has exploded with customers increasingly using it on a daily basis.

New technology will continue to be prioritised by the needs of both the internal and external customer. Innovation will influence the development of robust e-commerce platforms as we expand our digital reach and market pre-payment options aligned to new ticketing initiatives.

Essentially, development of our digital portfolio will continue to be based around the twin pillars of information provision and commercial sales – as we look ahead we will harness customer insight as we seek to find ways of extending the reach of our digital products and services to new users, adding value and thereby increasing loyalty.

We will however, remain cognisant of a new series of risks and challenges to our business: cyber-attacks, increased competition for information provision, and more.

Partnership Working

Through strands of sponsorship, brand association and co-creation/co-production projects we will increase partnership working throughout Edinburgh and the Lothians to capitalise on our brand reputation and expand our commercial reach.



Stakeholder communications

Over the next three years we will adopt a strategic approach to communication. We will change the way in which we engage with both external and internal stakeholders.

- » Externally - the principle behind the approach will be to ensure a steady flow of two way communication with the aim of creating greater awareness of, and advocacy for, the company's achievements and operating environment. Creating a topical focus and building a coherent and consistent narrative around key messages.
- » Internally – our objective is to develop and deliver an internal communications framework that provides clear, informative and engaging two-way communications which effectively link together key messages for our staff.

Tied into that ethos will be the effective communication of a credible CSR strategy aligned with the business. By proactively engaging with all stakeholders we aim to create an open dialogue, building robust relationships for longer term benefit.

Social media

Lothian Buses social media profile has grown organically to date at an exponential rate. The development of a high level strategy across the business will allow us to use social media tactically:

- » We will be understanding a whole social media audit, benchmarking current positions, implementing key improvements identified and develop content plans and styles to deliver consistency.
- » We will increase engagement from existing customers and connections, and draw in new audiences – ultimately driving ridership though organic and paid activity.
- » We will test and learn about the community and our brand in a social space, in order to shape growth of social media audiences and ultimately socially driven purchase.

Visitor Market

The last ten years has seen the tourism market in the city change remarkably with Edinburgh now having a rich, culturally diverse year round tourist industry. Over the next three years we will take steps to tactically engage with visitors to our operating area pre-arrival, with innovative and dynamic content promoting Lothian Buses offerings for travel from every point of relevant entry.

Significant vehicle investment into Edinburgh Bus Tours open top fleet provides an opportunity to remarket the Tours proposition strategically, aligned to an overarching theme of customer experience with the additional narrative of accessibility and the environment.

With an improved e-commerce infrastructure and strategic use of our digital platforms we will feed into a 360° review of Edinburgh Bus Tours' five-star visitor experience, with the objective that from the initial point of visitor research into their visit to Scotland's Capital through to the point that they purchase tour tickets, experience the tours and share photos/memories/reviews with family friends online.

Bus2020

Bus2020

We want to maintain an industry leading fleet that meets patronage growth objectives, customer quality and environmental expectations while exceeding all safety and regulatory requirements.

Lothian Buses recognises its impact on the environment and will monitor this as it continues to invest in the fleet.

The key facts

66% of the fleet is Euro 5 or above

annual carbon footprint of **57,000 tonnes**

We will purchase **266** new low emission vehicles

We will dispose of around **250** buses which do not meet the target

Bus2020 will see the Lothian Buses fleet at **100%** Euro 5 or above

It is critical to improve the current operating fleet's average age profile as this brings with it the control of costs around ongoing annual maintenance and roadworthiness. In addition maintaining a fleet with an optimum average age profile ensures that we continue to keep abreast of technological changes and innovations.

From a customer perspective the need to invest in fleet is paramount.

Customer expectations around the journey experience continue to increase year on year and using a bus is now far more than just making a journey. It encapsulates many other things such as the choice of green technology ensuring they are supporting a climate change, convenience items such as USB charging, Wi-Fi and many more, all of which influence a customer when making a travel choice.

The market leading standards of our fleet will be maintained through an effective fleet replacement strategy from 2017 through to Bus2020.

Our vehicles will comply with the Climate Change (Scotland) Act 2009, to reduce Greenhouse Gas emissions by 42% by 2020. Currently, 66% of the fleet is Euro 5 or above with an annual carbon footprint of 57,000 tonnes.

In order to meet these emissions targets, Lothian Buses will purchase 266 new low emission vehicles and dispose of around 250 buses which do not meet the target.

With the Bus2020 vision achieved we will see :

51% saving in emissions

over **4.4 million litres** of diesel saved

over **11,600 tonnes** of corresponding CO2 saved

Other harmful emissions will also be **substantially reduced**

Bus2020 will see the Lothian Buses fleet at 100% Euro 5 or above as we continue along this journey.

With the Bus2020 vision achieved we will see a 51% saving in emissions, with over 4.4 million litres of diesel and 11,600 tonnes of corresponding CO2 saved. Other harmful

emissions will also be substantially reduced including approximately 252 tonnes of Nitrous Oxides and 1.5 tonnes of Particulate Matter.

Environment

We must fulfil government and shareholder environmental expectations with regard to fleet, network operations and wider company policies.

In addition Lothian Buses recognises its responsibility to the wider environment to manage its internal environmental impact. The use of resources within the company have continued to increase and measures must be implemented to reduce waste, energy and water usage.

The measures planned over the next 3 years include:

A target to reduce waste by 25% by 2020 will aim to save 232 tonnes of waste. Looking at procurement policies and strategies, IT practices and the removal of unnecessary waste, amongst others, will support in achieving this.

With a stringent 'switch it off' policy, ongoing lighting replacement programmes, implementing smart meters and upgrading heating systems, we can begin working towards a 15% reduction in electricity and gas usage respectively by 2020.

By implementing smart meters and reviewing practices and efficiencies, we will look to reduce water usage by 15% by 2020, saving 10 million litres.

The implementation of a formal Environmental Management System, ISO 14001:2015, alongside an environmental awareness team would increase environmental awareness by facilitating better communication and support in the introduction of procedures for best practice and legal compliance.

Lothian Buses recognises its responsibility to the wider environment to manage its internal environmental impact. The use of resources within the company have continued to increase and measures must be implemented to reduce waste, energy and water usage.

Property

We must maintain a property portfolio that is fit for purpose in regard to the operational requirements of the business.

With the assistance of East Lothian Council we are developing a medium term strategy that sits within this plan to acquire land and or property which will accommodate approximately 400 vehicles thereby allowing us to consolidate our position in the east of the city giving rise to additional operational and overhead efficiencies.

Equally we will continue to review our operating depots within the city boundaries and the efficiencies they bring to our operating business as well as the impact on the local communities in which they are sited and which they serve.

Social dividend

The Company undertakes a wide range of Corporate Social Responsibility (CSR) activities, where we monitor our actions and ensure we comply with the spirit of the law, prevailing ethical standards and national norms, and further looking at the social needs of the people of Edinburgh and the Lothians going beyond the business interests of Lothian Buses.

The aim is to increase shareholder and stakeholder trust and to reduce business and legal risk by taking responsibility for our actions.

In addition we make business decisions which directly negatively affect our profitability, and are therefore not in our commercial interests; we make these decisions because it is embedded in our business ethos, visions and values that we serve our customers and support the economic and social imperatives of our shareholders in the councils of Edinburgh, East Lothian, Midlothian and West Lothian. These decisions deliver what we call the “Social Dividend”.

Examples of the Social Dividend include:

- Maintaining scheduled bus services where the frequency and/or the route are not profitable nor have any prospect of becoming so. This includes night time services which provide safe and secure transport for relatively low passenger numbers.
- Contributing to or bearing the full cost of services such as real time and bus stop information, and other transport services and initiatives, which deliver no profitability to Lothian Buses but are a public service.
- We manage, clean and maintain four out of the five park and ride facilities around the city, in support of delivering a sustainable and inclusive transport infrastructure and to ease city congestion.
- Providing a financial subsidy to concessionary fares which goes beyond the rebate available through central funds and directly reduces profitability.
- The provision of a telephone travel helpline, the Lothian Buses travel shops which include handling calls and customer services for our sister company Edinburgh Trams.
- Providing Bus Stop information throughout our entire operating area and the hosting, accommodation and technical facilities for the City Of Edinburgh CCTV system and its staff, which relate to a wider travel and social infrastructure well beyond the Lothian Buses operation.
- Ongoing expansion of the existing bus operating network, even where this is not immediately profitable, into new areas in support of the wider travel to work strategies that help deliver economic growth to the shareholding council areas.

We remain wholly committed to the long term provision of a social dividend, but recognise that the fiscal value and sustainability are directly related to our ability to generate profits from the business as a whole, and will be impacted by any exceptional dividend requests made by our shareholders.

Technology

ETM Estate

The existing ETM estate is rapidly approaching life expiry and the project to replace them is a high priority. Our 15 year old proprietary smartcard system (Ridacard) which is currently tied to our hardware supplier, Parkeon, is no longer as nimble as other emerging options and can only be developed using next generation solutions.

A new ticketing system will be delivered and implemented during 2017.

Adoption of Cash Replacement Payment Methods

The future of methods of payment beyond a dedicated transport smartcard product is tied into the broader topic of payments as a whole, and is likely to be driven by the requirements of the retail, rather than public transport, industry.

Whilst this market is difficult to predict, it is highly likely that any new payment methods adopted to replace cash payments will require additional investment in not only the on bus hardware, but more significantly in the back office systems which support it.

Usage of products and services hosted externally to Lothian Buses continue to increase and will be accessed online.

Information Technology Infrastructure

As a business we generate enormous amounts of data, including extensive CCTV footage. We will be developing our content management and transmission systems to maximise the efficiency and minimise the cost.

Over the next three years as well as the normal upgrade and version control pattern there will be a strong emphasis on the following strategic priorities:

- Business continuity
- Security & compliance
- Virtualisation
- Infrastructure core network

Business as usual Investment will continue in the following areas:

- Firewall enhancement
- Threat monitoring
- Staff training & education
- PCI compliance
- Device control
- Vulnerability management

Real time passenger information

Our Real Time Passenger Information (RTPI) which is delivered and supported by the supplier INEO, was originally a joint collaboration between CEC and LB.

The hardware platform in its current form will no longer be supported during 2017 with bus equipment in particular entering legacy status.

For well over a decade RTPI has transformed the way Lothian Buses is able to operationally monitor and manage its services.

Lothian Buses is able to:

- » Provide real time departure information to passengers,
- » Analyse data upon which to inform Network Planning decisions to enhance and expand its network and provide the company, its employees and customers with the necessary tools to offer a wholly reliable public transport service.

This system feeds multiple 'Bus Tracker' signs across the city and beyond but also supplies data to both our heavily used and trusted journey planning app and provides valuable Automatic Vehicle Location (AVL) information essential to monitor and manage reliability across our fleet.

Lothian Buses believes that allowing this to become redundant for the customer and business cannot be allowed to happen, precipitating a backward step thus is therefore determined to proceed with seeking replacement during the lifetime of this plan.

Lothian Buses propose to take control of the on street Bus Tracker signs from the City of Edinburgh Council as this would align with the current Lothian Buses management of the customer information and infrastructure throughout the city.

There is both an initial hardware replacement cost and ongoing annual cost attributable to this and it is therefore built into the financial modelling of the plan to fund this.

Lothian Buses would commit going forward to the maintenance of this system and the continued expansion of this, something that has not been developed since its initial inception, thus ensuring connectivity across the whole city and maintaining the customer experience and supporting ongoing modal shift.

Wifi

Fleet wide Wi-Fi has been in place since December 2014 providing customers with a free internet service. Funding for the project was provided by the CEC Connected Capital Programme which gave capital and operating costs for 2 years. Due to higher than expected demand, over 3 million unique devices have connected over 19 million times, and a change in storage and consumption with the modal shift to cloud computing and streaming services operating expenditure has surpassed budgeted amounts.

Lothian Buses - meeting shareholder aspirations

Lothian Buses were asked by City of Edinburgh Council to meet a series of key shareholder aspirations as detailed below with according responses.

-
- » Ensure the continued delivery of a reliable and convenient, daily, Lothian Buses network in Edinburgh and the Lothians (including Sundays)

This is paramount not only in our vision and planning but also in our day to day operations, to ensure that we are a safe, compliant and reliable business every day to protect against business risk. ✓

-
- » Ensure that people with the widest possible range of incomes and abilities are able to use Lothian Buses to move around Edinburgh and the Lothians

Our continuing best value fares strategy ensures transport is available to all, along with ongoing development in the provision of accessibility enhancements to our vehicles. ✓

-
- » Further reduce noxious emissions from the fleet - focusing on reductions in emissions within the city's Air Quality Management Areas.

This is being achieved by continuing the fleet investment profile going forward integral to the plan, deploying low emission vehicles into AQM's on a targeted basis. ✓

-
- » Consider how Lothian Buses can reduce other wider impacts on key city centre streets, particularly Princes Street and George Street. We are seeking to achieve improved public realm and better pedestrian (and cycling) conditions and we would like to see consideration of bus numbers/routing and stop dwell times to help deliver these outcomes.

This is continuously being looked at as part of our service planning strategy and will continue to be so during the length of the plan, we believe incorporating the bus or any mode of transport into the public realm and the retail environment in the future is critical so that they blend together seamlessly. ✓

-
- » Support TfE to improve integration and interchange. Including, but not exclusively, proposals to improve integration between bus and tram and also between public transport modes. We would like to see examination of the potential for adapting the Lothian Buses network to integrate as fully as possible with the Tram in order to help further objectives (e.g. reduced emissions, reduced impact of buses on city centre streets)

As demonstrated in the plan bus and tram are complementary products and not inclusive products. Ongoing development in the West of Edinburgh and West Lothian gives an opportunity for network development and at best value for the customer and the business by using tram as a platform for providing the total transport solution when mixed with bus. The key issue here is to get people out of private cars and onto public transport. ✓

-
- » Reduce bus journey times, primarily through faster, smarter ticketing, although we would also welcome wider network management proposals

As part of the plan we will deliver smart ticketing to the city along with contactless payment methods, work is well underway for this to happen in 2017, ongoing ticketing technologies will continue to be evaluated and developed with the intention of reducing boarding times thus delivering efficiency and improving customer experience. ✓

-
- » Set out how a £20m extraordinary dividend could be provided, in addition to the expected £6 million annual dividend, from the Lothian Buses' financial model for the 2017-2020 plan period.

The delivery of any additional dividend puts at risk the successful Lothian Buses 'model'.

The dividend paid has increased over the past 15 years in line with increases in revenue. We have and will continue to look at our model in depth to drive efficiencies and revenue gains.

Committing to pay any dividend over and above that currently paid comes with risk and a requirement for finite deliverables to be placed on all parties and stakeholders. ✓

What are the critical requirements of the City of Edinburgh Council for the plan to succeed?

- » to maintain existing bus priority

- » to implement new bus priority measures, greenways, gating, traffic light controls

- » to enforce parking restrictions and controls

- » to review hours of operations of bus priority

- » to ensure that the bus is integral to urban realm planning

- » to ensure that the bus is integral to all planning and developments with appropriate section 75 funding to kick start new services

- » to ensure a solid and consistent partnership approach to public transport

Critical dependencies for ongoing dividend delivery

- » revenue growth assumed at 1% per annum must be achieved or exceeded

- » fare increases in line with prior year pattern

- » the requirement for the City to deliver on bus priority measures outlined

- » the requirement on the City to reduce congestion

- » the requirement on the City to speed up journey times

- » there has to be a cohesive plan agreed with the City around timelines and delivery of bus priority improvements in order to ensure the delivery of any dividend at all

- » a detailed plan, timescales and outputs needs to be agreed no later than the end of Q1 2017 with the City that is monitored and updated through the length of the operational plan

- » worsening business performance due to road conditions deteriorating further will put any dividend delivery at risk



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Transport and Environment Committee

10.00am, Tuesday, 17 January 2017

Road, Footway and Bridges Investment – Capital Programme for 2017/18

Item number	7.2
Report number	
Executive/routine	Executive
Wards	All Wards

Executive Summary

This report seeks approval for the allocation of the Road, Footway, Street Lighting and Traffic Signals, Structures and Flood Prevention Capital budgets and programme of works for 2017/18.

The carriageway and footway schemes listed in this report were selected for capital investment using a scheme of prioritisation which uses condition assessment scores, prioritisation criteria and weightings.

The budget allocation and lists of maintenance schemes in this report aim to ensure that the condition of roads and footways continues to improve, whilst fulfilling the objective that the prioritisation reflects and supports the Council's Local Transport Strategy objectives and, in particular, the Active Travel Action Plan.

Structures and Flood Prevention assets are maintained in accordance with Government legislation. Excessively high maintenance costs are avoided, as far as possible, by undertaking regular condition inspections and prioritising required work.

Links

Coalition Pledges	P45
Council Priorities	CP9, CP11, CP12
Single Outcome Agreement	SO1, SO4

Road, Footway and Bridges Investment – Capital Programme for 2017/18

1. Recommendations

- 1.1 It is recommended that the Transport and Environment Committee:
 - 1.1.1 approves the breakdown of the allocation of the capital budget for 2017/18 shown in Appendix 1;
 - 1.1.2 approves the programme of proposed works for 2017/18, as detailed in section three of the report, and in Appendices 5 and 6;
 - 1.1.3 approves the programme of proposed bridge works for 2017/18, as detailed in section three of this report, and in Appendix 8;
 - 1.1.4 notes the use of external consultants to carry out Principal Bridge Inspections and design work as detailed in 3.38-3.42; and
 - 1.1.5 notes that a future report will be submitted to this committee providing an overview of outstanding Infrastructure projects and investment.

2. Background

- 2.1 This report seeks approval for the proposed capital investment programme for road and footway improvements for 2017/18.
- 2.2 The capital budget of £16.019m for 2017/18 was agreed as part of the capital investment programme, in February 2016.
- 2.3 The report provides details of the Road and Footway Capital Investment Programme for 2016/17. The report also includes details of street lighting investment. This report proposes how the capital budget of £16.019m should be allocated across eight different work streams. These are: Carriageways and Footways, Street Lighting and Traffic Signals; Structures and Flood Prevention; Other Asset Management; Localities; Miscellaneous and Cycling Allocation. The Carriageway and Footways work accounts for £8.832m or 55% of the available funding. The Street Lighting work accounts for £1.5m or 9% of the available funding. A scheme of prioritisation, approved by this committee in [January 2016](#), is used to identify which projects should be included in this part of the programme.

- 2.4 A 10% budget commitment has been allocated for cycling improvements. This is in line with the Council commitment to allocate a percentage of the Transport budget to improve cycling facilities throughout Edinburgh.
- 2.5 The Council's carriageway and footway stock has a gross replacement cost of £2,286m. It is essential that the carriageways and footways are maintained to an acceptable standard. A new investment strategy for carriageways was agreed by this committee in [October 2015](#), which will ensure improvements in the carriageway condition throughout the city.
- 2.6 The Council's Bridge Stock has a gross replacement cost of £1,297m. It is essential that these structures are inspected and adequately maintained to ensure that the road network can operate efficiently and safely. It also reduces the number of occasions where excessively high costs associated with unplanned maintenance occur.
- 2.7 At present all structures are routinely inspected and works programmes are developed based on these inspections. The works programme presented illustrates the work of highest priority that can be undertaken based on 2016/17 budgets.
- 2.8 It is intended to recalculate the load carrying capacity of a number of bridges to ensure that they are fit for purpose. The Principal Bridge Inspection programme supports this work.
- 2.9 It is necessary to present this report to Committee in January 2017 to ensure that the programme can start on time and comply with the Road Works Registration notice periods.

3. **Main report**

Capital Budget Provision 2017/18 – 2018/19

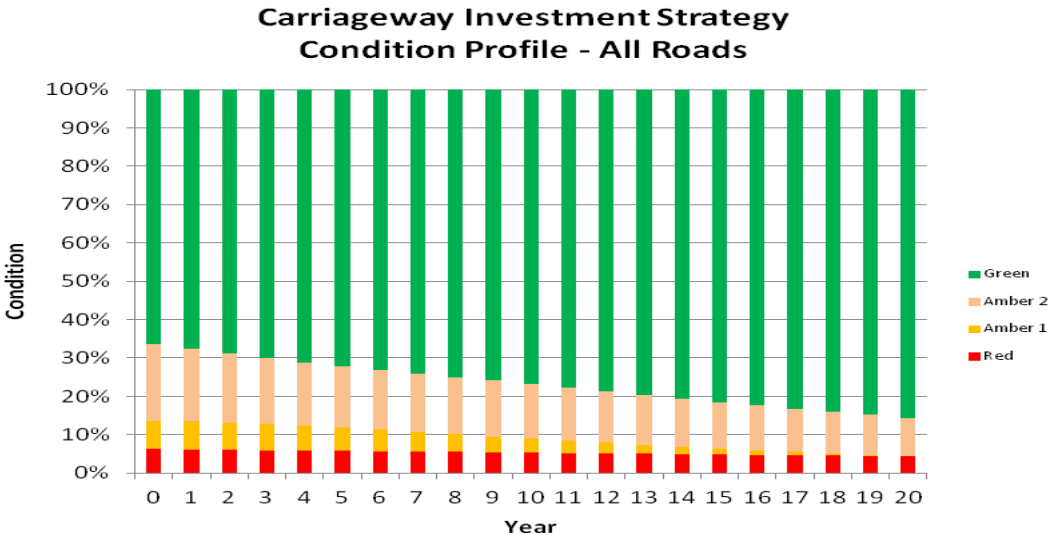
- 3.1 The current and projected capital allocation for Infrastructure, for 2014 to 2017 is shown in Appendix 1.
- 3.2 Appendix 1 outlines how the proposed budget will be allocated across these eight elements in 2017/18.

Carriageway Investment

- 3.3 The carriageway and footway element of the capital programme is based on a scheme of prioritisation which uses condition assessment scores, prioritisation criteria and weightings to determine which projects should be prioritised for investment.
- 3.4 The condition of Edinburgh's roads is assessed annually as part of the Scottish Roads Maintenance Condition Survey (SRMCS), an independent survey of road conditions in all 32 Scottish local authorities. The survey provides each local authority with a Road Condition Index (RCI) which identifies the percentage of roads in need of maintenance.

3.5 The RCI consists of three categories of deterioration: Red, Amber 1 and Amber 2, with roads in the red category being in the worst condition. Roads in the Amber condition indicate that further investigation is required to establish if preventative treatment is required. Roads in the red category have deteriorated beyond preventative maintenance and will require more robust treatments in order to prolong its future.

3.6 As part of the modelling work for the Roads Asset Management Plan (RAMP), alternative scenarios for capital investment were developed. These scenarios were predicated on a more preventative approach, aimed at roads that are in the Amber condition categories. Investment on these roads require less expensive treatments (eg surface dressing, slurry sealing), which improve the condition of the carriageway or footway and delay the need for more expensive resurfacing or strengthening treatments. Owing to the cheaper cost of the treatments required on Amber condition roads, more roads can be treated each year. The chart below illustrates the impact of this preventative approach over a 20 year period, assuming levels of capital investment remain at current levels, with the percentage of roads requiring maintenance reducing to 14%. Edinburgh’s RCI of 34.6% in 2015/17 has improved from 35.1% in 2014/16.



3.7 The basis of this approach is to target investment into the categories of carriageway network, as shown in Appendix 2, that require investment, to achieve an overall improvement in the condition of Edinburgh’s network. For example, the Unclassified and A Class roads contain the largest percentages of Red, Amber 1 and Amber 2. Therefore, the greatest percentage of investment needs to be targeted into these areas.

3.8 This preventative approach treats more roads within the Amber condition categories and less within the Red, thus significantly slowing their deterioration and negating the need for more robust, expensive treatments.

3.9 Appendix 3 shows how funding will be distributed throughout the carriageway network in order to improve the overall condition of Edinburgh’s carriageway condition.

- 3.10 The UK Pavement Management System (UKPMS) is the national standard for management systems for assessing the condition of the local road network and for planning the type of investment that is required.
- 3.11 The UKPMS is used for systematic collection and analysis of condition data, ie Scottish Road Maintenance Condition Survey. The UKPMS analyses specific types of defects ie cracking, texture, profile and rutting, to select which roads should be considered for preventative, resurfacing or strengthening treatments. Appendix 4 shows the criteria used to determine the appropriate treatment required.
- 3.12 Appendix 5 shows the carriageway schemes that have been prioritised for investment, using the new Investment Strategy.

Footway Investment

- 3.13 The footway element of the capital programme is based on a scheme of prioritisation which uses condition assessment scores, prioritisation criteria and footfall weightings to determine which projects should be prioritised for investment.
- 3.14 The prioritisation system for the capital programme is designed to ensure that the strategic road and footway network is maintained in line with the Local Transport Strategy and the Active Travel Action Plan.
- 3.15 It is proposed to maintain the allocation of £200k for Local Footways in 2017/18. This will allow resurfacing works to be carried out on rural and residential footways that would be unlikely to feature in a capital programme of works, due to their low prioritisation score.
- 3.16 It is proposed to treat local footways with surfacing procedures i.e. slurry sealing. This is a preventative treatment and will allow a far greater number of footways to be treated each year.
- 3.17 The programme of proposed carriageway and footway works is shown in Appendix 6. Whilst the aim of the footway improvement schemes is to improve the surface condition, these schemes will also result in improved facilities for walking in Edinburgh's streets.

Co-ordination

- 3.18 Any proposed scheme on arterial routes or in the city centre will be considered by the City Wide Traffic Management Group to determine whether or not the works can be carried out and what conditions could be put in place (phasing, off peak working, etc) to minimise disruption.

Public Realm

- 3.19 The Roads and Footways Capital Programme also supports public realm projects identified by the Streetscape Delivery Group. A new Public Realm Strategy is being developed and will include procedures for prioritising investment in public realm which will be reported to a future committee. New public realm projects will be put forward for inclusion in the 2018/19 capital programme once the new Public Realm Strategy is in place.

- 3.20 Although there are no specific public realm schemes within the 2017/18 programme, a number of the carriageway and footway renewal schemes will contribute to public realm improvements, through use of high specification materials such as natural stone slabs and setts, as well as improvements in design and layout.

Street Lighting and Traffic Signals

- 3.21 In common with many other authorities across the UK, Edinburgh has a large number of street lighting columns that are over 30 years old and require replacement. Where individual columns fail a structural test, they are replaced on a one for one basis. Where the number of columns requiring urgent replacement in any particular street exceeds 40%, it is more efficient and practical to renew the lighting stock of the whole street and this forms the basis of the street lighting programme. The test-failed street lighting columns are prioritised in the programme with the worst columns being replaced first. The budget for street lighting works in 2017/18 is £1.5m. The programme of Street Lighting works is shown in Appendix 7.
- 3.22 On [27 October 2015](#), the Transport and Environment Committee approved, in principle, the business case for the roll out of Light Emitting Diode (LEDs) lanterns across the city and the report was referred to Council on [19 November 2015](#) where the prudential borrowing was approved.
- 3.23 The business case supported the roll out of 54,000 LED lanterns over a three year programme, and the introduction of a Central Management System, at a total cost, including financing, of £40.132m. The forecast energy, Carbon Reduction Commitment and maintenance savings/cost avoidance over 20 years resulting from this project is £77.037m.
- 3.24 Tender documents, for the LED contract, are currently being developed for issue in February 2017. It is proposed to seek approval for the contract award at the Council's Finance and Resources Committee in August 2017.
- 3.25 Edinburgh's traffic signal assets are maintained by in-house staff with assistance from Siemens Intelligent Traffic Systems, the current maintenance contractor. Each asset is electrically and mechanically inspected on an annual basis with preventative maintenance taking place as part of the inspection process.
- 3.26 The average age of the traffic signals asset is in excess of 25 years and is prioritised for replacement using ten separate criteria, with higher weighting placed on age, condition and availability of pedestrian facilities.
- 3.27 Due to the age of the asset the infrastructure is dominated by tungsten halogen signal heads as opposed to LED signal heads to the ratio of 60% to 40%. Thus an increased carbon footprint. A strategy to reduce the carbon footprint of the asset is currently being developed.

Other Asset Management

- 3.28 It is proposed to invest £0.5m in other asset renewals. This programme of asset replacement or renewals is carried out in conjunction with footway schemes that

are included in the carriageway and footway programme and involves the replacement of street furniture, street lighting and Traffic Signals. In the case of street lighting, where the lighting columns on a footway improvement scheme are more than 30 years old (i.e. exceeds their design life), it is more efficient to replace the lighting columns at the same time as the footway works.

Localities

- 3.29 All footway reconstruction schemes incorporate dropped crossings at all junction points, if not already existing. Further to this, an allocation of £45k is given to each Locality to install dropped crossings at various locations throughout the city on footpaths that are not included in the capital list of footway schemes.
- 3.30 It is proposed to allocate £180k for drainage repairs (approximately £45k per Locality). This will be used to repair failed gullies throughout Edinburgh.
- 3.31 In addition to the budget set aside for dropped kerbs and drainage improvements within Localities, a further element of the programme is top-sliced each year for the Neighbourhood Environment Programme (NEP) to enable Locality Managers to respond to the local issues identified by the Neighbourhood Partnerships. It is proposed to allocate £600k (£50k per Neighbourhood Partnership) in 2017/18.
- 3.32 It is proposed to allocate £120k for Bus Stop Maintenance. This will provide the Localities with £30k each to carry out extensive repairs in and around bus stops that have deteriorated as a result of the continuous, repetitive, wear.

Inspection, Design and Supervision

- 3.33 Inspection, design and supervision is a large element of work that is required when delivering the capital carriageway and footway schemes. It is proposed to allocate £1.25m from the carriageway and footway budget, for this work. The inspection, design and supervision budget will be closely monitored and, if the costs are lower than expected, then the funding will be re-allocated and used to bring forward additional carriageway and footway schemes.
- 3.34 All surface treatments on carriageways and footways will be delivered by Balfour Beatty plc through the Scape Group Ltd (Scape) Framework. The principle benefit to the Council of using the Scape framework is access to the design and delivery expertise for delivering surface treatment works that are currently not available in-house or through the existing Transport Framework contract. This contract was used successfully to deliver surface treatment schemes in 2016/17.

Contingencies

- 3.35 It is proposed to allocate £400k for contingencies in 2017/18. Contingencies are used to fund any emergency and unforeseen situations that arise throughout the year.
- 3.36 The contingencies budget will be closely monitored and, if contingencies or emergency works do not arise as the year progresses, then the funding will be re-allocated on a quarterly basis and used to bring forward additional carriageway and footway schemes.

Cycling Improvements

- 3.37 The Council has a commitment to allocate a percentage of the Transport revenue and capital budgets to improve cycling facilities throughout Edinburgh. This was introduced in 2012/13, when 5% was allocated with a commitment to increase this by 1% each year, up to 10%. 10% of capital budgets will be allocated for cycling related improvements in 2017/18.
- 3.38 The 10% budget commitment will enable the Council to deliver new cycling infrastructure, including the creation of links between existing off-road routes and upgrading the facilities that are available on-road.
- 3.39 The full detail of cycle improvements and spend has still to be determined for all of Transport Services. This may mean that funding is allocated from other areas within Transport and the full allocation of £1.507m is not required from this budget in order to achieve the 10% budget commitment from Transport. Once the allocation that will be taken from the Carriageway and Footway budget is known, this Committee will be updated.

Bridges

- 3.40 All bridges are given a general inspection (GI) over a two year cycle and their condition measured in line with National Guidelines. This is a visual inspection from ground level of parts of the bridge that are readily accessible. From the GI, bridges are given a score based on their condition and individual parts of the structure requiring repair are also highlighted. Other factors are then taken into account, such as volume of use, location, relationship with other parties, and other work in the vicinity. A programme of work is then developed based upon the bridges with the lowest score, which are those bridges most in need of repair.
- 3.41 A Principal Bridge Inspection (PBI) is an inspection which entails the inspecting engineer being within touching distance of every part of the bridge. Such inspections can be expensive as there is the need for specialist access equipment and traffic management. There may also be the need for intrusive inspections including testing of materials and specialist support such as divers, to inspect parts of the structure under water.
- 3.42 A risk analysis has been undertaken and it is considered that many structures are readily accessible and do not require a PBI. A risk based PBI programme has therefore been developed in which individual bridges will receive an inspection every ten years. There are 128 bridges on this programme and cognisance was taken of access constraints in developing this programme. For example all bridges over water which require an inspection by divers have been grouped together.
- 3.43 The Council's Bridge Stock was assessed to establish that the required load carrying capacity was achieved so minimising restrictions on the network. It is now necessary to develop a programme to revisit a number of these bridges to establish if they are still fit for purpose. This work is supported by the PBI Programme and will entail undertaking calculations to establish the strength of

the structures. This re-assessment is required in order to take cognisance of any deterioration of the structures and new design standards.

- 3.44 There is insufficient internal resource to carry out the required number of PBIs and re-assessments each financial year. Therefore, external professional services will be procured to undertake the PBIs and assessments in order to achieve compliance with the national code of practice.
- 3.45 Appendix 8 details the proposed budget and Capital works for 2017/18. It will be necessary to appoint consultants to assist in the design of refurbishment works to St Marks, Market Street and Glasgow Road Bridges to achieve this programme.

Street Design Guidance

- 3.46 This Committee approved Edinburgh's new [Street Design Guidance](#) at its meeting on 25 August 2015. This Guidance sets out the City of Edinburgh Council's design expectations and aspirations for streets within the Council area.
- 3.47 The guidance will be embedded in the design process for all carriageway and footway schemes detailed in this report.

Programme Delivery

- 3.48 An update report will be submitted to this Committee, in June 2018, detailing the delivery of the schemes listed in this report and the overall budget spend.

4. Measures of success

- 4.1 The assessment of the condition of the city's roads is measured annually by the Scottish Road Condition Measurement Survey (SRCMS). This survey shows the percentage of roads that should be considered for maintenance intervention. Edinburgh's Road Condition Index (RCI) has improved from 42.3% in 2005/6 to 34.6% in 2015/17. A continual gradual improvement in Edinburgh's RCI will be a measure of the success of the Roads Capital Programme.
- 4.2 The Road Asset Management Plan is being prepared which will, in time, result in a long term strategy for the maintenance of all Council owned infrastructure assets.

5. Financial impact

- 5.1 The cost of improvement works, listed in Appendices 2 and 3, will be funded from the approved capital allocation for roads and footway investment.
- 5.2 The report outlines total carriageway and footway capital expenditure plans of £15.069m of infrastructure investment. If this expenditure were to be funded fully by borrowing, the overall loan charges associated with this expenditure over a 20 year period would be a principal amount of £15.069m and interest of £9.810m, resulting in a total cost of £24.879m based on a loans fund interest rate of 5.10%. The annual loan charges would be £1.244m.

- 5.3 The loan charges outlined above are allowed for within the current long term financial plan.
- 5.4 It should be noted that the Council's Capital Investment Programme is funded through a combination of General Capital Grant from the Scottish Government, Developers and Third Party Contributions, capital receipts and borrowing. The borrowing required is carried out in line with the Council's approved Treasury Management Strategy and is provided for on an overall programme basis rather than for individual capital projects.
- 5.1 The loan charge estimates above are based on the assumption of borrowing in full for this capital project

6. Risk, policy, compliance and governance impact

- 6.1 The recommendations in this report will improve the condition of the roads, footways and structures listed. The capital programme of works will be monitored on a monthly basis to reduce the risk of not delivering the schemes detailed in this report.
- 6.2 There are no significant compliance, governance or regulatory implications expected as a result of approving the recommendations in this report.

7. Equalities impact

- 7.1 A full impact assessment will be carried out on a scheme by scheme basis. The schemes recommended in this report for maintenance have been identified using the prioritisation method and will only require consultation with specific groups prior to the design being carried out.
- 7.2 The investment in the city's roads, footways, gullies and street lighting improves the accessibility and safety of the road and footway network and therefore has a positive impact for all users, particularly older people and those with a disability. All footway reconstruction schemes incorporate new dropped crossings at all junction points, if not already existing.

8. Sustainability impact

- 8.1 There is potential for positive impact on the environment by improving vehicle and bicycle ride quality on carriageway surfacing works and improved pedestrian passage on footway reconstruction schemes.
- 8.2 Street Lighting capital will continue to implement agreed programmes for the implementation of energy efficient lamps to reduce energy consumption and carbon footprint. The continuing use of extruded aluminium lighting columns provides a more sustainable solution when compared to previously used materials (steel and concrete).

- 8.3 The proposals in this report will increase carbon emissions as a result of the construction plant and materials that will be utilised during the works.
- 8.4 Adopting a proactive approach to inspection and maintenance will ensure that the road network is not compromised and will help to avoid excessively high costs associated with unplanned maintenance so enhancing economic wellbeing and promoting environmental stewardship.
- 8.5 Successful implementation of the Council's Active Travel Action Plan (ATAP) will produce positive environmental benefits. The 10% budget for cycling will assist in the delivery of the ATAP actions relating to cycling.

9. Consultation and engagement

- 9.1 The revised methodology for prioritising roads and footways for capital investment, agreed by the Transport, Infrastructure and Environment Committee in [November 2010](#), was the subject of extensive consultation with Neighbourhood Partnerships and interest groups. A review of these procedures was agreed by this Committee in [October 2013](#). A further review of these procedures was agreed by this Committee in [January 2016](#).
- 9.2 The revised timeline, also introduced in 2010, for the development of the annual capital programme allows time for consultation with Locality Roads Teams and builds in the ability for proposed schemes to be considered by Neighbourhood Partnerships.

10. Background reading/external references

- 10.1 [Carriageway and Footway Investment Strategy 2016](#)
- 10.2 [Road, Footway and Bridges Investment – Capital Programme for 2016/17](#)

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11. Links

Coalition Pledges	P45 - Spend 5% of the transport budget on provision for cyclists
Council Priorities	CP9 - An attractive city CP11 – An accessible connected city CP12 - A built environment to match our ambition
Single Outcome Agreement	SO1 – Edinburgh's economy delivers increased investment, jobs and opportunities for all SO4 - Edinburgh's communities are safer and have improved physical and social fabric
Appendices	1 Capital Budget Allocation 2 Road Condition Index 3 Full Investment Strategy – Annual Options Report 4 SRMCS Defect Criteria for Treatment Types 5 Proposed Capital Carriageway Programme – April 2017 – March 2018 6 Proposed Capital Footway Programme – April 2017 – March 2018 7 Proposed Capital Street Lighting Programme - April 2017 – March 2018 8 Proposed Bridges Budget Allocation and Programme - April 2017 – March 2018

Capital Budget Allocation**Current and Predicted Capital Allocation**

	2016/17	2017/18	2018/19
£m	16.019	16.019	16.019

Proposed Budget Allocation for 2017/18

<u>Carriageways & Footways</u>	£m	
Budget for Carriageway Works	5.282	
Budget for Setted Carriageways	1.000	
Budget for Footway Works	2.255	
Budget for Local Footways	0.200	
TOTAL		-8.737
<u>Street Lighting & Traffic Signals</u>	£m	
Street Lighting	1.500	
Traffic Signals	0.350	
TOTAL		-1.850
<u>Structures & Flood Prevention</u>	£m	
TOTAL	0.600	-0.600
<u>Other Asset Management</u>	£m	
Asset replacement ¹	0.500	
TOTAL		-0.500
<u>Neighbourhoods</u>	£m	
Drop crossings (£45,000 per Locality)	0.180	
Drainage improvements (£45,000 per Locality)	0.180	
NEP - (£50,000 per Partnership)	0.600	
Bus Stop Maintenance	0.120	
TOTAL		-1.080
<u>Miscellaneous</u>	£m	
Budget for Inspection, Design & Supervision costs, including TTRO's	1.250	
Contingencies	0.400	
TOTAL		-1.650
<u>Cycling Allocation</u>	£m	
10% Allocation	1.507	
TOTAL		-1.602
TOTAL SPEND		-16.019

¹ Other asset replacement within schemes i.e. footway schemes involving street lighting replacement of columns over 30 years old, street furniture, sign renewal etc.

Road Condition Index

The current RCI percentages for Edinburgh's carriageway network are:

Category	U-R	Length (m)	Width (m)	Area (sqm)	Red		Amber 1		Amber 2		Green	
					RCI %	Area (sqm)	RCI %	Area (sqm)	RCI %	Area (sqm)	RCI %	Area (sqm)
Principal (A) Roads	Urban	129000	10.6	1367400	4.22	57704	7.24	99000	15.76	215502	72.78	995194
	Rural	44000	9.6	422400	1.52	6420	2.87	12123	10.77	45492	84.84	358364
Classified (B) Roads	Urban	41000	9.9	405900	2.99	12136	4.83	19605	13.38	54309	78.79	319809
	Rural	12000	8.8	105600	1.90	2006	2.75	2904	10.73	11331	84.62	89359
Classified (C) Roads	Urban	75000	9.7	727500	4.19	30482	5.54	40304	16.50	120038	73.78	536750
	Rural	45000	6.6	297000	2.56	7603	3.39	10068	16.85	50045	77.20	229284
Unclassified Roads	Urban	1110000	7.2	7992000	7.13	569830	8.08	645754	22.15	1770228	62.65	5006988
	Rural	55000	4.7	258500	13.02	33657	7.42	19181	25.62	66228	53.94	139435

Overall Road Condition Index: 34.6%

Full Investment Strategy - Annual Options Report

Next 4 years spend based on projected carriageway allocation.

Year 1	£5,282,000		
Category	Red	Amber 1	Amber 2
A Road (Urban)	£50,000	£372,000	£640,000
A Road (Rural)	£10,000	£22,000	£200,000
B Road (Urban)	£46,000	£22,000	£147,000
B Road (Rural)	£10,000	£10,000	£40,000
C Road (Urban)	£30,000	£45,000	£263,000
C Road (Rural)	£10,000	£11,000	£111,000
U Road (Urban)	£550,000	£574,000	£1,946,000
U Road (Rural)	£80,000	£18,000	£75,000
Treatment Totals	£786,000	£1,074,000	£3,422,000

Year 2	£5,282,000		
Category	Red	Amber 1	Amber 2
A Road (Urban)	£50,000	£372,000	£640,000
A Road (Rural)	£10,000	£22,000	£200,000
B Road (Urban)	£46,000	£22,000	£147,000
B Road (Rural)	£10,000	£10,000	£40,000
C Road (Urban)	£30,000	£45,000	£263,000
C Road (Rural)	£10,000	£11,000	£111,000
U Road (Urban)	£550,000	£574,000	£1,946,000
U Road (Rural)	£80,000	£18,000	£75,000
Treatment Totals	£786,000	£1,074,000	£3,422,000

Year 3	£5,282,000		
Category	Red	Amber 1	Amber 2
A Road (Urban)	£50,000	£372,000	£640,000
A Road (Rural)	£10,000	£22,000	£200,000
B Road (Urban)	£46,000	£22,000	£147,000
B Road (Rural)	£10,000	£10,000	£40,000
C Road (Urban)	£30,000	£45,000	£263,000
C Road (Rural)	£10,000	£11,000	£111,000
U Road (Urban)	£550,000	£574,000	£1,946,000
U Road (Rural)	£80,000	£18,000	£75,000
Treatment Totals	£786,000	£1,074,000	£3,422,000

Year 4	£5,282,000		
Category	Red	Amber 1	Amber 2
A Road (Urban)	£50,000	£372,000	£640,000
A Road (Rural)	£10,000	£22,000	£200,000
B Road (Urban)	£46,000	£22,000	£147,000
B Road (Rural)	£10,000	£10,000	£40,000
C Road (Urban)	£30,000	£45,000	£263,000
C Road (Rural)	£10,000	£11,000	£111,000
U Road (Urban)	£550,000	£574,000	£1,946,000
U Road (Rural)	£80,000	£18,000	£75,000
Treatment Totals	£786,000	£1,074,000	£3,422,000

SRMCS Defect Criteria for Treatment Types

Criteria to be used when selecting the appropriate treatment type on Edinburgh Carriageway Network:

	Strengthening	A Roads		B Roads		C Roads		U Roads	
Criteria No:	Defect	Upper	Lower	Upper	Lower	Upper	Lower	Upper	Lower
1	Rut Depth (mm)	Max	8	Max	10	NA	NA	NA	NA
2	Rut Depth %>10mm	NA	NA	NA	NA	100%	40%	100%	50%
3	LPV (3m) (mm ²)	Max	10	Max	10	NA	NA	NA	NA
4	LPV (3m) (mm ²) (%>10mm ²)	NA	NA	NA	NA	100%	40%	100%	50%
5	Cracking (>4)	100%	30%	100%	40%	NA	NA	NA	NA

	Resurfacing	A Roads		B Roads		C Roads		U Roads	
Criteria No:	Defect	Upper	Lower	Upper	Lower	Upper	Lower	Upper	Lower
1	Rut Depth (mm)	8	4	10	7	NA	NA	NA	NA
2	Rut Depth %>8mm	NA	NA	NA	NA	100%	40%	100%	50%
3	LPV (3m) (mm ²)	10	6	10	8	NA	NA	NA	NA
4	LPV (3m) (mm ²) (%>8mm ²)	NA	NA	NA	NA	100%	40%	100%	50%
5	Cracking (>4)	30%	10%	40%	20%	100%	40%	100%	40%

	Surface Dressing	A Roads		B Roads		C Roads		U Roads	
Criteria No:	Defect	Upper	Lower	Upper	Lower	Upper	Lower	Upper	Lower
1	Texture Depth (mm)	0.5	0	0.5	0	0.5	0	0.3	0
2	High Texture (mm)		1.5		1.5		1.5		1.5
3	Rutting / LPV (3m)	NA	NA	NA	NA	NA	NA	25%	0%
4	Cracking (>1)	100%	50%	100%	50%	100%	20%	100%	20%

Proposed Capital Carriageway Programme

April 2017 – March 2018

Strengthening

Street	Location	Ward Number	Ward	Classification	Surfacing Method	Defect Category	Area (sqm)	Road Type Weighting	Bus use	Cycle use
Telford Road	Telford Drive To Western General Hospital	5	Inverleith	A Urban	Strengthening	Red	1,686	1.80	1.10	1.05
Captain's Road	Burdiehouse Road To Southhouse Road	16	Liberton/Gilmerton	B Urban	Strengthening	Red	862	1.60	1.25	1.00
Captain's Road	Lasswade Road to Lasswade Grove	16	Liberton/Gilmerton	B Urban	Strengthening	Amber 2	816	1.60	1.10	1.00
Charlotte Square	North Charlotte Street To George Street	11	City Centre	C Urban	Strengthening	Red	470	1.80	1.10	1.00
Park Road	Derby Street To o/side No.40 Park Road	4	Forth	U Urban	Strengthening	Red	1,180	1.00	1.00	1.00
Camus Avenue	Camus Road West To Camus Road East	8	Colinton/Fairmilehead	U Urban	Strengthening	Red	701	1.00	1.00	1.00
Craigmillar Castle Avenue	Niddrie Mains Road To Niddrie Mains Road	17	Portobello/Craigmillar	U Urban	Strengthening	Red	175	1.00	1.00	1.00
Glenogle Road	Dunrobin Place To Teviotdale Place	5	Inverleith	U Urban	Strengthening	Red	231	1.00	1.00	1.00
Learmonth Park	Learmonth Crescent To Learmonth Grove	5	Inverleith	U Urban	Strengthening	Red	717	1.00	1.00	1.00
Mid Liberton	From east side of bridge, south to o/s No.16	15	Southside/Newington	U Urban	Strengthening	Red	183	1.00	1.00	1.00
Station Terrace	High Street To Wellflats Road	1	Almond	U Urban	Strengthening	Red	223	1.00	1.00	1.00
Westbank Street	Hillcoat Place To Great Cannon Bank	17	Portobello/Craigmillar	U Urban	Strengthening	Red	311	1.00	1.00	1.00
Buckstone Gate	Buckstone Road To Buckstone Loan East	8	Colinton/Fairmilehead	U Urban	Strengthening	Red	406	1.00	1.00	1.00
Craigmount Avenue North	Craigmount Court To Drum Brae North	3	Drum Brae / Gyle	U Urban	Strengthening	Red	343	1.00	1.00	1.00
Greenbank Drive	Littlejohn Avenue To Littlejohn Road	10	Meadows/Morningside	U Urban	Strengthening	Red	1,506	1.30	1.10	1.00
East Montgomery Place	Montgomery Street To Brunswick Road	12	Leith Walk	U Urban	Strengthening	Red	717	1.00	1.00	1.00
Parkhead Drive	Parkhead Loan To Parkhead Crescent	7	Sighthill/Gorgie	U Urban	Strengthening	Red	677	1.60	1.00	1.00

Resurfacing

Street	Location	Ward Number	Ward	Classification	Surfacing Method	Defect Category	Area (sqm)	Road Type Weighting	Bus use	Cycle use
Portland Place	Lindsay Road To North Junction Street	13	Leith	A Urban	Resurfacing	Amber 1	2,441	1.80	1.25	1.00
Corstorphine Road	Riversdale Crescent To Western Terrace	6	Costorphine/Murrayf'd	A Urban	Resurfacing	Amber 1	1,214	1.80	1.25	1.00
Commercial Street	North Junction Street To North Leith Mill	13	Leith	A Urban	Resurfacing	Amber 1	2,488	1.80	1.25	1.00
Niddrie Mains Road	East side of bus turning circle west To Niddrie Marischal Road	17	Portobello/Craigmillar	A Urban	Resurfacing	Amber 1	672	1.60	1.10	1.00
Duddingston Crescent	Duddingston Park to Park Avenue	17	Portobello/Craigmillar	A Urban	Resurfacing	Amber 1	920	1.80	1.10	1.05
Gorgie Road	Balgreen Road To Balggreen Road	9	Fountainbridge/C'hart	A Urban	Resurfacing	Amber 1	790	1.80	1.25	1.00
Liberton Gardens	Liberton Place To Liberton Drive	16	Liberton/Gilmerton	A Urban	Resurfacing	Amber 1	1,780	1.60	1.10	1.00
Great Junction Street	Bangor Road To Ballantyne Road	13	Leith	A Urban	Resurfacing	Amber 2	1,273	1.60	1.25	1.00
Lanark Road West	Kirkgate To Riccarton Mains Road	2	Pentland Hills	A Urban	Resurfacing	Amber 2	790	1.80	1.10	1.00
Newington Road	West Preston Street To West Newington Place	15	Southside/Newington	A Urban	Resurfacing	Amber 2	1,332	1.80	1.50	1.00
Niddrie Mains Road	Craigmillar Castle Loan To Peffermill Road	17	Portobello/Craigmillar	A Urban	Resurfacing	Amber 2	2,181	1.80	1.25	1.00
Maybury Road	South Maybury northwards for approx 319m or thereby	3	Drum Brae / Gyle	A Urban	Resurfacing	Amber 2	3,749	1.80	1.10	1.05
Niddrie Mains Road	Wauchhope Terrace to Niddrie Marischal Road	17	Portobello/Craigmillar	A Urban	Resurfacing	Amber 2	5,919	1.80	1.10	1.00
Lower Granton Road	From btw no.s 35-36 east to No.18	4	Forth	A Urban	Resurfacing	Amber 2	1,474	1.80	1.10	1.05
Calder Road	East of Addiston Lodge.	2	Pentland Hills	A Rural	Resurfacing	Amber 1	3,714	1.60	1.25	1.00
Calder Road	West of Curriehill Road	2	Pentland Hills	A Rural	Resurfacing	Amber 2	3,618	1.60	1.25	1.00
Newliston Road	Lochend Road To M9T	1	Almond	B Urban	Resurfacing	Amber 2	5,000	1.60	1.00	1.00
B800 Kirkliston to Queensferry	M9 link roundabout to Milton Farm road	1	Almond	B Rural	Resurfacing	Amber 2	9,680	1.80	1.10	1.00
Crewe Road South	Comely Bank Roundabout to West Woods	5	Inverleith	C Urban	Resurfacing	Amber 1	5,189	1.60	1.25	1.00
Belford Road	No.2 Ravelston Pk To Ravelston Dykes	5	Inverleith	U Urban	Resurfacing	Amber 1	175	1.60	1.10	1.00

Street	Location	Ward Number	Ward	Classification	Surfacing Method	Defect Category	Area (sqm)	Road Type Weighting	Bus use	Cycle use
Oxgangs Avenue	Oxgangs Crescent To btw No.s40-42 Oxgangs Avenue	8	Colinton/Fairmilehead	U Urban	Resurfacing	Amber 1	438	1.60	1.10	1.00
Eglington Crescent	Glencairn Crescent To Coates Gardens	11	City Centre	U Urban	Resurfacing	Amber 1	143	1.00	1.00	1.05
Fishwives Causeway	junction o/s SPE networks entrance west to end of c/w	14	Craigtinny/Dudd'n	U Urban	Resurfacing	Amber 1	167	1.00	1.00	1.05
Whitehouse Loan	Strathearn Place To Greenhill Terrace	10	Meadows/Morningside	U Urban	Resurfacing	Amber 1	1,769	1.30	1.00	1.05
Rutland Square	Btw No.s14-15 To btw No.s 19-20	11	City Centre	U Urban	Resurfacing	Amber 1	335	1.00	1.00	1.05
Harewood Drive	Niddrie Mains Road To Niddrie Mains Road	17	Portobello/Craigmillar	U Urban	Resurfacing	Amber 1	215	1.00	1.00	1.00
Millar Crescent	Morningside Terrace To Millar Place	10	Meadows/Morningside	U Urban	Resurfacing	Amber 1	725	1.00	1.00	1.05
Fountainhall Road	Findhorn Place To Ratcliffe Terrace	15	Southside/Newington	U Urban	Resurfacing	Amber 1	932	1.00	1.00	1.05
Dick Place	Mansionhouse Road To Wyvern Park	15	Southside/Newington	U Urban	Resurfacing	Amber 1	2,000	1.00	1.00	1.00
St Margaret's Road	Greenhill Place To Whitehouse Loan	10	Meadows/Morningside	U Urban	Resurfacing	Amber 1	1,164	1.00	1.00	1.00
Greenbank Road	Greenbank Park To Greenbank Gardens	10	Meadows/Morningside	U Urban	Resurfacing	Amber 1	717	1.00	1.00	1.05
Elliot Place	Craiglockhart Road To Colinton Road	9	Fountainbridge/C'hart	U Urban	Resurfacing	Amber 1	1,219	1.00	1.00	1.05
Greenend Grove	Greenend Gardens To No. 17 Greenend Grove	16	Liberton/Gilmerton	U Urban	Resurfacing	Amber 1	438	1.00	1.00	1.00
Greenbank Road	Greenbank Crescent To Greenbank Rise	10	Meadows/Morningside	U Urban	Resurfacing	Amber 1	662	1.00	1.00	1.05
Silverknowes Avenue	Silverknowes Loan To Silverknowes Terrace	1	Almond	U Urban	Resurfacing	Amber 1	630	1.00	1.00	1.00
Greenbank Road	Greenbank Gardens To Greenbank Lane	10	Meadows/Morningside	U Urban	Resurfacing	Amber 1	2,048	1.00	1.00	1.05
Ettrick Road	Polwarth Terrace To Spylaw Road	10	Meadows/Morningside	U Urban	Resurfacing	Amber 1	2,423	1.00	1.00	1.00
Humbie Farm rd	Gillerhill south to point where road bends east at Swineburn	1	Almond	U Rural	Resurfacing	Amber 1	3,746	1.00	1.00	1.00

Surface Treatment

Street	Location	Ward Number	Ward	Classification	Surfacing Method	Defect Category	Area (sqm)	Road Type Weighting	Bus use	Cycle use
Eastfield Road	From north side of Roundabout just north of the P & R	1	Almond	C Urban	Surface Treatment	Amber 2	316	1.30	1.25	1.00
Eastfield Road	south side of roundabout (by Airport Hilton Hotel)	1	Almond	C Urban	Surface Treatment	Amber 2	380	1.30	1.25	1.00
Eastfield Road	roundabout at Hilton, bellmouth on Chauffeur Drive	1	Almond	C Urban	Surface Treatment	Amber 2	1,003	1.30	1.25	1.00
Stevenson Drive	Whitson Terrace To Balgreen Road	7	Sighthill/Gorgie	C Urban	Surface Treatment	Amber 2	1,347	1.80	1.25	1.00
West Granton Road	Granton Mains Avenue To Granton Mains East	4	Forth	C Urban	Surface Treatment	Amber 2	1,437	1.60	1.25	1.00
Duddingston Road West	Meadowfield Avenue To Meadowfield Gardens	14	Craigtinny/Dudd'n	C Urban	Surface Treatment	Amber 2	3,381	1.60	1.10	1.00
Colinton Road	Craiglockhart Road To roundabout at Oxcgangs Rd North	9	Fountainbridge/C'hart	C Urban	Surface Treatment	Amber 2	904	1.60	1.25	1.00
Ladywell Road	Ladywell Avenue To Featherhall Avenue	6	Costorphine/Murray'd	C Urban	Surface Treatment	Amber 2	289	1.60	1.10	1.05
Stevenson Road	Westfield Court To Westfield Avenue	7	Sighthill/Gorgie	C Urban	Surface Treatment	Amber 2	1,139	1.80	1.25	1.00
Brandon Street	Brandon Street To Brandon Street	5	Inverleith	C Urban	Surface Treatment	Amber 2	271	1.80	1.10	1.00
Stenhouse Drive	No.s10-18 west to No.s111-119	7	Sighthill/Gorgie	C Urban	Surface Treatment	Amber 2	1,220	1.60	1.25	1.05
West Granton Road	Granton Medway To Granton Park Avenue	4	Forth	C Urban	Surface Treatment	Amber 2	1,157	1.60	1.10	1.00
Curriehill Road	Forth View Crescent To 317580668334	2	Pentland Hills	C Urban	Surface Treatment	Amber 2	3,779	1.30	1.00	1.00
Ransfield Road	East side of entrance to Ratho Park Golf Club west East side of entrance to Ratho Park Golf Club west for approx 556m or thereby	2	Pentland Hills	C Rural	Surface Treatment	Amber 2	5,017	1.00	1.00	1.00
Ransfield Road	From east side of Ransfield Cottages east for approx 862m or thereby	2	Pentland Hills	C Rural	Surface Treatment	Amber 2	7,792	1.00	1.00	1.00
Bankhead Place	Bankhead Loan To Calder Road (SR Bankhead Ave-Bank	7	Sighthill/Gorgie	U Urban	Surface Treatment	Amber 2	845	1.60	1.00	1.00
Broomhouse Avenue	Broomhouse Street North To Broomhouse Road	7	Sighthill/Gorgie	U Urban	Surface Treatment	Amber 2	853	1.60	1.10	1.00
Bankhead Drive	Bankhead Way to Bankhead Crossway South and Bankhead Terrace to Bankhead Crossway North	7	Sighthill/Gorgie	U Urban	Surface Treatment	Amber 2	3,284	1.60	1.00	1.00
Clackmae Road	Leadervale Road To Kedslie Road	16	Liberton/Gilmerton	U Urban	Surface Treatment	Amber 2	3,331	1.30	1.00	1.00
Craigtinny Avenue	Seafield Road south to junction on south side of Arnold Clark service centre	14	Craigtinny/Dudd'n	U Urban	Surface Treatment	Amber 2	1,785	1.30	1.00	1.00
Craigs Road	Craigs Drive To North Gyle Road	3	Drum Brae / Gyle	U Urban	Surface Treatment	Amber 2	1,714	1.30	1.00	1.00

Street	Location	Ward Number	Ward	Classification	Surfacing Method	Defect Category	Area (sqm)	Road Type Weighting	Bus use	Cycle use
Bankhead Broadway	Bankhead C/way North To Bankhead Drive	7	Sighthill/Gorgie	U Urban	Surface Treatment	Amber 2	662	1.00	1.00	1.00
Dovecot Road	Saughton Road North To Ladywell Avenue	6	Costorphine/Murrayf'd	U Urban	Surface Treatment	Amber 2	4,152	1.30	1.00	1.00
Drum Brae Drive	Cul de sac at no 110 to Clermiston Gardens	3	Drum Brae / Gyle	U Urban	Surface Treatment	Amber 2	1,674	1.30	1.00	1.00
Baberton Mains Loan	Baberton Mains Court To Baberton Crescent Link	2	Pentland Hills	U Urban	Surface Treatment	Amber 2	1,801	1.00	1.00	1.05
East Caiystane Road	Caiystane Avenue To Caiystane Crescent	8	Colinton/Fairmilehead	U Urban	Surface Treatment	Amber 2	1,865	1.60	1.00	1.00
Echline Rigg	Branch south from loop road to end of cul-de-sac	1	Almond	U Urban	Surface Treatment	Amber 2	988	1.00	1.00	1.00
Fairmile Avenue	Caiystane Avenue To Oxfangs Road	8	Colinton/Fairmilehead	U Urban	Surface Treatment	Amber 2	1,626	1.00	1.10	1.00
Forthview Terrace	Telford Road To Queen's Avenue	5	Inverleith	U Urban	Surface Treatment	Amber 2	2,240	1.30	1.10	1.00
Gogarloch Road	From north side of roundabout on South Gyle Broadway north-east for approx 34m	3	Drum Brae / Gyle	U Urban	Surface Treatment	Amber 2	2,511	1.00	1.00	1.00
Gordon Loan	Old Kirk Road To Gordon Road	6	Costorphine/Murrayf'd	U Urban	Surface Treatment	Amber 2	534	1.00	1.00	1.00
Gracemount Drive	From No.94 to No.74	16	Liberton/Gilmerton	U Urban	Surface Treatment	Amber 2	1,219	1.60	1.00	1.05
Harrison Road	O/s No.5 Harrison Road To Harrison Gardens	9	Fountainbridge/C'hart	U Urban	Surface Treatment	Amber 2	1,833	1.00	1.10	1.00
Hay Avenue	South side of most southerly Roundabout To Niddrie Mains Road	17	Portobello/Craigmillar	U Urban	Surface Treatment	Amber 2	1,554	1.30	1.00	1.00
Hillwood Rise	Hillwood Terrace To Hillwood Crescent	1	Almond	U Urban	Surface Treatment	Amber 2	1,379	1.00	1.00	1.00
Keith Crescent	Craigcrook Gardens To Jeffrey Avenue	5	Inverleith	U Urban	Surface Treatment	Amber 2	1,371	1.00	1.00	1.00
Dovecot Park	Lanark Road To end of cul de sac	2	Pentland Hills	U Urban	Surface Treatment	Amber 2	2,447	1.00	1.00	1.00
Kingsknowe Terrace	Kingsknowe Gardens To Kingsknowe Avenue	2	Pentland Hills	U Urban	Surface Treatment	Amber 2	550	1.00	1.00	1.00
Leadervale Road	Clackmae Grove To Clackmae Road	16	Liberton/Gilmerton	U Urban	Surface Treatment	Amber 2	383	1.00	1.00	1.00
Learmonth Place	Learmonth Gardens To Learmonth Gardens Lane	5	Inverleith	U Urban	Surface Treatment	Amber 2	2,614	1.30	1.00	1.00
Camus Avenue	East Camus Place To Camus Park	8	Colinton/Fairmilehead	U Urban	Surface Treatment	Amber 2	1,849	1.00	1.00	1.00
Lochend Road	From approx 45 west of the cycle track overpass, west then south to Glasgow Road	1	Almond	U Urban	Surface Treatment	Amber 2	454	1.00	1.00	1.00
Macdowall Road	Savile Place To Langton Road	15	Southside/Newington	U Urban	Surface Treatment	Amber 2	885	1.00	1.00	1.00
Granton Park Avenue	West Granton Road to approx 10m west of gable end of No.35	4	Forth	U Urban	Surface Treatment	Amber 2	2,853	1.30	1.00	1.05
Mortonhall Park Drive	Mortonhall Park Gardens To Mortonhall Park Bank	16	Liberton/Gilmerton	U Urban	Surface Treatment	Amber 2	1,626	1.00	1.00	1.00
Forthview Road	Forthview Terrace To Seaforth Drive	5	Inverleith	U Urban	Surface Treatment	Amber 2	311	1.00	1.10	1.00
Muirhouse Parkway	Opposite No.39 Salvesen Crescent To opposite No.54 Salvesen Crescent	4	Forth	U Urban	Surface Treatment	Amber 2	813	1.00	1.00	1.00
Murrayburn Road	Wester Hailes Road To east side of No.10 Westside Plaza(council bldg)	7	Sighthill/Gorgie	U Urban	Surface Treatment	Amber 2	662	1.00	1.10	1.00

Street	Location	Ward Number	Ward	Classification	Surfacing Method	Defect Category	Area (sqm)	Road Type Weighting	Bus use	Cycle use
Murrayburn Road	Hailesland Road To Murrayburn Gardens	7	Sighthill/Gorgie	U Urban	Surface Treatment	Amber 2	1,427	1.00	1.10	1.00
Murrayfield Road	Campbell Avenue To Kinellan Gardens	7	Sighthill/Gorgie	U Urban	Surface Treatment	Amber 2	749	1.60	1.00	1.05
Murrayburn Road	Murrayburn Drive To Hailesland Road	7	Sighthill/Gorgie	U Urban	Surface Treatment	Amber 2	614	1.00	1.10	1.00
Nantwich Drive	Craightinny Road to Fillyside Terrace	14	Craightinny/Dudd'n	U Urban	Surface Treatment	Amber 2	4,758	1.00	1.10	1.00
Nantwich Drive	Craightinny Road To Stapeley Avenue	14	Craightinny/Dudd'n	U Urban	Surface Treatment	Amber 2	1,251	1.00	1.00	1.00
New Mart Road	New Market Road To the Risk Factory	9	Fountainbridge/C'hart	U Urban	Surface Treatment	Amber 2	4,268	1.00	1.00	1.00
Newbattle Terrace	Eden Terrace To Canaan Lane	10	Meadows/Morningside	U Urban	Surface Treatment	Amber 2	909	1.60	1.00	1.00
Niddrie Marischal Place	Niddrie Marischal Gardens north-east to east side of No.37 Niddrie Marischal Place	17	Portobello/Craigmillar	U Urban	Surface Treatment	Amber 2	813	1.00	1.10	1.00
Cramond Road South	Cramond Road South To Cramond Road North	1	Almond	U Urban	Surface Treatment	Amber 2	1,626	1.00	1.00	1.00
Cumnor Crescent	Rutherford Drive To Tressilian Gardens	16	Liberton/Gilmerton	U Urban	Surface Treatment	Amber 2	422	1.00	1.00	1.00
Northfield Circus	From btw No.s1-20 around circus returning to No.s1-20	14	Craightinny/Dudd'n	U Urban	Surface Treatment	Amber 2	6,169	1.60	1.10	1.00
Orchard Brae Gardens West	Orchard Place To Orchard Brae Avenue	5	Inverleith	U Urban	Surface Treatment	Amber 2	2,614	1.00	1.10	1.05
Oswald Road	Kilgraston Road to Blackford Avenue	15	Southside/Newington	U Urban	Surface Treatment	Amber 2	972	1.00	1.00	1.00
Overton Farm Road	From the east-west leg of Overton Farm Rd north To B9080(Stirling Road)	1	Almond	U Urban	Surface Treatment	Amber 2	725	1.00	1.00	1.00
Oxgangs Avenue	Greenbank Crescent To Oxgangs Crescent	8	Colinton/Fairmilehead	U Urban	Surface Treatment	Amber 2	1,753	1.30	1.10	1.00
Parkside Terrace	Dalkeith Road to junction between No.s16-20 Parkside Terrace	15	Southside/Newington	U Urban	Surface Treatment	Amber 2	622	1.00	1.00	1.00
Pentland Avenue	Pentland Road To Gillespie Road	8	Colinton/Fairmilehead	U Urban	Surface Treatment	Amber 2	677	1.00	1.00	1.00
Pentland View	Colmestone Gate To Pentland Drive	8	Colinton/Fairmilehead	U Urban	Surface Treatment	Amber 2	335	1.00	1.00	1.00
Piersfield Grove	From No.7-9 Piersfield Grove east to end of cul-de-sac	14	Craightinny/Dudd'n	U Urban	Surface Treatment	Amber 2	438	1.30	1.00	1.00
Pirniefield Place	Prospect Bank Place To Prospect Bank Road	13	Leith	U Urban	Surface Treatment	Amber 2	853	1.30	1.00	1.00
Potterrow	Marshall Street northwards for approx 95m	15	Southside/Newington	U Urban	Surface Treatment	Amber 2	1,028	1.60	1.00	1.00
Queen Anne Drive	Harvest Drive north west to entrance of Low Cost Airport Parking.com	1	Almond	U Urban	Surface Treatment	Amber 2	662	1.00	1.00	1.00
Leven Terrace	Glengyle Terrace To Brougham Place	10	Meadows/Morningside	U Urban	Surface Treatment	Amber 2	1,490	1.00	1.00	1.00
Ravelston Dykes Road	Murrayfield Road To entrance to Mary Erskine School	6	Costorphine/Murrayf'd	U Urban	Surface Treatment	Amber 2	1,116	1.00	1.00	1.00
Blackford Hill Grove	Blackford Hill Rise To No 27 Blackford Hill Grove (end of cul de sac)	15	Southside/Newington	U Urban	Surface Treatment	Amber 2	1,124	1.00	1.00	1.00
Redford Avenue	From Redford Road link to Redford Crescent	8	Colinton/Fairmilehead	U Urban	Surface Treatment	Amber 2	5,324	1.00	1.00	1.00
Restalrig Road	Restalrig Park to Prospect Bank Road and Marionville Road to Restalrig Gardens	13 & 14	Leith & Craightinny/Dudd'n	U Urban	Surface Treatment	Amber 2	2,040	1.00	1.00	1.00

Street	Location	Ward Number	Ward	Classification	Surfacing Method	Defect Category	Area (sqm)	Road Type Weighting	Bus use	Cycle use
Restalrig Square	From No.2 round square returning to No.2	14	Craigentiny/Dudd'n	U Urban	Surface Treatment	Amber 2	797	1.00	1.00	1.00
Ross Gardens	Savile Place To Ross Place	15	Southside/Newington	U Urban	Surface Treatment	Amber 2	1,841	1.00	1.00	1.00
Rossie Place	Alva Place To Norton Park	12	Leith Walk	U Urban	Surface Treatment	Amber 2	1,036	1.30	1.00	1.00
Russell Road	South end of railway bridge to sorting office corner and Roseburn Maltings to Roseburn Street	6	Costorphine/Murrayf'd	U Urban	Surface Treatment	Amber 2	1,148	1.00	1.00	1.00
Saughton Crescent	Saughtonhall Drive to Beechmount Crescent and Saughton Grove to Saughton Loan	6	Costorphine/Murrayf'd	U Urban	Surface Treatment	Amber 2	6,288	1.00	1.00	1.00
Peniel Road	Council boundary under rail bridge to Overton Farm Road	1	Almond	U Rural	Surface Treatment	Amber 2	8,647	1.00	1.00	1.00

Setted Streets

Street	Scheme Location	Ward Number	Council Ward	M ²	Raw Score	Road Type Multiplier	Bus Use Multiplier	Cycle Use Multiplier	Prioritisation Score
Randolph Crescent & Great Stuart Street	Various Location	11	City Centre	2700	16	1.8	1.0	1.00	28.80

Proposed Capital Footway Programme

April 2017 – March 2018

Main Footways

Footway Schemes	Scheme Location	Ward Number	Council Ward	M ²	Raw Score	Usage Multiplier	Prioritisation Score
Whitehouse Loan	East side only - Grange Loan to Strathearn Road	15	Southside/Newington	802	15.50	1.6	24.80
Waverley Park	Both sides, West side full length, East side from No. 6 Waverley Park Terrace to No. 27 Waverley Park	11	City Centre	587	15.50	1.6	24.80
Cowgate	South side of road from No. 2 to Livingstone house	11	City Centre	658	13.50	1.8	24.30
Queen's Park Avenue	Considine Gdns to: Meadowbank on north side & to opp No.15 Queen's Park Ave on south side.	14	Craigentinny/Dudd'n	632	15.00	1.6	24.00
Calton Road Ph2	West side from St Ninian's row Jct to Opp Calton Hill Jct	11	City Centre	57	15.00	1.6	24.00
Watson Crescent	Both sides - whole road	9	Fountainbridge/C'hart	1,649	15.00	1.6	24.00
Boys Brigade Walk	Whole path	15	Southside/Newington	908	15.00	1.6	24.00
East Claremont Street	North-west side btw No.s 89-123 & south-east side Claremont Court to No.118	12	Leith Walk	852	15.00	1.6	24.00
Dundas Street	Both sides - Great King Street to Heriot Row	11	City Centre	1,269	15.00	1.6	24.00
Dean Bank Lane	Hamilton Place to No.27 west side & to No.2 Dean Bank Lane on east side	5	Inverleith	91	15.00	1.6	24.00
Balmoral Place 1-15	West side only	5	Inverleith	80	15.00	1.6	24.00
Bathfield	West side southwards from Lindsay Road.	13	Leith	91	15.00	1.6	24.00
North Junction Street	West side No. 21 Nth Junction St to No. 8 Portland Terr	13	Leith	716	15.00	1.6	24.00
Duncan Place Ph1	West side from Duke St to St Andrew Place & east side from St Andrew Place to John's Place	13	Leith	674	15.00	1.6	24.00
Stewart Terrace	North side - Sinclair Close north-east to Sinclair Gardens	7	Sighthill/Gorgie	190	15.00	1.6	24.00
Queensferry Road	South side from Drum Brae North, west to No.567	3	Drum Brae / Gyle	620	15.00	1.6	24.00
Springvalley Terrace	East side only - Springvalley Gdns to Cuddy Lane	10	Meadows/Morningside	337	15.00	1.6	24.00
Springvalley Gardens	Both sides - whole road	10	Meadows/Morningside	508	15.00	1.6	24.00
Stewart Terrace	East side - Gorgie Road south-east to Wardlaw Terrace	7	Sighthill/Gorgie	582	15.00	1.6	24.00
Dean Park Street	Dean Park Mews north to Dean Park Mews	5	Inverleith	645	15.00	1.6	24.00

Local Footways

Footway Schemes	Scheme Location	Ward Number	Council Ward	M ²	Raw Score	Usage Multiplier	Prioritisation Score
Milton Crescent & Milton Gdns Sth		17	Portobello/Craigmillar	1,538	17.00	1.2	20.40
Magdalene Gardens Ph2		17	Portobello/Craigmillar	628	17.00	1.2	20.40
Magdalene Avenue		17	Portobello/Craigmillar	434	17.00	1.2	20.40
Bryce Avenue		14	Craigentenny/Dudd'n	769	17.00	1.2	20.40
Northfield Grove		14	Craigentenny/Dudd'n	946	17.00	1.2	20.40
Craigmillar Castle Gardens		17	Portobello/Craigmillar	872	17.00	1.2	20.40
James Street		17	Portobello/Craigmillar	758	17.00	1.2	20.40
Pilton Place		4	Forth	885	17.00	1.2	20.40
Crewe Place & Loan		4	Forth	428	17.00	1.2	20.40
Crewe Road North		4	Forth	922	17.00	1.2	20.40
Stanley Road		4	Forth	502	17.00	1.2	20.40
Pilton Drive Ph1		4	Forth	1,520	17.00	1.2	20.40
Bangholm Bower Avenue		4	Forth	278	17.00	1.2	20.40
Craigleith Drive		5	Inverleith	875	17.00	1.2	20.40
Easter Drylaw Grove		5	Inverleith	263	17.00	1.2	20.40
Ravelston Park		5	Inverleith	1,296	17.00	1.2	20.40
Gardiner Road		5	Inverleith	1,252	17.00	1.2	20.40
Drylaw Crescent		5	Inverleith	1,496	17.00	1.2	20.40
Pilton Drive		4	Forth	1,412	17.00	1.2	20.40
Pilton Loan		4	Forth	215	17.00	1.2	20.40
Davidson Park		5	Inverleith	256	17.00	1.2	20.40
Dudley Avenue & Dudley Ave Sth		4	Forth	1216	17.00	1.2	20.40
Queensferry Road		5	Inverleith	756	17.00	1.2	20.40
Crewe Grove		4	Forth	224	17.00	1.2	20.40
Muirhouse Green		4	Forth	226	17.00	1.2	20.40
Muirhouse Bank		4	Forth	593	17.00	1.2	20.40
Craigleith Hill Avenue		5	Inverleith	2,666	17.00	1.2	20.40
MacDowell Road		15	Southside/Newington	631	17.00	1.2	20.40

Footway Schemes	Scheme Location	Ward Number	Council Ward	M²	Raw Score	Usage Multiplier	Prioritisation Score
Ellen's Glen Road Ph2		16	Liberton/Gilmerton	536	17.00	1.2	20.40
Glenallan Drive		16	Liberton/Gilmerton	304	17.00	1.2	20.40
Greenbank Row -footway		10	Meadows/Morningside	344	17.00	1.2	20.40
Morningside Drive		10	Meadows/Morningside	717	17.00	1.2	20.40
Comiston Road		10	Meadows/Morningside	816	17.00	1.2	20.40
Dolphin Road		2	Pentland Hills	1,812	17.00	1.2	20.40

Proposed Capital Street Lighting Programme

April 2017 – March 2018

Area	Location	Comments
City Wide	Various ancillary works	Revenue Column/Lantern replacements transferred to Capital
West	South Queensferry - replacement of 5th core cable	Commitment to local Councillor due to Scottish Power faults
City Centre	Royal Mile Closes	General improvement scheme linked to obsolete equipment.
City Wide	Wall bracket pull test	Inspection scheme linked to Health & Safety
City Centre	P109 Conservation lanterns, phased renewal	General improvement scheme linked to obsolete equipment.
City Wide	Parks Lighting, various upgrades	General improvement scheme linked to obsolete equipment.
City Centre	City Centre Lanes	General improvement scheme linked to obsolete equipment.
City Wide	Illuminated traffic islands	General improvement scheme linked to obsolete equipment.
City Wide	Replacement of Test Failed Columns	Test failed columns.

Proposed Bridges Budget Allocation & Programme

April 2017 – March 2018

Structure Name	Work Required
ST MARKS BRIDGE	Bearing replacement, grouting of post-tensioned tendons, deck waterproofing and structural repairs to bridge deck.
WESTER COATES WALKWAY	Replace structure.
BELLS MILL FOOTBRIDGE	Refurbishment of steelwork structure.
WOODHALL MILL BRIDGE	Refurbishment of steelwork structure
MARKET STREET BRIDGE	Refurbishment and strengthening of steel and concrete structure.
GLASGOW ROAD BRIDGE	Structural strengthening of concrete structure.
GORGIE ROAD BRIDGE	Deck waterproofing and refurbishment of concrete structure.

Transport and Environment Committee

10.00am, Tuesday, 17 January 2017

Setted Streets Progress Report

Item number	7.3
Report number	
Executive/routine	
Wards	All

Executive Summary

Further work has been undertaken on the settled streets review in response to the agreed actions approved at the Transport and Environment Committee on the [15 March 2016](#). An assessment of the cultural and economic value of settled streets has been prepared that will guide the Council in the conservation, enhancement and management of settled streets in Edinburgh. Principles have been prepared that outline how the Council will protect settled streets. These assessments and principles will be incorporated into the Edinburgh Street Design Guidance Fact Sheet for setts.

Detail is provided on the progress of the actions to improve in-house maintenance skills; review the funding arrangements and frameworks contracts.

Links

Coalition Pledges	P27 , P31 , P40
Council Priorities	CP6 , CP9 , CP12 , CP13
Single Outcome Agreement	SO4

Setted Streets Progress Report

1. Recommendations

- 1.1 It is recommended that the Transport and Environment Committee:
- 1.1.1 notes the content of this report highlighting further information on the agreed actions;
 - 1.1.2 approves the principles for setted streets which proposes that all setted streets within the World Heritage Site, Conservation Areas and setted streets in other parts of the city, where they contribute to the historic identity and character of the place, will be protected;
 - 1.1.3 notes that the principles will be incorporated into the Edinburgh Street Design Guidance Fact Sheet for setted streets; and
 - 1.1.4 refers this report to the Planning Committee, for information.

2. Background

- 2.1 An outline of the measures required to conserve, enhance and maintain setted streets in Edinburgh was presented to Transport and Environment Committee on 15 March 2016.
- 2.2 Committee agreed that the following actions would be reviewed and developed into a strategy for setted streets:
- Raise awareness of the cultural and economic value of the condition of setted streets;
 - Prepare and compile an up to date survey of the condition of setted streets and review the traffic use on setted streets to assess where changes would help the long term management;
 - Establish a range of specifications for the repair and maintenance of setted streets, including laying of setts, jointing and re-using or re-facing setts to improve the walking surface, for example;
 - Improve in-house maintenance skills, drawing on Edinburgh World Heritage (EWH) and Capital Skills Programmes, to enable repairs to be tackled at an early stage and avoid significant comprehensive repairs', review current budgets and funding and work with partners to build up additional funding and resource for maintenance; and

- Review the Framework contracts to ensure that a consistent specification is used for repairs and consider increasing the maintenance liability period to ensure better quality results.
- 2.3 The report was referred to Planning Committee on the 19 May 2016.
- 2.4 The Planning Committee asked for a future report to be submitted that would include information on the sustainability of setted streets. This was to include the different techniques used to lay setts, the skills required and the costs associated with maintenance.
- 2.5 Further work has been undertaken by Planning and Transport staff in relation to these strands of work to develop a draft strategy for setted streets. Details of progress against the actions are outlined below.

3. Main report

Cultural and Economic Value

- 3.1 A further review has been undertaken to establish the contribution made by setted streets to the cultural and economic value of Edinburgh. The value is recognised by assessing :
- historical associations;
 - the role they have in understanding the cultural heritage of Edinburgh;
 - their contribution to the character and authenticity of an area;
 - public opinion;
 - their contribution to the state of repair of protected places, as part of national and local identity;
 - the use of local stone;
 - the contribution of new setts.
- Details of these assessments have been presented in Appendix 1.
- 3.2 Stone setts have significant historic importance as they have been part of Edinburgh's character since the end of the eighteenth century. Setted Streets, much like stone paved footways and other stone street details are all intrinsic features that are unique to the character of Edinburgh's built environment and public realm.
- 3.3 In the context of this tradition, a series of recommendations have been drawn together. These recommendations set out a series of principles for setts which propose that retaining setts and introducing new stone setts is prioritised in areas that are recognised for their historic importance. These protected streets include those that are within the World Heritage Site and Conservation Areas. Setted Streets that provide an integral part of the setting of a listed building, or are integral to the identity of the townscape arrangement in other parts of the city, will also be

protected. These sites will be judged on their own merit. Recommendations also outline details relating to the ongoing maintenance of setted streets.

Condition and Traffic Management

- 3.4 Overall, setted streets provide value to the city's streetscape in a similar way as stone buildings do to the townscape. Like stone buildings, setted streets perform better if correctly maintained.
- 3.5 The greatest threat to the integrity of setted streets comes from HGVs and heavy axle vehicles. However, only a small percentage of the setted streets in Edinburgh carry significant flows of such vehicles.
- 3.6 Maintenance of setted streets, and the investment required, is affected by the loading of traffic on setted streets. Further details have been prepared that provide a better understanding of the number of streets affected by traffic loading.
- 3.7 The volume of traffic on Edinburgh's roads is calculated in million standard axles (MSA). Table 1 shows how these roads are categorised.

Table 1

Type	MSA
Special	Over 30
Type 1	10 - 30
Type 2	2.5 - 10
Type 3	0.5 – 2.5
Type 4	Up to 0.5

- 3.8 In addition to the MSA, the volume of buses on each road is assessed. Table 2 shows how this is calculated.

Table 2

Bus Use	No. Buses per Hour
High	>50
Medium	>15-<50
Low	<15

- 3.9 The rate at which setted streets deteriorate can be related to the numbers of MSAs and the associated bus use. Maintenance costs will also be greater on high use setted streets due to their accelerated rate of deterioration. Appendix 2 shows the list of setted streets in Edinburgh with their associated Road Type and bus use.

- 3.10 Fourteen setted streets (2.8%) are defined as highest use carriageways. Thirty setted streets (6%) are on bus routes. None of the setted streets are on special high load routes with the largest volumes of traffic.
- 3.11 Improvements have already been made to several setted streets. These include Circus Place, which has high levels of traffic flow, and Howe Street which has a Type 2 volume of traffic. Both of these streets have low bus use and their repair will make them more robust to the impact of this loading. Rutland Street and Castle Hill have lower traffic use and currently do not service any buses. The investment in the repair and improvement of these setted streets amounted to over £750k. Queen Street Garden's West, which has high volumes of traffic but low bus use, has also been identified for renewal in 2017.
- 3.12 A review of vehicular use and traffic volumes on setted streets will be undertaken to establish if changes could be made to the network in order to reduce the loading capacity on these streets and slow the deterioration of the setts. As previously reported to committee.

Specifications for repair and maintenance

- 3.13 The specifications for construction and maintenance of settled streets will be developed in the Fact Sheet on Setted Streets that forms part of the Edinburgh Street Design Guidance.

Maintenance Skills

- 3.14 In-house maintenance skills will be reviewed and progressed once the specifications for maintenance and management of setted streets are in place.

Funding and budgets

- 3.15 The renewal of setted streets is currently funded 100% by the Infrastructure capital budget. Maintenance of existing setted streets, which includes reactive response to localised repairs and improvements, is committed from the Roads Revenue budget and managed by each of the four Localities. Details of the 2016/17 budget were contained in the Road, Footway and Bridges Investment Capital Programme report to Transport and Environment Committee on the [12 January 2016](#). The costs allocated to setted streets for 2017/18, and the schemes prioritised for investment, are presented to this Committee in the Road, Footway and Bridges Investment Capital Programme 2017/18 report.
- 3.16 Closer links between capital and revenue investment are being considered through the review and improvements that will be made to the Roads Asset Management Plan (RAMP). This review will take place in 2018/19 and will work towards improving in the funding and maintenance of roads and, in particular, setted streets.

Framework contracts

- 3.17 The Roads and Transport Framework contract will be renewed in October 2017. The tendering process is proposed to commence in February 2017. The new tender documents will provide the opportunity for the Council to set out revised

specifications and requirements for setted streets. The specifications and materials will be developed from the fact sheet on setts prepared as part of the Edinburgh Street Design Guidance.

- 3.18 Work undertaken by Statutory Undertakers and private developers is controlled under the new Roads and Street Works Act 1991 with the requirements set out in the *Specification for the Reinstatement of Openings for Roads*. The terms were last updated and revised in January 2015. Changes and addendums can be sought between formal reviews by writing to Transport Scotland. The Council will prepare additional requirements and specifications for reinstatement, in accordance with the terms being developed for the Framework tender, for a submission to Transport Scotland. There is no prescribed timeframe for consideration of addendums. As an additional measure, and as a suitable starting point towards improvements on the quality of maintenance, the Council can add setted streets to the Gazetteer of Streets with Special Engineering Difficulty (SAD). In making these additions, the Council can apply more onerous specification requirements and these would, again, be drawn up in line with the Framework contract specifications.

4. Measures of success

- 4.1 Addressing the actions will result in:
- Positive improvements against the World Heritage Site, Outstanding Universal Value indicators;
 - Improvements to data management;
 - Improvements in the quality and performance of maintenance operations;
 - Improved maintenance skills;
 - Reductions in wear and tear of the asset;
 - Increasing the available funding;
 - Improvements in quality and reductions in maintenance liability;
 - Residential amenity with a reduction in complaints as a result of noise; and
 - Improved pedestrian environment with more walkable surfaces.

5. Financial impact

- 5.1 The cost of renewals of setted streets is funded from the existing Road and Footway Capital Investment Programme. The level of investment in setted streets is being considered through the RAMP workstream.

6. Risk, policy, compliance and governance impact

- 6.1 The loss of setted assets, and the failure to maintain and enhance conservation areas, continues to be a risk for the Outstanding Universal Value of the World Heritage Site.
- 6.2 Improving the approach and mechanisms to the way the Council maintains setted streets would remove the risk of increasing costs resulting from increasing deterioration of the road asset.

7. Equalities impact

- 7.1 A review of setted street management and maintenance will have a positive impact on human rights through potential improvements to health, physical security, education and learning and could provide for productive and valued activities.
- 7.2 Improvements would also bring positive impacts to the elderly and those with disabilities from improved walking surfaces. The Council's Access Panel, and other user groups, will be consulted as part of the preparation of the Edinburgh Street Design Guidance.

8. Sustainability impact

- 8.1 The impacts in relation to the three elements of the Climate Change (Scotland) Act 2009 Public Bodies Duties have been considered below.
 - The update on actions in this report will help to reduce carbon emissions, for example, the project design will seek to reduce energy and use improved materials;
 - The proposals in this report will increase the city's resilience to climate change impacts by retaining original materials;
 - The proposals in this report will help achieve a sustainable Edinburgh because the design aims to improve setted streets for all users and deliver improvements to materials;
 - The proposals in this report will help achieve a sustainable Edinburgh as improvements in public realm are recognised as being key to economic wellbeing; and
 - The proposals in this report will assist in improving social justice by improving public space and access for all.

9. Consultation and engagement

- 9.1 The Council have, on an annual basis, sought public opinion on the quality of the built environment through the Environmental Quality Indicators Survey. Public

opinion has been collected from a series of consultations, including the development of planning policy for conservation areas, the World Heritage Site and the environmental quality indicator survey. The results of these consultations have informed the cultural context and public perception of the importance of setted streets.

10. Background reading/external references

- 10.1 *Scotland's Building Stone Industry: a review*. Minerals and Waste programme Commissioned Report [CR/16/026N](#) British Geological Survey 2016.

Paul Lawrence

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11. Links

Coalition pledges	<p>P27 - Seek to work in full partnership with Council staff and their representatives</p> <p>P31 - Maintain our city's reputation as the cultural capital of the world by continuing to support and invest in our cultural infrastructure</p> <p>P40 - Work with Edinburgh World Heritage Trust and other stakeholders to conserve the city's built heritage</p>
Council outcomes	<p>CP6 - A creative, cultural capital</p> <p>CP9 - An attractive city</p> <p>CP12 - A built environment to match our ambition</p> <p>CP13 - Transformation, Workforce, Citizen and partner engagement, Budget</p>
Single Outcome Agreement	<p>SO4- Edinburgh's communities are safer and have improved physical and social fabric</p>
Appendices	<p>Appendix 1- Setted Streets- Cultural Assessment and Principles</p> <p>Appendix 2 – Setted streets in Edinburgh with their associated Road Type and bus use and those that fall within Conservation Areas and World Heritage Site</p>

Appendix 1

Setted Streets

Cultural Assessment and Principles

1.0 Introduction

- 1.1 This document draws together knowledge about setted streets, the use of setts in Edinburgh and provides guidance on the conservation of historic setted streets and the application of new setted streets and surfaces in the 21st century.

2.0 Cultural context and Value

History

- 2.1 There is evidence of Edinburgh's streets being the "best paved streets with' bowther stones' that had ever been seen" from this quote in 1632. Edinburgh seemed to take steps to improve its roads in line with national priorities and the city was fortunate to have ready access to local stone. Records show that Regent Road and Regent Bridge were constructed with stone blocks created from sources of stone in Holyrood Park. These stone surfaces were preferred as they provided a robust and clean surface. An indication of how and when streets were setted can be established from the stone materials used to make the setts. Basalt from Holyrood and other local quarries and Dolerite was available from quarries at Ratho and Ravelrig etc.
- 2.2 As Edinburgh was fortunate to have good stone supplies it continued with setted street improvements to both new streets and by retrofitting older streets throughout the nineteenth century. Without this ready access to stone, trends elsewhere were for tarmac which was developed in the twentieth century and preferred to setts. Setts had become problematic with the increasing weight of vehicles, displacing the surfaces so that they became bumpy. Even with the introduction of mortar joints, the use of the reclaimed setts created some difficulties for modern transport.

Character and Authenticity

- 2.3 Where setts survive, much like the original sandstone flag paving, kerbs and channels, they have weathered and worn in varied and attractive ways that compliment the surrounding buildings. The setted carriageways and accesses that survive help to define the dimensions of the carriageways, contributing to the understanding of the hierarchy of design.
- 2.4 Edinburgh is seen as fortunate in having retained so much of its original buildings, streets and traditional features, resulting in a wealth of original natural stone materials.

Significance

- 2.5 Until the twentieth century streets were paved with natural stone. These natural materials are hard wearing and are now seen as more attractive than modern products.

- 2.6 Surviving historic surfaces make a significant contribution to the character and authenticity of an area, and can provide us with interesting historical information about the design, construction and development of the urban environment. Setted surfaces provide a very important part of the identity of the places and streets they survive.
- 2.7 In 1986 a policy of protection and retention of setted surfaces was established. A list of 387 setted streets was identified of which about 174 (nearly 50%) lay in the World Heritage Site.

World Heritage Site

- 2.8 At an international level the Old and New Towns of Edinburgh are recognised as a World Heritage Site (WHS). The quality of the public realm within the WHS is important in contributing to a quality built environment, particularly in a living city where the heritage site is so heavily used both by pedestrians, cyclists and vehicular traffic. Setted streets are especially significant for the World Heritage Site as they contribute to the outstanding universal values of the site, ‘an outstanding examplewhich illustrates significant stages in human history’.
- 2.9 Scheduled Ancient Monuments, Archaeology, Conservation areas, Listed Buildings and their state of repair are all an important part of national and local identity and therefore significant to the WHS. They contribute to our history and education, tourism, sustainability, local distinctiveness, place making and quality of life. It is a finite and non-renewable resource that contains unique information and reflects the lives of people who lived in Scotland over the past 10,000 years.
- 2.10 The Old and New Towns World Heritage Site Management Plan 2011-16 recognises the role the historic fabric of streets, including setts, add to their character and individuality. Their condition will have an impact on the state of conservation of the World Heritage Site which is monitored for UNESCO.

Conservation Areas

- 2.11 At a local level, the significance of features of conservation areas is described in the Conservation Area Character Appraisals. Conservation area management is guided by the need to understand the historic context of the area.

“Physical change in conservation areas does not necessarily need to replicate its surroundings. The challenge is to ensure that all new development respects, enhances and has a positive impact on the area. Physical and land use change in conservation areas should always be founded on a detailed understanding of the historic and urban design context.” From PAN 71, Conservation Area Management.

- 2.12 The Council’s review of conservation area character appraisals has included extensive consultation with local communities which has enabled a shared understanding of the historic significance of surviving materials. In the Grange, for example, Hope Terrace is one of the few streets which retain their original setted surface. There was strong opinion about the poor condition of many road and pavement surfaces; however there was agreement that surviving materials should be considered in situ. It was also recognised that conservation- appropriate new materials should be specified places where surfaces were inferior and in poor condition.
- 2.13 When consulted on a review of the Conservation Area Character Appraisal, the community in Queensferry were asked if there were any additional special characteristics or features that had been missed, issues relating to cobbled streets were referenced as the most common issue. In particular the good quality historic and more recent streetscape and boundary features were noted. Although the community acknowledged that the majority of the traditional, natural stone finishes of the High Street are the result of streetscape enhancement works of the 1990s, they considered that the general design and material palette reflect the historic character of the street and respond to its distinctive features. The Character Appraisal recommended “ *Historic surfacing materials, ironwork and detailing should always be retained and repaired where they survive. Lost features should be reinstated where there is evidence. Training and education in specification and maintenance of appropriate materials would assist in protecting these features in the longer term*”.

Setted Streets Elsewhere

- 2.14 Setted streets are often associated with specific listed buildings, areas of townscape that have remained unchanged, and areas that were originally sites of industry. Industrial areas have often retained setted streets where the buildings are long gone. The Canal is designated a Scheduled Monument. The setted surfaces form an integral part of the recognised industrial heritage, particularly in Fountainbridge, where it passes through old industrial areas. When the communities in the Colonies across the city were asked about their areas with a view to designating them as Conservation Areas, they highlighted the importance of setted streets to the character of the townscape.

Public Opinion

- 2.15 The Council has annually sought public opinion on the quality of the built environment through the environmental quality indicators survey. In 2014, one of the projects that was used to find out what people felt about improvements and changes to the built and natural heritage of Edinburgh was Castle Hill , where improvements have been made to the historic setted street, retaining the original setts. The majority of people surveyed felt that the proposals fitted well with its surroundings and considered the street to be attractive.
- 2.15 Public support for traditional surfacing materials, including stone paving and setted streets have been raised in consultations for George Street and were embedded in the design approach for public realm proposals for tram, St Andrew Square and Charlotte Square in the city centre and in town centre projects in Balerno.

3.0 Stone supply

- 3.1 The provenance of stone is overseen by The British Geological Survey. It undertook a review of Scotland stone industry which is outlined in a report published in 2016- *'Scotland's building stone industry: a review'*. This report highlighted the Scottish legacy of building with natural stone. The use of stone had contributed to the rich built heritage and the strong sense of history. The Scottish stone industry has shrunk and is currently very fragile and international trade in natural stone has grown enormously.
- 3.2 Edinburgh has a policy of retaining and storing setts from streets that may have undergone repair or have changed their use. This resource is used to make repairs to existing setted streets. The material is managed under contract for the Council.
- 3.3 Due to procurement requirements, both public and private contracts operate in most Scottish authorities and do not generally specify Scottish stone. The significant impacts from the use of imported stone are environmental costs, often hidden in supplies into the UK, and the visual consistency is often compromised, which may have a longer term impact on community pride. The small indigenous Scottish market is not able to make any impact on this agenda. It is accepted that an improved stone industry, specifically for materials traditionally used for setts could lead to an increase in the use of local stone.
- 3.4 Studies undertaken by Edinburgh World Heritage, the BGS and the City of Edinburgh Council on paving stone, have led to the continued use of stones traditionally used in Edinburgh, Caithness stone and Sandstone being specified from UK quarries in Scotland and England.
- 3.5 It is recognised that the granites that are being imported may not have the same properties and will not wear or perhaps retain the colours in the same way as original quarried stone used for setted streets. The Council is working with Edinburgh World Heritage to commission further studies to ascertain more detailed understanding of materials and their properties in order that we can specify suitable materials for use on Edinburgh Streets.

New Setted Streets

- 3.6 Investment in public realm in the 1990's brought a renewed investment in the repair of existing setted streets and in reintroducing new setted streets in Edinburgh. Funding for public realm improvements was made available to the Council through Scottish Enterprise, which was not previously available. Projects to improve the Royal Mile and Old Town were implemented and included improvements to Victoria Street and the repair of the setts. The Capital Streets Project included the reintroduction of setts into Castle Street and the repair of setted surfaces in the Grassmarket.

4.0 Historic Stone Setts

Materials

- 4.2 The type of stone used for setted streets varies. The materials include a range of Gabbro, Basalt and Dolerite, all of which are described as whin (any one of various hard crystalline types of igneous rocks) and granite.

- 4.3 The type of stone sett used in specific streets reflects changing availability. Where the whin stones are used they tend to be of a more uniform colour and tone. The granite setts are more varied in colour and can include grey, red and pinks.

Size and laying practices

- 4.4 Setts are commonly laid onto a firm base and the joints filled with loose material (stone chips, gravel and/or sand). In more recently improved setted streets and where new setts are installed, the joints are filled with cementitious mortar or a proprietary mix.
- 4.5 Setts are laid in uniform widths at right angles to the street and sizes varied to accommodate bends in the street. In some places setts were laid in long herringbone courses, particularly on steep slopes and at junctions, to assist in increasing resistance to movement.

Kerbs and Channels

- 4.6 Historic Setted streets are often also associated with original stone kerbs, channels and other stone street features which are intrinsic to the character of the street. Whinstone kerbs have replaced many of the original kerbs. There are some surviving examples of sandstone kerbs and occasionally granite which are grander in proportion and twice the width of the standard whin kerbs. Channels are either created from 2/3 string courses of setts or a dished channel.

5.0 Locations

- 5.1 There are 502 streets identified as retaining historic setts in Edinburgh. The locations are listed in Appendix 1.
- 5.2 There are also streets in Edinburgh that have been setted with new setts. These include key streets in the city centre such as Waverley Bridge, New Street, Castle Street and Cambridge Street.

6.0 Policy

- 6.1 The Edinburgh Street Design Guidance outlines the importance of setted streets. Detailed design guidance will be provided that will outline the different specific features of setted streets including types of stone and sizes etc. A range of specifications will be provided to guide maintenance or existing setts. Specifications for new setted streets will also be provided.

7.0 Management and Maintenance

- 7.1 The World Heritage Site Management Plan has established a number of policies to prevent the erosion of the unique sense of place and outstanding townscape including:
- To manage the streets in a way that respects, promotes and enhances its Outstanding Universal values;
 - To encourage the availability and use of traditional materials;

- To promote the retention or re-establishment of traditional materials (especially those which may be in short supply or no longer obtainable);
- To respect the existing palette of traditional materials in new work and in the maintenance of existing historic fabric.

These practices will be applied to the Council's Design Guidance for Setted Streets and included into the Council's framework contracts for Roads and Transport. They will also be included in the Specification for the Reinstatement of Openings for Roads and the gazetteer of Streets with Special Engineering Difficulty (SAD).

Practical Issues

- 7.2 The assessment of historic setted streets shows that there are a number of setted streets that have been damaged and in disrepair, detracting from their qualities and therefore their setting in the surrounding area.
- 7.3 In order to protect these and the remaining areas they need to be identified in the Council's mapping system and model specifications agreed.
- 7.4 With sources of local stone limited, there is a need to retain sources of reclaimed, historic setts. The Council has secured sources of historic setts along with kerbs and channels etc and arrangements for storing and retaining further quantities of setts. These are available for making repairs.
- 7.5 In the long term, further studies into sources of stone that match the properties of the original materials will be undertaken. In the meantime sources of granite and whinstone are supplied to standard specifications that will form part of the detailed guidance for the Edinburgh Street Design Guidance.
- 7.6 Skills in handling stone have been affected by the downturn in the industry in Scotland, something other countries, such as Poland, have maintained. The improvement of internal maintenance skills is essential to the survival of setted streets. Addressing this shortage will be taken forward once the Roads Asset Management Plan (RAMP) is developed in detail.

8.0 Principles

- 8.1 Stone setted streets have been a part of Edinburgh's character since the end of the eighteen century. Unlike many other parts of the UK, the practice of using stone for paving streets was more extensive, probably due to the availability of stone such as basalts, granites and whinstone etc in Scotland.
- 8.2 Streets have traditionally been laid out with a central carriageway, paved with setts, and bounded with kerbs and a simple paved footway.
- 8.3 Setted Streets and stone paved footways and the details such as kerbs, channels and special features such as mounting stone, lighting plinths, bollards and horonizing are all intrinsic features that are unique to the character of Edinburgh's built environment and public realm. Retaining these features as well as introducing new high quality stone materials is prioritised

in areas that are recognised for their historic importance (including the World Heritage Site, Conservation Areas and the setting to listed buildings).

- 8.4 In the context of this tradition, the following principles outline the importance and significance of setted streets and provide recommendations towards an approach for the future protection and maintenance of setted streets in Edinburgh.

The Significance of setts and when they will be protected

1. Setted streets, and the use of natural stone paving and features, are an intrinsic part of the cultural heritage of Edinburgh. They are finite resource, containing unique information that reflects the lives of people who lived in Scotland. Edinburgh's use of setts prevailed where trends elsewhere were for replacement with modern materials;
2. Setted streets and setted surfaces make a significant contribution to the character and authenticity of an area and are an important part of national and local identity including the setting of individual or groups of listed buildings, streets and village, town and city centres.
3. Public support has been expressed for retaining setted streets and for the introduction of new stone materials;
4. The use of local stone is a significant aspect of the character of the setts
5. Setted streets that fall within the WHS and/or are in a conservation area will be protected.
6. Those setted streets that provide an integral part of the setting to a listed building, or are integral to the identity of the townscape arrangement in other parts of the city, will also be protected (and will be judged on their own merit);

Maintenance of setted streets

1. New work should use materials, colours and sizes of setts that reflect the character of the area. For example, in the WHS core area (including the New Town and the High Street/ Royal Mile) the materials should be close to dolerite (dark, cool grey tones) and in the rest of the WHS the stones should be of a cool or neutral grey tone and match with stones found in local and adjacent streets. The specifications outlined in the sett fact sheet will be used for sizes and laying details etc.
2. All setted streets will be added to the Council's mapping system as a layer of detail that can be used to inform street design and maintenance;
3. The Council will maintain its source of historic setts and manage their cleaning and storage for future use;
4. Reclaimed historic setts will be used to make repairs and the stone type arranged to match the existing setts;
5. Where repairs are made the setts should be lifted and relaid to reflect the original properties, widths, sizes and pattern etc and joints filled accordingly;
6. Existing kerbs, channels and historic street features (including mounting stones, lighting plinths and stone bollards) should be retained.

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Appendix 2

Street Name	Usage	Bus Use	World Heritage Site (WHS)	Conservation Area (CA)	Comments
Abbey Lane	Cway Type 4	No Bus Use	No	No	
Academy Park	Cway Type 4	No Bus Use	No	No	
Academy Street	Cway Type 4	No Bus Use	No	Yes	
Adelphi Place	Cway Type 4	No Bus Use	No	Yes	
Admiralty Street	Cway Type 4	No Bus Use	No	Yes	
Ainslie Place	Cway Type 1	No Bus Use	Yes	Yes	
Albany Lane	Cway Type 4	No Bus Use	Yes	Yes	
Albany Street Lane	Cway Type 4	No Bus Use	Yes	Yes	
Albert Street	Cway Type 2	No Bus Use	No	Part	Leith Walk to Murano Place
Albert Terrace	Cway Type 4	No Bus Use	No	Yes	
Allan Street	Cway Type 4	No Bus Use	No	Yes	
Anderson Place	Cway Type 4	No Bus Use	No	No	
Ann Street	Cway Type 4	No Bus Use	Yes	Yes	
Annandale Street Lane	Cway Type 4	No Bus Use	No	Yes	Boundary for Conservation Area runs down middle of street
Annfield	Cway Type 4	No Bus Use	No	Yes	
Annfield Street	Cway Type 4	No Bus Use	No	Part	Boundary for Conservation Area runs down middle of street
Argyle Street	Cway Type 4	No Bus Use	No	Yes	
Assembly Street	Cway Type 4	No Bus Use	No	Yes	
Atholl Crescent Lane	Cway Type 4	No Bus Use	Yes	Yes	
Avondale Place	Cway Type 4	No Bus Use	No	Yes	
Bakehouse Close	Cway Type 4	No Bus Use	Yes	Yes	
Baker's Place	Cway Type 1	Low Bus Use	Yes	Yes	
Balmoral Place	Cway Type 4	No Bus Use	No	Yes	
Bangor Road	Cway Type 4	No Bus Use	No	Yes	East side of a small part is in Conservation Area only
Barony Place	Cway Type 4	No Bus Use	Yes	Yes	
Barony Street	Cway Type 4	No Bus Use	Yes	Yes	
Bath Road	Cway Type 4	No Bus Use	No	No	
Bathfield	Cway Type 4	No Bus Use	No	No	
Belford Mews	Cway Type 4	No Bus Use	Yes	Yes	
Belford Park	Cway Type 4	No Bus Use	Yes	Yes	
Belgrave Crescent	Cway Type 4	No Bus Use	Yes	Yes	
Belgrave Crescent Lane	Cway Type 4	No Bus Use	Yes	Yes	
Belgrave Mews	Cway Type 4	No Bus Use	Yes	No	
Belgrave Place	Cway Type 4	No Bus Use	Yes	Yes	

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Bell Place	Cway Type 4	No Bus Use	No	Yes	
Bellevue Terrace	Cway Type 4	No Bus Use	No	Part	
Bell's Brae	Cway Type 4	No Bus Use	Yes	Yes	
Bingham Crossway	Cway Type 4	No Bus Use	No	No	
Bingham Place	Cway Type 4	No Bus Use	No	No	
Blacket Avenue	Cway Type 4	No Bus Use	No	Yes	
Blackfriars Street	Cway Type 4	No Bus Use	Yes	Yes	
Blair Street	Cway Type 4	No Bus Use	Yes	Yes	
Bonnyhaugh Lane	Cway Type 4	No Bus Use	No	No	
Boroughloch	Cway Type 4	No Bus Use	No	Yes	
Borthwick's Close	Cway Type 4	No Bus Use	Yes	Yes	
Bowmont Place	Cway Type 4	No Bus Use	No	Part	Boundary for Conservation Area runs down middle of street
Boyd's Entry	Cway Type 4	No Bus Use	Yes	Yes	
Braehead Crescent	Cway Type 4	No Bus Use	No	Part	Part of boundary for Conservation Area runs down middle of part of street
Braehead Grove	Cway Type 4	No Bus Use	No	No	
Braehead Road	Cway Type 4	No Bus Use	No	No	
Braid Road	Cway Type 3	No Bus Use	No	Part	Cluny Gdns south to No.69a
Brandfield Street	Cway Type 4	No Bus Use	No	No	
Bread Street Lane	Cway Type 4	No Bus Use	Yes	Yes	
Brighton Place	Cway Type 2	Low Bus Use	No	Yes	
Brighton Street	Cway Type 4	No Bus Use	Yes	Yes	
Broad Wynd	Cway Type 4	No Bus Use	No	Yes	
Broomyknowe	Cway Type 4	No Bus Use	No	Yes	
Broughton Market	Cway Type 4	No Bus Use	Yes	Yes	
Broughton Place	Cway Type 4	No Bus Use	Yes	Yes	
Broughton Place Lane	Cway Type 4	No Bus Use	Part	Yes	Entirely in Conservation Area & partly in World Heritage Site
Broughton Street Lane	Cway Type 4	No Bus Use	Yes	Yes	
Bruce Street	Cway Type 4	No Bus Use	No	No	
Brunswick Road	Cway Type 2	No Bus Use	No	No	
Brunswick Street Lane	Cway Type 4	No Bus Use	No	Yes	
Bruntsfield Avenue	Cway Type 4	No Bus Use	No	Yes	
Bruntsfield Gardens	Cway Type 4	No Bus Use	No	Yes	
Buccleuch Place	Cway Type 4	No Bus Use	No	Yes	
Buccleuch Place Lane	Cway Type 4	No Bus Use	No	Yes	
Buckingham Terrace	Cway Type 4	No Bus Use	Yes	Yes	

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Burgess Street	Cway Type 4	No Bus Use	No	Yes	
Burlington Street	Cway Type 4	No Bus Use	No	No	
Cadiz Street	Cway Type 4	No Bus Use	No	Part	Boundary for Conservation Area runs down middle of street
Calton Hill	Cway Type 4	No Bus Use	Yes	Yes	
Calton Hill	Cway Type 4	No Bus Use	Yes	Yes	
Calton Road	Cway Type 4	No Bus Use	Yes	Yes	
Campbell's Close	Cway Type 4	No Bus Use	Yes	Yes	
Canon Lane	Cway Type 4	No Bus Use	No	Yes	
Canon Street	Cway Type 4	No Bus Use	No	Part	Boundary for Conservation Area runs down middle of street
Canongate	Cway Type 2	Low Bus Use	Yes	Yes	
Carberry Place	Cway Type 4	No Bus Use	No	Yes	
Carlton Street	Cway Type 4	No Bus Use	Yes	Yes	
Carlton Terrace	Cway Type 4	No Bus Use	Yes	Yes	
Carlton Terrace Brae	Cway Type 4	No Bus Use	Yes	Yes	
Carlton Terrace Lane	Cway Type 4	No Bus Use	Yes	Yes	
Carlton Terrace Mews	Cway Type 4	No Bus Use	Yes	Yes	
Carmichael Place	Cway Type 4	No Bus Use	No	No	
Carpet Lane	Cway Type 4	No Bus Use	No	Yes	
Castle Street	Cway Type 2	No Bus Use	Yes	Yes	
Castlehill	Cway Type 3	No Bus Use	Yes	Yes	
Cathcart Place	Cway Type 4	No Bus Use	No	No	
Charlotte Lane	Cway Type 4	No Bus Use	Yes	Yes	
Cheyne Street	Cway Type 4	No Bus Use	No	Part	Part of boundary for Conservation Area runs down middle of part of street
Chuckie Pend	Cway Type 4	No Bus Use	No	Yes	
Church Hill	Cway Type 4	No Bus Use	No	Yes	
Circus Gardens	Cway Type 4	No Bus Use	Yes	Yes	
Circus Lane	Cway Type 4	No Bus Use	Yes	Yes	
Circus Place	Cway Type 1	Low Bus Use	Yes	Yes	
Claremont Grove	Cway Type 4	No Bus Use	No	Part	
Clarence Street	Cway Type 4	No Bus Use	Part	Yes	
Clinton Road	Cway Type 4	No Bus Use	No	Yes	
Coates Crescent	Cway Type 4	No Bus Use	Yes	Yes	
Coates Gardens	Cway Type 4	No Bus Use	Yes	Yes	
Coburg Street	Cway Type 3	No Bus Use	No	Yes	
Cochran Terrace	Cway Type 4	No Bus Use	No	Yes	

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Cockburn Street	Cway Type 4	No Bus Use	Yes	Yes	
Collins Place	Cway Type 4	No Bus Use	No	Yes	
Colville Place	Cway Type 4	No Bus Use	No	Yes	
Comely Bank Avenue	Cway Type 3	No Bus Use	Part	Part	Short section at south end included in both
Comely Bank Place	Cway Type 4	No Bus Use	No	No	
Comely Bank Place Mews	Cway Type 4	No Bus Use	No	No	
Comely Bank Terrace	Cway Type 4	No Bus Use	No	No	
Connaught Place	Cway Type 4	No Bus Use	No	No	
Constitution Street	Cway Type 1	Low Bus Use	No	Yes	
Cooper's Close	Cway Type 4	No Bus Use	Yes	Yes	
Cornwall Street	Cway Type 4	No Bus Use	Yes	Yes	
Cornwallis Place	Cway Type 3	No Bus Use	Yes	Yes	
Couper Street	Cway Type 4	No Bus Use	No	Yes	
Cramond Road North	Cway Type 3	Low Bus Use	No	Part	very small part at north end included in Conservation Area
Cranston Street	Cway Type 4	No Bus Use	Yes	Yes	
Cromwell Place	Cway Type 4	No Bus Use	No	Yes	
Cumberland Street North East Lane	Cway Type 4	No Bus Use	Yes	Yes	
Cumberland Street North West Lane	Cway Type 4	No Bus Use	Yes	Yes	
Cumberland Street South East Lane	Cway Type 4	No Bus Use	Yes	Yes	
Cumberland Street South West Lane	Cway Type 4	No Bus Use	Yes	Yes	
Dalmeny Street	Cway Type 2	No Bus Use	No	Part	
Damside	Cway Type 4	No Bus Use	Yes	Yes	
Danube Street	Cway Type 4	No Bus Use	Yes	Yes	
Darnaway Street	Cway Type 4	No Bus Use	Yes	Yes	
Davie Street	Cway Type 4	No Bus Use	No	Yes	
Dean Park Crescent	Cway Type 3	Low Bus Use	Yes	Yes	
Dean Park Mews	Cway Type 4	No Bus Use	No	No	
Dean Path	Cway Type 4	No Bus Use	Yes	Yes	
Dean Street	Cway Type 3	No Bus Use	No	Part	Part of boundary for Conservation Area runs down middle of part of street
Dean Terrace	Cway Type 4	No Bus Use	Part	Yes	Entirely in Conservation Area & partly in World Heritage Site
Devon Place	Cway Type 4	No Bus Use	No	No	
Dewar Place Lane	Cway Type 4	No Bus Use	No	Yes	
Dickson Street	Cway Type 4	No Bus Use	No	No	
Dock Street	Cway Type 4	No Bus Use	No	Yes	

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Doune Terrace	Cway Type 4	No Bus Use	Yes	Yes	
Downfield Place	Cway Type 4	No Bus Use	No	No	
Drummond Place	Cway Type 2	Low Bus Use	Yes	Yes	
Drummond Street	Cway Type 4	No Bus Use	Yes	Yes	
Dryden Terrace	Cway Type 4	No Bus Use	No	No	
Dublin Meuse	Cway Type 4	No Bus Use	Yes	Yes	
Dublin Street Lane North	Cway Type 4	No Bus Use	Yes	Yes	
Dublin Street Lane South	Cway Type 4	No Bus Use	Yes	Yes	
Dudley Avenue South	Cway Type 4	No Bus Use	No	No	
Dudley Bank	Cway Type 4	No Bus Use	No	No	
Duff Street	Cway Type 4	No Bus Use	No	No	
Dumbiedykes Road	Cway Type 3	No Bus Use	No	No	
Dunbar's Close	Cway Type 4	No Bus Use	Yes	Yes	
Dundonald Street	Cway Type 3	No Bus Use	Yes	Yes	
Dunedin Street	Cway Type 4	No Bus Use	No	No	
Dunrobin Place	Cway Type 4	No Bus Use	No	Yes	
Durham Place Lane	Cway Type 4	No Bus Use	No	No	
East Adam Street	Cway Type 4	No Bus Use	Part	Yes	South f/w not included in WHS
East Brighton Crescent	Cway Type 4	No Bus Use	No	Yes	
East Claremont Street	Cway Type 2	No Bus Use	No	Part	
East Cromwell Street	Cway Type 4	No Bus Use	No	Yes	
East London Street	Cway Type 3	No Bus Use	No	Part	middle of most of street
East Market Street	Cway Type 4	No Bus Use	Yes	Yes	
East Montgomery Place	Cway Type 4	No Bus Use	No	No	
East Preston Street Lane	Cway Type 4	No Bus Use	No	Yes	
East Silvermills Lane	Cway Type 4	No Bus Use	No	Yes	
Eastfield	Cway Type 1	Low Bus Use	No	No	
Eden Lane	Cway Type 4	No Bus Use	No	Yes	
Eglinton Crescent	Cway Type 4	No Bus Use	Yes	Yes	
Egypt Mews	Cway Type 4	No Bus Use	No	Yes	
Elbe Street	Cway Type 4	No Bus Use	No	Part	
Elcho Terrace	Cway Type 4	No Bus Use	No	Yes	
Elgin Street	Cway Type 4	No Bus Use	No	No	
Ellen's Glen Loan	Cway Type 4	No Bus Use	No	No	
Elm Row	Cway Type 4	No Bus Use	No	Part	Just on boundary with WHS
Eyre Crescent	Cway Type 4	No Bus Use	No	Yes	
Eyre Place	Cway Type 2	Low Bus Use	No	Yes	
Fettes Row	Cway Type 4	No Bus Use	Part	Yes	road
Fishmarket Square	Cway Type 4	No Bus Use	No	Yes	

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Forres Street	Cway Type 4	No Bus Use	Yes	Yes	
Forrest Hill	Cway Type 4	No Bus Use	Yes	Yes	
Fort House	Cway Type 4	No Bus Use	No	No	
Forth Street	Cway Type 4	No Bus Use	Yes	Yes	
Fox Street	Cway Type 4	No Bus Use	No	No	
Frederick Street	Cway Type 2	Low Bus Use	Yes	Yes	
Galloway's Entry	Cway Type 4	No Bus Use	Yes	Yes	
Gayfield Close	Cway Type 4	No Bus Use	Yes	Yes	
Gayfield Place Lane	Cway Type 4	No Bus Use	Yes	Yes	
Gayfield Square	Cway Type 4	No Bus Use	Part	Yes	World Heritage Site
Gayfield Street	Cway Type 4	No Bus Use	Yes	Yes	
Gayfield Street Lane	Cway Type 4	No Bus Use	Yes	Yes	
Gentle's Entry	Cway Type 4	No Bus Use	Yes	Yes	
George IV Bridge	Cway Type 1	Low Bus Use	Yes	Yes	
George Square	Cway Type 4	No Bus Use	No	Yes	
George Square Lane	Cway Type 4	No Bus Use	No	Yes	
George Street	Cway Type 1	Low Bus Use	Yes	Yes	
Gibb's Entry	Cway Type 4	No Bus Use	No	Yes	
Giles Street	Cway Type 4	No Bus Use	No	Yes	
Gilmour Street	Cway Type 4	No Bus Use	No	Yes	
Glen Street	Cway Type 4	No Bus Use	No	No	
Glenfinlas Street	Cway Type 4	No Bus Use	Yes	Yes	
Glenisla Gardens Lane	Cway Type 4	No Bus Use	No	No	
Gloucester Lane	Cway Type 4	No Bus Use	Yes	Yes	
Gloucester Place	Cway Type 4	No Bus Use	Yes	Yes	
Gloucester Square	Cway Type 4	No Bus Use	Yes	Yes	
Gloucester Street	Cway Type 4	No Bus Use	Part	Part	road
Gordon Street	Cway Type 4	No Bus Use	No	No	
Graham Street	Cway Type 4	No Bus Use	No	No	
Grange Court Lane	Cway Type 4	No Bus Use	No	Yes	
Grassmarket	Cway Type 2	Low Bus Use	Yes	Yes	
Great King Street	Cway Type 3	Low Bus Use	Yes	Yes	
Great Michael Close	Cway Type 4	No Bus Use	No	Yes	
Great Stuart Street	Cway Type 1	No Bus Use	Yes	Yes	
Greenlaw Rig	Cway Type 4	No Bus Use	No	No	
Greenside Lane	Cway Type 4	No Bus Use	Yes	Yes	
Greenside Row	Cway Type 4	No Bus Use	Yes	Yes	
Grindlay Street	Cway Type 4	No Bus Use	Yes	Yes	
Grindlay Street Court	Cway Type 4	No Bus Use	Yes	Yes	

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Grosvenor Gardens	Cway Type 4	No Bus Use	Yes	Yes	
Gullan's Close	Cway Type 4	No Bus Use	Yes	Yes	
Halmyre Street	Cway Type 4	No Bus Use	No	No	
Hampton Place	Cway Type 4	No Bus Use	No	Yes	
Hardwell Close	Cway Type 4	No Bus Use	No	Yes	
Haugh Street	Cway Type 4	No Bus Use	No	Yes	
Hawthornbank Lane	Cway Type 4	No Bus Use	Yes	Yes	
Henderson Street	Cway Type 3	Medium Bus Use	No	Yes	
Heriot Place	Cway Type 4	No Bus Use	Yes	Yes	
Heriot Row	Cway Type 3	No Bus Use	Yes	Yes	
Heriothill Terrace	Cway Type 4	No Bus Use	No	No	
Hermand Crescent	Cway Type 4	No Bus Use	No	No	
High Riggs	Cway Type 4	No Bus Use	No	Part	Small section in CA
High School Wynd	Cway Type 4	No Bus Use	Yes	Yes	
High School Yards	Cway Type 4	No Bus Use	Yes	Yes	
High Street	Cway Type 2	Low Bus Use	Yes	Yes	
High Street SQ	Cway Type 1	No Bus Use	No	Yes	
Hill Place	Cway Type 2	Low Bus Use	Yes	Yes	
Hill Square	Cway Type 4	No Bus Use	Yes	Yes	
Hill Street	Cway Type 3	No Bus Use	Yes	Yes	
Hill Street North Lane	Cway Type 3	No Bus Use	Yes	Yes	
Hill Street South Lane	Cway Type 3	No Bus Use	Yes	Yes	
Hope Lane North	Cway Type 4	No Bus Use	No	Yes	
Hope Terrace	Cway Type 4	No Bus Use	No	Yes	
Hopefield Terrace	Cway Type 4	No Bus Use	No	Yes	
Hopetoun Crescent	Cway Type 3	No Bus Use	No	No	
Howden Street	Cway Type 4	No Bus Use	No	Yes	
Howe Street	Cway Type 2	Low Bus Use	Yes	Yes	
Hugh Miller Place	Cway Type 4	No Bus Use	No	Yes	
Hunter Square	Cway Type 4	No Bus Use	Yes	Yes	
Hunter's Close	Cway Type 4	No Bus Use	Yes	Yes	
India Place	Cway Type 4	No Bus Use	Part	Yes	
India Street	Cway Type 4	No Bus Use	Yes	Yes	
Inverleith Place Lane	Cway Type 4	No Bus Use	No	Yes	
Inverleith Terrace Lane	Cway Type 4	No Bus Use	No	Yes	
Iona Street	Cway Type 2	No Bus Use	No	Part	
Jamaica Street	Cway Type 4	No Bus Use	Yes	Yes	
Jamaica Street North Lane	Cway Type 4	No Bus Use	Yes	Yes	
Jamaica Street South Lane	Cway Type 4	No Bus Use	Yes	Yes	

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James Street Lane	Cway Type 4	No Bus Use	No	Yes	
Jane Street	Cway Type 4	No Bus Use	No	Part	Conservation Area
John Street Lane	Cway Type 4	No Bus Use	No	Yes	
John Street Lane West	Cway Type 4	No Bus Use	No	Yes	
John's Lane	Cway Type 4	No Bus Use	No	Yes	
John's Place	Cway Type 4	No Bus Use	No	Yes	
Johnston Terrace	Cway Type 2	No Bus Use	Yes	Yes	
Joppa Park	Cway Type 4	No Bus Use	No	Yes	
Junction Place	Cway Type 4	No Bus Use	No	Part	
Keir Street	Cway Type 4	No Bus Use	Yes	Yes	
Kemp Place	Cway Type 4	No Bus Use	No	Yes	
King Street	Cway Type 4	No Bus Use	No	Yes	
King's Stables Lane	Cway Type 4	No Bus Use	Yes	Yes	
King's Stables Road	Cway Type 3	No Bus Use	Yes	Yes	
Lady Wynd	Cway Type 4	No Bus Use	Yes	Yes	
Lapicide Place	Cway Type 4	No Bus Use	No	No	
Largo Place	Cway Type 4	No Bus Use	No	Yes	
Lauderdale Street	Cway Type 4	No Bus Use	No	Yes	
Laurel Terrace	Cway Type 4	No Bus Use	No	Part	Road
Laverockbank Terrace	Cway Type 4	No Bus Use	No	Yes	
Laverockdale Park	Cway Type 4	No Bus Use	No	No	
Lawnmarket	Cway Type 2	No Bus Use	Yes	Yes	
Learmonth Gardens Lane	Cway Type 4	No Bus Use	No	No	
Learmonth Gardens Mews	Cway Type 4	No Bus Use	No	No	
Learmonth Terrace	Cway Type 4	Low Bus Use	Yes	Yes	
Learmonth View	Cway Type 4	No Bus Use	Part	Part	South half in both
Lee Crescent	Cway Type 4	No Bus Use	Yes	Yes	
Lennox Street Lane	Cway Type 4	No Bus Use	Yes	Yes	
Leslie Place	Cway Type 3	Low Bus Use	Part	Yes	
Lochend Close	Cway Type 4	No Bus Use	Yes	Yes	
London Street	Cway Type 2	Low Bus Use	Yes	Yes	
Lorne Street	Cway Type 2	No Bus Use	No	Part	
Lynedoch Place Lane	Cway Type 4	No Bus Use	Yes	Yes	
Mackenzie Place	Cway Type 4	No Bus Use	Yes	Yes	
Madeira Place	Cway Type 4	No Bus Use	No	Yes	
Madeira Street	Cway Type 4	No Bus Use	No	Yes	
Main Street, Balerno	Cway Type 3	No Bus Use	No	Yes	
Malta Terrace	Cway Type 4	No Bus Use	No	Yes	
Manderston Street	Cway Type 4	No Bus Use	No	Part	Short section at west end included in CA

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Marchmont Street	Cway Type 4	No Bus Use	No	Yes	
Maritime Lane	Cway Type 4	No Bus Use	No	Yes	
Maritime Street	Cway Type 4	No Bus Use	No	Yes	
Marshall's Court	Cway Type 4	No Bus Use	Yes	Yes	
Meadow Lane	Cway Type 4	No Bus Use	No	Yes	
Melville Street Lane	Cway Type 4	No Bus Use	Yes	Yes	
Merchant Street	Cway Type 4	No Bus Use	Yes	Yes	
Merchiston Grove	Cway Type 4	No Bus Use	No	No	
Merchiston Mews	Cway Type 4	No Bus Use	No	No	
Meuse Lane	Cway Type 4	No Bus Use	Yes	Yes	
Middleby Street	Cway Type 4	No Bus Use	No	Yes	
Middlefield	Cway Type 4	No Bus Use	No	Part	Most of this road is in CA
Mill Lane	Cway Type 4	No Bus Use	No	Yes	
Mitchell Street	Cway Type 4	No Bus Use	No	Part	
Monmouth Terrace	Cway Type 4	No Bus Use	No	Yes	
Montgomery Street Lane	Cway Type 4	No Bus Use	No	Yes	
Moray Place	Cway Type 3	No Bus Use	Yes	Yes	
Mound Place	Cway Type 4	No Bus Use	Yes	Yes	
Murieston Lane	Cway Type 4	No Bus Use	No	No	
Myrtle Terrace	Cway Type 4	No Bus Use	no	Yes	
Nelson Place	Cway Type 4	No Bus Use	Yes	Yes	
Nelson Street	Cway Type 3	No Bus Use	Yes	Yes	
New Arthur Place	Cway Type 4	No Bus Use	No	No	
New Broughton	Cway Type 4	No Bus Use	Yes	Yes	
New Skinner's Close	Cway Type 4	No Bus Use	Yes	Yes	
Newhaven Main Street	Cway Type 4	No Bus Use	No	Yes	
Newhaven Road	Cway Type 2	Low Bus Use	No	Part	included in CA
Newton Street	Cway Type 4	No Bus Use	No	No	
Niddry Street	Cway Type 4	No Bus Use	Yes	Yes	
Niddry Street South	Cway Type 4	No Bus Use	Yes	Yes	
North East Circus Place	Cway Type 4	No Bus Use	Yes	Yes	
North Fort Street	Cway Type 3	No Bus Use	No	Part	
North Leith Mill	Cway Type 4	No Bus Use	No	Yes	
North West Circus Place	Cway Type 1	Low Bus Use	Yes	Yes	
Northumberland Place Lane	Cway Type 4	No Bus Use	Yes	Yes	
Northumberland Street	Cway Type 3	No Bus Use	Yes	Yes	
Northumberland Street North West Lane	Cway Type 4	No Bus Use	Yes	Yes	
Northumberland Street South East Lane	Cway Type 4	No Bus Use	Yes	Yes	
Northumberland Street South West Lane	Cway Type 4	No Bus Use	Yes	Yes	

Edinburgh Setted Streets survey 2016

Appendix 2

Old Fishmarket Close	Cway Type 4	No Bus Use	Yes	Yes	
Old Tolbooth Wynd	Cway Type 4	No Bus Use	Yes	Yes	
Orchardfield Lane	Cway Type 4	No Bus Use	No	Yes	
Palmerston Place Lane	Cway Type 4	No Bus Use	Yes	Yes	
Parkside Street	Cway Type 4	No Bus Use	No	Part	Boundary for CA runs down middle of road
Parliament Square	Cway Type 4	No Bus Use	Yes	Yes	
Pattison Street	Cway Type 4	No Bus Use	No	Part	Small section in CA
Peacock Court	Cway Type 4	No Bus Use	No	Yes	
Pembroke Place	Cway Type 4	No Bus Use	No	Yes	
Perth Street	Cway Type 4	No Bus Use	No	Yes	
Pirrie Street	Cway Type 4	No Bus Use	No	Part	North end of CA only
Pitt Street	Cway Type 4	No Bus Use	No	No	
Poplar Lane	Cway Type 4	No Bus Use	No	Part	of road
Portland Street	Cway Type 4	No Bus Use	No	Part	
Primrose Terrace	Cway Type 4	No Bus Use	No	Yes	
Quarry Close	Cway Type 4	No Bus Use	No	Yes	
Quayside Street	Cway Type 4	No Bus Use	No	Yes	
Queen Charlotte Lane	Cway Type 4	No Bus Use	No	Yes	
Queen Street Gardens West	Cway Type 1	Low Bus Use	Yes	Yes	
Queensferry Street Lane	Cway Type 4	No Bus Use	Yes	Yes	
Raeburn Street	Cway Type 4	No Bus Use	No	Yes	
Ramsay Garden	Cway Type 4	No Bus Use	Yes	Yes	
Ramsay Lane	Cway Type 4	No Bus Use	Yes	Yes	
Randolph Crescent	Cway Type 1	No Bus Use	Yes	Yes	
Randolph Lane	Cway Type 4	No Bus Use	Yes	Yes	
Randolph Place	Cway Type 4	No Bus Use	Yes	Yes	
Ravelrig Wynd	Cway Type 4	No Bus Use	No	Yes	
Reekies Court	Cway Type 4	No Bus Use	No	Yes	
Regent Terrace	Cway Type 4	No Bus Use	Yes	Yes	
Regent Terrace Mews	Cway Type 4	No Bus Use	Yes	Yes	
Register Place	Cway Type 4	No Bus Use	Yes	Yes	
Reid Terrace	Cway Type 4	No Bus Use	No	Yes	
Richmond Lane	Cway Type 4	No Bus Use	No	Yes	
Richmond Place	Cway Type 4	No Bus Use	Part	Yes	South end not included in WHS
Richmond Terrace	Cway Type 4	No Bus Use	No	No	
Riego Street	Cway Type 4	No Bus Use	No	No	
Rintoul Place	Cway Type 4	No Bus Use	No	Yes	
Robertson's Close	Cway Type 4	No Bus Use	Yes	Yes	
Robertson's Court	Cway Type 4	No Bus Use	Yes	Yes	

Edinburgh Setted Streets survey 2016

Appendix 2

Rose Street North Lane	Cway Type 3	No Bus Use	Yes	Yes	
Rose Street South Lane	Cway Type 4	No Bus Use	Yes	Yes	
Rosebery Crescent Lane	Cway Type 4	No Bus Use	Yes	Yes	
Roseburn Cliff	Cway Type 4	No Bus Use	No	Yes	
Rothesay Mews	Cway Type 4	No Bus Use	Yes	Yes	
Roxburgh Place	Cway Type 4	No Bus Use	Yes	Yes	
Roxburgh Street	Cway Type 4	No Bus Use	Yes	Yes	
Royal Circus	Cway Type 4	No Bus Use	Yes	Yes	
Royal Crescent	Cway Type 3	No Bus Use	Yes	Yes	
Royal Terrace	Cway Type 4	No Bus Use	Yes	Yes	
Royston Terrace	Cway Type 4	No Bus Use	No	Yes	
Rutland Street	Cway Type 4	No Bus Use	Part	Yes	WHS boundary
Salamander Place	Cway Type 3	No Bus Use	No	Part	short section at south end included in CA
Sandford Gardens	Cway Type 4	No Bus Use	No	Yes	
Sandport Place	Cway Type 3	No Bus Use	No	Yes	
Scotland Street	Cway Type 4	No Bus Use	Yes	Yes	
Seaport Street	Cway Type 4	No Bus Use	No	Yes	
Shaftesbury Park	Cway Type 4	No Bus Use	No	Yes	
Shaw's Place	Cway Type 4	No Bus Use	No	Yes	
Shaw's Terrace	Cway Type 4	No Bus Use	No	Yes	
Shore	Cway Type 3	Medium Bus Use	No	Yes	
Shore Place	Cway Type 4	No Bus Use	No	Yes	
Simon Square	Cway Type 4	No Bus Use	No	Yes	
Smithfield Street	Cway Type 4	No Bus Use	No	Yes	
South College Street	Cway Type 4	No Bus Use	Yes	Yes	
South East Circus Place	Cway Type 1	Low Bus Use	Yes	Yes	
South Fort Street	Cway Type 4	No Bus Use	No	Yes	
South Gayfield Lane	Cway Type 4	No Bus Use	Yes	Yes	
South Gray's Close	Cway Type 4	No Bus Use	Yes	Yes	
South Learmonth Avenue	Cway Type 4	No Bus Use	Part	Part	
South Learmonth Gardens	Cway Type 4	No Bus Use	No	No	
South Oxford Street	Cway Type 4	No Bus Use	No	Yes	
Spey Street	Cway Type 4	No Bus Use	No	Yes	
Spey Street Lane	Cway Type 4	No Bus Use	No	Yes	
Spier's Place	Cway Type 4	No Bus Use	No	Part	
Spittal Street Lane	Cway Type 4	No Bus Use	Yes	Yes	
Spottiswoode Road	Cway Type 4	No Bus Use	No	Yes	
Springfield Crescent	Cway Type 4	No Bus Use	No	No	
Springwell Place	Cway Type 4	No Bus Use	No	No	

Edinburgh Setted Streets survey 2016

Appendix 2

Spylaw Park	Cway Type 4	No Bus Use	No	Yes	
St Bernard's Crescent	Cway Type 4	Low Bus Use	Yes	Yes	
St Bernard's Row	Cway Type 4	Low Bus Use	No	Yes	
St Colme Street	Cway Type 1	No Bus Use	Yes	Yes	
St David's Place	Cway Type 4	Low Bus Use	No	Yes	
St David's Terrace	Cway Type 4	No Bus Use	No	Yes	
St Giles Street	Cway Type 4	No Bus Use	Yes	Yes	
St Margaret's Place	Cway Type 4	No Bus Use	No	Yes	
St Mary's Place Lane	Cway Type 4	No Bus Use	No	Yes	
St Mary's Street	Cway Type 4	Low Bus Use	Yes	Yes	
St Ninian's Row	Cway Type 4	No Bus Use	Yes	Yes	
St Patrick Square	Cway Type 4	No Bus Use	No	Yes	
St Stephen Street	Cway Type 4	No Bus Use	No	Yes	
St Vincent Street	Cway Type 3	No Bus Use	Yes	Yes	
Stafford Street Lane	Cway Type 4	No Bus Use	Yes	Yes	
Stanhope Street	Cway Type 4	No Bus Use	No	Yes	
Stanwell Street	Cway Type 4	No Bus Use	No	No	
Steel's Place	Cway Type 4	No Bus Use	No	No	
Stevenlaw's Close	Cway Type 4	No Bus Use	Yes	Yes	
Suffolk Road Lane	Cway Type 4	No Bus Use	No	Yes	
Sugarhouse Close	Cway Type 4	No Bus Use	Yes	Yes	
Summerbank	Cway Type 3	No Bus Use	Yes	Yes	
Sunbury Mews	Cway Type 4	No Bus Use	Yes	Yes	
Sunbury Street	Cway Type 4	No Bus Use	Yes	Yes	
Teviotdale Place	Cway Type 4	No Bus Use	No	Yes	
The Paddockholm	Cway Type 4	No Bus Use	No	No	
The Quilts	Cway Type 4	No Bus Use	No	No	
Thirlestane Lane	Cway Type 4	No Bus Use	No	Yes	
Thirlestane Road	Cway Type 4	No Bus Use	No	Yes	
Thistle Street	Cway Type 3	No Bus Use	Yes	Yes	
Thistle Street North East Lane	Cway Type 4	No Bus Use	Yes	Yes	
Thistle Street North West Lane	Cway Type 4	No Bus Use	Yes	Yes	
Thistle Street South East Lane	Cway Type 4	No Bus Use	Yes	Yes	
Thistle Street South West Lane	Cway Type 4	No Bus Use	Yes	Yes	
Thorntree Street	Cway Type 4	No Bus Use	No	No	
Thornybark	Cway Type 4	No Bus Use	No	No	
Timber Bush	Cway Type 4	No Bus Use	No	Yes	
Tolbooth Wynd	Cway Type 4	No Bus Use	No	Yes	
Torphichen Place Lane	Cway Type 4	No Bus Use	Yes	Yes	

Edinburgh Setted Streets survey 2016

Appendix 2

Tower Street	Cway Type 4	No Bus Use	No	Part	section east of Constitution St
Trafalgar Street	Cway Type 4	No Bus Use	No	No	
Trinity Road	Cway Type 4	No Bus Use	No	Yes	in CA
Tron Square	Cway Type 4	No Bus Use	Yes	Yes	
Tynecastle Lane	Cway Type 4	No Bus Use	No	No	
Union Street	Cway Type 4	No Bus Use	Yes	Yes	
Upper Bow	Cway Type 4	No Bus Use	Yes	Yes	
Upper Dean Terrace	Cway Type 4	No Bus Use	Yes	Yes	
Victoria Street	Cway Type 4	No Bus Use	Yes	Yes	
Walker Street	Cway Type 4	No Bus Use	Yes	Yes	
Warden's Close	Cway Type 4	No Bus Use	Yes	Yes	
Warrender Park Road	Cway Type 3	No Bus Use	No	Yes	
Warrender Park Terrace	Cway Type 4	No Bus Use	No	Yes	
Washington Lane	Cway Type 4	No Bus Use	No	Environment	
Water Street	Cway Type 4	No Bus Use	No	Yes	
Well Court	Cway Type 4	No Bus Use	Yes	Yes	
Wellington Place	Cway Type 4	No Bus Use	No	Yes	
Wemyss Place Mews	Cway Type 4	No Bus Use	Yes	Yes	
West Adam Street	Cway Type 4	No Bus Use	Part	Yes	north f/w only in WHS
West Bow	Cway Type 4	No Bus Use	Yes	Yes	
West Bowling Green Street	Cway Type 4	No Bus Use	No	No	
West College Street	Cway Type 4	No Bus Use	Yes	Yes	
West Cromwell Street	Cway Type 4	No Bus Use	No	Yes	
West Crosscauseway	Cway Type 4	No Bus Use	No	Yes	
West End Place	Cway Type 4	No Bus Use	No	No	
West Mill Lane	Cway Type 4	No Bus Use	No	Yes	
West Nicolson Street	Cway Type 4	No Bus Use	No	Yes	
West Park Place	Cway Type 4	No Bus Use	No	No	
West Register Street	Cway Type 4	No Bus Use	Yes	Yes	
West Register Street Lane	Cway Type 4	No Bus Use	Yes	Yes	
West Relugas Road	Cway Type 4	No Bus Use	No	No	
West Scotland Street Lane	Cway Type 4	No Bus Use	Yes	Yes	
West Silvermills Lane	Cway Type 4	No Bus Use	No	Yes	
West Stanhope Place	Cway Type 4	No Bus Use	No	Yes	
Westbank Street	Cway Type 4	No Bus Use	No	No	
Wheatfield Place	Cway Type 4	No Bus Use	No	No	
Wheatfield Street	Cway Type 4	No Bus Use	No	No	
Wheatfield Terrace	Cway Type 4	No Bus Use	No	No	
William Street	Cway Type 4	No Bus Use	Yes	Yes	

Edinburgh Setted Streets survey 2016

Appendix 2

William Street North East Lane	Cway Type 4	No Bus Use	Yes	Yes	
William Street North West Lane	Cway Type 4	No Bus Use	Yes	Yes	
William Street South East Lane	Cway Type 4	No Bus Use	Yes	Yes	
William Street South west Lane	Cway Type 4	No Bus Use	Yes	Yes	
Windmill Lane	Cway Type 4	No Bus Use	No	Yes	
Windsor Street Lane	Cway Type 4	No Bus Use	No	Yes	
Yardheads	Cway Type 4	No Bus Use	No	Yes	
York Lane	Cway Type 4	No Bus Use	Yes	Yes	
York Road	Cway Type 4	No Bus Use	No	Yes	
Young Street	Cway Type 3	No Bus Use	Yes	Yes	
Young Street North Lane	Cway Type 3	No Bus Use	Yes	Yes	
Young Street South Lane	Cway Type 3	No Bus Use	Yes	Yes	

Transport and Environment Committee

10.00am, Tuesday, 17 January 2017

Edinburgh Street Design Guidance – Process for Approving Part C Detailed Design Manual

Item number	7.4
Report number	
Executive/routine	Executive
Wards	All Wards

Executive Summary

The Edinburgh Street Design Guidance (ESDG) will transform the process of street design to provide Edinburgh with a world-class network of streets and places.

The ESDG consists of three parts; Parts A and B, which set out the Council's commitments, guiding and detailed design principles. These were approved by this Committee on 25 August 2015 and the Planning Committee on 3 October 2015. On 15 March 2016 the Committee approved the use of the ESDG for the design of all carriageway and footway renewal schemes.

This report seeks approval for the process for approving Part C - Detailed Design Manual and reports the experience from the first year's use of the ESDG.

Links

Coalition Pledges	P31, P40, P42
Council Priorities	CP9, CP11, CP12
Single Outcome Agreement	SO1, SO2, SO4

Edinburgh Street Design Guidance – Process for Approving Part C Detailed Design Manual

1. Recommendations

- 1.1 It is recommended that the Committee:
- 1.1.1 agrees the process set out in this report for approving Part C - Detailed Design Manual of the Edinburgh Street Design Guidance. Once approved, Part C will be used for the design of both existing and new streets. As set out in Appendix 2;
 - 1.1.2 delegates authority for approval of the Detailed Design Manual (and subsequent significant changes) to the Executive Director of Place;
 - 1.1.3 notes the initial experience from use of the guidance; and
 - 1.1.4 refers this report to the Planning Committee for approval, of matters within its remit (in particular reference to the design of new streets).

2. Background

- 2.1 [The Edinburgh Street Design Guidance \(ESDG\)](#) was developed to assist in achieving the Council's vision for better designed streets and to align the Council's practices with the Scottish Government's policy document, Designing Streets.

What does the guidance do?

- 1.2 The ESDG brings together previously separate guidance on street design and puts in place unified guidance to deliver a world-class network of vibrant, safe, attractive, effective and enjoyable streets in Edinburgh.

Who is the guidance for?

- 1.3 The ESDG sets out the Council's design expectations and aspirations for streets within the city. It is the first point of reference for all street design whether it is for renewals schemes, improvements to existing streets or new streets (including urban paths) in Edinburgh.
- 1.4 The Guidance applies to all Council services and everyone (internal or external) who manages, maintains, alters or reconstructs streets, including urban paths.

3. Main report

Structure of the ESDG

3.1 The ESDG consists of three parts.

- Part A provides the introduction and the guiding principles of street design and street type, setting out the policy and geographical context for street design in Edinburgh. It sets the Council's commitments, expectations for street design and the objectives that the Council would expect street design to be measured against.
- Part B discusses the design of streets, including a comprehensive set of 'Design Principles' summary sheets, which sets out detailed design principles for each street type.
- Part C provides the Detailed Design Manual, namely technical Factsheets, that contain detailed and technical information for implementing the guidance.

Status of the ESDG

3.2 Parts A and B were completed and approved by the Transport and Environment Committee on 25 August 2015 and the Planning Committee on 3 October 2015.

3.3 Part C - Detailed Design Manual is being drafted and will start to be issued in early 2017. Part C will be a 'live' document on the web and will be updated as best practice, policies and legislation change.

3.4 Part C aims to articulate, and put into practice, the Council's commitments and the design principles for streets as set out in Parts A and B of the ESDG.

Process for approving Part C – Detailed Design Manual

3.5 This section details the process for approving the Part C Detailed Design Manual (Factsheets), including dealing with new approaches/standards to street design and departures from the national and/or other existing guidance (mostly pre-dating Designing Streets). See Appendix 1 for statements from Designing Streets on departing from conventional practices and existing guidance, including issues addressing liability.

3.6 A flow chart in Appendix 2 illustrates the process for approving the Part C Detailed Design Manual, in particular when it requires new approaches to/standards for street design, and departs from the national and/or other existing guidance (mostly pre-dating Designing Streets).

- 3.7 To summarise, this process will be as follows:
- A Factsheet, detailing the new/updated approach and/or new/updated technical requirements for various aspects of street design, is drafted. It reflects both Designing Streets policy and the findings/recommendations of the extensive public and stakeholder consultation that took place during the development of the Guidance. Where necessary, additional consultation exercises will take place, if there are significant changes to approved Factsheets and/or tackling new design concepts/aspects.
 - Internal feedback from Council officers (Place Development and Management) is sought on the draft Factsheet.
 - Where necessary, a Risk Assessment is undertaken on proposals/changes.
 - The Factsheet is finalised by taking into account the feedback and, where necessary, the Risk Assessment findings.
 - The Finalised Factsheet is submitted to the Executive Director of Place for approval.
- 3.8 Appendix 2 presents an approval pro-forma sheet that will accompany Factsheets when submitted for approval. This shall be stored for audit trail purposes.
- 3.9 Appendix 3 presents a Factsheet in draft format for illustration purposes.
- 3.10 Once the Factsheets are approved they will be made available to public and Council officers at the Design Guidance webpage(s):
http://www.edinburgh.gov.uk/info/20089/roads_and_pavements/906/edinburgh_street_design
- 3.11 Amendments to the factsheets will be an important part of this process to ensure that the advice in the Factsheets is relevant to current needs and conditions; and still reflects the Council's most up to date vision, objectives, commitments and policies (including experience of the use of the Guidance in practice). Any subsequent significant changes/updates will follow the approval process.
- 3.12 Appendix 4 summarises some of the key changes that the ESDG Technical Guidance (Factsheets) will bring into practice/application in Edinburgh to reflect the Designing Streets policy and to deliver the Council's vision and the commitments made in the ESDG.
- 3.13 Once approved, Part C will be used for all street design whether it is for renewals schemes, improvements to existing streets or new streets (including urban paths) in Edinburgh.

Initial experience with the use of the ESDG

- 3.14 The ESDG came into practice after its approval by the Transport and Environment Committee on 25 August 2015 and the Planning Committee on 3 October 2015. On 15 March 2016, the Transport and Environment Committee endorsed its use for the design of all carriageway and footway renewal schemes.
- 3.15 Due to the lead in times for approval of capital and renewals programme and budgets, work/construction that took place in 2016 (approved as part of the 2015/16 budget) did not have the opportunity to fully reflect the commitments and the requirements set out in the ESDG.
- 3.16 Schemes that are in the pipeline for preliminary design or detail design have included the ESDG in their briefs. In some cases, the draft design aspects are being shared with the internal and external design teams. These include, but are not limited to, all cycle capital schemes, Leith Programme and the proposed Roseburn to Leith Walk Cycle Link.
- 3.17 Initial ESDG training sessions for Planning and Transport officers took place in October and November 2016. Further training sessions for Council officers from the Place Development and Management teams will take place in 2017, also covering more detailed/specific design consideration.
- 3.18 The Council teams will fully embed the ESDG into their Quality Assurance/Management systems in 2017 to ensure all services are aligned by the commitments and the requirements of the ESDG.

4. Measures of success

- 4.1 The measure of success will be that the application of the ESDG Factsheets will deliver streets that meet the Guidance objectives, i.e. streets that:
- are welcoming, inclusive and accessible to all;
 - are easy to navigate;
 - are attractive and distinctive;
 - give priority to sustainable travel (walking, cycling and public transport);
 - are safe and secure;
 - are designed to deal with and respond to environmental factors such as sun, shade, wind, noise and air quality;
 - respect key views, buildings and spaces reflect the needs of local communities; and
 - are resilient, cost-effective and have a positive impact on the environment over their life-cycle.

5. Financial impact

- 5.1 A review will be undertaken on potential financial implications of the ESDG in respect of the Transport Capital Programme in the 2017/18 budget year. This will be reported at a future meeting of this Committee.

6. Risk, policy, compliance and governance impact

- 6.1 The new guidance has been prepared in the context of Designing Streets, the first policy statement in Scotland for street design. The Factsheets align the street design practices and procedures in Edinburgh with the Government's streets and place making policy. The ESDG and its Factsheets complement the Edinburgh Design Guidance and help to achieve the Council's wider policy objectives.
- 6.2 Application of the Guidance will help reduce financial risk, in the long term, to the Council and will complement the existing Council policy framework in relation to civic spaces and events.

7. Equalities impact

- 7.1 Impacts on equalities and rights have been considered through Equalities and Rights Impact (ERIA) evidence. Application of the ESDG will significantly improve accessibility of streets.
- 7.2 This report seeks approval for the process for approving Part C - Detailed Design Manual of the Edinburgh Street Design Guidance (detailed in Appendix 2). Therefore the impact on the equalities will be the same as the ESDG's (reported to the Committee on [25 August 2015](#)).

8. Sustainability impact

- 8.1 The impacts of this report, in relation to the three elements of the Climate Change (Scotland) Act 2009 Public Bodies Duties have been considered.
- 8.2 This report seeks approval for the process for approving Part C - Detailed Design Manual of the Edinburgh Street Design Guidance (detailed in Appendix 2). Therefore, the impact on sustainability will be the same as the ESDG's (reported to the Committee on [25 August 2015](#)).

9. Consultation and engagement

- 9.1 Consultation, with both internal and external user groups, has been carried out to guide and shape the development of the ESDG. The consultation was complimented by awareness-raising presentations and workshops with stakeholders at various events and with elected members at the Transport and Environment Policy and Review Committee. The information gathered has been used to inform the scope of the policy and to provide direction for the guiding and design principles and design approaches adopted in the ESDG.
- 9.2 The forthcoming Factsheets reflect will the findings/suggestions of the consultation reported to the Committee in detail on 25 August 2015.
- 9.3 The Factsheet approval process requires internal feedback from Council officers on the proposed changes to conventional practice and/or national guidance. The approval form, which is presented in Appendix 2, will be used for audit trail purposes.

Background reading/external references

- 10.1 [Edinburgh Street Design Guidance, Transport and Environment Committee report, 25 August 2015](#)
- 10.2 [Edinburgh Street Design Guidance, Planning Committee report, 1 October 2015](#)
- 10.3 [Edinburgh Street Design Guidance - Carriageway and Footway Renewals Programme, Transport and Environment Committee report, 15 March 2016](#)

Paul Lawrence

Executive Director of Place

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11. Links

Coalition Pledges	<p>P31 – Maintain our city’s reputation as the cultural capital of the world by continuing to support and invest in our cultural infrastructure</p> <p>P40 – Work with Edinburgh World Heritage trust and other stakeholders to conserve the city’s built heritage</p> <p>P42 – Continue to support and invest in our sporting infrastructure</p>
Council Priorities	<p>CP9 – An attractive city</p> <p>CP11 – An accessible connected city</p> <p>CP12 – A built environment to match our ambition</p>
Single Outcome Agreement	<p>SO1 – Edinburgh’s economy delivers increased investment, jobs and opportunities for all</p> <p>SO2 – Edinburgh’s citizens experience improved health and wellbeing, with reduced inequalities in health</p> <p>SO4 – Edinburgh’s communities are safer and have improved physical and social fabric</p>
Appendices	<p>Appendix 1 - Designing Streets statement on deviating from conventional methods and existing guidance</p> <p>Appendix 2 - Process for Approving Part C Detailed Design Manual (Factsheets) flow chart and Form</p> <p>Appendix 3 – A draft Factsheet</p> <p>Appendix 4 – Some of the key changes to conventional practices and/or departures from the existing guidance</p>

Appendix 1 - Designing Streets statement on departing from conventional methods and existing guidance

Designing Streets, the Scottish Government's policy document states (page 60) that:

*"...A complex set of legislation, policies and guidance applies to the design of streets. There is a tendency among some designers and approving authorities to treat design guidance as hard and fast rules because of the mistaken assumption that to do otherwise would be illegal or counter to a stringent policy. **This approach is wrong.** It restricts innovation, and leads to standardised streets with little sense of place or quality. In fact, there is considerable scope for designers and approving authorities to adopt a more flexible approach on many issues. It is, therefore, Scottish Government policy in Designing Places and Designing Streets to encourage street design which engenders place and quality..."*

Designing Streets highlights that road and planning authorities can make technical judgments to how policies and standards are applied. It concludes (page 60):

"...Within this overall framework, road and planning authorities have considerable leeway to develop local policies and standards, and to make technical judgements with regard to how they are applied. Other bodies also produce advisory and research material on which they can draw..."

Further details on legal and technical context can be found in page 60 of [Designing Streets](#).

Liability

Designing Streets states that concerns regarding risk and liability frequently lead to the rigid application of standards that can limit design-led, contextual and innovative approaches. It states that (page 60):

"...Recent case law has established that drivers are primarily responsible for their own safety and although road authorities have a general duty under Section 39 of the Road Traffic Act 1988 to promote safety, this does not create a duty of care..."

Further detail on risk and liability can be found in page 60-61 of [Designing Streets](#).

Chapter 5 of [Highway Risk and Liability Claims \(2009\)](#) advises local authorities to put procedures in place that allow rational decisions to be made with minimum bureaucracy and create an audit trail which could be used as evidence in court.

The suggested procedure is to follow a Quality Audit in which design objectives are set out and the design evaluated against these objectives.

In order to create a more rigorous procedure, both evidence (local, national or from elsewhere) and research based assessment and/or Risk Assessment is/will be used to evaluate proposed changes to conventional methods and departures from the national guidance.

Appendix 2 - Process for Approving Part C-Detailed Design Manual (Factsheets)

The figure below illustrates the process for approving Part C Detailed Design Manual (Factsheets), including how it deals with new approaches/standards to street design and departures from the national and/or other existing guidance (mostly pre-dating Designing Streets).

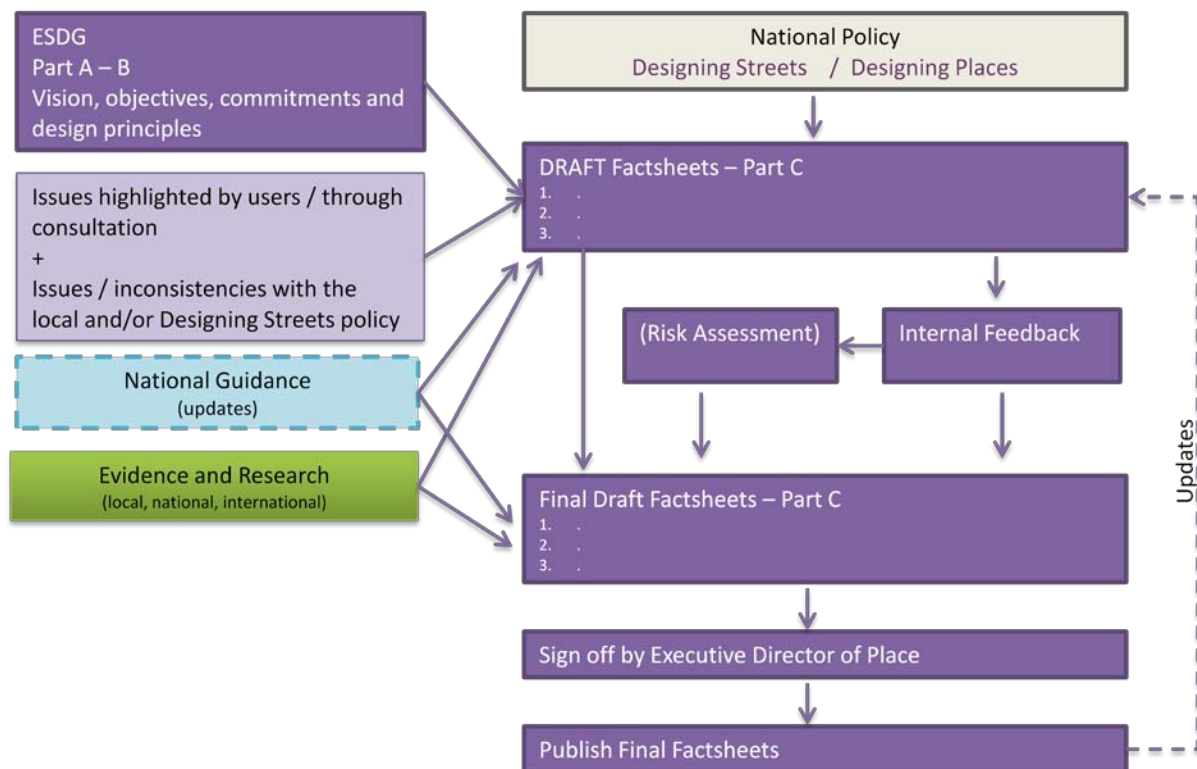


Figure 1: Process for Approving Factsheets

Edinburgh Street Design Guidance: Part C - Detailed Design Manual (Factsheets) Approval Form

Factsheet Title (s)	
Version no	
Element (s)	
Proposed Practice and Reason	
Current / Standard Practice	
Feedback from officers (key points only)	
Decision based on	<input type="checkbox"/> Designing Streets (please refer page no)
	<input type="checkbox"/> Evidence / Research (please summarise)
	<input type="checkbox"/> Risk Assessment (please summarise key points and attach form)

Signature:

Executive Director of Place

Date:

Appendix 3 - A draft Factsheet for illustrative purpose

Draft
Version: V1.0 2016

Edinburgh Street Design Guidance : Part C

Factsheet

Advisory Cycle Lanes

Advisory cycle lanes delineate an area of the carriageway for cyclists and provide a recommend line of travel for cyclist. They instruct vehicles not to enter unless avoidable and can legally be overrun.

- Traffic Regulation Orders (TROs) are **not** required for their introduction.
- They are cheap to install. They are marked by using a broken white line (Diagram 1004) with cycle symbols (Diagram 1057)
- They should be fully protected by waiting and loading restrictions at times when the highest demand for cycle use is expected.
- The hours of operation of these restrictions need to balance the needs of cyclist with other demands, for example loading for businesses and overnight car parking.

They can be used with centre line removal to encourage vehicles to leave nearside space free for cyclists.

Like mandatory cycle lanes, advisory cycle lanes should be continued through priority junctions using the same broken white line and cycle symbol.

Waiting restriction markings (Diagrams 1017 or 1018.1) should be 50mm wide in 'Environmentally Sensitive' areas such as World Heritage Site and Conservation Areas.

See [Traffic Signs Manual Chapter 5](#) for more detail.

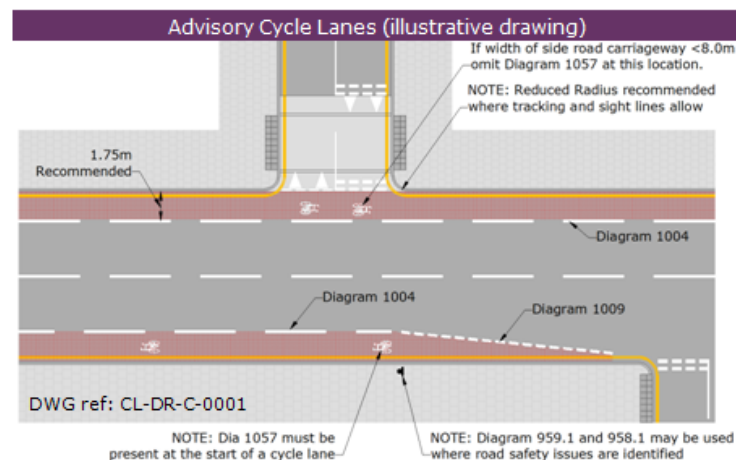
Material for cycle lane

Red chipped asphalt should be used. However initial installation with lining only can be considered to reduce cost.

Relevant Factsheets:

ASLs

Cycle Lanes - Integration with Parking and Loading, Bus Stops, Side Roads and Crossings



Dimensions

- Recommended width 1.75m
- Maximum 2m (adjacent to inset parking bays)
- Minimum 1.5m - Lanes narrower than 1.5m is only acceptable in exceptional circumstances, such as feeder lead-in lane to [ASL](#) (1.2m Minimum)

Mandatory Cycle Lanes

A Mandatory cycle lane is a dedicated area of the carriageway for protecting cyclists and is relatively cheap to install.

- Traffic Regulation Orders (TROs) are **not** required for their introduction (TSRGD,2016).
- They are marked by using a continuous white line (Diagram 1049 or 1049B) with cycle symbols (Diagram 1057) in the lane, where it begins and at any joining points.
- They should operate at all times unless there are clearly justified reasons not to do so.
- Vehicles are not permitted to cross mandatory cycle lanes with exceptions for emergency vehicles and vehicles entering/existing private driveways and turning movements.
- Since vehicles can legally enter them to stop or for loading/unloading, additional restrictions are needed to keep them clear.

Cycle lane provision should be continued through priority junctions using a broken white line (Diagram 1004 or 1010) and cycle symbols.

Diag. 958.1 'with flow cycle lane ahead' sign only allowed when cycle lane is not clearly visible to drivers.

Waiting restriction markings (Diagrams 1017 or 1018.1) should be 50mm wide in 'Environmentally Sensitive' areas such as World Heritage Site and Conservation Areas.

For more detail see: [Traffic Signs Manual Chapter 5](#).

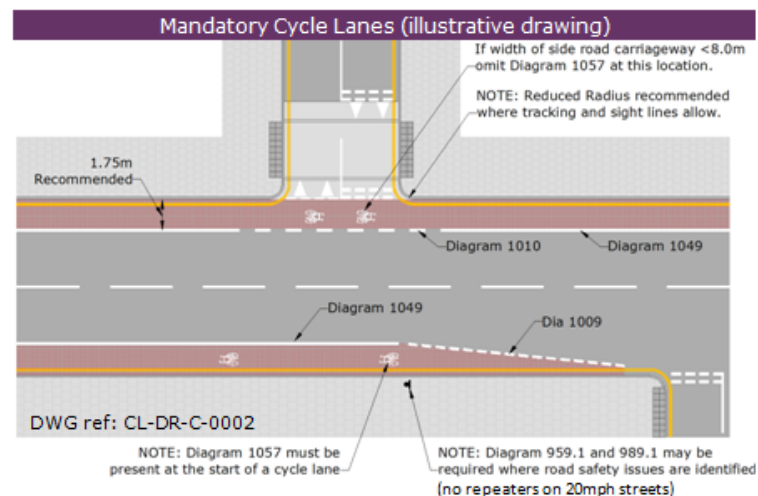
Material for cycle lanes

Red chipped asphalt should be used. However initial installation with lining only can be considered to reduce cost.

Relevant Factsheets

ASLs

Cycle Lanes - Integration with Parking and Loading, Bus Stops, Crossings and Side Roads



Dimensions

- Recommended width 1.75m
- Maximum 2m (Diag. 1057 cycle symbol is used in lane)
- Minimum 1.5m - Lanes narrower than 1.5m only acceptable in exceptional circumstances, such as feeder lead-in lane to [ASL](#) (1.2m minimum)



Mandatory lane (LCDS, 2015)

Appendix 4 – Some of the proposed key changes to conventional practices and/or departures from the existing guidance

The table below summarises some of the proposed key changes that the ESDG Technical Guidance (Factsheets) will bring into practice/application in Edinburgh to reflect the Designing Streets policy and to deliver the Council’s vision and the commitments made in the ESDG.

Element	Proposed practice and reason for adopting	Conventional practice / existing guidance	Decision based on:
‘Tight’ corner radii	A ‘Tight’ corner radius reduces visibility, slows vehicle speed and maintains pedestrian desire lines.	DMRB TD42/95 gives large corner radii to ensure visibility at junctions and prevent large vehicle overrun on corners.	<ul style="list-style-type: none"> Evidence from Manual for Streets 2 (MfS2) Designing Streets Risk assessment
Crossing close to junction (side road)	Crossing close to junction to maintain pedestrian / cyclist desire lines. Crucial for delivering ‘Quiet Routes’ network.	LTN 2/95 suggests minimum distances of 20m (signalled-controlled) and 5m (Zebra) to ensure driver visibility and reaction to crossing.	<ul style="list-style-type: none"> The City of Edinburgh Council (CEC) has undertaken an assessment of 55 crossings ≤ 15m from the junction. No evidence to support any accident was result of the crossing distance from the junction Risk assessment
Reduced width of tactile paving	Standardised use of 800mm instead of 1200mm tactile tail widths to provide clear and consistent tactile paving layouts. Additional benefit of reduced construction and maintenance costs.	DfT Guidance suggests a depth of 1200mm to ensure that visually impaired pedestrians pick up the surface. 800mm is given as the minimum.	<ul style="list-style-type: none"> Evidence from the University College London concluded the blister profile was readily detectable at 800mm wide as it will always capture a person’s stride Risk assessment

Element	Proposed practice and reason for adopting	Conventional practice / existing guidance	Decision based on:
Stop/give way line to crossing distance	A desirable distance of 1.7m is proposed at crossings to assist in maintaining pedestrian / cyclist desire lines.	TSM Chapter 5 provides a minimum distance of 1.1m (Zebra) or 1.7m (Toucan) and a maximum of 3.0m. TAL 5/05 recommends a minimum distance of 3.0m to ensure high-fronted vehicles waiting at the stop line can clearly see pedestrians at the crossing.	<ul style="list-style-type: none"> • Risk assessment
Presumption against use of new guardrails / Favour removal of existing	Use CEC Pedestrian Guardrail (PGR) Assessment, adopting the presumption against new guardrail and in favour of removing existing to reduce clutter.	LTN 2/95 suggests considering the use of guardrail on approach to crossings to reduce likelihood of accidents and guide blind or partially sighted pedestrians.	<ul style="list-style-type: none"> • Aligning with Active Travel Action Plan (ATAP), CEC (PGR) Assessment, Designing Streets, and Local Transport Strategy • Risk assessment for reverse stagger island.
Omitting centrelines on 20mph local & secondary streets	Omitting/not reinstating centreline on 20mph network to reduce speeds and enable more effective allocation of road space. Additional benefits include reduced construction and maintenance costs and a reduction in visual clutter.	TSM Chapter 5 does not state centreline must be used but recommends omitting them in rural areas, implying that they should be used in all other situations.	<ul style="list-style-type: none"> • Evidence from Manual for Streets 2 (MfS2) • Evidence from TFL Centreline Removal Trial • Risk assessment
Floating bus stops	Provide floating bus stops to facilitate bus public transport on cycle routes. Floating bus stops are common practice in the Netherlands and Denmark which are both cycle friendly cities.	Edinburgh currently has no existing floating bus stops.	<ul style="list-style-type: none"> • Evidence from Cambridge City Council • Risk assessment

Element	Proposed practice and reason for adopting	Conventional practice / existing guidance	Decision based on:
Continuous footways	Continuous footways to be introduced at side road crossings in busy pedestrian streets, giving greater priority to people travelling on foot.	Edinburgh currently has no existing continuous footways. Concern expressed regarding cracking of footway material under heavy vehicle loading resulting in high maintenance costs and tripping hazards.	<ul style="list-style-type: none"> Aligning with current practice in London CIHT Designing for Walking Risk assessment
Set back low level street furniture <450mm	Low level furniture ($\leq 1200\text{mm}$) to be set back 300mm from the kerb. High level furniture (e.g. poles and lighting columns) to be set back 450mm from the kerb edge.	DMRB TD 50/04 requires all street furniture to be set back 450mm to prevent damage by vehicles having a lateral overhang.	<ul style="list-style-type: none"> Sustrans Technical Information Note 31 Risk Assessment
Anti-skid	Reducing Anti-skid surfacing on 20mph and 30mph streets.	DMRB HD 36/06 provides a standard minimum treatment length of 50m on approach to a hazard.	<ul style="list-style-type: none"> Calculations based on urban streets Risk assessment

Transport and Environment Committee

10.00am, Tuesday, 17 January 2017

Leith Programme - Objections to Traffic Regulation Order – Leith Walk (Brunswick Street to Montgomery Street) and Redetermination Order – Leith Walk (Brunswick Street to Montgomery Street)

Item number

Report number

Executive/routine

Wards

11 – City Centre and 12 – Leith Walk

Executive Summary

The Leith Programme consists of approximately £9 million of road, footway and cycle improvements along the entire length of Constitution Street and Leith Walk which will transform the character of these streets. The programme is being delivered in a number of phases over several financial years.

The next phase of the programme to be implemented (Phase 5) will be the section of Leith Walk between Brunswick Street and Montgomery Street. The proposals for this section require both a Traffic Regulation Order and a Redetermination Order. This report details the results of the statutory consultation for both Orders.

100 representations were received including 82 objections to the advertised Traffic Regulation Order and 51 objections to the Redetermination Order. These representations, and the Council's responses, are detailed in this report.

Plans showing the proposed road layouts are appended to this report.

Links

Coalition Pledges

[P44](#), [P45](#),

Council Priorities

[CP8](#), [CP11](#)

Single Outcome Agreement

[SO4](#)

Leith Programme – Objections to Traffic Regulation Order – Leith Walk (Brunswick Street to Montgomery Street) and Redetermination Order - Leith Walk (Brunswick Street to Montgomery Street)

1. Recommendations

- 1.1 It is recommended that the Committee:
 - 1.1.1 notes the objections received to the advertised Traffic Regulation Order and Redetermination Order and the Council's comments in response;
 - 1.1.2 notes that six objections were received to changes to loading and unloading facilities that were proposed as part of the advertised Traffic Regulation Order and that the Council is obliged to hold a public hearing if any of these objections are not subsequently withdrawn;
 - 1.1.3 notes the amendments that are proposed to the advertised Traffic Regulation Order to address the concerns raised by objectors over changes to waiting, loading and unloading facilities and that at the time of writing no objectors have agreed to withdraw their objections to the proposed changes to waiting, loading and unloading facilities if these amendments are made;
 - 1.1.4 sets aside the objections that do not relate to proposed changes to loading and unloading facilities;
 - 1.1.5 instructs officials to write to the Scottish Government to propose that a public hearing be held into the unwithdrawn Traffic Regulation Order objections relating to parking and loading restrictions;
 - 1.1.6 instructs officials to refer the objections to the Redetermination Order to Scottish Ministers; and
 - 1.1.7 gives approval to initiate a new Traffic Regulation Order process, which will be required to make some of the amendments that are proposed to the advertised TRO on Leith Walk at Elm Row and Montgomery Street.

2. Background

- 2.1 The Leith Programme extends from the Old Dock Gates on Constitution Street along the whole of Leith Walk to Picardy Place, a total length of 2.7km. The outline budget is circa £9 million. The programme uses a place-making approach to transform these key Edinburgh streets into a high quality Scottish urban streetscape, where space has been reprioritised to create a sense of place, with provision for walking, cycling and public transport as the highest priorities. This responds to the local communities' aspirations for the streets, as expressed to the City of Edinburgh Council, through an in-depth consultation process carried out in 2012 and 2013.
- 2.2 To minimise disruption during the construction, the programme has been split into distinct phases:

Phase	Section	Programme
1	Constitution Street	April to November 2013 - complete
2	Foot of the Walk to Iona Street	May to December 2014 - complete
3	Foot of the Walk junction	February to June 2015 - complete
4	Iona Street to Brunswick Street to include tram enabling works	Commenced September 2016
5	Brunswick Street to Elm Row	Delivery to be agreed
6	London Road to Picardy Place	Delivery to be agreed

- 2.3 Key features of the programme of enhancements include:
- Clear pedestrian priority over 1.8km, including safer crossing points;
 - Significant sections of uninterrupted cycle space (both dedicated on and off road sections);
 - Reduction in unnecessary road space and wider footways;
 - Redesigned, simplified junctions;
 - Replacement of London Road roundabout with a signalised junction to significantly enhance conditions for pedestrians and cyclists;
 - Narrower road environment with frequent zebra crossings, designed to support lower speed limits;
 - A simplified streetscape more conducive to community activity, trading and business; and
 - Better connectivity for sustainable forms of travel between the waterfront and the city centre.

3. Main report

- 3.1 The next phase of the Programme to be implemented (Phase 5) will be the section of Leith Walk between Brunswick Street and Montgomery Street. An extensive programme of improvements is proposed including:
- upgrades to the signal controlled junction at Annandale Street;
 - the introduction of a prohibition on right turns into Montgomery Street from Leith Walk, except for cyclists;
 - the introduction of a prohibition on entry to Leith Walk from Montgomery Street;
 - alterations to parking and loading facilities;
 - alterations to bus lane operating hours;
 - provision of segregated cycling facilities in each direction;
 - re-laying footways with flag paving;
 - reducing road widths;
 - resurfacing road surfaces to benefit all road users;
 - removing redundant street furniture and reducing street clutter;
 - relocating domestic waste containers into dedicated bays; and
 - tram enabling infrastructure.
- 3.2 The design for this section of Leith Walk will also be able to accommodate any future tram extension without the need for significant changes.
- 3.3 There is insufficient road space to achieve all of the above and maintain an acceptable level of public transport priority on Leith Walk while retaining the existing dedicated lay-bys for loading and parking bays. It is therefore proposed to provide a road layout where the two kerbside traffic lanes will function as bus lanes during the peak traffic periods on Mondays to Fridays and provide facilities for loading and parking at other times.
- 3.4 The current proposals are similar to those contained in the previous Traffic Regulation Order approved by Transport and Environment Committee on [12 January 2016](#) and currently being implemented as part of the Phase 4 element of the programme between Iona Street and Brunswick Street. The proposals, including the location of proposed loading and parking bays and their associated hours of operation, shown in Appendix 1, are intended to provide a continuity of design principles and layout for the remaining southern section of Leith Walk.
- Changes to loading and Parking Provision**
- 3.5 A review of all existing loading and parking facilities has been undertaken along this section of Leith Walk and a number of changes are proposed in order to facilitate the improvements.

3.6 It is recognised that it is important for businesses and residents to have access to loading and parking facilities. The proposals aim to ensure that these are provided at suitable locations along this section of the works. It is not always possible to provide every business with bays directly adjacent to its premises, however, an attempt has been made to provide this where possible within the context of the overall design requirements.

Leith Walk

3.7 It is proposed to increase the number of loading bays on this section of Leith Walk from 8 spaces to 27 spaces. To achieve this, and to make other proposed changes to the road layout, the number of short stay parking bays on this section of Leith Walk would be reduced from 39 spaces to 18 spaces.

3.8 The Leith Programme is tasked with delivering a number of key design elements on this section, together with maintaining an acceptable level of public transport priority. There is insufficient road space to achieve this whilst retaining the current level of dedicated lay-bys for loading and parking. It is therefore proposed to provide a road layout where the kerbside traffic lanes will operate as bus lanes during Monday to Friday peak periods and provide facilities for loading and parking at all other times.

3.9 In order to maintain public transport priority during peak traffic periods, it is proposed that the loading and parking bays that will be provided on this section of Leith Walk will not operate from 7.30am-9.30am or 4.00pm-6.30pm on Monday to Friday. This arrangement is consistent with other main routes into the city, thereby providing citywide uniformity and consistency for loading and parking arrangements.

3.10 To offset the loss of peak period loading and parking facilities and the proposed reduction in the number of short stay parking bays on this section of Leith Walk, it is also proposed to create three new loading spaces and three new pay and display parking spaces on Annandale Street. The hours of operation of these spaces will be as per the existing Controlled Parking Zone N1. The loading bays will be within the Greenways TRO but will operate without restrictions.

3.11 There will be no change to the number of residents permit holder or shared use spaces in the street, although some spaces will be changed from parallel to end-on parking.

3.12 Further details of the proposed changes to loading and parking facilities are provided in Tables 1 and 2 below:

Table 1 – Proposed changes to loading bays

Type	Location	Operation	Spaces
Existing	Leith Walk	Mon-Fri: 7.30am-6.30pm, Sat:8.30am-6.30pm	8
Proposed	Leith Walk	Mon-Fri: 9.30am-4.00pm, Sat 8.30am-6.30pm	27
	Annandale et	Mon-Fri:8.30am-5.30pm	3

Table 2 – Proposed changes to parking bays

Type	Location	Operation	Spaces
Existing	Leith Walk	Mon-Fri: 7.30am-6.30pm, Sat:8.30am-6.30pm 60 mins max stay, no return within 90 mins	39
Proposed	Leith Walk	Mon-Fri: 9.30am-4.00pm, Sat 8.30am-6.30pm 60 mins max stay, no return within 90 mins	18
	Annandale Street	Mon-Fri: 8.30am-5.30pm Pay and Display	3

Provision of segregated cycling facilities

- 3.13 New one-way segregated cycling facilities are proposed in each direction on Leith Walk between Brunswick Street and Montgomery Street. These facilities will generally be 1.5m wide and will be physically segregated from traffic by a 0.5m wide segregation zone.

Changes to Bus Lanes

- 3.14 In order to maintain off-peak loading and parking provision for local businesses and residents, it is proposed to alter the operating hours of the bus lanes on this section of Leith Walk, in line with that of the phase currently under construction between Iona Street and Brunswick Street as shown below in Table 3 below:

Table 3 - Proposed changes to bus lane operating hours

Existing Operating Hours	Proposed Operating Hours
Mon-Fri: 7.30am to 6.30pm, Sat: 8.30am to 6.30pm	Mon-Fri: 7.30am to 9.30am and 4.00pm to 6.30pm

- 3.15 These revised bus lane operating hours will ensure that public transport priority is provided during peak traffic periods on Leith Walk while allowing loading and parking facilities to be provided within the same areas of road space at other times.
- 3.16 These changes to the bus lane operating hours on this section of Leith Walk are integral to the proposed operation of the new road layout with areas of road space functioning both as bus lanes and as facilities for loading and parking at different times of the day. As such, these changes are being sought independently of the current trial to change all day bus lanes throughout the remainder of the city into peak bus lanes on an experimental basis.
- 3.17 Lothian Buses has been consulted over the proposed changes to bus lane operating hours and is satisfied with the proposals.

Prohibited Entry and Prohibited Right Turn

- 3.18 As part of the proposed upgrade to the signal controlled junction at Annandale Street, it is proposed to prohibit entry for vehicles into Leith Walk from Montgomery Street, except for cycles. This will remove the need for traffic signal control at

Montgomery Street, allowing a simpler, safer and more efficient junction to be provided that will benefit all road users. Pedestrian counts highlight that it is a busy junction and so this group, in particular, will benefit significantly from a simpler and safer crossing.

- 3.19 It is also proposed to prohibit the right turn for vehicles from Leith Walk into Montgomery Street, except for cycles, to prevent vehicles waiting to turn right from obstructing traffic flows on Leith Walk. A central traffic island will be provided to make this prohibition self enforcing.
- 3.20 Traffic counts have been undertaken in order to establish the number of vehicles that currently enter Leith Walk from Montgomery Street and turn right into Montgomery Street. It is considered unlikely that there will be an unacceptable impact on the various alternative routes due to traffic being displaced by these proposed restrictions.
- 3.21 In line with commitments in the Council's Active Travel Action Plan, facilities will be provided to maintain access for cyclists. Off-road cycle lanes and a Toucan crossing facility, incorporated within the junction traffic signals, will allow cycle access to Leith Walk from Montgomery Street. Cyclists wishing to turn right into Montgomery Street will also be able to do so, either by using the aforementioned Toucan crossing facility or via a break that will be provided in the proposed central traffic island.
- 3.22 Left turn entry for vehicles from Leith Walk onto Montgomery Street will be retained under the proposed new layout as will entry to Montgomery Street from Annandale Street.
- 3.23 Businesses located in Elm Row, south of Montgomery Street, were consulted informally on the proposed restrictions at the Montgomery Street junction earlier in the year. The responses received at that point were fairly positive with suggestions that some form of future redesign of this section of Elm Row, including the reviewing of traffic management arrangements, may be beneficial to the area. Should resources be identified, public realm improvements could be considered as part of a future phase of works.

Relocation of Waste Containers into Dedicated Bays

- 3.24 Dedicated areas of road space will be created to accommodate domestic waste containers. This space will ensure that these containers are removed from the footway, creating a more attractive, less cluttered, and pedestrian friendly environment. There will also be no conflict with cyclists using the segregated cycle lanes, particularly when refuse is being collected.
- 3.25 The provision of additional recycling facilities in these locations is currently being explored. Following discussions with representatives from Waste Services, it was ascertained that one of the priorities in coming years is to enhance recycling provision in communal areas in an effort to maximise recycling of dry materials (paper, cans, plastics, cardboard and so on), glass and food in order to improve the

balance between these and landfill. This additional provision should help contribute to the delivery of this objective.

Future Proofing

- 3.26 The proposed design for this section of Leith Walk has been developed in consultation with the tram operator.
- 3.27 The proposed design is compatible with a future tram continuation on this section of Leith Walk and significant physical changes would not be required to kerblines to accommodate this.

Statutory Consultation

- 3.28 In line with the statutory requirements for consultations being carried out under the terms of the Road Traffic Regulation Act 1984, the draft Traffic Regulation Order was advertised between 23 September 2016 and 21 October 2016.
- 3.29 In line with the statutory requirements for consultations being carried out under the terms and conditions of the Roads (Scotland) Act 1984, the draft Redetermination Order was advertised during the same period.
- 3.30 In line with the communications approach adopted as part of the Leith Programme, an additional 2,400 letters were delivered to residents and businesses on Leith Walk and the streets surrounding the area covered by the draft Orders in an effort to ensure as many people in the local area, that may potentially be impacted, were notified directly.
- 3.31 As a result of the positive level of engagement gained through this additional communication approach, the decision was taken to extend the overall consultation period by re-advertising for an additional four week period. This commenced on 28 October and ran until 25 November 2016, providing further opportunity for the public to submit their views.
- 3.32 Over and above this formal consultation, an informal drop-in surgery was also held in the McDonald Road Library between 3.00-7.00pm on 10 November 2016 to open additional lines of communication and give businesses and residents the opportunity to discuss the proposals with Council officers. This event was publicised widely with a further 2,400 letters distributed locally along with e-mail invitations issued to key stakeholders. The event was attended by 25 people.
- 3.33 The Council received 100 representations from individuals and businesses. Eighty two were objections to the advertised Traffic Regulation Order and 51 objections were received to the advertised Redetermination Order. A summary of the objections received can be seen below:

Ref	Detail	Nr Received
1	Prohibition of exit from Montgomery St to Leith Walk	64
2	Prohibition of Right turn from Leith Walk to Montgomery St	50

3	RSO Objections (Montgomery St and Annandale St Cycleway crossing)	50
4	Parking & Loading Bay Location	6
5	Off Peak Parking & Loading Times	8
6	Support for Scheme	17

3.34 The objections received are listed in Appendix 2. A number of objectors stated objections to both draft Orders, TRO and RSO, however, it is believed that a number of these have been mistakenly identified as RSO when they should only be TRO.

3.35 Seventeen expressions of support for the proposals were also received.

3.36 The main issues raised within the objections to the Orders relate to:

- the proposed changes to the location of some loading/unloading and parking facilities on Elm Row between Brunswick Street and Montgomery Street;
- the proposed changes to the permitted operating times of loading/unloading and parking facilities;
- the proposed prohibition on entry to Leith Walk from Montgomery Street and concerns over the impacts this may have with regards to vehicle displacement onto nearby streets; and
- the proposed prohibition of the right turn for motor vehicles from Leith Walk onto Montgomery Street.

3.37 Further details of the objections and the Council's responses are provided in Appendix 3.

Changes to Parking and Loading Facilities

3.38 Eleven objections were received in relation to the proposed changes to parking and loading provision between Brunswick Street and Montgomery Street. The two main areas of concern within these objections are:

- The proposed changes to the location of loading and parking bays immediately north of the Montgomery Street junction; and
- The proposed changes to off-peak loading and parking.

3.39 Six objections related to the changes to location, while eight objections related to the proposed changes to off-peak loading and parking.

Location of bays

3.40 As part of the upgrade to the signal controlled junction at Annandale Street, it is proposed to alter the location of some loading bays on Elm Row, on the southbound approach to the Montgomery Street junction, by 35 metres north from the current position. This is in order to accommodate the new pedestrian crossing. These proposals also allow sufficient space for southbound travelling vehicles to

flow freely without being blocked by those vehicles turning right into Annandale Street. The proposals are intended to support a safer, simpler, more efficient junction for all users.

- 3.41 After consideration of objections received, further amendments have been proposed to increase the provision of loading bays on Elm Row on the southbound approach to the Montgomery Street junction and improve their location for local businesses.
- 3.42 Further investigation into traffic counts of those vehicles making the right turn movement into Annandale Street from Leith Walk showed relatively low figures. This allows amendments to be proposed that involve the increase of restricted loading bays on the southbound carriageway of Leith Walk by an additional two on the approach to the Montgomery Street junction. These proposals are intended to help support local businesses around this location and will require the Council to promote a separate Traffic Regulation Order.
- 3.43 Although a further review of the design was carried out, there is no further opportunity to provide parking bays nearer to their original position without significant impact on the design principles of the Leith Programme and impacting on the delivery of the upgraded junction.
- 3.44 To date, the objections received that relate to the position of loading and parking facilities have not been withdrawn.

Off peak loading and parking

- 3.45 Eight objections were received in relation to the proposals to restrict loading and parking to off-peak times as stated in paragraph 3.9.
- 3.46 There is insufficient road space to achieve all the programme of improvements detailed in paragraph 3.1 and to maintain an acceptable level of public transport priority on Leith Walk, while retaining the existing dedicated lay-bys for loading and parking bays. It is therefore proposed to provide a road layout where the two kerbside traffic lanes will function as bus lanes, during the peak traffic periods Monday to Friday and provide facilities for loading and parking at other times. This is consistent with other main routes into the city at peak times.
- 3.47 The proposal is also fundamental in contributing to the exemplar commuter corridor that prioritises pedestrians, cyclists, public transport, and then other vehicles that the scheme is intended to deliver. These priorities are in line with local and national transport priorities.
- 3.48 In the proposed design, an additional three loading bays and three parking bays in Annandale Street, near the junction with Leith Walk, have been proposed in the draft Order. These loading facilities will operate without time restrictions thereby providing peak period provision for businesses that may require this. The pay and display parking bay operating hours will be Monday to Friday between 8.30am – 5.30pm and there will be no restrictions at all other times.

- 3.49 Following consideration of the objections received, a further review of possible additional locations for unrestricted loading and parking provision in adjacent streets was undertaken.
- 3.50 As a result of this review, further amendments have been proposed to increase loading provision by adding another three bays in Montgomery Street, without operating time restrictions, near the junction with Elm Row. These proposals aim to support local businesses around this location and will require the Council to promote a separate Traffic Regulation Order. To date, the objections have not been withdrawn.

Prohibition on entry to Leith Walk from Montgomery Street

- 3.51 Sixty four objections were received in relation to the proposal to prohibit entry onto Leith Walk from Montgomery Street under the new layout. Twenty one of these were submitted by way of a standard letter containing draft wording supplied on an online facebook page entitled Savethejunction, <https://www.facebook.com/Savethejunction-315795795458565/>.

The main concern of these objections centred around the potential increase in traffic levels on a number of nearby streets and locations including Windsor Street, Elm Row, Brunswick Road, Brunswick Street, London Road, and East London Street.

- 3.52 Traffic counts were carried out in 2013 and 2015 as part of the design process to establish the number of vehicles currently exiting Montgomery Street onto Leith Walk. The results show that the number of vehicles currently making this manoeuvre is relatively low over a 24-hour period. While restricting direct access to Leith Walk from Montgomery Street will result in additional traffic using adjoining streets, this traffic is likely to be displaced onto a number of possible alternative routes, some on adjacent streets and some on streets further afield as part of a more strategic re-routeing. Given the relatively low volume of displaced vehicles, it is unlikely that there will be an unacceptable increase in traffic on the various alternative routes. As such, it is not expected that displacement will cause a significant problem on any individual route.
- 3.53 Fourteen of the objections received expressed concerns that the proposed prohibition on entry from Montgomery Street to Leith Walk would cause safety issues, specifically for St Mary's Primary School on East London Street. A number of these objections referred to 'planned road closures' while some expressed concern at the proposed closure of Brunswick Street.
- 3.54 After considering this issue, it is not clear how the proposed restriction at the Montgomery Street junction would increase traffic on East London Street. The East London Street – Annandale Street – Montgomery Street eastbound traffic movement would be unaffected by the restriction. Meanwhile, the reverse westbound Montgomery Street movement will no longer be possible, thereby reducing vehicle numbers at the Annandale Street/East London Street roundabout that would previously have made this movement from Montgomery Street. The most likely alternative westbound routes are either via London Road – Leith Walk –

Picardy Place – Broughton Street or, alternatively, Brunswick Road – McDonald Road or Brunswick Road/Street – Leith Walk – Annandale Street. Two of these options are likely to take some westbound traffic, depending on destination, away from East London Street and St Mary’s RC Primary School.

- 3.55 In considering the objections that referred to planned road closures and to the closure of Brunswick Street, as there are no road closures proposed in the draft Order, it could be that these concerns may be based on one or more mistaken assumptions or the dissemination of inaccurate anecdotal information.

Next Steps

- 3.56 It is recommended that the Committee sets aside the objections that do not relate to proposed changes to loading and unloading facilities.
- 3.57 In accordance with the requirements of the Local Authorities’ Traffic Orders (Procedure) (Scotland) Regulations 1999, if an objection is made to the advertised Traffic Regulation Order on the grounds of loading provision and the objection is not withdrawn, a public hearing is mandatory. This hearing should be conducted by an independent Reporter appointed in accordance with the requirements of the Local Authorities’ Traffic Orders (Procedure) (Scotland) Regulations 1999.
- 3.58 If Committee accepts the recommendations in this report, officials will request that the Scottish Government arranges the necessary public hearing at the earliest opportunity. A further report on the outcomes of that process will then be brought to this Committee.
- 3.59 In accordance with the requirements of the Roads (Scotland) Act 1984, all objections to a Redetermination Order must be referred to Scottish Ministers. It is therefore recommended that the Committee instructs Officers to refer to Scottish Ministers the valid objections which were received to the Redetermination Order. The process that Scottish Ministers use to reach their determination on the Order is at their discretion.

4. Measures of success

- 4.1 The measure of success for the Leith Programme will be an improved, more attractive environment along Leith Walk and Constitution Street corridors, particularly for pedestrians and cyclists. This will be measured through pedestrian counters and cycle traffic counts.
- 4.2 As the proposals included in Phase 5 of the Programme are compatible with a future tram extension, and include significant tram enabling works in the footways, there would be a reduced impact on local residents and businesses during construction of a future tram extension on this section of Leith Walk.

5. Financial impact

- 5.1 The costs associated with the statutory procedures to make the necessary Traffic Regulation Orders and Redetermination Order are estimated at around £9,000. It is estimated that a public hearing, if required, would cost a further £10,000-£15,000.
- 5.2 The cost for this phase of construction will be subject to the outcome of a competitive tendering process. Construction costs will be fully contained within the Place Directorate Capital Investment Programme and supplemented by a significant external funding award from the Scottish Government and Sustrans Scotland.

6. Risk, policy, compliance and governance impact

- 6.1 The public hearing could delay implementing the improvements by six to twelve months.
- 6.2 The tram operator has been consulted on the design in order to ensure that a tram extension could be delivered on this section of Leith Walk without having to make significant physical changes to the proposed layout.

7. Equalities impact

- 7.1 An Equalities and Rights Impact Assessment (ERIA), for the full Leith Programme, commenced during the consultation stage of the scheme and will be in effect throughout the delivery of the project.
- 7.2 Improvements to footways and pedestrian crossing facilities will have a positive impact on the safety, freedom of movement and access for all who live in or use this section of Leith Walk. Representatives from disability groups have been consulted on the proposed designs and their input has been taken into account when producing the plans.

8. Sustainability impact

- 8.1 The impact of this report in relation to the three elements of the Climate Change (Scotland) Act 2009 Public Bodies Duties have been considered and the outcomes are summarised below. Relevant Council sustainable development policies have been taken into account and are noted at Background Reading later in the report (Active Travel Plan).
- 8.2 The proposals set out in this report will reduce carbon emissions by contributing to the core objectives of the Council's Active Travel Action Plan to increase the number of people walking and cycling in Edinburgh.
- 8.3 The proposals set out in this report will increase the city's resilience to climate change impacts by providing more opportunities for sustainable travel through improvements to walking and cycling infrastructure.

- 8.4 The proposals in this report will help achieve a sustainable Edinburgh by delivering environmental improvements which will benefit all users of Leith Walk.

9. Consultation and engagement

- 9.1 Consultation was carried out between 22 July 2016 and 25 November 2016 as part of the statutory consultation process for both Orders. This process gave interested parties the opportunity to submit formally any comments or objections to the Council and included an additional four week re-advertising period to provide further opportunity for people to submit comments.
- 9.2 A drop-in surgery event was also held in the McDonald Road library on 10 November 2016 between 3.00-7.00pm to provide additional lines of communication and give businesses and residents the opportunity to discuss the proposals with Council officers. The event was attended by 25 people.
- 9.3 Approximately 4,800 letters (2 x 2,400) were delivered to businesses and residents on Leith Walk and streets surrounding the area covered by the Orders to provide notification of the formal consultation. The second letter delivery of 2,400 letters also provided notification of the drop-in surgery.
- 9.4 Visits to traders on the southernmost part of Elm Row took place during March and April to provide information on the access and egress proposals at the Montgomery Street junction.
- 9.5 The tram operator has been consulted on the design in order to ensure that the tram extension could be delivered on this section of Leith Walk without having to make significant physical changes to the proposed layout.
- 9.6 Lothian Buses has been consulted on the proposed layout, including changes to bus lane operating hours.
- 9.7 As part of the wider Leith Programme, extensive consultation has been undertaken with a wide range of local stakeholders, with a dedicated webpage set up and regularly updated to provide information on the proposals. Neighbourhood Partnerships, local ward members, Community Councils, cycling organisations, Lothian Buses, and other community and interest groups have all been consulted on the proposals.
- 9.8 In addition, Key Stakeholder Group meetings are ongoing, while Elected Member Oversight Group meetings are held at key stages.

10. Background reading/external references

- 10.1 Appendix 1 – Plans of advertised proposals for Leith Walk between Brunswick Street and Montgomery Street including location of proposed parking and loading bays and associated hours of operation.
- 10.2 Appendix 2 - Objection letters/e-mails received, including standard letter.
- 10.3 Appendix 3 – Summary of issues raised in objections, and the Council's responses.

- 10.4 Leith Programme – Commencement of Statutory Procedures for Traffic Regulation Order and Redetermination Order Leith Walk (Brunswick Street to Montgomery Street). Report authorised by the Transport Network Service Manager under Delegated Powers, 27 June 2016.
- 10.5 The Leith Programme, Consultation and Design, Report to the Transport and Environment Committee by the Director of Services for Communities, [19 March 2013](#).
- 10.6 Active Travel Action Plan – http://www.edinburgh.gov.uk/info/20037/policies_plans_and_strategies/341/transport_policy.

Paul Lawrence

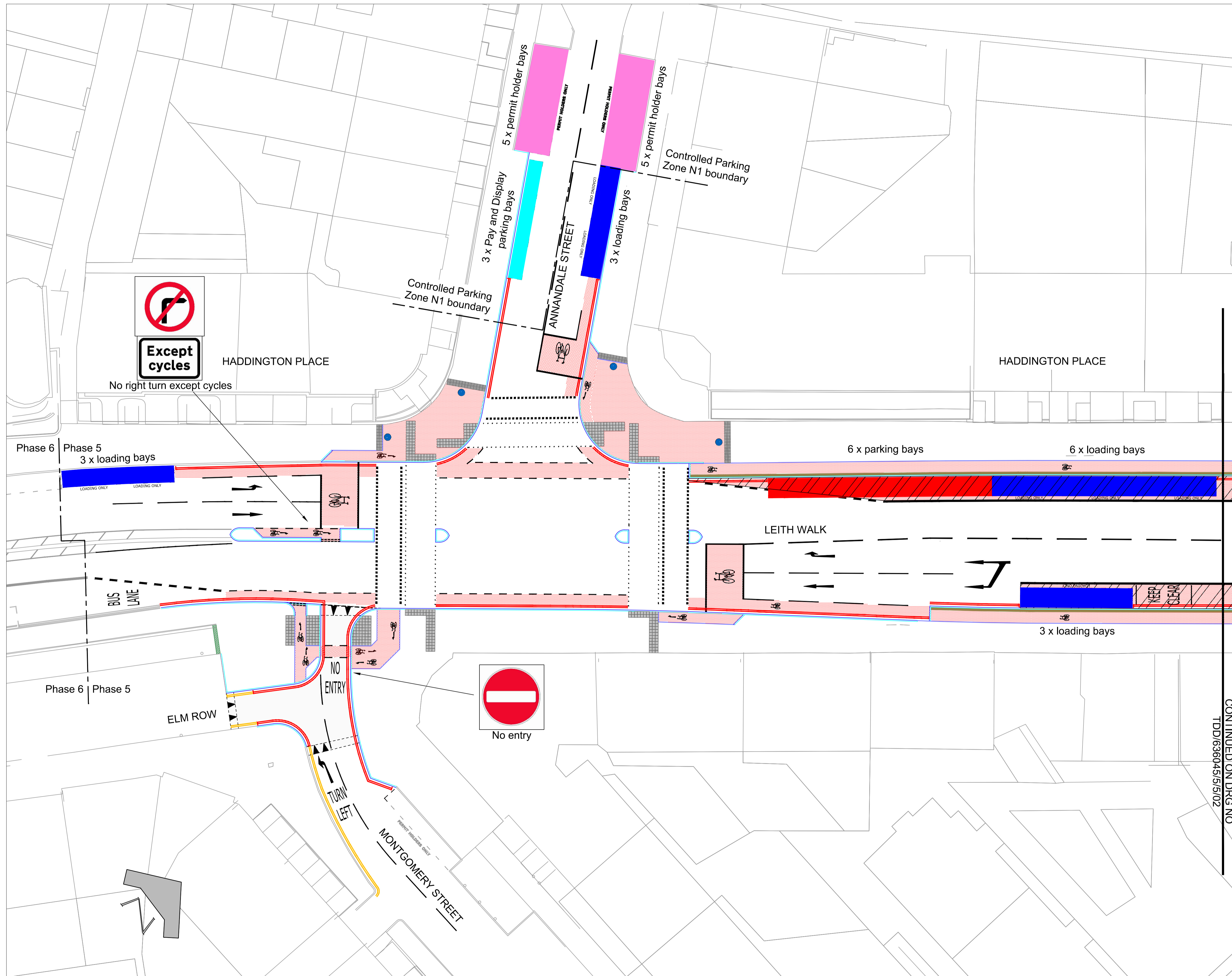
Executive Director of Place

Contact: Rob Leech, Senior Responsible Officer

E-mail: rob.leech@edinburgh.gov.uk Tel:0131 469 3796

11. Links

Coalition Pledges	P44 – Prioritise keeping our streets clean and attractive P45 – Spend 5% of the transport budget on provision for cyclists
Council Priorities	CP8 – A vibrant, sustainable local economy CP11 – An accessible, connected city
Single Outcome Agreement	SO4 – Edinburgh’s communities are safer and have improved physical and social fabric
Appendices	Appendix 1 – Plans of the advertised proposals for Leith Walk between Brunswick Street and Montgomery Street including location of proposed parking and loading bays and associated hours of operation Appendix 2 – Objection letters/emails received, including standard letter Appendix 3 – Summary of issues raised in objections, and the Council’s responses



NOTES:

- Greenway parking bay
- Greenway loading bay
- Controlled Zone Pay & Display bay
- Controlled Zone permit holder bay
- Domestic bin bay
- Bus lane
- Segregated cycle path
- On-street cycle lane
- White road markings
- Double red line markings: no stopping
- Double yellow line markings: no waiting at any time

Greenway parking bay restrictions
 No Stopping Mon - Fri 7.30am - 9.30am and 4.00pm - 6.30pm
 Operational hours Mon - Fri 9.30am - 4.00pm and Sat 8.30am - 6.30pm

- 60 minutes maximum stay, no return within 90 minutes
- No maximum stay for blue badge holders
- Loading permitted

All other times: no restrictions

Greenway loading bay restrictions
 No Stopping Mon - Fri 7.30am - 9.30am and 4.00pm - 6.30pm
 Operational hours Mon - Fri 9.30am - 4.00pm and Sat 8.30am - 6.30pm

- No stopping except for loading or blue badge holders
- 60 minutes maximum stay, no return within 90 minutes for blue badge holders

All other times: no restrictions

Bus lane operating hours
 Mon - Fri 7.30am - 9.30am and 4.00pm - 6.30pm

- No traffic except buses, taxis and cycles

All other times: no restrictions

CACZ Pay & Display bay restrictions
 Mon - Fri 8.30am - 5.30pm (as the rest of CACZ)
 60 minutes maximum stay, no return within 90 minutes

- No maximum stay for blue badge holders
- Loading permitted

All other times: no restrictions

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REVISION	DETAILS	BY	DATE	CHECKED

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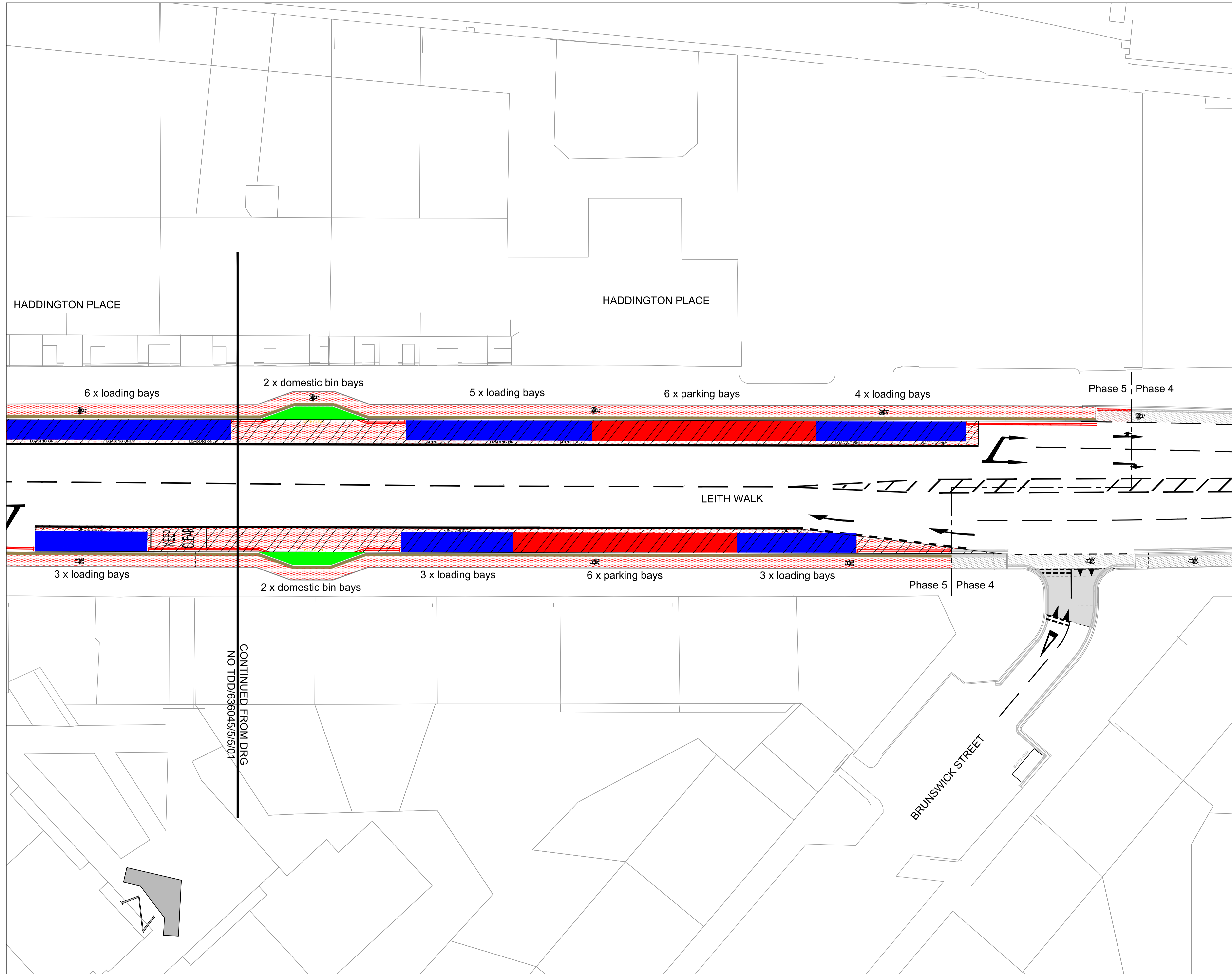
The City of Edinburgh Council
 Waverley Court
 4 East Market Street
 Edinburgh, EH8 8BG
 Telephone: 0131 200 2000

PLACE
 PLANNING & TRANSPORT
 TRAFFIC & ENGINEERING
 TRANSPORT DESIGN & DELIVERY

The Leith Programme
 Phase 5 - Brunswick Street to Montgomery Street
 Traffic Regulation Order

Drawing 1 of 2

Date: 20 June 2016 Job No.: 636045 Drawn by: A Parkinson
 Checked by: A Easson
 Scale: 1:250 @A1 Reviewed by:



NOTES:

- Greenway parking bay
- Greenway loading bay
- Controlled Zone Pay & Display bay
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The City of Edinburgh Council
 Waverley Court
 4 East Market Street
 Edinburgh, EH8 8BG
 Telephone: 0131 200 2000

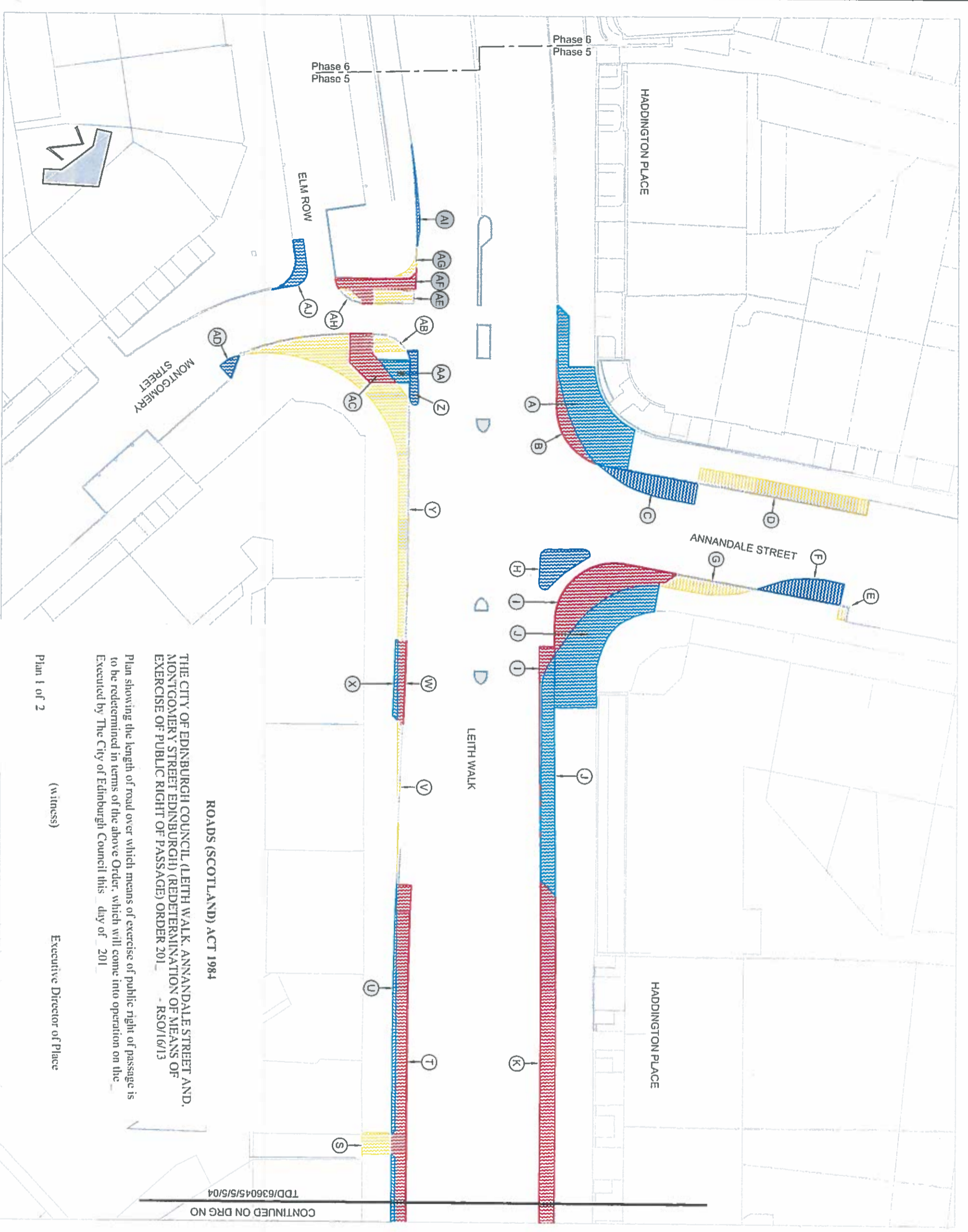
PLACE
 PLANNING & TRANSPORT
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 TRANSPORT DESIGN & DELIVERY

The Leith Programme
 Phase 5 - Brunswick Street to Montgomery Street
 Traffic Regulation Order

Drawing 2 of 2

Date: 20 June 2016	Job No.: 636045	Drawn by: A Parkinson
Scale: 1:250 @A1		Checked by: A Easson
		Reviewed by:

Drawing Name: © GEC Transport Design & Delivery TDD/636045/5/5/02 Leith Walk Traffic Regulation Order Phase 5 (Proposed) to the Edinburgh City Council. 11/01/2016-16:54:42.dwg
 Author: GEC Transport Design & Delivery TDD/636045/5/5/02 Leith Walk Traffic Regulation Order Phase 5 (Proposed) to the Edinburgh City Council
 Checker: GEC Transport Design & Delivery TDD/636045/5/5/02 Leith Walk Traffic Regulation Order Phase 5 (Proposed) to the Edinburgh City Council
 Approver: GEC Transport Design & Delivery TDD/636045/5/5/02 Leith Walk Traffic Regulation Order Phase 5 (Proposed) to the Edinburgh City Council
 Date: 20/06/2016
 Scale: 1:250 @A1
 Project: The Leith Programme Phase 5 - Brunswick Street to Montgomery Street Traffic Regulation Order



CONTINUED ON DRG NO TDD/636045/5/5/04

THE CITY OF EDINBURGH COUNCIL (LEITH WALK, ANNANDALE STREET AND, MONTGOMERY STREET EDINBURGH) (REDETERMINATION OF MEANS OF EXERCISE OF PUBLIC RIGHT OF PASSAGE) ORDER 2011 - RSO/16/13

Plan showing the length of road over which means of exercise of public right of passage is to be redetermined in terms of the above Order, which will come into operation on the day of 2011

Executed by The City of Edinburgh Council this day of 2011

Executive Director of Place

(witness)

Plan 1 of 2

- NOTES**
- EXISTING CARRIAGEWAY/REDETERMINED AS CARRIAGEWAY
 - EXISTING CARRIAGEWAY/REDETERMINED AS CYCLEWAY
 - EXISTING FOOTWAY/REDETERMINED AS FOOTWAY
 - EXISTING CYCLEWAY/REDETERMINED AS CYCLEWAY
 - EXISTING FOOTWAY/REDETERMINED AS CYCLEWAY

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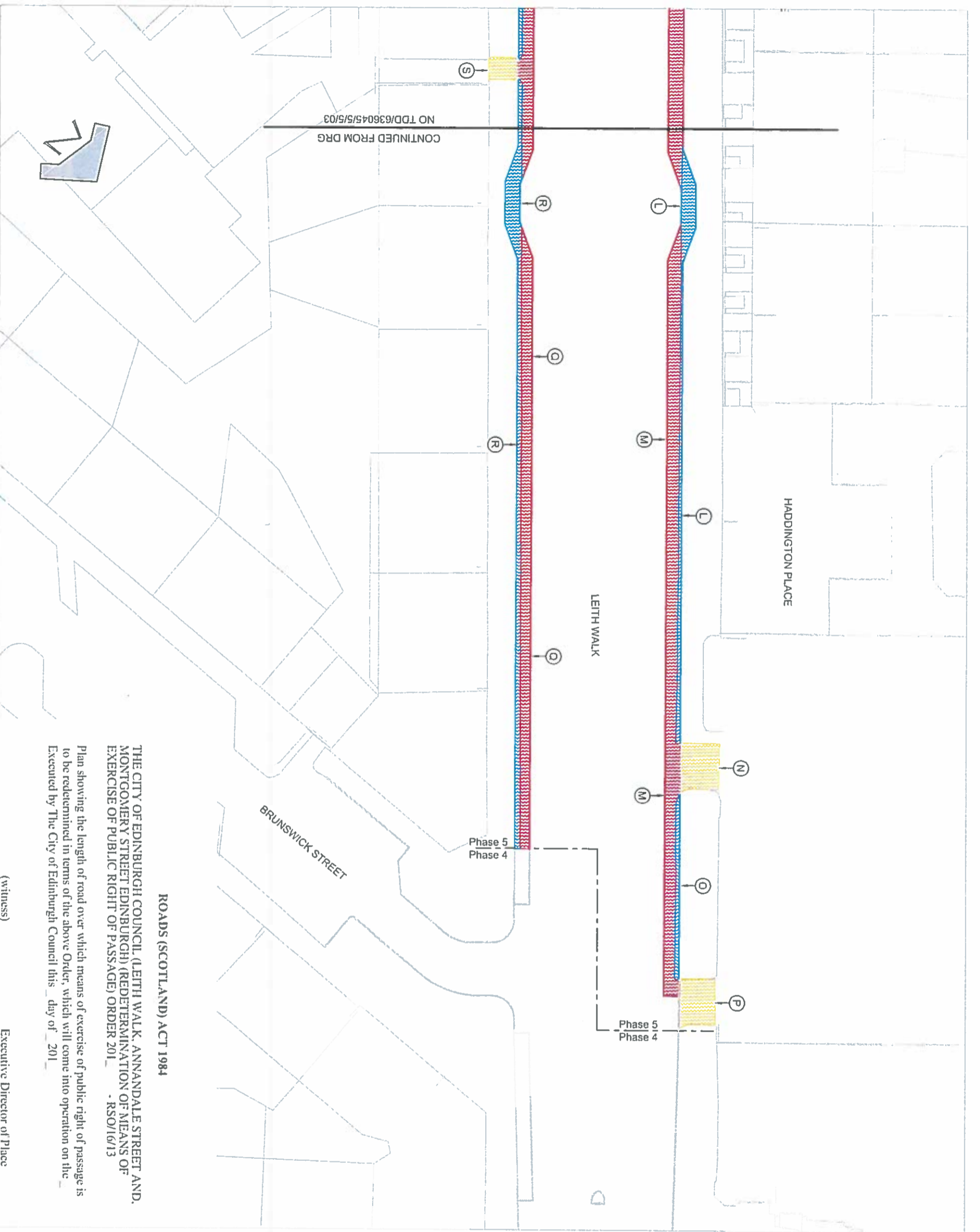
THE CITY OF EDINBURGH COUNCIL

The City of Edinburgh Council
 Venerley Court
 4 East Waverley Street
 Edinburgh EH3 8BQ
 Telephone 0131 200 2000

PLANNING AND TRANSPORT
 INFRASTRUCTURE
 TRANSPORT DESIGN & DELIVERY

The Leith Programme
 Phase 5
 Brunswick Street to Montgomery Street
 Redetermination
 Drawing 1 of 2

DRG. NO. TDD/636045/5/5/03



THE CITY OF EDINBURGH COUNCIL (LEITH WALK, ANNANDALE STREET AND MONTGOMERY STREET EDINBURGH) (REDETERMINATION OF MEANS OF EXERCISE OF PUBLIC RIGHT OF PASSAGE) ORDER 201 - RSO/16/13

Plan showing the length of road over which means of exercise of public right of passage is to be redetermined in terms of the above Order, which will come into operation on the day of 201

Executed by The City of Edinburgh Council this day of 201

ROADS (SCOTLAND) ACT 1984

BRUNSWICK STREET

LEITH WALK

HADDINGTON PLACE

Phase 5
Phase 4

Phase 5
Phase 4

- NOTES**
- Existing carriageway/redetermined as 'easy' (E C V Y AD AE AS AF)
 - Existing carriageway/redetermined as '2.5m track' (E F K W AC AF)
 - Existing 'locking' redetermined as 'carriageway' (C F H Z AD AJ AZ)
 - Existing 'locking' redetermined as 'to track' (A J X AA)

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THE CITY OF EDINBURGH COUNCIL

PLANNING AND TRANSPORT
INFRASTRUCTURE
TRANSPORT DESIGN & DELIVERY

The Leith Programme
Phase 5
Brunswick Street to Montgomery Street
Redetermination
Drawing 2 of 2

Date: 27/06/2016
Scale: 1:500 (E2)

DRG. NO. TDD/636045/5/5/04

Dear Sirs

The City of Edinburgh Council (Leith Walk [Montgomery Street to Brunswick Street], Edinburgh) (Prohibition of Entry) and (Traffic Regulation; Restrictions on Waiting, Loading and Unloading, and Parking Places) and (Greenways) (Variation), Order 201_ TRO/16/58

The City of Edinburgh Council (Leith Walk, Edinburgh) (Redetermination of Means of Exercise of Public Right of Passage) Order 201_ - RSO/16/13

I am emailing on behalf of the [REDACTED] to object to one proposal within this TRO, namely the introduction of a prohibition on entry to Leith Walk from Montgomery Street.

At our meeting on [REDACTED] discussed this proposal and formed the view that this change should not be sanctioned before the Council had published their proposed TRO of the next phase southward of the Leith Walk programme, the stretch between Montgomery St and Picardy Place, and in particular the junction of Leith Walk with London Road.

We have engaged with the Leith Walk programme and we are aware that the current intention is to replace the roundabout at London Road with a traffic signalled junction. We have also been informed by Anna Herriman of the City Council that one option being considered would prohibit the right turn from London Road into Leith Walk.

The statement of reason for this TRO states "It is not considered likely that there will be an unacceptable impact on the various possible alternative routes due to traffic displaced by these proposed restrictions." We accept that this is the case so long the principal alternative routes includes the London Road / Leith Walk / Annandale Street route, which is currently utilised by traffic seeking to access southern Leith Walk , the second New Town and the Broughton/ East Claremont Street area from the east.

However, were the right turn from London Road into Leith Walk prohibited, and the Montgomery St route not available as alternative way of accessing Annandale Street , we dispute that the impact of the combined change would be "an unacceptable impact" as traffic seeking to reach the second New Town and Broughton would be forced further into town onto the Picardy Place junction. This junction operates close to maximum capacity. Road works, especially during the construction of the new St James Centre and the tram extension (should that happen) will only make it worse. Given this, we believe it a premature to introduce a permanent prohibition on exiting Montgomery St, especially one which involves the permanent road narrowing proposed in RSO/16/13 , which we also oppose on this ground.

This TRO and RSO should be put on hold as regards prohibiting exit from Montgomery St until the plans for the London road Leith Walk junction are finalised, so the two can be considered together.

Please confirm receipt of this objection.

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]

I am writing to record my objections to the proposed Traffic Orders in the subject line.
I am objecting on the following grounds.

A) INTRODUCTION OF A PROHIBITION ON ENTRY TO LEITH WALK FROM MONTGOMERY STREET This makes no sense and will require traffic to use currently quiet residential streets to access London Road which is an already congested road. Additional traffic there will cause additional congestion and so emissions. The alternative, exit by Elm Row is likely to cause chaos and to harm traders customers access. The access from Elm Row to the London Road roundabout, again a bottle neck, is uncontrolled.

B) INTRODUCTION OF PROHIBITION ON RIGHT TURNS INTO MONTGOMERY STREET (except cyclists) Please see and note the reasons provided under A) and in addition these proposals will add journey time, traffic crowding and will therefore add to fuel emissions. They will result in quiet and relatively safe side streets becoming log jammed with traffic.

No consideration has been given to how this will further grid lock traffic hotspots when the full extent of the St James development.

This is ill thought ought and should be rejected.

Yours sincerely

██████████

Sent from my iPad

I wish to object to the above proposals. I am a regular visitor to Montgomery St in the course of my work.

Elm Row in particular is not suited in its current arrangement to the increased flow of traffic which would be diverted along it - between cars parking and 2 way traffic in the narrow roadspace it is already difficult to negotiate without adding to the traffic flow.

The junction of Montgomery St and Leith Walk is currently wide enough to accommodate cyclists and is regulated by traffic lights, so I fail to comprehend the benefit of diverting traffic down Elm Row and surrounding streets like Windsor Street & Brunswick Street, with a resultant increase in emissions as drivers are forced to take a longer route.

Furthermore, there appear to have been an unprecedented amount of road works and road closures in the area of late and should this continue in the future, it will only exacerbate local traffic problems.

Currently there are road closures at the Leith Walk end of Brunswick Street & Brunswick Road and several other road closures/works along Leith Walk. Traffic lanes are closed on Leith Street and intermittently at the Picardy Place roundabout into York Place and/or Broughton Street. The John Lewis redevelopment is a major factor, with completion not due until 2020. I would urge the Council to delay any decision on their proposals until after this date.

I would also question prudence of the financial outlay involved in these proposals at a time when local authority budgets are under extreme pressure.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear Sir/Madam,

We are writing to provide feedback on Phase 5 of the Leith Walk redevelopment proposals, specifically the desire to prohibit vehicular access to and from Montgomery Street. As residents at [REDACTED] we are deeply concerned about the impact these proposals are likely to have on traffic circulation on both [REDACTED], with the following points of particular concern:

- Gaining access onto Easter Road from Montgomery Street is already extremely problematic, the result of a high volume of traffic on Easter Road and a large amount of residential traffic from the Montgomery Street area. This will be further exacerbated by closing one end of Montgomery Street to vehicles, as the Easter Road junction will become a primary exit point, causing a regular queue of parked cars (with associated air pollution) to congregate outside our first floor window.
- At present, getting access from Brunton Terrace, Hillside Crescent and Windsor St onto London Road is difficult due to the high volume of traffic and lack of traffic light controls. This issue is even more acute from Brunswick Street onto Leith Walk (and indeed from Brunswick Road onto Leith Walk, in spite of the traffic lights). By closing the access point to Leith Walk from Montgomery St, this situation is going to get demonstrably worse for residents with vehicles.
- Given that Montgomery Street already has speed bumps along its entire length - and the fact it is parallel to London Road - through-traffic is less of a concern than in many surrounding areas. However, with new residential developments springing up right across the area (including several hundred new Cala Homes flats on Brunswick Road and two new student residences), increasing pressure is being placed on the area's infrastructure, making the decision to close a major thoroughfare in and out particularly concerning.
- During match days at Easter Road, Montgomery St and surrounding areas are the primary parking place for many Hibs (and rival) fans. As a consequence, extremely high volume of traffic are experienced in the area (see attached photographs from 2 October, which clearly show the impact on the junction in question). Given that the proposals will remove a significant release valve to match day traffic - and result in potential friction between rival sets of fans - we would urge the Council to seriously consider reversing these proposals.
- As an employee of a [REDACTED] I applaud the ambition to make Leith Walk more pedestrian and cycle friendly. However, as Leith Walk will doubtless have traffic lights at various points along its length I fail to see why a properly controlled, multi-use junction couldn't be created to suit the needs of multiple road users, particularly as these will need to be created at other junctions down the Walk. Given the volume of residents within the Montgomery Street area, this junction should clearly be a priority.

I hope the above has gone some way towards explaining why we object to the development proposals. If you require any further information about any of the points raised, please do not hesitate to contact us. We look forward to hearing from you soon.

Kind regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

TRO/16/58 AND ROS/16/13 Leith Walk from Brunswick St to Montgomery St, Edinburgh

My wife and I have lived at [REDACTED] and wish to object to the above proposals on the following grounds:

We are opposed to any proposal that will increase the volume of traffic from Montgomery Street heading up Elm Row to the roundabout at London Road. This section of Elm row, as configured at present, is too narrow to accommodate any increased flow of traffic. Increased traffic would increase pedestrian hazards and endanger public safety at the junction of Elm Row with Montgomery Street and at the other end when it meets the roundabout at London Road.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]

Notice of traffic Regulation Order and Redetermination Order-Lwith Walk from Brunswick Street to Montgomery Street,
Edinburgh TRO/Phase 5 /note

I am a parent with children attending [REDACTED].

I am very concerned over planned road closures. I understand that traffic which currently filters off London Road will now be forced down a route of Montgomery Street Park, Leith Walk Primary School, across Leith Walk, along Hopetoun Street and along East London Street past our Primary School.

These road closures will further increase the traffic in front of St Mary's RC, Leith Walk Primary and worse still, Montgomery Street park where many of the children in our community play.

With the major development happening over the next 4 years at St James Centre, this will bring its own transport volume. There are also additional Road Safety issues surrounding St Mary's which are being raised as concerns.

This increase in volume of traffic passing our primary schools leaves me very concerned about the safety of the children in our community. While roadworks are important, it is critical that they be planned with safety as a top priority.

I believe this situation warrants additional consideration and a re-evaluation of the proposed solution.

Regards,

[REDACTED]
[REDACTED]
[REDACTED]

Hi

Full order tittle- from Brunswick street to Montgomery street Edinburgh.

I object to this proposal for taking the loading bay because we are new opened delivery Buisness invested lot of money now with this new proposal it will effect my Buisness for deliveries and customers who wants to come and sit in.

Kind regards

[Redacted signature]

I wish to object to TRO/16/58 AND RSO/16/13 in particular to the following provisions;

- 1 Introducing a prohibition on entry to Leith Walk from Montgomery Street.
- 2 Introducing a prohibition on right turns into Montgomery Street from Leith Walk, except for cyclists.

The above proposals will have a devastating effect on the local area in terms of an increase in traffic, pollution and safety for pedestrians and the local community.


This area is already being effected by the disruption due to the new St James development. This has already demonstrated an increase in traffic on London Road, Leith Street, Picardy Place and roundabout, Broughton Street, Elm Row and Leith Walk.

The development of the above proposals will only bring further congestion, disruption and pollution in this area.

I would urge you to please reconsider your proposals.

Look forward to your reply to my email!

Yours faithfully


(local resident)

I wish to object in the strongest possible terms to the proposal in the above Traffic Order of the closure (No Entry) of Montgomery Street at the Leith Walk/Elm Row junction.

Firstly, because no evaluation appears to have been taken of the volume of vehicular traffic which uses the route between Montgomery Street and Annandale Street. As a resident of Windsor Street, I use this route regularly because access to London Road from Windsor Street, turning right, is often very difficult due to the volume of traffic and the restriction of visibility caused by buses at the Leopold Place stops. Additionally, the appalling traffic congestion in the Leith Street, York Place, Picardy Place and top of Leith Walk area makes an alternative route essential.

Secondly, the proposal will certainly increase the volume of vehicular traffic using Windsor Street and neighbouring residential side streets. Montgomery Street will continue to be a through route from Easter Road for all types of traffic, business and residential, avoiding the congested right turn into London Road at its junction with Easter Road (regularly restricted due to traffic volume). Thus the closure of the junction at Leith Walk (Elm Row) will force more vehicles to use side streets to access London Road, and subsequently Leith Walk and Annandale Street.

The proposed 'No Entry' at the Montgomery Street/Elm Row junction will have an enormous knock-on effect for residents in the area and will lead to further traffic using surrounding streets, and an rise in air pollution caused by the increase of vehicles.

I hope the above points will be taken into consideration when this TRO is reviewed.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: Notice of Traffic Regulation Order and Redetermination Order - Leith Walk from Brunswick Street to Montgomery Street, Edinburgh TRO/Phase5/note

To Mr Leech and other concerned parties:

I am a parent with children [REDACTED]

I am very concerned over planned road closures. I understand that traffic which currently filters off London Road will now be forced down a route of Montgomery Street Park, Leith Walk Primary School, across Leith Walk, along Hopetoun Street and along East London Street past our Primary School.

These road closures will further increase the traffic in front of St Mary's RC, Leith Walk Primary and worse still, Montgomery Street park where many of the children in our community play.

With the major development happening over the next 4 years at St James Centre, this will bring its own transport volume. There are also additional Road Safety issues surrounding St Mary's which are being raised as concerns.

This increase in volume of traffic passing our primary schools leaves me very concerned about the safety of the children in our community. While roadworks are important, it is critical that they be planned with safety as a top priority. I believe this situation warrants additional consideration and a re-evaluation of the proposed solution.

Kind regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

--

[REDACTED]
[REDACTED]
[REDACTED]

Dear Sirs,

I write to object to the proposed changes set out in the plans under references RSO/16/13 and TRO/16/58, which concern the layout, etc. of Montgomery Street to Brunswick Street.

My main objection is to the proposed prohibitions on turning into and out of Montgomery Street. I live on [REDACTED]. I drive, but not every day: I walk to work, as does my wife. I am therefore mostly a pedestrian, though I am also a cyclist. I undertake local journeys by bike where possible, and in good weather I also cycle with my 18 month-old daughter with me on a child bike seat.

I have reviewed the plans and it seems that there is technically no proposed prohibition on turning left from Montgomery Street onto Elm Row, but only because the narrow, single-lane road, separated from the body of Leith Walk and immediately next to the row of shops, is also called Elm Row. It seems to be thought feasible to direct significant volumes of traffic along that narrow road. It is not feasible at all, as anyone familiar with the area would tell you. Any car driving along that section of Elm Row and meeting a car coming in the opposite direction will not get by. One or other car will have to park, or reverse. It's like driving in the highlands, with single track roads and passing places. It's very difficult with the present levels of traffic, let alone with a great deal more traffic in addition. The proposal is therefore, in effect, a ban on cars turning out of the west end of Montgomery Street at all.

Further, the junction of that section of Elm Row with the London Road roundabout is very bad. It is very difficult to exit from there because traffic flow is so high on the roundabout and the other part of Elm Row is immediately to one's right. It is also a dangerous junction: I personally have seen one accident there and very many near misses, many of which involved cyclists. Drivers get frustrated because they can't get out and they push out when it's not safe to go. More traffic means more accidents.

The result of the proposed change would as likely be to direct local traffic along one of the streets joining Hillside to either London Road or Leith Walk. All traffic going southbound and up Leith Walk would have a bad right turn into London Road to negotiate first. The turning from Windsor Street right into London Road is especially bad because there is almost always a bus at the bus stop to the right blocking drivers' line of sight. Traffic going north would go down Brunswick Street to the uncontrolled junction there and consequently a difficult turn. The result of the proposal will be to make bicycle and car journeys for local people longer, more difficult and more dangerous. The redirection of traffic (especially traffic going from Annandale Street to Montgomery Street and vice versa) will also increase traffic volume, journey times, noise levels and air pollution levels. It's a very poor idea altogether.

I also think the proposed change to the lane marking southbound at Elm Row just before Montgomery Street is poorly thought out. At peak times, especially, having only one lane available for southbound traffic seems calculated rather to decrease traffic flow rather than to increase it. Again, there will be attendant increases in frustration, noise and pollution.

For what its worth, most of the cycle lanes in Edinburgh aren't worth the paint used to mark them out. Drivers still park in cycle lanes or otherwise ignore them, and buses still pull in front of cyclists then stop, blocking the way; or pull out just in front, leaving cyclists breathing clouds of diesel fumes. If the changes were neutral for local people then I'd support them; but it seems to me that any overall gains (if there are any at all) to cyclists and pedestrians is marginal, therefore that should not be given priority at the expense of significant detriment to local residents, not to mention the capital cost and the disruption caused by digging up the roads yet again (funnily enough without ever fixing the potholes properly).

The information given about the aims of the proposals is very sparse, and as far as I can see there is no information at all about future proposals, including any additional changes in these and surrounding streets and whether further remodelling would be required in the event that the extension of the tram line goes ahead or doesn't. In all, the proposals are highly unsatisfactory for lots of different reasons.

Kind regards,

[REDACTED]
[REDACTED]
[REDACTED]

Dear TrafficOrders,

I have been unable to comprehend from your confusing document releases the extent of your proposed amendments to traffic entering and exiting Montgomery Street. However from what I do understand you are planning to block access both into Montgomery St. northbound from Leith walk, and also the exit southbound (i.e. citywards) into Leith Walk. I fail to understand the logic of this proposal as it can only increase rather than decrease the traffic congestion in and around Elm Row and, by knock-on effect, access to Windsor Street. These are crazy proposals, I urge you to rethink the scheme and withdraw the proposal forthwith.

Yours,

[Redacted signature]

[Redacted contact information]

Hello,

I would like to raise an objection to Leith Walk phase 5 TRO\16\58.

Restricting access onto Leith Walk from Montgomery Street will likely push traffic travelling along Montgomery street and looking to turn left or right onto Leith Walk down onto Brunswick Street. I am concerned this will adversely impact on road users and residents living on Brunswick Street.

In your statement of reasons you state;

“Traffic counts have been undertaken in order to establish the number of vehicles that currently enter Leith Walk from Montgomery Street and that turn right into Montgomery Street. It is not considered likely that there will be an unacceptable impact on the various possible alternative routes due to traffic displaced by these proposed restrictions.”

Could you please advise what traffic counts took place on Brunswick Street to allow you to draw the conclusions that there will not be an unacceptable impact on the street? I would like to know the numbers predicted to be displaced from Montgomery Street, and how this compares with existing use on Brunswick Street.

Thanks

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: Notice of Traffic Regulation Order and Redetermination Order - Leith Walk from Brunswick Street to Montgomery Street, Edinburgh TRO/Phase5/note

To Mr. Leech and other concerned parties:

I am a parent with children [REDACTED]

I am very concerned over planned road closures. I understand that traffic which currently filters off London Road will now be forced down a route of Montgomery Street Park, Leith Walk Primary School, across Leith Walk, along Hopetoun Street and along East London Street past our Primary School.

These road closures will further increase the traffic in front of St Mary's RC, Leith Walk Primary and worse still, Montgomery Street park where many of the children in our community play.

With the major development happening over the next 4 years at St James Centre, this will bring its own transport volume. There are also additional Road Safety issues surrounding St Mary's which are being raised as concerns.

This increase in volume of traffic passing our primary schools leaves me very concerned about the safety of the children in our community. While roadworks are important, it is critical that they be planned with safety as a top priority. I believe this situation warrants additional consideration and a re-evaluation of the proposed solution.

Kind regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear Sirs

I write in objection to TRO/16/58 and RSO/16/13.

I am a resident of [REDACTED] Brunswick Street is already used as a short cut for traffic travelling south along Leith Walk and cutting through to Montgomery Street and London Road. If as proposed the junction at Montgomery Street and Leith Walk is closed to traffic travelling south turning left into Montgomery Street then I suspect the amount of traffic travelling along Brunswick Street will increase. We have little traffic calming and cars and lorries, and indeed fire engines often travel at speeds of 40mph+ in what should be a quiet residential, child friendly area.

Whilst I understand that your proposals may be aimed at reducing traffic in Montgomery Street, without similar restrictions on Brunswick Street/Leith Walk junction it will only push the issue further north.

As yet I have received no formal consultation on the above plans (consulting with residents on the design of a local road layout does seem important, as we will have to live with the consequences).

Kind regards [REDACTED]

Leith Walk phase 5 TRO\16\58

Leith Walk phase 5 RSO\16\13

While I support the general aim of improving pedestrian and cycle access in the area I would suggest that, without being coupled with much more effective traffic calming measures on Brunswick Street, the closure of the exit from Montgomery Street to Leith Walk will serve to further exacerbate the problem. Brunswick Street already serves as a major rat run between London Road and Leith Walk.

[Redacted signature block]

RSO/16/13 Leith Walk - Brunswick Street to Montgomery Street

Hi,

I would like to lodge an objection to the above traffic order.

We frequently use the current loading bay to service our customers with their orders, this can be on an hourly basis.

[REDACTED] also has a Cash for Clothes side to our business and every 2 weeks or so, we have to move 100 large bags of clothes weighing around 25kg from the shop to a van in the loading bay. Please see the attached photos.

The current loading bay is approx 15 metres away, and we can cope with this, the new loading bay will be about 55 metres away, it would not be possible or safe to carry all the bags the extra 40 metres down the new narrower pavement, to the new loading bay.

All the parking bays have also been removed, where are our customers to park ? There are extra spaces on the other side of the road, but our experience from the tram works told us that customers do not like to cross the road, they stop on the way into town. This will also deter our cash for clothes customers as they have further to walk with all their clothes from their car.

The bus lane is in operation during peak times of 7.30am-9.30am and 4pm-6.30pm, where are our customers to park during this time ? our shop and most other of the shops are open from 9am -5pm at least. Parking is essential to our business.

The one way system up Elm Row coming out at the London Road roundabout is very dangerous at the best of times and with the increased traffic flow will make it an accident black spot.

We would therefore like to ask for further consultation, as the proposed changes will have a dramatic and detrimental effect on our business. The existing, nearby, loading and parking is a requirement for our business and was our main reason for locating our shop here in the first place.

Kind Regards

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Dear Sir/Madam,

Thank you for your letter dated 21st September. I fully support and approve of your proposed plans but please could you elaborate on the last point "storing communal domestic waste bins in dedicated bays"? I have spent sometime on the traffic orders website and haven't been able to find any mention of the new locations for these bins.

Yours faithfully

[Redacted signature]

[Redacted name]
[Redacted contact information]

Dear Sir

Please be advised that the proposed change to the Traffic Orders outlined in the TRO detailed below have some detrimental effects which I believe need to be addressed before any thoughts of implementation are considered.

1 The proposed closure of the exit from Montgomery Street is both unnecessary and has the negative effect of increasing congestion in the already frequently congested or blocked Elm Row, increasing traffic and pollution in this side street adjacent to a shopping area. Further the egress of additional volumes of traffic from Elm Rom at the busy London Road roundabout will increase risk of collision at this junction considerably over the much safer traffic light junction that currently exists at Montgomery street/Leith Walk.

2 The ban on right turns from Leith Walk into Montgomery Street, while undoubtedly aimed at reducing traffic in Montgomery Street will unfortunately have the effect of displacing traffic onto alternative more circuitous routes increasing pollution and congestion in other areas.

3 The concept of placing cycle lanes to the left of parked vehicles is contrary to driver and passenger expectations of traffic only being on the carriageway to the right. This will considerably increase the likelihood of collisions between cyclists and occupants entering/leaving their vehicles and car doors opening into the path of cyclists and should not be considered.

Best Regards

[Redacted signature block]

I wish to object to the following TRO and RSO:

- TRO/16/58 Leith Walk - Brunswick Street to Montgomery Street
- RSO/16/13 Leith Walk - Brunswick Street to Montgomery Street

I am objecting on the basis that:

- the current system works just fine and there is no need to change it and incur costs at a time when the council is looking for ways to save money!
- blocking entrance to Montgomery Street from Leith Walk is unhelpful for residents who need to gain access to their homes.
- making Montgomery Street no entrance to/from Leith Walk will result in vehicles using the blocked road as a turning point.
- furthermore, I assume lack of access will become one of the excuses used by the council not to collect our bins.

[REDACTED]

[REDACTED]

Regards

[REDACTED]

I am a frequent visitor to Montgomery Street in Edinburgh and wish to object to the making of the Traffic Regulation Orders above. I contend that these orders are otiose, unnecessary and contrary to the public interest and seriously impede the free flow of traffic in Montgomery street.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[Redacted]

[Redacted]

[Redacted]

[Redacted] Madam,

Your ref: TRO/Phase5/note – Leith Walk from Brunswick Street to Montgomery Street , Edinburgh.

We, [Redacted] are writing in response to your letter of 21 September advising us of proposed changes in our area as part of the Leith programme. Whilst we welcome your positive plans to establish cycling facilities on Leith Walk and the storing of communal domestic waste bins in dedicated bays, the main purpose of this letter is with regards to the traffic flow on Leith Walk from Brunswick Street and Montgomery Street.

The change proposed introducing a prohibition on entry to Leith Walk from Montgomery Street causes us a great deal of concern.

Windsor Street was designed by William Playfair in 1822 and the majority of houses on the street are category A listed. It forms part of the Carlton Group (Eastern New Town) and is part of a National Trust conservation area. It is home to a diverse range of residents and to a number of hotels/b&b's.

Many of the permanent residents have young children while the hotel/b&b also play home to a number of young children on a transient basis.

In our view, the proposed change prohibiting entry to Leith Walk from Montgomery Street will lead to an increased traffic flow up Windsor Street as early morning commuters travel down Montgomery Street and turn up the last lefts they are able to (Windsor Street and Elm Row) so they can rejoin the traffic on London Road and back into the city centre.

Given this, we have three main concerns to this proposal.

- 1) With so many young children on the street getting ready to go to school at the same time as the increased traffic flows down Windsor Street we feel there is a higher chance of an accident than there is currently.
- 2) Windsor Street is an A listed street whose houses and foundations will potentially be damaged by increased vibrations and pollution from stationary traffic as it queues up Windsor Street to rejoin London Road.
- 3) The above point is compounded by the fact that turning right into London Road from Windsor Street is a difficult manoeuvre with vision severely obstructed by a bus stop. Any increased volume of traffic is likely to lead not only to pollution creating congestion on Windsor Street but a severe danger that frustrated drivers will make unsafe turns onto the main road.

Based on these concerns we would formally like to register our objection to this TRO with particular reference to the introduction of a prohibition on entry to Leith Walk from Montgomery Street.

Yours sincerely,

[Redacted]

From: [REDACTED]

October 2016 11:35

To: Traffic Orders; Rob Leech

Subject: Notice of Traffic Regulation Order and Redetermination Order - Leith Walk from Brunswick Street to Montgomery Street, Edinburgh TRO/Phase5/note

Dear Mr Leech,

I am writing with concern about the proposed closure of Brunswick Street moving onto Leith Walk, and Montgomery Street moving onto Leith Walk and also about the restrictions proposed for Annandale Street.

As a parent of [REDACTED] and using also Montgomery Street park for leisure times after school and at weekends, I am very concerned about the increasing levels of traffic which will be pushed past these areas.

I would urge you to please reconsider and help us reduce the volumes of traffic past the primary school and past the popular park.

RSO/16/13 Leith Walk (Brunswick Street to Montgomery Street) - finishes 23 October 2016

RSO/16/58 Leith Walk (Brunswick Street to Montgomery Street) - finishes 23 October 2016

Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Hello, I am writing to object to one aspect of your proposed TRO/RSO -

Ref TRO/Phase5/note

Order title: Leith Walk from Brunswick Street to Montgomery Street, Edinburgh

My name, address: [REDACTED]

The objection is to the proposed prohibition on entry to Leith Walk from Montgomery Street.

This intersection is very heavily used in order not only to join Leith Walk traffic, but to cross Leith Walk using the well-timed lights/left turn arrow to continue down Annandale Street. That continuance is even more heavily used than a left or right turn onto Leith Walk.

If you prevent entry onto Leith Walk, you will greatly increase traffic down the cobbled Elm Row for entry to the roundabout at London Road, for one cannot enter the roundabout at London Road and gain access to Annandale road or to southwards Leith Walk traffic any other way. This will endanger (and likely infuriate) pedestrian traffic and business owners. It will likely clog up traffic throughout the residential area on Brunswick St. as drivers seek to either join or get across Leith Walk. the way it is right now seems excellent and is very convenient to drivers wishing to join or cross Leith Walk traffic.

Regards|

[REDACTED]

TO WHOM IT MAY CONCERN

I wish to lodge a formal objection by email to the plans above.

I object for the following reasons:

- Prohibiting vehicular access to Leith Walk from the junction at Montgomery Street and sending traffic along the relatively calm and quiet section of Elm Row at this junction will increase traffic in this street, which is primarily used by pedestrians shopping, and will contribute to additional traffic at the top of the London Road roundabout which is already extremely busy at peak times and is already a difficult junction for cyclists to navigate.
- With two schools in the area, St Mary's East London Street and Leith Walk Primary, this increase in traffic will present additional hazards to pedestrians who use the thoroughfares in this area to walk to school. Pollution levels will increase in the area due to the larger volume of traffic.
- In addition, by prohibiting access to Leith Walk from Montgomery Street, greater traffic flow will ensue at all surrounding streets, including Brunswick Road, Brunswick Street and Windsor Street.
- With additional traffic activity in this area (more trucks and lorries) due to the ST JAMES development, traffic will end up in a backlog and bus services will be affected

Please acknowledge by email receipt of this objection. Thank you.

[REDACTED]
[REDACTED]
[REDACTED]

We wish to raise concerns about the proposed road changes detailed in TRO/16/58 and RSO/16/13

It would be useful to have known the council's thinking behind the changes. We are guessing that part of the intention is to give better provision for bicycles, which is to be welcomed, and a clearer run for public transport, again to be welcomed. However we'd like to make the following objections:

1. The map gives no indication about the trees on Annandale Street. We would like these to be protected.
2. It appears that pedestrians and bicycles will be sharing the corners of Annandale Street. We are worried this could put pedestrians in danger.
3. There appears to be a significant reduction in available parking for residents at the top end of Annandale Street. As well as being an inconvenience, this will put pressure on neighbouring streets as cars seek somewhere to park, spreading pollution as they go.
4. The loss of loading bays outside the shops on the south east side of Leith Walk is a serious hinderance to their ability to trade (the greengrocers and florist in particular). We strongly object to any threat to local shops at a time when they are already under threat from the ludicrous number of supermarkets that have been given permission to trade in the area. To deny them access even at limited times of day could cause them to close and lead to serious damage to the life of the area.
5. Without knowing the council's thinking, it's hard to comment on the proposal to block off Montgomery Street. There could be an advantage in getting rid of a rat run, however there could also be serious knock-on disadvantages on neighbouring streets, in particular if it led to increased traffic on the London Road roundabout. The map is not clear, but it appears traffic from Montgomery Street would be channelled down a narrow and currently peaceful section of Elm Row. If that is what is intended, it would be catastrophic. We would like to be assured that the changes would decrease not increase traffic pollution and congestion.

Your sincerely,

[Redacted signature block]

To: Traffic orders 249 High Street, Edinburgh EH1 1YJ

From: [REDACTED]

[REDACTED] TRO/16/58 and RSO/16/13 Brunswick Street to Montgomery Street

I wish to object to the above noted TRO and RSO detailed in your letter of 21st September 2016.

Detailed in above noted TRO/RSO it is stated that the Loading/Unloading facilities and car parking facilities shall be shared with the bus lane. It is also stated that there shall be no loading/unloading and parking facilities during peak times of 7.30am-9.30am and 4pm – 6.30pm.

We would bring it to your attention that during these times 90% of the deliveries made to our shop on a daily basis are made within these times, certainly the morning peak period. 70% of our own shop deliveries are made within this time. Therefore, the need for dedicated loading areas during peak times is a requirement.

Having the parking spaces share the bus lane makes no sense as people are still scared, although the times of bus lane operation have been reviewed and standardised over the city, to enter into a bus lane, let alone park in one. We have noted that there will be dedicated loading facilities in Annandale Street. This is impractical for our business and many more in the area who require peak period loading. We would welcome discussions on this matter.

Over the years we have seen many proposed TRO's and RSO's for the road between Brunswick Street and Montgomery Street reducing the number of dedicated parking spaces and loading spaces which we have agreed to, however, this round of TRO's and RSO's are very ill thought through in terms of the local businesses and their requirements.

Another concern is the traffic flow at the junction of Montgomery Street/Leith Walk/Annandale Street. Whilst it is agreed that the junction has to be upgraded due to the dangerous nature of the existing traffic light system, the proposed plans show entry into Montgomery Street but to exit. Traffic, requiring to travel north bound on Leith Walk, shall be guided up Elm Row which is narrow enough with the existing parking facilities, around the shamble of a roundabout at London Road and Back down Leith Walk.

I would therefore ask that you note our objections, open lines of communication with the local business owners and residents in order to re-address their requirements, and take our requirements forward into a new and better design plan for the area. The new plan should be in-keeping with the existing road structure from the foot of Leith Walk to Montgomery street, where there certainly are dedicated parking and loading facilities.

Kindest regards

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 19 October 2016 09:57
To: Traffic Orders; Rob Leech
Subject: Objection

I want to register my objection with the proposed traffic changes that will mean the closure of Brunswick Street moving onto Leith Walk, and Montgomery Street moving onto Leith Walk. There are also restrictions proposed for Annandale Street. I have two children at [REDACTED] who I drop off at school>

This is already a very busy road at certain times of the day and I believe it will become a safety risk if the proposed changes are implemented.

KInd regards

[REDACTED]

[REDACTED]

To:Traffic orders 249 High Street, Edinburgh EH1 1YJ

From: [REDACTED]

Subject TRO/16/58 and RSO/16/13 Brunswick Street to Montgomery Street

We wish to object to the above noted TRO and RSO detailed in your letter of 21st September 2016. Detailed in the above noted TRO/RSO it is stated that the loading/unloading facilities and car parking facilities will be shared with the bus lane.

It is also stated that there will be no loading/unloading and parking facilities during peak times of 7.30am-9.30am and 4pm-6.30pm.

Our business, which is a speciality shop retailing [REDACTED] principally, has been a family business established for well over 70 years. Our customer base is widespread and we have numerous clients who travel to us from all over Scotland and the UK, many by car.

Many of our customers are elderly or have disabilities, a great many of whom are not able to use public transport or walk to the shop. They rely on private cars etc to access our premises. We therefore wish to object to the fact that no car parking facilities will be available in Elm Row between Brunswick Street and Montgomery Street, or Haddington Place between 4pm and 6.30pm from Monday to Friday.

We can see no reason for the section between Brunswick Street and Montgomery Street being treated any differently from the other sections of Leith Walk where dedicated parking bays and loading bays were incorporated into the new road layout. This has proved to be very successful for both road users and pedestrians. In our opinion the main road between Brunswick Street and Montgomery Street is not any narrower than the rest of Leith Walk and therefore, we cannot see the logic for the sharing of parking facilities/bus lane. This will be a very confusing situation to road users and pedestrians alike. It begs the question - WHY?

We appreciate that sometimes change is necessary for safety and easing of traffic congestion, and yes the proposals for the tram to come down Leith Walk at a later date. However, there was no consultation made at all to try and find out the needs of the businesses in this section of Leith Walk relating to these recent proposals, and the communications regarding these TSOs and RSOs has been very poor. The businesses in this section of the Walk are mainly all small independents, who in these challenging times need to be consulted and supported with respect to issues which can impinge on their business.

We feel that if more space is needed for road changes then the pavements on both sides of the road could be narrowed by a metre without it being detrimental to pedestrians. "A" frame advertising boards should be banished from the pavements as is the case in certain other parts of the city.

We look forward to working together with the relevant departments to find a solution that is agreeable to all users of the Walk. Healthy businesses are the life blood of this fine city.

We therefore ask that you note our objections and return to the original plans for dedicated parking facilities and loading/unloading bays in the section between Brunswick Street and Montgomery Street and Haddington Place.

[REDACTED]
[REDACTED]

I wish to object to TRO/16/58 and RSO/16/13.

The Council's approach to the reconstruction of Leith Walk seems to be somewhat piecemeal with no regard being given to the effect that the configuration of individual junctions will have on the rest of the area. The data on current junction use which was shown to members of Leith Central Community Council is inadequate for any accurate traffic modelling.

In particular, I object to the following provisions:

1. Introducing a prohibition on entry to Leith Walk from Montgomery Street

This will require traffic exiting Montgomery Street to travel either via London Road gaining access to this already busy thoroughfare either through side streets with uncontrolled junctions or via Elm Row. Elm Row is currently a relatively quiet bi-directional street which is used by car driving shoppers many of whom are able to do their shopping on a loading/unloading basis. Additional traffic will most probably conflict with this although no indication is given for any restrictions (including making Elm Row Southbound only) which the Council might intend to introduce as part of what is presumably Phase 6. No indication is given of future intentions for the South end of Elm Row and its configuration at the already busy roundabout – but the current junction there is uncontrolled and, due to a previous incompetent re-modelling, narrows to a single vehicle width which causes conflict with vehicles entering Northbound. There is also considerable through traffic from Montgomery Street to Annandale Street. Under these proposals this will have to travel via Elm Row to the roundabout then back down Haddington Place. The current configuration keeps a significant traffic stream away from the London Road roundabout and is to be preferred.

2. Introducing a prohibition on right turns into Montgomery Street from Leith Walk, except for cyclists.

This will require traffic from the top of Leith Walk to gain Montgomery Street either via London Road or Elm Row. London Road is already congested and has two bus stops which cause traffic to back up at a point where, due to the junction for Royal Terrace, there is only a single carriageway available. Additional traffic will add to this problem. The junction at the roundabout into Elm Row is currently width restricted and there is no indication in the plans as to whether or not it is intended to widen this junction (or indeed to make this junction Southbound only).

These proposals will cause additional traffic mileage thereby increasing pollution as well as an increase of traffic in a number of currently relatively quiet side streets.

In addition, at a time when the St James redevelopment is active, any additional traffic on London Road roundabout (or indeed traffic flowing further South in an attempt to gain access to Broughton Street at Picardy Place roundabout) will merely bring further congestion to our City.

3. Time restrictions on loading and unloading in Leith Walk.

These will cause hardship to a number of small businesses (such as Tattie Shaw's and the nearby florists) who require to load and unload significant volumes of time critical fresh merchandise during peak hours. These restrictions will most likely lead to these businesses having to re-locate elsewhere.

--

[Redacted signature block]

Dear Sir/Madam,

ORDER REFERENCE NUMBER: **TRO/Phase5/note**

I would like to register my objection to the proposed traffic alterations which will greatly increase the volume of traffic flowing in both directions along East London Street. As my son's school [REDACTED] is located here I am sure that this will cause greater risk of accident due to heavier traffic and driver frustration. The ability to cross at Annandale Street Roundabout is difficult enough currently and is even more dangerous when volumes of traffic increase. There is no crossing assistance provided at this location so children have to dodge the traffic.

I look forward to hearing that this decision will be reviewed and would like to request being advised of the outcome.

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

FAO: Rob Leech.

FROM : [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

... I'm writing to express an objection (and express my astonishment) to the proposed road changes/alterations/closures to Brunswick Street and Montgomery Street which will lead to an increase (if it's possible) in traffic – via Hopetoun Street - down East London Street.

Ever since the work commenced on the Tram system (many moons ago), the traffic has increased, the state of the road worsened.

We have a busy Primary school here, just a few yards away from an equally busy Car Hire firm.

Throw in (not literally) the buses from the Depot nearby and we have an unsustainable future for the oppressed cobbles/structure of the road, attendees of the school and the inhabitants of the street. It might seem dramatic to suggest there might be an injury to someone (or worse), but the truth is I have nearly come a cropper myself on 2 occasions in the last 18 months as stressed - or just plain bad - drivers use the road as a cut-through. I survived because I'm a 'Grown-Up'; distracted, excited children on their way into and out of the school are not yet as 'sensitive' to the *traffic.

I understand you've a difficult job; Edinburgh is definitely busier than it was 10 years ago, but one mustn't forget that it's always been a city in which a lot of people live, work - and attend school - in the centre!

Regards,

[REDACTED]

[REDACTED]

Dear Sir,

Re. Notice of Traffic Regulation Order and Redetermination Order - Leith Walk from Brunswick Street to Montgomery Street, Edinburgh
TRO/Phase5/note

I am writing to object to plans to close Brunswick St, Montgomery St and restrict access to Annandale St.

As residents of [REDACTED] we have a son who travels on foot to and from school [REDACTED] [REDACTED] and we have always been worried by the quantity of traffic that passes along Annandale St, and the speed at which drivers go through the roundabout.

We understand that the volume of traffic in the area will substantially increase under the proposed traffic regulations referenced above, and like many parents we are worried that this will pose a risk to the safety and wellbeing of our children.

If you have any questions do not hesitate to get in touch.

Yours sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 19 October 2016 16:10
To: Traffic Orders
Subject: TRO/16/58 and RSO/15/13 - objection

Hello,

OBJECTION

I wish to object to TRO/16/58 and RSO/16/13.
In particular, I object to the following provisions:

The Montgomery Street/Leith Walk Junction

1. THIS IS THE MOST DIRECT AND OBVIOUS ACCESS ROUTE TO THE STREET I LIVE ON, MONTGOMERY STREET, FROM VARIOUS DIFFERENT DIRECTIONS IN EDINBURGH.
Your suggestion of making Montgomery Street a No Entry from the south and Annandale Street, will create havoc with a presently very manageable system.
I object to having to drive round London Street roundabout every time i want to drive anywhere west.
2. THE BUILD UP OF TRAFFIC PULLING ONTO LONDON ROAD ACROSS A STREAM OF TRAFFIC WILL CREATE A PROBLEM AS IT IS ALREADY DIFFICULT ENOUGH ACCESSING LONDON ROAD AT PEAK TIMES, WITHOUT ALL THE RESIDENTS 'HAVING TO ACCESS ONTO LONDON ROAD' TO DRIVE WHEREVER THEY WANT TO GO, BECAUSE OF THE LIMITED ACCESS TO LEITH WALK. FRUSTRATION AT THIS IS MORE LIKELY TO CAUSE ACCIDENTS, IN ADDITIONAL TO CREATING NOISE AND POLLUTION DISTURBANCES TO RESIDENTS ON THE SMALLER, NARROWER SIDE STREETS.
3. TRAFFIC AT THE LONDON ROAD ROUNDABOUT WILL BECOME MORE BACKED UP THAN NORMAL ,WHEN THERE ARE ALREADY LONG QUEUES AT BUSY TIMES. ADDED TO WHICH THERE WILL BE AN INCREASED PROBLEM AT THE TOP OF LEITH WALK, WHICH IS CONFUSING ENOUGH WITH THE BUS LANE, OR DRIVING UP INTO THE BOTTLE NECK AT THE PLAYHOUSE ROUNDABOUT.
Surely you should be looking to alleviate these problems rather than exaggerating them, and this is prior to the tram being added.
4. YOUR PROPOSAL IS MORE LIKELY TO CREATE MORE ACCIDENTS, EITHER WITH TRAFFIC BACKED UP TO TURN ONTO LONDON ROAD, CROSSING ONTO ONCOMING TRAFFIC ON LONDON ROAD, BACKED UP OR AT THE LONDON ROAD ROUNDABOUT OR .
5. At a time when the St James redevelopment is active, any additional traffic on London Road roundabout & Broughton Street at Picardy Place roundabout, will merely bring further congestion to our City.
6. I believe this might be all about 'The Tram'. I am disgusted about all the implications, costs & traffic congestion that the tram has already 'cost' Edinburgh and will be even more disgusted if it affects the street I live on.
7. The notice period you have given residents to contest this proposal is minimal and not suffice for something that will affect residents on a daily, if not bi-daily bases.

Name: [REDACTED]

[REDACTED]

Regards

[REDACTED]

Hi,

I would like to comment on the TRO / RSO: Leith Walk from Brunswick Street to Montgomery Street proposal.

I live on [REDACTED]

My concern is the effect on Brunswick Road of the closure of the Montgomery Street junction to cars, for the following reasons:

- This will probably approximately double the number of cars using Brunswick Road to travel from Leith Walk to Easter Road (and vice versa). There is a Primary School on the road which will have it's safety reduced from the extra traffic, which will increasingly queue back past the front of the school as the Leith Walk / Brunswick Road junction has to deal with more traffic.
- The effect of the additional traffic from the new Cala flats complex on Brunswick Road will also add to the existing traffic on the road.
- Brunswick Road is designated by the Council as a safe cycling route, being QuietRoute 20. Increasing traffic will mean it is less of a quiet route for bicycles.
- The east end of Brunswick Road is not wide enough to carry the extra traffic no longer using Montgomery Street. Currently there is not enough room for two cars to pass in the final hundred yards before the road joins with Easter Road due to parking both sides of the road, and this will get worse with more traffic.
- The council is also proposing to restrict even further the width of Brunswick Road at the junction by Easter road, and to banning left turns out of Brunswick Road, as part of the Ester Road cycle link project which is also currently open for consultation. The effect of this is that traffic will have to cut between Brunswick Road and Montgomery Street to be able to exit onto Easter road to turn left to go down Easter Road.
- Closing the Montgomery Street turn will force more traffic heading out towards Ferry Road to divert down McDonald Road, which has traffic calming, cycle lanes, a fire station, and a school. Whereas Annandale Street is well built with roundabouts, and is designed to cope with heavier traffic such as to and from the bus station.

Therefore as a resident and regular cyclist, I support both schemes (Montgomery Street closure to cars, and the changes to enhance Quiet Route 20 along Brunswick Road an onto Easter Road, however I do not support the combination of both, as they have a dramatic and adverse effect on each other, and the traffic needing to pass between Leith Walk and Easter Road. I also worry about the effect of closing the Montgomery Street junction on other road such as McDonald Road. If both are accepted, then traffic will end up winding its way between the two roads unnecessarily, and dangerously (e.g. up East Montgomery Place, right past the play park).

Best wishes,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

I write with regard to the notice published in the Edinburgh Evening News on 23.9.16.

I strongly support most aspects of this proposal, specifically the removal of parking and loading bays and the increase in cycleway provision, provided said cycleways are kerbed off. Painted cycleways are ineffective and dangerous for all road users, whereas kerbed off cycleways increase safety for all.

However, I oppose the prohibition of a right turn onto Montgomery Street from Elm Row as currently set out. Traffic will simply use the parallel cobbled road that runs from immediately outside Joseph Pierce's to London Road, a stretch which should be pedestrianised but which will instead become a worse rat-run. I am a Montgomery Street resident but not a car owner: but this is the wrong solution to that junction. Please reconsider that prohibition.

Yours

[Redacted signature]

To Whom it May Concern

I am writing to register my objection to the following provisions:

1. Introducing a prohibition on entry to Leith Walk from Montgomery Street

This will require traffic exiting Montgomery Street to travel either via London Road, gaining access to this already busy thoroughfare either through side streets with uncontrolled junctions or via Elm Row. Elm Row is currently a relatively quiet bi-directional street which is used by car driving shoppers, many of whom are able to do their shopping on a loading/unloading basis. Additional traffic will most probably conflict with this. The current junction at the South end of Elm Row is uncontrolled and, due to a previous remodeling, narrows to a single vehicle width which causes conflict with vehicles entering Northbound. There is also considerable through traffic from Montgomery Street to Annandale Street. Under these proposals this will have to travel via Elm Row to the roundabout then back down Haddington Place. The current configuration keeps a significant traffic stream away from the London Road roundabout and is to be preferred.

2. Introducing a prohibition on right turns into Montgomery Street from Leith Walk, except for cyclists.

This will require traffic from the top of Leith Walk to gain Montgomery Street either via London Road or Elm Row. London Road is already congested and has two bus stops which cause traffic to back up at a point where, due to the junction for Royal Terrace, there is only a single carriageway available. Additional traffic will add to this problem. The junction at the roundabout into Elm Row is currently width restricted which is likely to cause congestion as a 'bottleneck'.

These proposals are likely to cause additional traffic mileage thereby increasing pollution as well as an increase of traffic in a number of currently relatively quiet side streets.

In addition, at a time when the St James redevelopment is active, any additional traffic on London Road roundabout (or indeed traffic flowing further South in an attempt to gain access to Broughton Street at Picardy Place roundabout) will merely bring further congestion to our City.

Yours faithfully

[Redacted signature block]

20/10/2016

Ref:TRO/Phase5/note

██████████

████████████████████

To whom it may concern,

I am writing to you to put on record my objections to the road modifications at the Elm Row section of Leith Walk, in particular it's regarding the positioning of the loading bays.

As a busy business that operates daily from 12pm and has a sole member of staff on the premises at this time, the positioning of the loading bays is key to our daily trade. It will be extremely inconvenient if these bays are to be moved up to 100 meters away. I am not asking for these bays to be placed outside the building but would like you to take into consideration the positioning of the businesses in the area and how this will affect their daily trade and their needs. As I understand it, and I'm sure you are aware, we are not the only business on the street that operates with one member of staff.

Kind Regards,

██████████

████████████████████

To Whom it may concern,

Please do not instate the changes to Montgomery Street!

I am a resident of [REDACTED] I do not have a car (& do not intend to get one), however I have recently acquired my driving license and the flow of traffic around Edinburgh is ridiculously restricted as is- please to not continue to funnel and remove access any further.

Such tactics will NOT stop people driving- they will only add to traffic jams & more driving about in hopes to go from point A to point B. Honestly!!!!

Kind regards,

[REDACTED]

Dear Sir/Madam

I write regarding the Notice of Traffic Regulation Order and Redemption Order -Leith Walk from Brunswick Street to Montgomery Street, Edinburgh.

I wish to lodge objection to the prohibition of entry to Leith Walk from Montgomery Street and the prohibition on right turns into Montgomery st from Leith Walk.

Hillside area is serviced by two primary schools, one of which is [REDACTED] which my children attend. The closure of Montgomery st will cause further back up of traffic and congestion at London Road and will triple the journey time by car to school in the morning and my subsequent place of work. At a time when the traffic at the St James centre is being significantly disrupted due to the demolition it seems ridiculous to further exacerbate the traffic congestion at the top of London Road. Furthermore, with so many developments happening in this area it seems contrary to close through routes and add to congestion and pollution.

I would like to see the Carbon Monoxide readings for the top of London Road and the roundabout at John Lewis for the period before the services work started, current reading and projected analysis figures.

I also note with distaste that traffic has been diverted off London Road , down Montgomery street and along Annandale Street which is causing high rates of traffic. I cannot see how this diversion can be linked to your proposed plans and am deeply concerned about the lack of joined up thinking at the council.

I look forward to your confirmation of my objection.

My address is [REDACTED]

Yours sincerely

[REDACTED]
[REDACTED]

The Head of Transport
Services for Communities
Waverley Court
4 East Market St
Edinburgh
EH8 8BG

Dear Sir/Madam

The City of Edinburgh Council (Leith Walk [Montgomery Street to Brunswick Street], Edinburgh) (Prohibition of Entry) and (Traffic Regulation; Restrictions on Waiting, Loading and Unloading, and Parking Places) and (Greenways) (Variation), Order 201 TRO/16/58

I note that as part of the above Traffic Regulation Order your Statement of Reasons lists the addition of 3 loading bays and 3 parking bays in Annandale St.

I am a Blue Badge holder with considerable mobility problems, who recently became a resident at [REDACTED]. Since my arrival in early September 2016, even with a Resident's Parking Permit, I have found it extremely difficult to park close enough to my house to enable me to walk to or from the car, or even sometimes to load or unload on or off the car. In the course of my first month of residence here I only took the car out on 12 days, and on at least 4 of those on my return I had to park in East London St on a single or double yellow line. Since then I have had 2 further occasions of having to park in East London Street, and 2 in Huntingdon Place. In such instances I am unable to make it the whole way to or from my home without having several rests, necessitating me sitting down on front steps of houses en route. This is not dignified. And as front steps are not ideal seats, I have considerable difficulty standing up again. And I suspect the householders would rather I didn't. It makes me reluctant to move the car at all, which is ridiculous, and not at all helpful in enabling me to keep active in the community.

The best solution for me would be a dedicated personal disabled parking space. If this is possible I will be delighted. But if this is not a possibility, I wonder if it would be possible to make at least one of the new spaces, or even an existing space, into a regular disabled parking space. There are currently none in this part of Annandale St. It would serve the triple purpose of helping me a great deal, and, when I was not using the space myself, providing the facility for other disabled people visiting the area, and finally demonstrating the Council's practical support for disabled residents and visitors. It would be particularly helpful to me if it was on my side of the street (SW) and close to my house.

I do hope that my request will be favourably considered as part of the Traffic Regulation Order and Redetermination Order processes.

Yours faithfully

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

To Whom It May Concern,

I write to object to this:

**Notice of Traffic Regulation Order and Redetermination Order - Leith Walk from Brunswick Street to Montgomery Street, Edinburgh
TRO/Phase5/note**

This situation will be dangerous and potentially fatal for children at Leith Walk and St MARY's Primaries. The traffic at St Mary's is already dangerous and this will only make things worse. It is not safe for traffic of this volume to be diverted across these streets.

[REDACTED]
[REDACTED]

Regards,

[REDACTED]

I object to Edinburgh City council restricting the junction of Montgomery Street at Leith Walk - banning right turns into Montgomery Street coming down the Walk and sending traffic from Montgomery Street up Elm Row.

I object to TRO/16/58 and RSO/16/13.

Yours sincerely



Original Message-----

From: [REDACTED]

Sent: 14 October 2016 14:03

To: Traffic Orders

Subject: Notice of Traffic Regulation Order and Redetermination Order - Leith Walk from Brunswick Street to Montgomery Street, Edinburgh TRO/Phase5/note

Hi , I'm writing to raise my concerns on the effect that the closure of Brunswick Street moving onto Leith Walk, and Montgomery Street moving onto Leith Walk will have on East London Street used as a diversion and the amount of traffic that will be added to the already dangerous experience we are facing outside [REDACTED] each time we are dropping off or collecting our children.

I find this plan very irresponsible as I have already been face to face with near accident situations as drivers in their frustration to avoid being stuck in the roundabout lights speed up or have a very careless behavior . It's an accident waiting to happen and I therefore strongly object to this option . There must be another alternative that does not endanger the lives of the kids of the primary as well as the babies at Edinburgh nursery which is situated at the corner of Broughton Street roundabout .

I am also inviting someone from the council to come and have a good and close examination of the traffic and events taking place each morning 8:45 and every pick up time 3:10 / Friday 12:15 outside St. Marys as it is never mind adding more cars and traffic to this street .

I am hoping that this email will be taken seriously and I am looking forward to a reply or alternative plans to be put in place regarding the diversion .

With respect ,

[REDACTED] , (parent of child at [REDACTED]) Address : [REDACTED]
[REDACTED]

Sent from my iPhone

Sent from my iPhone

Dear Sir/Madam

I am concerned about the current number of cars going along East London Street beside my son's primary school, [REDACTED] and I am worried that the proposed road closures and the St James Centre development in the area will lead to a significant increase in this traffic. I would appreciate it if you could make any changes possible to your road closure plans to deter traffic from diverting down this street and/or to protect the safety of children on the journey to and from school.

Kind regards

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear Mr Leech,

I am contacting you in relation to:

TRO/Phase5/note

Leith Walk from Brunswick Street to Montgomery Street, Edinburgh

██████████ request that the one way system is reinstated on Elm Row on commencement of “prohibition on entry to Leith Walk from Montgomery Street” and “prohibition on right turns into Montgomery Street from Leith Walk”.

In previous years there has been no access to the South-West end of Elm Row from the London Road roundabout. With increased traffic along Elm Row as a result of this TRO, we believe that maintaining two way traffic would pose a safety hazard, primarily from cars turning into Elm Row quickly from the London Road roundabout.

Please do get in touch if you wish to discuss our comments any further.

Yours sincerely

██████████
██████████

██████████
██████████
██████████
██████████

██████████

Dear Sir /Madam

My name is [REDACTED] owner of [REDACTED], I have seen the proposed plans for the section of Leith walk between Brunswick street and Montgomery street. I do agree that something has to be done in regards to the junction at annadale street .But strongly disagree with the proposed plans to remove loading / unloading and parking bays and relocate them some distance from the businesses that rely on them to help their operations run smoothly.

I feel (personally) that it would be the final nail in the coffin for my business, over the years [REDACTED] has seen an increase in large supermarket chains opening their express and metro stores within minutes walk from my shop, to combat the decrease in passing trade I have taken on supplying local restaurants and bars, as a one man business I find it hard enough getting deliveries in and out with out the extra distance I will have to travel should the loading bays be taken away or moved further down the street, at the moment as it is their are five businesses on the section of elm row where [REDACTED] is juggling a three car loading bay and occasionally having to double park or park on the red section. Thank you very much for your time

[REDACTED]

From: [REDACTED]

Sent: 30 September 2016 17:32

To: Traffic Orders

Subject: CEC - (Leith Walk [Montgomery Street to Brunswick Street], Edinburgh) (Prohibition of Entry) and (Traffic Regulation; Restrictions on Waiting, Loading and Unloading, and Parking Places) and (Greenways) (Variation), Order 201_ TRO/16/58

Importance: High

The Head of Transport
Services for Communities
Waverely Court
4 East Market Street
Edinburgh
EH8 8BG

Dear/Sir Madam

TRO/16/58 Leith Walk - Brunswick Street to Montgomery Street

I write to object to the above noted Traffic Regulation Order which seeks to restrict the entry and exit of vehicular traffic from Montgomery Street onto Leith Walk. Specifically:

- The introduction of a prohibition on entry to Leith Walk from Montgomery Street;
- The introduction of a prohibition on right turns into Montgomery Street from Leith Walk, except for cyclists.

The cessation of vehicular access here will limit all residents of Hillside access into the New Town and Pilrig and put more traffic onto London Road. There is nothing wrong with the current traffic light controlled access in this location which also allows traffic to access the shops, restaurants and bars in Elm Row and will impact on their vitality and viability to the detriment of all people living locally.

Please confirm receipt that this objection has been correctly made and keep me informed of the outcome of the TRO process.

Yours faithfully

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear Mr Leech and the Head of Transport,

My neighbours and I received a letter dated 21 September with information about a variety of proposed changes to Montgomery Street and the surrounding area. Many of these suggestions sound reasonable but I would like to object to the plans for the Leith Walk end of Montgomery Street. Not being able to drive onto Leith Walk from Montgomery Street is not acceptable for me. It would mean having to use the roundabout at the top of Leith Walk which I am afraid of as taxis and vans go so fast around the roundabout and it makes me feel very anxious. Entering Leith Walk, and crossing to Annandale Street from Montgomery Street is much safer due to the traffic lights. I'm disappointed that this proposal will make things more dangerous for drivers.

I will be grateful if you reconsider this aspect of the proposal which I don't see any reasonable argument for it's benefit to the local community which I understood that the 'Services for Communities' was intended to support and represent.

Also, some of my neighbours said that they found the letter hard to understand and didn't fully understand what was being proposed.

I look forward to hearing from you.

[REDACTED]
[REDACTED]

25th November 2016

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear Sir / Madam,

My neighbour [REDACTED] wrote an excellent letter dated 15th October 2016 on behalf of many residents of [REDACTED] including [REDACTED] which outlined our objections to the proposal to preclude access to and across Leith Walk from Montgomery Street and concerns over consequent traffic volume increase into Windsor Street. I wholly endorse the content of the letter.

I would like to add a further point of my own on this subject. The constriction of access across Leith Walk going North via Annandale Street will increase traffic flow towards Broughton Street (for North bound vehicles heading for Inverleith, for example). Broughton Street access via the Picardy Place roundabout is already congested and hazardous. It would be safer and more efficient for traffic flow to maintain the existing crossing point over Leith walk via Montgomery and Annandale Streets.

Yours faithfully

[REDACTED]

Re: Order Number TRO/16/58

Order Name:

The City of Edinburgh Council (Leith Walk [Montgomery Street to Brunswick Street], Edinburgh) (Prohibition of Entry) and (Traffic Regulation; Restrictions on Waiting, Loading and Unloading, and Parking Places) and (Greenways) (Variation), Order 201

Dear Sir,

I wish to object to the above proposals. In particular, I wish to object to the closure of vehicular access from Montgomery St on to Leith Walk and thence on to Annadale St, and the removal of the right turn by cars from Leith Walk into Montgomery St.

As a local resident, this is a route I frequently use on my way to the shops and doctor's surgery, its removal will cause a great deal on inconvenience. I am not convinced that removing this access is improve matters for local residents, and the money could be far better spent on filling the numerous potholes that riddle the city.

Yours Faithfully,

[Redacted signature block]

To Edinburgh City Council.

Objection to Traffic Order Proposals: Leith Walk phase 5 TRO\16\58 and Leith Walk phase 5 RSO\16\13

I wish to object to the proposals in the above traffic orders because the statements of reasoning do not consider traffic implications for Elm Row (south section) arising from the proposed alteration to the junction with Montgomery Street and Leith Walk.

The statements of reasoning does not make any predictions in respect of any likely increase (or decrease) in traffic flow southwards along Elm Row arising from closing-off the exit from Montgomery Street into Leith Walk. At present, there is not enough room for two vehicles to pass in opposite directions when cars are parked on the single yellow line on the street's east side.

The two-way nature of Elm Row means that there is (sometimes daily) conflict between vehicles travelling in opposite directions. This is particularly the case at early evening times and weekends when parking restrictions on the yellow line are no longer in force. These conflict occasionally lead to "stand-offs" between drivers, sometimes lasting as long as an hour, and I have witnessed a number of very aggressive face-to-face disputes between drivers in the last year alone.

I recommend that the Statements of Reasoning should include predictions on traffic flow in Elm Row arising from the junction alteration and a recommendation that Elm Row will be altered to one-way (from north to south) and would remove my objection if this inclusion is taken on board.

████████████████████
████████████████████
████████████████████

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

Email: [REDACTED]

Our Ref: [REDACTED]

YourRef: RSO/16/13/ADY

Date: 29 September 2016

The City of Edinburgh Council
City Chambers
High Street
Edinburgh
EH1 1YJ

Attention: Andrew Young

Dear Sirs

**New Roads and Street Works Act 1991
Stopping Up Order - Qualified Objection**

Thank you for your correspondence regarding a Stopping Up Order at LEITH WALK, ANNANDALE STREET AND, MONTGOMERY STREET, EDINBURGH.

We confirm that [REDACTED] has apparatus in the area and advises that we have a qualified objection to the order unless you, or your applicant, provides [REDACTED] with written assurances, quoting our reference above, as to the safeguarding of [REDACTED] apparatus and the reimbursement of costs for any works necessary. As-built records showing our apparatus are enclosed

Where [REDACTED] apparatus is to remain in the stopped-up area we shall also require an undertaking that the applicant will grant a wayleave agreement to [REDACTED] on terms and conditions acceptable to [REDACTED] and the reimbursement of our [REDACTED] costs associated with the negotiation of the said wayleave. A copy of [REDACTED] standard stopping-up wayleave proforma is available on request.

A copy of the [REDACTED] process 4461 'Special Requirements relating to the external plant network of [REDACTED]' is available on request. The process provides guidance on working in the vicinity of [REDACTED] apparatus.

Yours faithfully

[REDACTED]
[REDACTED]

From: [REDACTED]

Sent: 28 September 2016 11:41

To: Rob Leech <Rob.Leech@edinburgh.gov.uk>

Cc: [REDACTED]

Subject: Objection to Leith Walk from Brunswick Street to Montgomery

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Objection to draft order- Leith Walk from Brunswick Street to Montgomery Street, Edinburgh

Ref: TRO/Phase5/note

Morning Mr Leech

I wish to object to the proposal for closing the access to and from Montgomery Street to Leith Walk. My concern is that the traffic will be forced down Brunswick Street (as the last exit point) if Montgomery Street is closed off.

I am a father of [REDACTED] living in a ground floor flat and the last thing that I would want is there to be an increase in traffic, likely to be backed up with the difficult access onto Leith Walk from Brunswick Street.

Please advise me on how you plan to manage this traffic with the proposed closure of Montgomery Street.

Many Thanks

[REDACTED]

To : Traffic Orders, 249 High Street, Edinburgh. EH1 1YJ.

I wish to object to TRO/16/58 and RSO/16/13.

RECEIVED 24 OCT 2016

In particular, I object to the following provisions:

1. Introducing a prohibition on entry to Leith Walk from Montgomery Street

This will require traffic exiting Montgomery Street to travel either via London Road gaining access to this already busy thoroughfare either through side streets with uncontrolled junctions or via Elm Row. Elm Row is currently a relatively quiet bi-directional street which is used by car driving shoppers many of whom are able to do their shopping on a loading/unloading basis. Additional traffic will most probably conflict with this although no indication is given for any restrictions (including making Elm Row Southbound only) which the Council might intend to introduce as part of what is presumably Phase 6. No indication is given of future intentions for the South end of Elm Row and its configuration at the already busy roundabout – but the current junction there is uncontrolled and, due to a previous incompetent re-modelling, narrows to a single vehicle width which causes conflict with vehicles entering Northbound. There is also considerable through traffic from Montgomery Street to Annandale Street. Under these proposals this will have to travel via Elm Row to the roundabout then back down Haddington Place. The current configuration keeps a significant traffic stream away from the London Road roundabout and is to be preferred.

2. Introducing a prohibition on right turns into Montgomery Street from Leith Walk, except for cyclists.

This will require traffic from the top of Leith Walk to gain Montgomery Street either via London Road or Elm Row. London Road is already congested and has two bus stops which cause traffic to back up at a point where, due to the junction for Royal Terrace, there is only a single carriageway available. Additional traffic will add to this problem. The junction at the roundabout into Elm Row is currently width restricted and there is no indication in the plans as to whether or not it is intended to widen this junction (or indeed to make this junction Southbound only).

These proposals will cause additional traffic mileage thereby increasing pollution as well as an increase of traffic in a number of currently relatively quiet side streets.

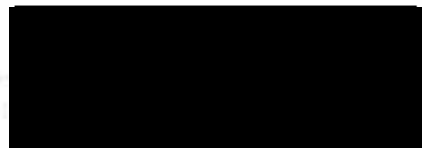
In addition, at a time when the St James redevelopment is active, any additional traffic on London Road roundabout (or indeed traffic flowing further South in an attempt to gain access to Broughton Street at Picardy Place roundabout) will merely bring further congestion to our City.

Signed:

Name:

Address:

Traffic Order
249 High Street
Edinburgh
EH1 1YJ



18th October 2016

Dear Sir/Madam

Objection to TRO/1658 and TRO/16/13

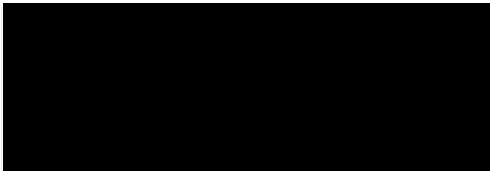
In particular I would like to object to the following provisions

1. Introducing a prohibition on entry to Leith Walk to Montgomery Street
This will require traffic exiting Montgomery Street to travel either via London Road gaining access to this already busy thoroughfare either through side streets with uncontrolled junction or via Elm Row. Elm Row is currently a relatively quiet bi-directional street which is used by car driving shoppers many of whom are able to do their shopping on a loading/unloading basis. Additional traffic will most probably conflict with this although no indication is given for any restrictions (including making Elm Row Southbound only) which the council might intend to introduce as part of what is presumably Phase 6. No indication is given of future intentions for the South end of Elm Row and its configuration at the already busy roundabout – but the current junction there is uncontrolled and, due to a previous incompetent re-modelling, narrows to a single vehicle width which causes conflict with vehicles entering Northbound. There is also considerable through traffic from Montgomery Street to Annandale Street. Under these proposals they will have to travel via Elm Row to the roundabout then back down Haddington Place. The current configuration keeps a significant traffic stream away from the London Road roundabout and is to be preferred.
2. Introducing a prohibition on right turns into Montgomery Street from Leith Walk, except for cyclists.
This will require traffic from the top of Leith Walk to gain Montgomery Street either via London Road or Elm Row, London Road is already congested and has two bus stops which cause traffic to back up at a point where, due to the junction for Royal Terrace there is only a single carriageway available. Additional traffic will add to this problem. The junction at the roundabout into Elm Row is currently width restricted and there is no indication in the plans as to whether or not it is intended to widen this junction (or indeed to make this junction Southbound only).

These proposals will cause additional traffic mileage thereby increasing pollution as well as an increase of traffic in a number of currently relatively quiet side streets.

In addition, at a time when the St James redevelopment is active, any additional traffic on London Road roundabout (or indeed traffic flowing further South in an attempt to gain access to Broughton Street at Picardy Place roundabout) will merely bring further congestion to our city.

Yours faithfully



107 Traffic Orders, 249 High Street, Edinburgh. EH1 1YJ.

I wish to object to TRO/16/58 and RSO/16/13.

In particular, I object to the following provisions:

1. Introducing a prohibition on entry to Leith Walk from Montgomery Street

This will require traffic exiting Montgomery Street to travel either via London Road gaining access to this already busy thoroughfare either through side streets with uncontrolled junctions or via Elm Row. Elm Row is currently a relatively quiet bi-directional street which is used by car driving shoppers many of whom are able to do their shopping on a loading/unloading basis. Additional traffic will most probably conflict with this although no indication is given for any restrictions (including making Elm Row Southbound only) which the Council might intend to introduce as part of what is presumably Phase 6. No indication is given of future intentions for the South end of Elm Row and its configuration at the already busy roundabout – but the current junction there is uncontrolled and, due to a previous incompetent re-modelling, narrows to a single vehicle width which causes conflict with vehicles entering Northbound. There is also considerable through traffic from Montgomery Street to Annandale Street. Under these proposals this will have to travel via Elm Row to the roundabout then back down Haddington Place. The current configuration keeps a significant traffic stream away from the London Road roundabout and is to be preferred.

2. Introducing a prohibition on right turns into Montgomery Street from Leith Walk, except for cyclists.

This will require traffic from the top of Leith Walk to gain Montgomery Street either via London Road or Elm Row. London Road is already congested and has two bus stops which cause traffic to back up at a point where, due to the junction for Royal Terrace, there is only a single carriageway available. Additional traffic will add to this problem. The junction at the roundabout into Elm Row is currently width restricted and there is no indication in the plans as to whether or not it is intended to widen this junction (or indeed to make this junction Southbound only).

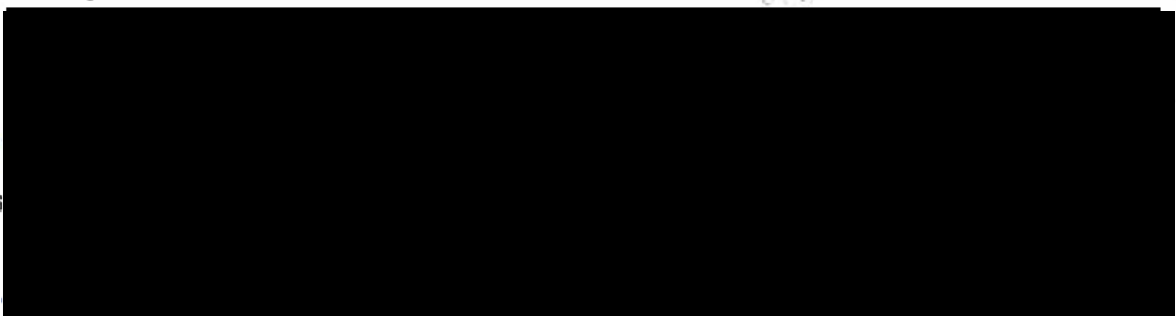
These proposals will cause additional traffic mileage thereby increasing pollution as well as an increase of traffic in a number of currently relatively quiet side streets.

In addition, at a time when the St James redevelopment is active, any additional traffic on London Road roundabout (or indeed traffic flowing further South in an attempt to gain access to Broughton Street at Picardy Place roundabout) will merely bring further congestion to our City.

Signed:

Name:

Address



18th October 2016

RECEIVED 24 OCT 2016

Traffic Orders
249 High Street
Edinburgh
EH1 1YJ

Dear Sirs

We wish to OBJECT to TRO/16/58 and RSO/16/13

In particular, we object to the following provision:

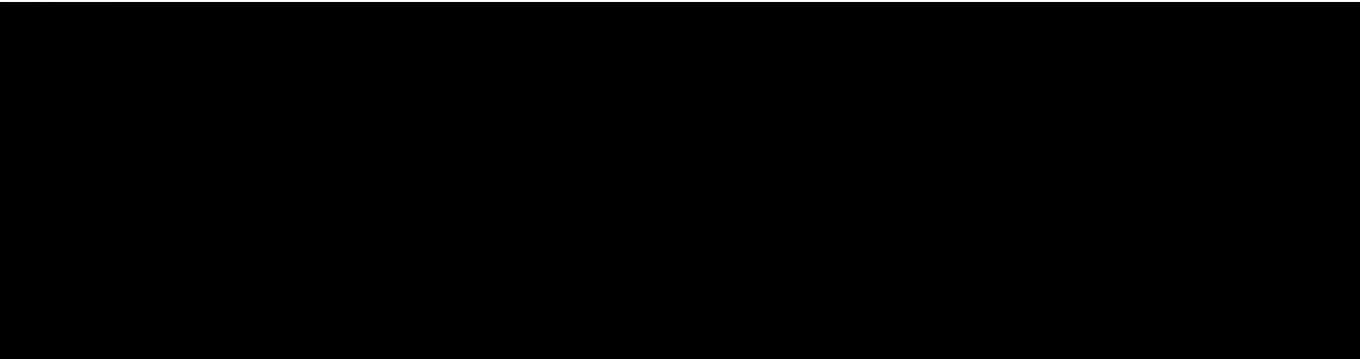
Introducing a prohibition on entry to Leith Walk from Montgomery Street

This will require traffic exiting Montgomery Street to travel either via London Road through side streets and uncontrolled junctions or via Elm Row.

Elm Row is currently a relatively quiet bi-directional street which is used by car driving shoppers, many of whom are able to do their shopping on a loading/unloading basis. Elm Row, in its current layout with parking on the west side and loading/unloading on the east side and a single vehicle width entry/exit at both the northern and the southern ends, is not suitable for the large volume of through traffic that will be generated from your plans.

Furthermore, the southern exit onto the roundabout at London road is a most difficult exit to negotiate, especially if a vehicle wishes to continue travelling south.

If there is significant change to the layout of Elm Row either as part of Phase 5 or a future phase (is there a Phase 6?), such as adding double yellow lines on the east side or taking away parking on the west side or such similar restrictions, we have no doubt that this will cause significant if not fatal harm to the retail trading business of Valvona & Crolla, one of the last of Edinburgh's iconic independent businesses, much loved and visited by tourists and the good people of Edinburgh as well as an ardent promoter of Edinburgh both at home and abroad.



In 1995 – 1997 we endured two years of upheaval and much reduced turnover when Elm Row was being remodelled into its present configuration. We supported CEC in this endeavour.

Throughout the tram works on Leith Walk and York place from 2007 until 2014 we again suffered even greater financial hardship until the works were completed. We did nothing but fully support the CEC in this endeavour.

We cannot allow these new plans for Elm Row to potentially destroy our business by the same CEC and City of Edinburgh that we have supported throughout our 82 year history.

Yours sincerely



CC Head of Transport, Rob Leech

To : Traffic Orders, 249 High Street, Edinburgh. EH1 1YJ.

I wish to object to TRO/16/58 and RSO/16/13.

RECEIVED 26 OCT 2016

In particular, I object to the following provisions:

1. Introducing a prohibition on entry to Leith Walk from Montgomery Street

This will require traffic exiting Montgomery Street to travel either via London Road gaining access to this already busy thoroughfare either through side streets with uncontrolled junctions or via Elm Row. Elm Row is currently a relatively quiet bi-directional street which is used by car driving shoppers many of whom are able to do their shopping on a loading/unloading basis. Additional traffic will most probably conflict with this although no indication is given for any restrictions (including making Elm Row Southbound only) which the Council might intend to introduce as part of what is presumably Phase 6. No indication is given of future intentions for the South end of Elm Row and its configuration at the already busy roundabout – but the current junction there is uncontrolled and, due to a previous incompetent re-modelling, narrows to a single vehicle width which causes conflict with vehicles entering Northbound. There is also considerable through traffic from Montgomery Street to Annandale Street. Under these proposals this will have to travel via Elm Row to the roundabout then back down Haddington Place. The current configuration keeps a significant traffic stream away from the London Road roundabout and is to be preferred.

2. Introducing a prohibition on right turns into Montgomery Street from Leith Walk, except for cyclists.

This will require traffic from the top of Leith Walk to gain Montgomery Street either via London Road or Elm Row. London Road is already congested and has two bus stops which cause traffic to back up at a point where, due to the junction for Royal Terrace, there is only a single carriageway available. Additional traffic will add to this problem. The junction at the roundabout into Elm Row is currently width restricted and there is no indication in the plans as to whether or not it is intended to widen this junction (or indeed to make this junction Southbound only).

These proposals will cause additional traffic mileage thereby increasing pollution as well as an increase of traffic in a number of currently relatively quiet side streets.

In addition, at a time when the St James redevelopment is active, any additional traffic on London Road roundabout (or indeed traffic flowing further South in an attempt to gain access to Broughton Street at Picardy Place roundabout) will merely bring further congestion to our City.

Signed:

Name:

Address:

[REDACTED]

Edinburgh Council
Traffic Orders
Edinburgh
EH1 175

Dear Sir or Madam,

I should like to take this opportunity to strongly object to the proposed traffic provisions introducing a prohibition on entry to Leith Walk from Montgomery Street (TRO/16/58). Our main exit from Edinburgh is via Leith Walk and Annandale Street. To prevent this would increase traffic on side streets, Film Row and the busy London Road roundabout.

Also to prohibit right turns from Leith Walk into Montgomery Street would further increase traffic on London Road and side streets.

Yours sincerely, [REDACTED]

30th September 2016

LEITH WALK FROM BRUNSWICK ST. TO MONTGOMERY
STREET, EDINBURGH
TRO / Phase 5 / Note

I am writing as a concerned resident after receiving the above notice. As a regular cyclist I welcome the council's efforts to upgrade cycling facilities which the above order would appear to address very well.

My problem is that there would appear to be a rather serious problem with the plan: for MONTGOMERY STREET prohibition entry from LEITH WALK. Where do the council propose that the exiting traffic that exits from MONTGOMERY ST into LEITH WALK will go? As drivers come along they will presumably filter along the ESTABLISHED RESIDENTIAL streets of BRUNSWICK and WINDSOR STREET. Windsor St is a 20MPH zone with a speed hump -

at present it is used as a regular high speed cut through to London Road. I

Imagine that this will increase traffic as people realise that MONTGOMERY ST is a dead end, as will also happen at the London Street access end of BRUNSWICK STREET.

This could potentially lead to a very dangerous situation in a residential street that is JUST wide enough for cars to pass. Does the Head of Transport realise that there are family houses all along the street with at least SIXTEEN children? I strongly advise that the officer looks again at the plan and makes it a priority to stop both these streets becoming increasingly dangerous for both the residents and CHILDREN, also the many visitors to the Cairn Hotel. This is surely against the received wisdom of the council for making the city centre a safer zone for pedestrians, children, cyclists and the elderly which this does not appear to address.

Yours sincerely

[Redacted Signature]

(Resident)

Detailed Representations – Responses to Issues Raised – Appendix 3

Grounds of objection

Issue	Response	Number
<p>Loss of nearby loading and parking facilities</p>	<p>Proposed changes to the locations of some loading and parking bays on the Brunswick Street to Montgomery Street section of Leith Walk are required to deliver the Leith Programme improvements. The Council, however, appreciates the importance of access to loading and parking facilities for businesses and residents, and has sought to ensure that these are provided at suitable locations along this section of the works. It is not always possible to provide every business with bays directly adjacent to their premises; however an attempt has been made to provide these where possible within the context of the overall design requirements.</p> <p>Additional loading and parking facilities in Annandale Street have been proposed in the draft Order where an additional three unrestricted loading bays and three additional pay and display parking bays have been proposed. The loading facilities will operate without time restrictions thereby providing peak period provision for businesses that may require this.</p> <p>After full consideration of all the received objections, the Council will commit to a further Traffic Regulation Order which would take account of the specific objections received in regard to the provision of restricted and unrestricted loading bays on Leith Walk. This second TRO would promote additional loading provision, over and above the three unrestricted loading bays being provided in Annandale Street, by adding three more unrestricted bays on Montgomery Street. It would also promote an additional two restricted loading bays on the southbound carriageway of Leith Walk, being an increase of the proposed three to five on the approach to the Montgomery Street junction.</p>	<p>6</p>
<p>Alterations to permitted loading and parking times</p>	<p>Proposed changes to the operational times of loading and parking bays are required to deliver the Leith Programme improvements on this section of Leith Walk. The Council, however, appreciates the importance of access to loading and parking facilities for businesses and residents, and has sought to ensure that these are provided at suitable locations along this section of the works.</p> <p>The Leith Programme is tasked with delivering a number of key design elements on this section together with maintaining an acceptable level of public transport priority on Leith Walk. There is insufficient road space to achieve this whilst retaining the current level of dedicated lay-bys for loading and parking. It is therefore proposed to provide a road layout</p>	<p>8</p>

	<p>where the kerbside traffic lanes will function as bus lanes during Monday to Friday peak traffic periods, and provide facilities for loading and parking at other times. This arrangement is consistent with other main routes into the city thereby providing city-wide uniformity for parking and loading arrangements.</p> <p>Additional loading facilities in Annandale Street have been proposed in the draft Order where an additional three unrestricted loading bays have been proposed. Three additional pay and display parking bays have also been proposed at this location. The loading facilities will operate without time restrictions thereby providing peak period provision for businesses that may require this.</p> <p>After full consideration of all the received objections, the Council will commit to a further Traffic Regulation Order which would take account of the specific objections received in regard to the provision of restricted and unrestricted loading bays on Leith Walk. This second TRO would promote additional loading provision, over and above the three unrestricted loading bays being provided in Annandale Street, by adding three more unrestricted bays on Montgomery Street. It would also promote an additional two restricted loading bays on the southbound carriageway of Leith Walk, being an increase of the proposed three to five on the approach to the Montgomery Street junction.</p>	
<p>Pedestrians and bicycles sharing the space at the corner of Annandale Street could put pedestrians in danger</p>	<p>A similar junction is already in operation at King's Buildings (Mayfield Road/West Mains Road junction), and that works successfully with no reported instances of pedestrians and cyclists being in conflict. This is despite there being less available shared space and far more cyclists using it than we are currently expecting to use the Annandale Street. Cycle speeds are also expected to be low because of the nature of the location.</p>	<p>2</p>
<p>There appears to be a significant reduction in available parking for residents at the top end of Annandale Street.</p>	<p>There is no reduction in available parking for residents at the top end of Annandale Street. There will be no change to the number of residents permit holder or shared use spaces in the street, although some spaces will be changed from parallel to end-on parking.</p>	<p>2</p>
<p>Montgomery Street: Prohibition on entry to Leith Walk will increase congestion on Montgomery Street neighbouring streets (including Windsor Street, Elm Row, Brunswick Road,</p>	<p>It is proposed to prohibit entry for vehicles into Leith Walk from Montgomery Street as part of the proposed upgrade to the signal controlled junction at Annandale Street. This will remove the need for traffic signal control at Montgomery Street, allowing a simpler and more efficient junction to be provided that will benefit all road users. Left turn entry for vehicles from Leith Walk onto Montgomery Street will be retained under the new layout as will entry onto Montgomery Street from Annandale Street.</p>	<p>64</p>

<p>Brunswick Street, London Road (and roundabout), Picardy Place, and McDonald Road)</p>	<p>In line with the design principles of the current works, restricting the two vehicle movements highlighted above will allow the proposed new junction to be more pedestrian, cyclist, and vehicle friendly.</p> <p>Traffic counts have been undertaken in order to establish the number of vehicles that currently enter Leith Walk from Montgomery Street. The results show that number of vehicles currently making this manoeuvre is relatively low. Restricting direct access to Leith Walk from Montgomery Street will result this traffic seeking to use alternative routes, however displacement is likely to be onto a number of alternative routes, some using adjacent streets and some further afield as part of a more strategic re-routeing. Given the relatively low volume of displaced vehicles, it is not considered likely that there will be an unacceptable increase of traffic on the various alternative routes. As such, the Council does not expect displacement to cause a significant problem on any individual route.</p>	
<p>Montgomery Street: Prohibition of right turns from Leith Walk (except for cyclists) will increase congestion on London Road and Elm Row</p>	<p>It is proposed to prohibit the right turn for motor vehicles from Leith Walk into Montgomery Street in order to prevent right-turning vehicles from obstructing northbound traffic flows on Leith Walk. Left turn entry for vehicles from Leith Walk onto Montgomery Street will be retained under the new layout as will entry onto Montgomery Street from Annandale Street.</p> <p>In line with the design principles of the current works, restricting the two vehicle movements highlighted above will allow the proposed new junction to be more pedestrian, cyclist, and vehicle friendly.</p> <p>Traffic counts have been undertaken in order to establish the number of vehicles that turn right from Leith Walk into Montgomery Street The results show that number of vehicles currently making this manoeuvre is relatively low. Restricting direct access to Leith Walk from Montgomery Street will result this traffic seeking to use alternative routes, however displacement is likely to be onto a number of alternative routes, some using adjacent streets and some further afield as part of a more strategic re-routeing. Given the relatively low volume of displaced vehicles, it is not considered likely that there will be an unacceptable increase of traffic on the various alternative routes. As such, the Council does not expect displacement to cause a significant problem on any individual route.</p>	<p>50</p>

<p>The Montgomery Street proposals will result in increased traffic impacting on St Mary's Primary school in East London Street</p>	<p>It is not clear how the proposed restriction at the Montgomery Street junction would result in this increase. The East London Street – Annandale Street – Montgomery Street eastbound traffic movement would be unaffected by the restriction. Meanwhile, the reverse westbound movement will no longer be possible, thereby reducing the number of vehicles on Annandale Street that would previously have made this movement from Montgomery Street. The most likely alternative westbound routes are either via London Road – Leith Walk – Picardy Place – Broughton Street or, alternatively, Brunswick Road – McDonald Road or, Brunswick Road/Street – Leith Walk – Annandale Street. Two of these options are likely to take some westbound traffic away from East London Street and St Mary's RC Primary School.</p>	<p>6</p>
<p>Montgomery Street and Brunswick Street road closures will result in increased traffic impacting on St Mary's RC Primary School</p>	<p>There are no plans to permanently close roads to traffic. It is unclear as to where this information originated from as it is not contained in the proposed Order.</p> <p>It is proposed to prohibit entry for vehicles into Leith Walk from Montgomery Street as part of the proposed upgrade to the signal controlled junction at Annandale Street. This will remove the need for traffic signal control at Montgomery Street, allowing a simpler and more efficient junction to be provided that will benefit all road users. It is also proposed to prohibit the right turn for motor vehicles from Leith Walk into Montgomery Street in order to prevent right-turning vehicles from obstructing northbound traffic flows on Leith Walk. Left turn entry for vehicles from Leith Walk onto Montgomery Street will be retained under the new layout as will entry onto Montgomery Street from Annandale Street.</p> <p>In line with the design principles of the current works, restricting the two vehicle movements highlighted above will allow the proposed new junction to be more pedestrian, cyclist, and vehicle friendly.</p>	<p>6</p>
<p>The Montgomery Street proposals will triple the journey time by car to school in the morning and my subsequent place of work</p>	<p>Traffic counts have been undertaken in order to establish the number of vehicles that turn right from Leith Walk into Montgomery Street. The results show that number of vehicles currently making this manoeuvre is relatively low. Restricting direct access to Leith Walk from Montgomery Street will result in this traffic seeking to use alternative routes, however displacement is likely to be onto a number of alternative routes, some using adjacent streets and some further afield as part of a more strategic re-routeing. Given the relatively low volume of displaced vehicles, it is not considered likely that there will be an unacceptable increase of traffic on the various alternative routes. As such, the Council does not expect displacement to cause a significant problem on any individual route.</p>	<p>1</p>

<p>The prohibition on entry from Montgomery Street to Leith Walk will cause increased traffic flow towards Broughton Street</p>	<p>Restricting direct access to Leith Walk from Montgomery Street will result this traffic seeking to use alternative routes, however displacement is likely to be onto a number of alternative routes, some using adjacent streets and some further afield as part of a more strategic re-routing. Given the relatively low volume of displaced vehicles, it is not considered likely that there will be an unacceptable increase of traffic on the various alternative routes. As such, the Council does not expect displacement to cause a significant problem on any individual route.</p>	<p>1</p>
<p>The prohibition on entry from Montgomery Street to Leith Walk will cause a great deal of inconvenience</p>	<p>This is part of the proposed upgrade to the signal controlled junction at Annandale Street and will remove the need for traffic signal control at Montgomery Street, allowing a simpler and more efficient junction to be provided that will benefit all road users.</p> <p>The proposal to prohibit the right turn for motor vehicles from Leith Walk into Montgomery Street will prevent right-turning vehicles from obstructing northbound traffic flows on Leith Walk. Left turn entry for vehicles from Leith Walk onto Montgomery Street will be retained under the new layout as will entry onto Montgomery Street from Annandale Street.</p> <p>In line with the design principles of the current works, restricting the two vehicle movements highlighted above will allow the proposed new junction to be more pedestrian, cyclist, and vehicle friendly.</p>	<p>2</p>
<p>The cessation of vehicular access at Montgomery Street due to the proposed restrictions will limit all residents of Hillside access into the New Town and Pilrig</p>	<p>In line with the design principles of the current works, restricting the two vehicle movements highlighted above will allow the proposed new junction to be more pedestrian, cyclist, and vehicle friendly. Local residents will continue to have access to the New Town, Pilrig, and access to local shops, restaurants and bars in the area using a variety of alternative routes.</p>	<p>1</p>
<p>I don't see any reasonable argument for the benefit of the local community of the Montgomery Street prohibition on entry</p>	<p>This is part of the proposed upgrade to the signal controlled junction at Annandale Street and will remove the need for traffic signal control at Montgomery Street, allowing a simpler and more efficient junction to be provided that will benefit all road users.</p> <p>In line with the design principles of the current works, restricting this vehicle movement will allow the proposed new junction to be more pedestrian, cyclist, and vehicle friendly and so is intended to benefit all those groups who use the area.</p>	<p>1</p>

<p>Not being able to drive onto Leith Walk from Montgomery Street would mean having to use the roundabout at the top of London Road which I am afraid of.</p>	<p>Westbound local drivers will continue to have alternative routes to choose from in order to make this journey including the signalised junction at Brunswick Road should they wish to avoid the London Road roundabout.</p>	<p>1</p>
<p>Making Montgomery Street no entrance to/from Leith Walk will result in vehicles using the blocked road as a turning point</p>	<p>It is proposed to prohibit two vehicle movements, not make Montgomery Street a no entry to/from Leith Walk. The proposal is to prohibit entry for vehicles into Leith Walk from Montgomery Street as part of the upgrade to the signal controlled junction at Annandale Street. This will remove the need for traffic signal control at Montgomery Street, allowing a simpler and more efficient junction to be provided that will benefit all road users. It is also proposed to prohibit the right turn for motor vehicles from Leith Walk into Montgomery Street in order to prevent right-turning vehicles from obstructing northbound traffic flows on Leith Walk. Left turn entry for vehicles from Leith Walk onto Montgomery Street will be retained under the new layout as will entry onto Montgomery Street from Annandale Street.</p> <p>In line with the design principles of the current works, restricting the two vehicle movements highlighted above will allow the proposed new junction to be more pedestrian, cyclist, and vehicle friendly.</p>	<p>1</p>
<p>The proposals are likely to cause additional traffic mileage thereby increasing pollution</p>	<p>The proposals will not increase vehicle numbers in the area, only displace the relatively low volume of traffic that currently make the proposed restricted Montgomery Street movements over a wider area, it is not considered likely, therefore, that there will be an unacceptable increase of traffic and pollution on the various alternative routes.</p>	<p>25</p>
<p>Brunswick Road is designated as a safe cycling route, being QuietRoute 20. Increasing traffic will make it less of a QuietRoute</p>	<p>The Leith Programme work and the QuietRoute scheme take cognisance of each other and, based on traffic counts carried out in 2015, the additional traffic load displaced from the Montgomery Street proposals will be minimal and so Brunswick Road will, in this regard, remain a quiet route.</p>	<p>1</p>

<p>Significant change to the layout of Elm Row either as part of Phase 5 or a future phase, such as adding double yellow lines or taking away parking will cause significant hard to retail.</p>	<p>Any proposals to alter parking or loading facilities on the southern section of Elm Row be subject to consultation with local stakeholders and would require the Council to promote another Traffic Regulation Order as part of the statutory processes.</p>	<p>1</p>
<p>This TRO and RSO should be put on hold as regards prohibiting exit from Montgomery Street until the plans for the London Road Leith Walk junction are finalised, so the two can be considered together.</p>	<p>The Council is not in a position to promote draft Orders that contain proposals for future phases of works as potential design options will depend on whether or not a continuation of the current tram line is approved in 2017. At this stage, the Council cannot comment on possible outcomes resulting from design options that have not been finalised. Prior to designs for future phases of work being promoted, traffic modelling results will be assessed to evaluate the likely impacts of any proposed Traffic Regulation Orders.</p>	<p>1</p>

Other comments

<p>I would like to see the carbon monoxide readings for the top of London Road and the roundabout at John Lewis for the period before the services work started, current reading and projected analysis figures</p>	<p>Carbon Monoxide (CO) is a pollutant which does not cause health concerns with respect to ambient air quality (that which is measured outside). Concentrations which have been recorded at a number of monitoring locations throughout the UK, including Edinburgh, are well below the threshold and often at 'zero'.</p> <p>The Council has a Central Air Quality Management Area (AQMA) for breaches of the pollutant nitrogen oxide (NO₂) which includes part of Leith Walk. There are monitoring locations at Leith Walk, close to McDonald Road library, Leith Street, Broughton Street and Queen Street. You can access air quality information from a number of websites including http://www.scottishairquality.co.uk and https://uk-air.defra.gov.uk/data/data-availability. All Edinburgh's air quality monitoring reports and maps of AQMAs can be found on the following link: http://www.edinburgh.gov.uk/info/20237/pollution/314/local_air_quality_management</p>	<p>1</p>
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<p>The Statement of Reason should include predictions on traffic flow in Elm Row</p>	<p>Traffic counts have been undertaken in 2013 and 2015 in order to establish the number of vehicles that currently enter Leith Walk from Montgomery Street and that turn right into Montgomery Street. It is not considered likely that there will be an unacceptable impact on the various possible alternative routes due to traffic displaced by these proposed restrictions.</p>	<p>1</p>
<p>Elm Row should be made one way (from north to south)</p>	<p>A series of design options for the southern section of Elm Row and associated traffic management arrangements will be explored as part of a future phase of the works in the area and further consultation will take place regarding this.</p> <p>This would require the Council to promote another Traffic Regulation Order and be subject to consultation with local stakeholders as part of the statutory processes. The Council will be considering options for this section as part of a future phase of the current works and full consultation will take place with local stakeholders to help inform the proposed design.</p>	<p>2</p>
<p>The communications regarding these draft Orders has been very poor</p>	<p>Consultation was carried out between 22 July 2016 and 25 November 2016 as part of the statutory consultation process for both Orders. This process gave interested parties the opportunity to submit formally any comments or objections to the Council and included an additional four week re-advertising period to provide further opportunity for people to submit comments.</p> <p>A drop-in surgery event was also held in the McDonald Road library on 10 November 2016 between 3.00-7.00pm to provide additional lines of communication and give businesses and residents the opportunity to discuss the proposals with Council officers. The event was attended by 25 people.</p> <p>Approximately 4,800 letters (2 x 2,400) were delivered to businesses and residents on Leith Walk and streets surrounding the area covered by the Orders to provide notification of the formal consultation. The second letter delivery of 2,400 letters also provided notification of the drop-in surgery.</p> <p>The Council's tram team and tram operator have been consulted on the design in order to ensure that the tram extension could be delivered on this section of Leith Walk without having to make significant physical changes to the proposed layout.</p> <p>Lothian Buses have been consulted on the proposed layout, including changes to bus lane operating hours.</p> <p>As part of the wider Leith Programme, extensive consultation has been undertaken with a wide range of local stakeholders, with a dedicated webpage set up and regularly updated to</p>	<p>11</p>

	<p>provide information on the proposals. Neighbourhood Partnerships, local ward members, Community Councils, cycling organisations, Lothian Buses, and other community and interest groups have all been consulted on the proposals.</p> <p>In addition, Key Stakeholder Group meetings are ongoing, while Elected Member Oversight Group meetings are held at key stages.</p>	
<p>Dedicated parking and loading bays should be provided as in the section south of the Foot of the Walk</p>	<p>An extensive programme of improvements is proposed in this section including:</p> <ul style="list-style-type: none"> - upgrades to the signal controlled junction at Annandale Street; - provision of segregated cycling facilities in each direction; - re-laying footways with flag paving; - reducing road widths; - resurfacing road surfaces to benefit all road users; - removing redundant street furniture and reducing street clutter; - relocating domestic waste containers into dedicated bays; and - tram enabling infrastructure <p>The design for this section of Leith Walk will also be able to accommodate any future tram extension without the need for significant changes.</p> <p>There is insufficient road space to achieve all of the above and maintain an acceptable level of public transport priority on Leith Walk while retaining the existing dedicated lay-bys for loading and parking bays. It is therefore proposed to provide a road layout where the two kerbside traffic lanes will function as bus lanes during the peak traffic periods on Mondays to Fridays and provide facilities for loading and parking at other times.</p> <p>The current proposals are similar to those currently being implemented as part of the Phase 4 element of the programme between Iona Street and Brunswick Street. The proposals, shown in Appendix 1, are intended to provide a continuity of design principles and layout for the remaining southern section of Leith Walk.</p>	4
<p>We would like the Annandale Street trees to be protected</p>	<p>There are no proposals to remove or replace any of the existing trees on Annandale Street</p>	2

<p>I assume lack of access will become one of the excuses used by the Council not to collect our bins</p>	<p>Refuse collection services will be unaffected by the proposals.</p>	<p>1</p>
<p>The notice period you have given residents to contest this proposal is minimal.</p>	<p>Consultation was carried out between 22 July 2016 and 25 November 2016 as part of the statutory consultation process for both Orders. This process gave interested parties the opportunity to submit formally any comments or objections to the Council and included an additional four week re-advertising period to provide further opportunity for people to submit comments.</p> <p>A drop-in surgery event was also held in the McDonald Road library on 10 November 2016 between 3.00-7.00pm to provide additional lines of communication and give businesses and residents the opportunity to discuss the proposals with Council officers. The event was attended by 25 people.</p>	<p>1</p>
<p>Most of the cycle lanes in Edinburgh aren't worth the paint used to mark them out as drivers still park or otherwise ignore them</p>	<p>The majority of cycle lane provision on the section of the works between Brunswick Street and Montgomery Street is completely off road and, therefore, vehicle parking should not be an issue. The lanes provided on each side of the street will be integrated within the new footway and will be segregated from pedestrians by a continuous strip of textured paving while a 0.5m buffer zone will segregate the lane from vehicles parked kerbside to minimise conflict with vehicle doors opening. We will work with our Parking section to ensure, as much as possible, that these restrictions are enforced from the outset.</p> <p>The area on this section where the cycle lanes will move on road is primarily that on the southern approach to the Montgomery Street/Annandale Street junction and this area will have double red lines meaning that vehicles are not allowed to stop at any time. In addition, it is proposed to use Orca style cycle lane separators at these locations to provide light segregation and to act as a form of rumble strip to make drivers aware that they have crossed over into the cycle lane.</p>	<p>1</p>
<p>The concept of placing cycle lanes to the left of parked vehicles is contrary to driver and passenger expectations of traffic only being on the carriageway to the right.</p>	<p>One-way segregated cycle facilities are proposed in each direction on the Leith Walk footways between Brunswick Street and Montgomery Street. These facilities will generally be 1.5m wide and there will be a 0.5m wide segregation zone between the edge of the road and the cycle lane. This size of these design features is considered adequate in order to minimise the potential for collision between cycle and vehicle car doors and occupants.</p>	

<p>This will considerably increase the likelihood of collisions between cyclists and occupants entering/leaving their vehicles and car doors opening into the path of cyclists and should not be considered.</p>	<p>Extensive consultation carried out in 2012 indicated a strong desire for such facilities to be installed on Leith Walk in order to make the street more cycle and pedestrian friendly and to transform its nature and character. As part of the package of design features installed to facilitate this transformation, including off-road cycle lanes, it is anticipated that the behaviour of all users of Leith Walk, vehicle drivers, cyclists and pedestrians will alter as a result.</p>	
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Questions/suggestions

<p>Can you elaborate on 'storing communal domestic waste bins in dedicated bays'</p>	<p>In order to reduce street clutter and the presence of large waste containers on the Leith Walk footways, dedicated on-road bays will be provided on Haddington Place and Elm Row to accommodate these waste facilities. On Elm Row, the location of the bay will be near the area of no.54 while there will be one directly on the opposite side on Haddington Place.</p>	<p>1</p>
<p>Montgomery Street is in need of traffic calming measures</p>	<p>Some design features have already been installed along the length of Montgomery Street that can have the effect of slowing down vehicles travelling along the street. For example there are raised tables on the carriageway at Brunswick Street, West Montgomery Place, East Montgomery Street, Brunton Terrace and at the Easter Road junction in addition to speed bumps near the junction with Windsor Street. We will, however, ensure your comments are fed back to the local roads team who can investigate whether it would be appropriate to install further measures. We will also report your concerns regarding illegal parking in the street to our Parking section.</p>	<p>1</p>
<p>Should cycle lane at end of city-bound side be mandatory?</p>	<p>Implementing a mandatory cycle lane would require a further TRO which, if there were no sustained objections, would take a minimum of 18 months before it could be marked on the street; there are currently no mandatory cycle lanes in the city. 'Orca' or 'Armadillo' style lane segregators will be used to provide light segregation from motor vehicles at this location and other similar locations in Phases 4 and 5 of the Programme. In addition, double red lines will also be installed, where required, to prohibit vehicular parking.</p>	<p>1</p>

Request that a one-way system south is implemented on Elm Row	With regards to possible changes to traffic movement in the form of a one way system on the southern section of Elm Row. This would require the Council to promote another Traffic Regulation Order and be subject to consultation with local stakeholders as part of future statutory processes. Options for this section will be considered as part of a future phase of the current works and full consultation will take place with local stakeholders to help inform the proposed design.	2
Can cycle lane into Montgomery Street be rounded off to assist cyclists with longer bikes/trailers	<p>Whilst a rounded corner would be more aesthetically pleasing, it is much more difficult to build as it involves many small, complex paving cuts that, if not done well, can look less attractive than the proposed arrangement. These kind of paving cuts also tend to involve future maintenance issues and, should there ever be utility excavations carried out at this location, there is a high risk that the reinstatement would not maintain the high quality visual appearance sought.</p> <p>Experience has shown that, even with 'sharp' turns as described, cyclists simply move in an arc no matter what, so provision of a rounded corner is unlikely to make any difference to the actual manoeuvre. Our designer will look to extend the outer corner so that it was simply square as opposed to chamfered. This would make construction and maintenance far easier.</p>	1
Add a cycle light to the pedestrian phase at the right turn into Montgomery Street	At the Annandale Street/Montgomery Street junction, each crossing will be a combined pedestrian and cycle one, operating on exactly the same phase, and each will have their own designated crossing area adjacent to each other.	1
Segregated cycleway should continue across Montgomery Street junction	The layout for the Montgomery Street junction is an interim design that will change under either Phase 6 of the Leith Programme or the Tram extension, should it be approved. At present, there is no formal design for Phase 6/Tram (from Montgomery Street southwards), however it is likely that segregated cycle paths will be provided on this section. However, until then, there will be no off-road cycle paths south of Montgomery Street, therefore to have a design where the cycle path moves off-road immediately prior to the Montgomery Street junction only to move back on-road immediately following it would result in a cluttered layout that would not serve the best interests of cyclists in terms of cycling continuity, and would be at odds with the design principles that have been applied to the rest of the Leith Programme design.	1

<p>I presume you aren't thinking that cars can just park in the cycle lane outside peak hours</p>	<p>The majority of cycle lane provision on the section of the works between Brunswick Street and Montgomery Street is completely off road and, therefore, vehicle parking should not be an issue. The lanes provided on each side of the street will be integrated within the new footway and will be segregated from pedestrians by a continuous strip of textured paving while a 0.5m buffer zone will segregate the lane from vehicles parked kerbside to minimise conflict with vehicle doors opening. We will work with our Parking section to ensure, as much as possible, that these restrictions are enforced from the outset.</p> <p>The area on this section where the cycle lanes will move on road is primarily that on the southern approach to the Montgomery Street/Annandale Street junction and this area will have double red lines meaning that vehicles are not allowed to stop at any time. In addition, it is proposed to use 'Orca' style cycle lane separators at these locations to provide light segregation and to act as a form of rumble strip to make drivers aware that they have crossed over into the cycle lane.</p>	<p>1</p>
<p>Public realm improvement works should also be carried out on Brunswick Road and all similar streets</p>	<p>The scope of the Leith Programme is relatively fixed to carry out improvements to the Leith Walk/Constitution Street corridor and the immediate areas around the junctions with adjoining streets and the corresponding project budget reflects this scope. It is not possible, therefore, to widen the overall site boundary of the programme to accommodate the expansion of the public realm works to include those such as you suggest to Brunswick Road and other similar streets in the area.</p>	<p>1</p>

Expressions of support

<p>Support proposals</p>	<p>n/a</p>	<p>17</p>
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Transport and Environment Committee

10.00am, Tuesday, 17 January 2017

Cleanliness of the City

Item number	7.6
Report number	
Executive/routine	Routine
Wards	All

Executive Summary

This report provides an assessment of the cleanliness of Edinburgh's streets and open spaces using the results of CIMs surveys and data from Confirm (the environment asset management and works ordering system). The citywide CIMS score assessed by KSB in December 2016 is 74 with 97% of streets clean.

Sixteen out of seventeen wards achieved a cleanliness score of 67 or above, meeting the national standard for cleanliness. One narrowly missed this with a score of 66. Eleven of those Wards achieved 72, or above, meeting the Council's high standard for cleanliness. Fifteen wards achieved a percentage clean result of 95% or above and out of those seven achieved a 100% clean result. A total of 520 transects were surveyed during this assessment.

This report also gives a summary of the work and initiatives being carried out by the Council to improve cleanliness at a local level, as well as information on dog fouling statistics and initiatives across the city. It also provides information on citywide cleanliness initiatives such as updates on the development of a city wide litter campaign and the review of litter bins.

Links

Coalition Pledges	P44
Council Priorities	CP4 , CP8 , CP9 , CP12
Single Outcome Agreement	SO4

Cleanliness of the City

1. Recommendations

- 1.1 It is recommended that the Transport and Environment Committee notes the content of this report.

2. Background

- 2.1 A range of Performance Indicators (PI's) is used throughout the year to monitor the standard of cleanliness across Edinburgh's streets and open spaces. These PI's are addressed at alternating times throughout the calendar year, and consist of Local Environmental Audit Management System (LEAMS) surveys (three per year), Cleanliness Index Monitoring System (CIMS) assessments (quarterly), Confirm on Demand performance reports (monthly), Parks Quality Assessments (annually) and the Edinburgh People Survey (annually).
- 2.2 LEAMS, the statutory performance indicator, is structured so that all authorities carry out exactly the same monitoring programme to allow for full comparison between the results obtained. The methodology changed in 2014/15 to include a 'perception' value, and all authorities are now carrying out surveys based on the new methodology. A representative from the City of Edinburgh Council attends the LEAMS steering group discussions which are coordinated by Keep Scotland Beautiful (KSB). A total of three surveys cover a random sample of a minimum of 5% of the streets and other relevant sites. Two surveys are completed internally and KSB completes an annual validation survey.
- 2.3 An annual report on the findings and results for each local authority is prepared by KSB. The annual validation survey took place in March 2016 and was reported to Committee with the last quarterly report.
- 2.4 CIMS is the method used by The City of Edinburgh Council to assess street cleanliness. KSB manages the CIMS scheme nationally and carries out four independent assessments each year. The Council has two performance targets for street cleanliness – a Cleanliness Index target score of 72 and a target of 95% of streets achieving the acceptable standard of cleanliness (i.e. those that have been assessed as grade A or B). The CIMS data has been presented in this report to reflect the Council's new Locality structure.
- 2.5 In December 2016, KSB undertook the latest CIMS independent assessment of Edinburgh's street cleanliness. Each assessment is a snapshot of the cleanliness of the streets, with a 50 metre transect surveyed from a random sample of 10% of the city's streets. Each transect is graded on the presence of litter on a scale from 'A' to

'D' as detailed in the Code of Practice on Litter and Refuse (Scotland 2006). The following photographs depict the visual impact of an 'A' to a 'D' grade street:



Grade A These areas have no litter or refuse on the street, on the pavement, in gutters or at back lines. There were 68 (13.1%) Grade A streets observed within the December 2016 assessment.



Grade B These areas are clean apart from a few small items of litter. There were 436 (84%) Grade B streets observed within the December 2016 assessment.



Grade C These areas show accumulations of litter at back lines, kerbs and in between parked cars. There were 12 (2.3%) Grade C streets observed within the December 2016 assessment.



Grade D Streets are visibly and obviously heavily littered, with significant litter and refuse items. There were 4 (0.8%) Grade D assessments observed in the December 2016 assessment.

- 2.6 As part of the Council's Transformation Programme, the Council's Street Cleansing Service and Environmental Warden Service have been reviewed and form part of the new Waste and Cleansing Service. This new department merges the Waste & Recycling Collections, Street Cleansing and Environmental enforcement functions into one service – Waste and Cleansing, with a broad remit for the cleanliness of Edinburgh. This move will enable staff from these three services to work more closely together to provide a more integrated approach to litter and waste, both at a city wide and locality level.

- 2.7 The Code of Practice on Litter and Refuse (Scotland) 2006 (COPLAR) is currently being reviewed by the Scottish Government, which includes a review the statutory performance measure LEAMS. The Council will review its cleanliness performance measures in line with the outcome of the review of COPLAR to ensure they are used help to drive forward improvements in services.
- 2.8 The Council is also currently participating in a European Litter Monitoring Pilot being co-ordinated by Keep Scotland Beautiful. European experts from the Clean Europe Network have devised a common European tool for evaluating how clean streets are and allow comparisons with other European cities. The Council, along with a number of other local authorities in Scotland, is undertaking a series of exercises to assess the practical use of the common measurement and monitoring methodology and will provide feedback to Keep Scotland Beautiful later in the year.
- 2.9 The Confirm on Demand asset and works order management system enables real-time two way flow of information and allows enquiries from the public to be directed straight to street-cleansing staff using smart phones and tablets. A performance and information framework has been developed which allows local issues and trends to be monitored and this information can be used in tandem with CIMS results and resident surveys in order to manage resources and target campaigns.
- 2.10 Dog fouling is assessed using a variety of performance indicators, capturing information from different sources to provide a robust overview of those areas where there is a significant fouling problem and the Council's response. These indicators include the number and distribution of dog fouling complaints received, the number of Fixed Penalty Notices (FPNs) issued for dog fouling, the percentage of CIMS transects containing dog fouling and the annual Edinburgh Peoples survey results.
- 2.11 A Parks Quality Score is produced annually for each of Edinburgh's parks using the Green Flag judging criteria all of Edinburgh's parks. These scores are compared to the Edinburgh Minimum Standard which has been developed to benchmark our parks and record how they are improving. A range of criteria is assessed including litter and dog fouling, which can provide data on the cleanliness of the city's parks.

3. Main report

Confirm on Demand data

- 3.1 The enquiries from the public logged onto the Confirm on Demand system in November 2016 are summarised in Tables 1 and 2 overleaf. (December figures were not available at time of writing).

Locality	Number of enquiries received	Percentage of enquiries dealt within agreed timescale	CEC Target
North East	337	89%	85%
North West	324	83%	
South East	361	93%	
South West	388	91%	
Total	1410	89%	

Table 1: Number of enquiries logged in each Neighbourhood in November 2016 and the percentage dealt with in agreed timescale.

- 3.2 The North West Locality narrowly missed the target of 85% for dealing with enquiries within the given timescales. However the City wide target was exceeded with 89% of enquiries being dealt within the given timescales.
- 3.3 The largest numbers of requests received during November were for fly-tipping/dumping (444 requests) and litter (345 requests), down 39% on the September 2016 figure.

Enquiry type	Number of enquiries received
Dumping/fly-tipping	444
Litter	345
Dog fouling	119
Street cleaning request	83
Bin full	37
Broken glass	34
Weeds	10
Bin repair/ Replace/ Resite	37
Dead Animal	32
Graffiti (non offensive)	19
Needles	9
Spillage of fluids	9
Graffiti (offensive or racist)	18
Leaves	176
RTA	5
New litter bin request	7
Bin damaged (unsafe)	6

Bonfire clearance request	14
Flyposting	0
Total	1410

Table 2: Enquiries received by the public in November 2016

CIMS survey results

3.4 The results of the December 2016 CIMS survey are summarised in Table 3 below.

Locality	% streets clean	CIMS score	KSB Acceptable Target	CEC Target CIMS Score	CEC Target % Clean
North East	93	71	67	72	95%
North West	98	76			
South East	97	74			
South West	98	75			
City wide	97	74			

Table 3: Summary of November 2016 CIMS street cleanliness results

Survey date	Citywide score	
	% streets clean	CIMS
June 2015	95%	74
September 2015	93%	69
December 2015	97%	74
March 2016	93%	71
June 2016	95%	72
September 2016	92%	71
December 2016	97%	74

Table 4: Trend data for percentage of streets clean and CIMS score

3.5 Table 4 shows the CIMS scores and % streets clean scores from the past 5 surveys covering the period June 2015 to December 2016. CIMS scores can be influenced

by the inclusion of a relatively small number of Grade C or D streets. However, the % streets clean figure shows the percentage of streets meeting Grade B or above and can therefore be viewed as a more accurate indicator to monitor the cleanliness of the streets throughout the city.

- 3.6 Cleanliness scores tend to show some seasonality with a slight drop in September each year. It should be noted that the CIMS score has risen from 69 to 71 between September 2015 and September 2016.
- 3.7 Sixteen out of seventeen wards achieved a cleanliness score of 67 or above, meeting the national standard for cleanliness, while one narrowly missed this scoring 66. Seven of those wards achieved 72, or above, meeting the Council's high standard for cleanliness. Ten wards achieved a percentage clean result of 95% or above and out of those seven achieved a 100% clean result.
- 3.8 87% of the litter found during the survey was pedestrian related. The highest percentage of litter noted by type within the survey was smoking related litter, which was noted in 76% of the streets surveyed.
- 3.9 There were seven D grade streets surveyed in the September assessment. Two of these were in the North East Locality (Ward 13), one each in South East and North West, and three in South West. These were due to accumulations of litter at some locations.

North East Locality

Ward	% Streets Clean	CIMS Score
12	94	69
13	95	70
14	97	70
17	85	72
Overall	93	71

North West Locality

Ward	% Streets Clean	CIMS Score
1	98	75
3	100	84
4	95	70

5	100	79
6	100	72
Overall	98	76

South East Locality

Ward	% Streets Clean	CIMS Score
10	100	82
11	98	69
15	96	74
16	95	75
Overall	97	74

South West Locality

Ward	% Streets Clean	CIMS Score
2	100	79
7	94	66
8	100	79
9	100	75
Overall	98	74

LEAMS Results

- 3.10 The LEAMS results (The Statutory Performance indicator) for 2015/16 show the percentage of acceptable standard of street cleanliness at 90.1% up from 88.7% in 2014/15.
- 3.11 The report noted however that “the results in 2015/16 outline the challenges that City of Edinburgh Council face going forward upon figures attained this and last year. Whilst there are indications of progress shown in managing litter there are a number of areas where cleanliness has deteriorated”.

- 3.12 Overall 62.8% of sites surveyed has evidence of smoking related litter. This was primarily in city centre and high density residential areas. The overall score represents an increase from 53.3% compared with the 2014/15 survey.
- 3.13 In terms of the public perception of litter however it was found that 93.5% of streets would be seen as acceptable. Of the 323 open space locations audited, 23 of these (7.1%) were found to be significantly littered at Grade C. Only 1 site (0.3%) was recorded as severely littered at Grade D.
- 3.14 As has been evidenced since the inception of LEAMS auditing, the majority of litter observed on the streets and road verges of Scotland are a result of the public disposing of waste improperly. For The City of Edinburgh Council, this was also the case. However this year no evidence of business generated litter was noted in city centre locations, improving upon 2014/15 results.

Dog Fouling Complaints

- 3.15 From the 1 June to 30 November 2016, there were a total of 354 dog fouling complaints received by the Environmental Wardens. This figure represents a reduction of 50% compared to the equivalent figure for 2015 which was 702.

Dog Fouling Fixed Penalty Notices (FPNs)

- 3.16 During the reporting period of 1 June to 30 November 2016, 16 FPNs were issued across all 4 locality areas. This compares to 33 issued in that period in 2015.

Litter initiatives and campaigns

Neat Streets Grassmarket

- 3.17 During the summer the Council joined forces with Keep Scotland Beautiful and Hubbub to trial new positive nudge interventions to tackle litter and increase civic pride through a project called Neat Streets. The campaign running from May to September 2016 comprised of a series of interventions across three consecutive phases. Phase 1 focussed on reinforcing the sense of the Grassmarket community. 25 residents and business people featured in the 'My Street is your Street' poster campaign (Appendix 1, Photo 1), businesses were handed branded planters, brooms, badges, posters and lamp post banners were erected (Appendix 1, Photo 2).
- 3.18 Scotland Beautiful have developed and implemented a methodology for evaluating the short and long-term impacts of the interventions using a before and after design. The monitoring includes litter counts, litter bin sensors and surveying behaviour and attitudes. The outcomes of this project will help the Council identify the best techniques to utilise in its city-wide campaign described below. On 27 October the final showcase of the Neat Streets campaign was held. Hubbub introduced the event and talked about the wider campaign, explaining the concept and the sister projects they've been running in Manchester and Birmingham over the summer. Keep Scotland Beautiful highlighted the interventions tested in the Grassmarket, explaining the premise of each of them and an indication of what they were expecting to see. At a further event on the afternoon of Wednesday 25

January 2017, KSB will bring together key stakeholders to review the project, explore the interventions put in place, share results and future opportunities. It's your opportunity to speak to us and ask us about the successes and things we have learnt.

Our Edinburgh – Anti Litter Campaign

- 3.19 The Council has developed an anti litter campaign, Our Edinburgh, which uses a number of techniques and approaches to encourage residents and visitors alike to dispose of their litter responsibly, raise awareness of the problems litter causes and highlight the hard work of the Council's street cleaning teams. The focus of this campaign is to promote pride in our city.
- 3.20 Litter bins in the city centre which carried anti-littering campaign messages saw an increase in the number of collections needed by 48%, and a 52% increase in the amount of litter they collected during August. This compares to non-vinyled bins in the city centre which saw a 24% increase in the amount of litter collections needed and a 25% increase in the amount of litter they collected during the same time period. The vinyls have been kept on bins following the festival period and continue to out perform non-vinyled bins.
- 3.21 Campaign messages had a reach of over 400,000 on the Council's own social media accounts, and in addition was promoted and shared by other organisations, users and celebrities, with positive media coverage of interventions, particularly the cigarette butt voting bins.
- 3.22 The results from the second phase of the Our Edinburgh campaign which ran from 14 November – 11 December in the Leith Walk/Easter Road area. Social media results are strong from our own Facebook/Twitter accounts. It has not been possible to track the campaign's reach on residents accounts as people didn't use the #ouredinburgh this time. However, anecdotally the campaign materials have been well shared by residents on their private social media accounts (without the hashtag). Initial analysis of special uplift bookings has seen a rise of approximately 30 collections a day to 40 collections a day.
- 3.23 Throughout the initiative in the Leith Walk/Easter Road area, 19 Fixed Penalty Notices were issued to businesses for illegal disposal of trade waste.

City wide implementation of Trade Waste Strategy

- 3.24 Phase 3 of the Street Scene Project is planned for the beginning of January 2017 as planned, and a separate report is being made to Committee outlining the results of this project.

Litter bin sensor trials

- 3.25 The pilot continues to be trialled using approximately 350 litter bin sensors on one collection route of street litter bins. For 11 months the sensors have been used to provide accurate fill levels of street litter bins and have allowed the generation of a collection route based upon those bins that are 80% full or more at 5am every day.

3.26 A further expansion of the trial has recently begun using “smart plans” and in cab technology. The sensors are capable of generating a dynamically routed collection service based upon those bins that are 80% full or those bins that are predicted to be 80% full over the next 24 hour period and sending this to an in cab device where the drivers will follow the route via satellite navigation, turn by turn, bin by bin, allowing us to track collections in real time. This has seen higher levels of productivity and has allowed us to tailor our resource to take into account seasonal variations.

Continued support for Community Action

3.27 Waste and Cleansing Services continues to provide support to individuals and organisations who seek to develop community based clean up activities as an educational and behavioural change tool. Support includes advice, equipment, promotion and uplift and disposal of waste.

3.28 In the 2016/17 year to date, 1,719 people have been registered with Keep Scotland Beautiful as having taken part in a clean up activity across 79 events in Edinburgh, although it should be noted that not all activities will have been recorded via Keep Scotland Beautiful.

4. Measures of success

- 4.1 To achieve the national standard of cleanliness CIMS score of 67 as a minimum in all areas.
- 4.2 To achieve a city wide target of a CIMS score of 72 and 95% of streets assessed as being of an acceptable standard of cleanliness.
- 4.3 To meet 85% of customer enquiries responded to within agreed timescales.
- 4.4 To achieve increased levels of resident satisfaction.

5. Financial impact

- 5.1 There is no financial impact from this report.

6. Risk, policy, compliance and governance impact

- 6.1 There is no risk, policy, compliance or governance impact from this report.

7. Equalities impact

- 7.1 The achievement of high cleanliness standards throughout the city fosters good relationships between the Council and residents through the provision of high

quality services. It can also lead to safer routes free from potential obstructions and trip hazards for all pedestrians, particularly those with visual impairments.

8. Sustainability impact

- 8.1 All street scene waste is screened to remove recyclable materials prior to disposal, to reduce the amount of waste going to landfill. The current rate of recycling achieved from street scene waste is approximately 30%.

9. Consultation and engagement

- 9.1 Where local anti-litter initiatives and projects are delivered, such as community cleans ups, we always seek to engage with local community groups and stakeholders to deliver a successful result.

10. Background reading/external references

www.keepsotlandbeautiful.org

[2014 Edinburgh People Survey](#)

[Keep Scotland Beautiful Eco Schools](#)

[Zero Waste Scotland National Litter Strategy](#)

Paul Lawrence

Executive Director of Place

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11. Links

Coalition Pledges	P44 Prioritise keeping our streets clean and attractive.
Council Priorities	CP4 safe and empowered communities CP8 A vibrant, sustainable community CP9 An attractive city CP12 A built environment to match our ambition
Single Outcome Agreement	SO4 Edinburgh's communities are safer and have improved physical and social fabric
Appendices	Appendix 1 – Images from Neat Streets Grassmarket

Appendix 1



Photo 1: My Street is Your Street poster



Photo 2: Lamp post banner



Photo 3: Cigarette ballot bin



Photo 4: Cigarette concertina bin



Photo 5: Double bin wrap



Photo 6: Single bin wrap

Transport and Environment Committee

10.00am, Tuesday, 17 January 2017

Waste and Cleansing Improvement Plan – Progress Update

Item number	7.7
Report number	
Executive/routine	Executive
Wards	All wards

Executive Summary

There has been good progress to date in delivering the actions contained within the Waste and Cleansing Improvement Plan.

There are some early positive signs of improvement, particularly relating to missed collections, but there is no sense of complacency within the service.

There are some actions where there are delays and these are detailed in the report. The majority of the actions in the report are either on target or have been completed.

Links

Coalition Pledges	P44, P49, P50
Council Priorities	CP8, CP9
Single Outcome Agreement	SO4

Waste and Cleansing Improvement Plan – Progress Update

1. Recommendations

- 1.1 That the committee note the progress made on implementing the actions within the improvement plan to date, with majority of actions being on track or completed.

2. Background

- 2.1 The Waste and Cleansing Improvement Plan was developed in response to concerns from Elected Members and members of the public over the perceived poor quality of waste collection and street cleansing services.
- 2.2 The [Improvement Plan](#) was approved at Transport and Environment Committee 1 November 2016.
- 2.3 As part of the approval of this plan, Elected Members requested that regular progress updates are provided to the committee to provide assurance that actions are being completed or on target.

3. Main report

- 3.1 The Waste and Cleansing Improvement Plan sets out 65 key actions that officers feel are required to help move forward the service and to deliver an improved local environment in Edinburgh.
- 3.2 Updates on all actions are attached at appendix 1.
- 3.3 Good progress has been made to date, out of a total of 65 actions, with 28 actions having been achieved and 29 actions progressing on target. The remaining 8 actions are being taken forward as detailed in the Appendix.

Impact to date

- 3.4 There is a good understanding of the need for improvement and there have been some positive early signs. There has been a general reduction in the number of reported missed collections and an increase in the percentage of street cleansing enquiries that are dealt with within timescale.

- 3.5 However, it is acknowledged that there are still examples of repeat missed collections continuing for certain households and locations. These issues are being taken very seriously and are being prioritised for investigation.
- 3.6 The delay in Progress is being made in recruiting additional permanent Supervisors and frontline staff, and it is hoped that that this will be addressed in the coming weeks. Once we have a settled permanent workforce, it is anticipated that there will be further reductions in missed collections as we have dedicated crews will become more familiar with their routes.
- 3.7 The ongoing focus on trade waste abuse of communal bins has been very successful, with significant local and national media coverage and positive feedback from residents and businesses.
- 3.8 The rollout of the 'Our Edinburgh' campaign in the Leith Walk area has also been welcomed, with good coverage on social media.
- 3.9 Whilst progress has been positive, it is acknowledged that a significant and sustained improvement is required. This requires a major focus from the Council and the delivery of all of the actions within the plan, alongside a high quality day-to-day frontline service.
- 3.10 A key action within the plan is the introduction of a new charging structure for the Special Uplift service with the aim of increasing usage and decreasing fly-tipping. The new charging structure is outlined a separate report to this committee.

4. Measures of success

- 4.1 The number of complaints about waste and cleansing services will reduce.
- 4.2 Customer satisfaction with waste and cleansing, as measured by the Edinburgh People's Survey, will increase.
- 4.3 The percentage of enquiries relating to Waste and Cleansing Services logged via the Customer Service Centre that are resolved at the point of contact will increase.

5. Financial impact

- 5.1 Any expenditure associated with the Improvement Plan is anticipated to be contained within existing resources. If a need for additional funding is identified then this will be progressed through a separate report following the appropriate governance arrangements.

6. Risk, policy, compliance and governance impact

- 6.1 The information contained in this report is a progress update on an approved plan. There are no perceived governance, policy or risk implications associated with this report. Where policy changes may be required as a result of the actions within the

Improvement Plan, these matters will be taken forward by way of a separate report to the relevant committee for approval.

7. Equalities impact

- 7.1 There are no identified equalities impacts resulting from this report.

8. Sustainability impact

- 8.1 Improvements in the quality of our Waste and Cleansing Service will contribute towards a reducing the amount of waste to landfill, increasing the amount of recycling and improving the quality of Edinburgh's local environmental quality.

9. Consultation and engagement

- 9.1 Officers from the Waste and Cleansing Service have been attending local community meetings to give an overview of the plan to residents
- 9.2 A consultative forum with a focus group of residents has been convened, with the first meeting taking place in December 2016.

10. Background reading/external references

- 10.1 [Waste and Cleansing Improvement Plan – Item 7.1](#) Transport and Environment Committee 1 November 2016.

Paul Lawrence

Executive Director of Place

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11. Links

Coalition Pledges	P44 Prioritise keeping our streets clean and attractive P49 Continue to increase recycling levels across the city and reduce the proportion of waste going to landfill P50 Meet greenhouse gas targets, including national target of 42% by 2020
Council Priorities	CP8 – A vibrant, sustainable local economy CP9 – An attractive city
Single Outcome Agreement	SO4 -Edinburgh's communities are safer and have improved physical and social fabric
Appendices	Appendix 1 – Waste and Cleansing Improvement Plan Action Tracker – January 2017

Waste and Cleansing Improvement Plan Action Tracker - January's Transport and Environment Committee

Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments	Status
Waste Collection Route Management and Information	<p>Our approach to organising and completing waste collection routes needs to change to provide information in a format that allows crews to complete collections on a 'right first time' basis. We should design the service to avoid repeat complaints.</p> <p>Anticipated Outcome A reduction in the number of reported missed collections and repeat missed collections</p>					
1	Complete the trial of the 'Routesmart' system and in-cab device and evaluate the effectiveness of the system	Oct-16	n/a - complete	CGI	Trial complete. Evaluation completed and shows successful outcome. Outline costs proposals submitted by CGI and being taken forward with Corporate Finance.	Achieved
2	Work with CGI to procure and embed the 'Routesmart' system within all operational routes	Feb-17	Apr-17	Technical Team	Spend-to-save template required for the funding of Routesmart in-cab software. Work started to cleanse current data and gather the road network information required. There will be a phased roll-out of routes starting with garden waste (to link with Actions 11 & 12) and mechanical sweeping (to link with Action 41). However there has been a delay to the implementation due to final sign off of the Business Case.	Open
3	Undertake a rapid improvement event to identify the most missed properties by stream and resolve the root cause of the misses	Nov-16	n/a - complete	Technical Team	372 most missed properties investigated with 115 residents reporting that there is no longer a problem. Remaining properties have either had corrective action taken or no response received from residents and no root cause identified through assessing the situation on information available. An assessment is underway of whether the corrective actions taken have been successful, with further investigation if required. A report summarising the findings and any additional recommendations will be presented to management for consideration.	Achieved - with additional activities underway
Workforce Management	<p>It is recognised that improvements need to continue to be made to the working practices, management and working culture within Waste and Cleansing services in order to further move the service forward and reduce the number of complaints received.</p> <p>Anticipated Outcome A settled workforce of City of Edinburgh Council employees, at all levels, who are properly trained in the role they perform with that role being performed to a consistently high standard.</p>					
4	Reduce the use of agency staff and recruit a full establishment of permanent staff to improve route knowledge and ownership	Dec-16	Depend on Action 5	Waste Operations	This action links to Action 5 below with agency being reduced as permanent staff are recruited. Management are currently reviewing the use of agency and relevant controls required to minimise the ongoing need for agency.	Open
5	Finalise the implementation of the new Waste and Cleansing service structure and recruit to all vacant posts	Nov-16	Mar-17	Waste and Cleansing Manager	Remaining Supervisor and Waste and Cleansing Driver/Crew Leader vacancies are in the process of recruitment. Remaining vacancies will be recruited to in a phased approach grade by grade.	Open
6	Cease the practice of 'Task and Finish' across the Waste Collection Service	Nov-16	n/a - complete	Waste Operations	The 'Task and Finish' practice ended 1 November.	Achieved - manage transition
7	Ensure a full and effective training programme is in place for all frontline staff	Dec-16	Dec-16	Technical Team	A 5-year training programme is currently being developed and is on track for December. This will incorporate the SWITCH (Scottish Waste Industry Training, Competency, Health & Safety) competency framework. Training currently underway includes manual handling; supervisor workforce management training; complaints handling; and LGV driving licence training.	Open
8	Ensure that Supervisors and Managers are conducting regular team briefings (i.e. at least monthly) with all frontline staff on an ongoing basis	Ongoing	n/a - complete	Waste and Cleansing Operations	Monthly briefings with staff arranged. An approach to ensuring a consistent message is being cascaded by Waste and Cleansing Supervisors and Managers is being developed.	Achieved - monitor effectiveness

Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments	Status
9	Provide refresher briefings to all waste collection staff on the importance of removing side waste, litter and spillage as appropriate	Oct-16	n/a - complete	Waste and Cleansing Operations	Frontline staff have been briefed to report these issues they come across if this cannot be dealt with immediately. A formal briefing has been given to staff and will be repeated at key points of the year, such as the festival season.	Achieved - monitor effectiveness
Garden Waste Collections	<p>It is recognised that improvements need to continue to be made to the working practices, management and working culture within Waste and Cleansing services in order to further move the service forward.</p> <p>Anticipated Outcome An appropriately resourced garden waste collection service that is reliable and consistent with reduced missed bin complaint levels.</p>					
10	Assess the number of properties with more than one garden waste bin	Nov-16	n/a - complete	Technical Team	A review of information held on the system with the Supervisors has taken place to assess the number of properties with more than one garden waste bin. This data has been collated and passed to the Operational Support team to progress with Action 11.	Achieved
11	Adjust the existing garden waste routes to account for up to date information on bins per property and participation	Dec-16	Mar-17	Technical Team	This action is dependant on the data from Action 10 and will be carried out as part of Action 12.	Open
12	Implement the new 3 weekly garden waste collection service, to replace the current fortnightly and four weekly service, with new fit for purpose routes	Mar-17	Mar-17	Waste Operations	This action is dependant on receiving the data from Action 10 and gaining access to the Routesmart software to develop routes. 2017 calendars will be circulated to assisted collections from 16 December.	Open
Communal Bins	<p>Anticipated Outcome Reduced complaints relating to missed and overflowing communal bin collections. Bins are located in the right areas with reductions in inappropriate use and according reductions in landfill waste.</p>					
13	Undertake a rapid improvement event to identify the most missed communal bins by stream and resolve the root cause of the misses.	Nov-16	Jan-17	Technical Team	306 sites were visited with the top three root causes identified as access issues, contamination and resourcing/routes not running and the findings reported to management. In addition to this a new Stage 2 investigation process has been developed under Action 59 which will see full investigations carried out on all Stage 2 complaints.	Open
14	Increase supervision resource within the communal bin collection services to improve service quality and resolve customer issues more effectively	Nov-16	n/a - complete	Waste Operations	The initial proposed structure included one Supervisor per Red and Blue shift for the communal bin collection service - this has been increased to two per shift covering the East and West of the city.	Achieved - monitor effectiveness
15	Develop a communications campaign to make residents in communal areas aware of how to manage their waste and recycling effectively	Jan-17	Jan-17	Communications	Social media engagement approach is in development. Campaign has commenced in the Leith area and to date has attracted some positive news coverage and comment.	Open
16	Develop a communications campaign to ensure that businesses are aware of their legal responsibilities when disposing of their waste	Nov-16	n/a - complete	Communications	Campaign has been developed. Focused compliance visits took place in the Leith Walk area between 14 and 25 November. 406 compliance visits were carried out with 191 businesses compliant and 215 to be issued with a Reg 4 as non-compliant. Additional activities are underway to support this action: Communal bins identified with unusual fill levels are being targeted for searches to identify any commercial waste abuse. A recent service of 4 communal bins identified abuse by 9 businesses. A further 12 bins have been identified to be checked in mid-December. Contact has also been made with Business Gateway to help raise business awareness of their legal responsibilities as part of the support framework they have in place for businesses.	Achieved - with additional activities underway
17	Improve the labelling and information on communal bins to illustrate the types of waste the bin can receive and how and where to dispose of bulky items	Jan-17	Jan-17	Communications	All new bin decals now in place across trial area. Costs being sought for further printing and distribution.	Open

Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments	Status
18	Investigate the use of QR codes to allow residents to easily report missed or overflowing communal bins and locate collection dates	Nov-16	n/a - complete	Technical Team	The practicality of using QR codes has been assessed and found to require a high level of administration to maintain; however the improved web forms, and responsive website, should make it easier for people to report issues.	Achieved
19	Assess options for the containerisation of those streets that remain on gull proof sack or sack collections	Jan-17	Jan-17	Technical Team	Action recently commenced and project plan developed.	Open
20	Work with Parking Services to implement enforceable TROs to protect communal bins wherever possible	Mar-17	Mar-17	Waste Operations	Parking Services contacted to agree how to progress and develop an action plan.	Open
21	Ensure access to communal bins for residents and waste collection staff is accounted for in traffic management arrangements when road works take place	Oct-16	n/a - complete	Transport	Guidance circulated by Network Management to all Locality Teams and the Central Roads Network team to ensure that waste collections are factored into roadworks planning and applications.	Achieved - monitor effectiveness
22	Develop a policy on holiday lets and party flats to identify whether this waste should be treated as commercial waste	Jan-17	Jan-17	Technical Team	Investigating via landlord registration and Valuation Board to ascertain how we identify such properties. Contact made to other Local Authorities on approaches taken. A briefing note with options is being developed for management consideration in the first instance.	Open
23	Identify those communal bin sites where bins can be moved to improved locations where there is less opportunity for misuse	Jan-17	Mar-17	Technical Team	An action plan will be devised in December with sites identified as being misused addressed first.	Open
24	Identify costs to fit key containers to all bin stores (where applicable) to ensure that all crews have access to the required key therefore avoiding missed collections due to access issues	Dec-16	Dec-16	Building Services	Work underway to identify how many bin stores there are across the city. Discussions taking place with Building Services to identify costs to procure and install containers.	Open
25	Ensure that a standard lock specification for bin stores is enforced for new developments as part of the planning process	Jan-17	Jan-17	Planning	Draft Instructions for Architects and Developers are complete, and await sign off by management in first instance. However in addition the opportunity has been taken to update the text relating to waste in the Edinburgh Design Guidance (EDG) so that it complements the new document. This has been provided to Planning to feed into their own update of the EDG.	Open
26	Identify those communal properties where there are multiple individual bins and provide an alternative communal bin solution where this is required and appropriate	Feb-17	Feb-17	Technical Team	Approach and action plan to be developed in December.	Open
Maintenance of Communal Bins	The appearance and cleanliness of our communal bins is not in line with that which we should expect on Edinburgh's streets. Improving the appearance of our communal waste and recycling bins will contribute to fostering greater care and ownership in our communities. Anticipated Outcome An improvement in the appearance of our communal bin stock with reductions in complaints regarding bin maintenance and cleanliness.					
27	Identify potential solutions to procure a contract for the supply and/or maintenance (repair, cleaning and renewal) of all communal bins and quantify the cost implications of these solutions	Mar-17	Jan-17	Corporate Procurement	Procurement Requirement Form submitted 30/11 on basis that there is both market interest and ability to meet Service requirements. Will now proceed to procurement.	Open
28	Work with Criminal Justice and other partners to build communal bin maintenance and painting into programmes for restorative work	Apr-17	Apr-17	Criminal Justice	Action not yet started.	Open
29	Investigate the potential to install bin housings around wheeled communal bins to create more attractive and formal sites	Dec-16	Dec-16	Technical Team	Unit costs provided for bin housings and screens. Full options report to be concluded in December.	Open
Seasonal Resourcing	We need to deliver a service that is responsive to the changing demands of the city that our student and tourist population bring and ensures that Edinburgh is portrayed in the best possible way. Anticipated Outcome Reduced complaints relating to Waste and Cleansing Services during peak seasons. A reduction in the amount of waste that is sent to landfill in areas containing high levels of student housing.					
30	Work with Universities, landlords and letting agents to ensure students and tenants are aware of how to dispose of waste appropriately	Jan-17	Jan-17	Technical Team /Changeworks	Discussions underway with the National Union of Students with a proposal in development.	Open

Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments	Status
31	Work with the Universities to investigate the potential for mini-CRCs in areas of higher student population around the beginning and end of the academic year	Mar-17	Jan-17	Technical Team	Links to the action above with the potential for mini-CRCs to be included in the proposal.	Open
32	Conduct a review of Waste and Cleansing resource requirements for the Edinburgh Festival and Fringe and implement the new requirements	Jul-17	Jul-17	Waste and Cleansing Operations	Additional staffing for the Winter Festival started 30 November. Work to commence on resource requirements for the Edinburgh Festival and Fringe, incorporating best practice from previous years.	Open
33	Work with Parks, Greenspace and Cemeteries colleagues to allocate staff and mechanical sweepers to tackle leaf fall during the autumn/winter months	Nov-16	n/a - complete	Cleansing Operations	Cleansing and Parks, Greenspaces and Cemeteries agreed to coordinate resource to concentrate on leaf fall.	Achieved - monitor effectiveness
34	Work with Parks, Greenspace and Cemeteries to allocate resources to undertake a clearance of street weeds to allow for an effective base level to be treated going forward	Nov-16	Jan-17	Cleansing Operations	Cleansing are undertaking some targeted work to remove street weeds. Further discussion required with Parks, Greenspaces and Cemeteries to agree an approach and identify available resources and machinery to undertake duties.	Open
Food Waste	<p>Waste Composition Analyses have shown that there is still a significant amount of food waste that is being sent to landfill. However, our success in recycling around 10,000 tonnes of food waste has placed strain on our current vehicles and meant that we need to equip our workforce to ensure that we can continue provide the best quality service to encourage increased use of this service. The procurement of new larger vehicles will assist with this aim.</p> <p>Anticipated Outcome Reduced missed collections and uncompleted food waste routes as of a result in increased productive time that has been created by a reduced need to tip midway through the shift.</p>					
35	Replace the existing 7.5 tonne vehicles with the purchase of 12 tonne vehicles to increase collection capacity and reduce the need for trips to tipping facilities	May-17	May-17	Fleet Services	This action is in progress and is currently going through Procurement. After the order has been placed there will be a 20-26 week lead-in time for delivery.	Open
36	Replace the existing 7.5 tonne vehicles with hired 10 tonne vehicles as an interim solution pending the arrival of the 12 tonne vehicles	Oct-16	n/a - complete	Fleet Services	There are currently three 10t vehicles hired as an interim solution however we will not be able to replace them all due to the short-term nature of the hire and therefore is not cost-effective	Achieved
Manual Street Cleansing	<p>Our manual street cleansing resource needs to be visible and effective and focussed on those areas where it is needed most at an appropriate frequency. We need to move to a model where brushes are used as the norm and there is less of a reliance on litter pickers.</p> <p>Anticipated Outcome A reduction in litter complaints and an improvement in our LEAMS score as a result of more effective manual sweeping in those areas where it is most required.</p>					
37	Conduct a review of all resources available to undertake manual sweeping and the current areas of deployment. Re-align routes to address hotspot areas where appropriate	Jan-17	Jan-17	Cleansing Operations	This action will be carried out in two phases due to the upcoming changes to the Code of Practice of Litter and Refuse (COPLAR) and the associated rezoning exercise that will take place across Scotland. Meeting with Zero Waste Scotland and Keep Scotland Beautiful scheduled for December to discuss the rezoning exercise for Edinburgh and what this involves. In the meantime, the manual sweeping routes will be adjusted as required with the full routing review carried out as part of the roll-out of the revised COPLAR and zoning changes.	Open
38	Identify options for the deployment of barrow beat staff and suitable accommodation for the employees and barrows in the immediate area	Nov-16	n/a - complete	Cleansing Operations	Routes identified for barrow beats along with potential accommodation options. Further work taking place to implement these routes.	Achieved - with additional activities underway
39	Procure replacement street cleansing vans that will allow crews to be properly equipped to be able to tackle all issues that they face during the working day	May-17	May-17	Fleet Services	Work underway with Fleet Services to confirm the replacement requirements, concentrating on specialist vehicles first due to the additional lead time required for delivery. Once the vehicles has been procured there will be a 6-month delivery wait.	Open
40	Introduce an effective post-work inspection regime to ensure that street cleansing is being delivered to the required standard	Nov-16	n/a - complete	Cleansing Operations	Supervisors are now undertaking daily post-work inspections. These are currently carried out using a paper-based system until the Code of Practice of Litter and Refuse (COPLAR) toolkit (including inspection forms) is put in place as part of the review of the Code of Practice and associated rezoning exercise referred to in Action 37.	Achieved - with additional activities underway

Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments	Status
Mechanical Street Cleansing	<p>We have a significant amount of funding invested in large mechanical sweepers that can not access the areas where we need them. We need to reconfigure this fleet to provide more small mechanical sweepers that can operate on footpaths and in areas around parked cars.</p> <p>Anticipated Outcome An increase in small and medium mechanical sweepers will contribute to an improvement in our LEAMS score as well as improved customer satisfaction in recognition of the increased visibility of service.</p>					
41	Re-design mechanical sweeper routes to ensure that the fleet is being effectively utilised	Mar-17	Mar-17	Technical Team	Agreed approach to data gathering on routes. Process of re-designing will start 5 December.	Open
42	Reduce the fleet of large mechanical sweepers and procure additional small and medium sized sweepers to focus on pavement areas and streets with limited access	Mar-17	Mar-17	Cleansing Operations	Work underway to assess the cost difference of current and future fleet. Routing exercise will determine requirements. Procurement will be complete by March 17 and the delivery of the vehicles will follow.	Open
43	Reconfigure the current fleet to place additional mechanical sweeping resource into the night shift to make a more significant impact on those areas that can not be accessed during the day	Nov-16	n/a - complete	Cleansing Operations	Two nightshift staff members have been trained on the mechanical sweeper and will be allocated additional mechanical sweeping duties.	Achieved - monitor effectiveness
Litter Bin Emptying	<p>There are around 3000 litter bins in the city. We regularly receive complaints from members of the public regarding overflowing litter bins. We need to employ effective collection schedules that minimise complaints.</p> <p>Anticipated Outcome A reduction in the number of complaints regarding overflowing litter bins.</p>					
44	Adopt a standard of providing larger capacity litter bins where locations allow	Oct-16	n/a - complete	Cleansing Operations	A major review of bins in city centre has been carried out and a number of bins changed to larger capacity litter bins with housings. Protocol agreed to assess whether a larger bin would be suitable for the location when placing bins.	Closed - Ongoing
45	Continue with the trial of fill sensors to identify optimal collection schedules and trends relating to overflowing bins	Mar-17	n/a - complete	Technical Team	The trial of fill sensors continues and now extends to night shift. As outlined in Action 16, communal bins with unusual fill rates are being investigated for potential commercial waste abuse.	Closed - Ongoing
46	Procure replacement mini-RCVs for litter bin emptying to allow for a more reliable collection service	May-17	May-17	Fleet Services	Mini-RCVs are in the process of being procured.	Open
47	Provide a more joined up service in relation to the emptying of bins in parks, open spaces and cemeteries alongside street litter bins where appropriate	Dec-16	Dec-16	Cleansing Operations	Meeting being arranged between Cleansing and Parks to agree the approach.	Open
Fly-tipping and Dumped Bulky Waste	<p>We have problems with many levels of fly-tipping, ranging from serious incidents as a result of organised crime through to dumped items of furniture around communal bins. We need to be better at removing this waste quicker and preventing future recurrences through engagement and enforcement efforts.</p> <p>Anticipated Outcome A reduction in the number of fly-tipping incidents reported by members of the public, and increase in the number of fly-tipping incidents reported by our own staff and an improvement in response times when removing fly-tipping. An improved special uplift service that encourages compliance with the law and not fly-tipping and an effective enforcement resource that gets positive results where required.</p>					
48	Undertake a review of the special uplift service with particular focus being placed on the charging structure (e.g. moving to a service that charges £5 per item) and opportunities to work with the voluntary sector to undertake collections	Jan-17	Jan-17	Technical Team	<u>Charging</u> : Work underway to identify the financial impact of moving to a £5 charge per item. <u>Voluntary sector</u> : Feasibility study currently being carried out by Changeworks and AEA Riccardo via funding from Zero Waste Scotland.	Open
49	Improve information to residents on the disposal of bulky items and the opportunities for reuse and recycling	Dec-16	Dec-16	Communications	Lamp post wraps are now in place. Social media/media is underway and there has been an increase in the number of visits to the website following the social media posts about dumped items/special uplifts.	Open
50	Add additional resources into the existing special uplift service to minimise waiting times for residents	Oct-16	n/a - complete	Waste Operations	A review of current resources, and allocation of available appointments, for the Special Uplift Service has identified capacity to add an additional 5 spaces per day per crew (resulting in a total of 40 appointments a day across the city). This will be reviewed after the change to the charging structure for uplifts.	Achieved - monitor effectiveness
51	Add additional resources into Street Cleansing teams to focus on responding to fly-tipping complaints and removing waste in a more timely manner	Oct-16	n/a - complete	Cleansing Operations	Additional staff have been added to clearing fly-tipping activities. Currently the maximum response time is 2 days.	Achieved - monitor effectiveness

Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments	Status
52	Place a focus on increasing the number of incidents of fly-tipping that are proactively reported by Council employees versus those reported by members of the public	Oct-16	n/a - complete	Cleansing Operations	Frontline staff have been advised to report issues they come across if this cannot be dealt with immediately. In addition to this, the possibility of having the 'Love Clean Streets' app on all Council mobile phones is being investigated; this would all employees Council-wide to proactively report fly-tipping.	Achieved - with additional activities underway
53	Focus resources from the Environment Warden and Waste Compliance Teams on regularly investigating those incidents of fly-tipping where there is evidence to pursue and investigate options to use CCTV to enhance evidence gathering	Nov-16	Jan-17	Environmental Wardens	Request made to Local Transport and Environment Managers to focus local Environment Warden on investigating fly-tipping with performance being monitored weekly. Further training to be arranged with Locality teams.	Open
Branding and Visibility	Our service needs to be visible and recognisable so that we are noticed for the good work that we do and not for failings in services. It is essential that residents and businesses know how to access our service and what we do. Anticipated Outcome Increased customer satisfaction in reflection of the improved visibility of our staff and vehicles.					
54	Ensure all staff are consistently wearing the correct PPE/uniform and area easily identifiable as Council employees	Oct-16	n/a - complete	Waste and Cleansing Operations	Specification of PPE has been outlined in the risk assessments. This is being enforced by management with any issues being actively addressed. The 'Our Edinburgh' logo will start to be put on the back of hi-vis vests in support of the 'Our Edinburgh' campaign; other PPE/uniform items will continue to include the standard logo.	Achieved - with additional activities underway
55	Brand all newly purchased Waste and Cleansing vehicles so that members of the public can identify them easily	May-17	n/a - complete	Fleet Services	This is standard practice now when procuring new fleet, however branding requirements will also be built into the specifications for the new fleet.	Closed - Ongoing
56	Ensure that all contact channels that can be used to access the Waste and Cleansing service are well advertised and effectively monitored	Oct-16	n/a - complete	Customer Services	Review of reporting options undertaken. Website information revised where appropriate. Members waste account created and staffed by CSC staff.	Achieved - monitor effectiveness
Customer Service	The current customer journey is frustrating for residents and Elected Members. We need to ensure that we minimise failures in service, but when we can't then our customers need to be able to report issues easily and receive timely and relevant feedback. Anticipated Outcome Improved response times to enquiries and an increase in the percentage of contacts that are resolved at the point of contact by Customer Services colleagues. Simpler but more effective customer journeys that allow customers to report issues easily and receive timely updates.					
57	Co-locate staff from Customer Services and Waste and Cleansing Services to allow for quicker customer resolutions and reduced duplication	Nov-16	n/a - complete	Waste and Cleansing / Customer Services	Two Waste & Cleansing Officers now co-located alongside a Support Officer within the Contact Centre.	Achieved - monitor effectiveness
58	Provide Elected Members with key local contacts from the Waste and Cleansing service to allow to issues to be resolved routinely as required	Oct-16	n/a - complete	Waste and Cleansing Manager	Circulated as part of the wider Locality Directory developed.	Achieved
59	Carry out a review of the existing reporting processes and make improvements to allow for quick resolutions and accurate customer feedback	Jan-17	Jan-17	Customer Services	Quality Assurance Procedures are being put in place. Call allocations and call flows have been reviewed. New Stage 2 complaint investigation protocol established to ensure root cause is identified. Customer journey is being mapped to identify areas of improvements. A review of the process for addressing missed bins is underway through support from the Transformation Team.	Open
Communications and Behaviour Change	Notwithstanding the importance of getting our operational services right, we need to engage the wider population of Edinburgh in playing a role in maintaining the quality of our local environment. Anticipated Outcome Increased advertising and media coverage of our campaigns alongside increased resident and business awareness of the importance of maintaining our local environment and how they can assist in doing so.					
60	Continue to develop the 'Our Edinburgh' campaign to focus on social responsibility and community participation	Ongoing	Ongoing	Communications	Trade waste campaign is the current focus of the 'Our Edinburgh' initiative. Campaign currently being rolled out in Leith. 'Our Edinburgh' development is ongoing.	Open

Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments	Status
61	Develop improved links with key partners such as the Business Improvement Districts, Commerce Groups and Community Groups to share key messages and raise awareness around waste management and street cleanliness	Ongoing	Ongoing	Technical Team /Localities	An approach and action plan for this will be developed in December 16.	Open
62	Establish a consultative forum with representatives from groups whom have an interest in the local environment to discuss current performance and customer perceptions and frustrations	Oct-16	n/a - complete	Waste and Cleansing Manager	Invitations sent to nominations 1 December. Delay was due to late nominations.	Closed - Ongoing
Partnership Working	<p>We need to establish and maximise partnerships where there is the shared aim of improving the quality of Edinburgh's local environment and reducing the amount of waste sent to landfill.</p> <p>Anticipated Outcome We exploit more opportunities for external or joint funding for local environment improvement initiatives. We continue to work at a local level to understand the needs of our communities and accommodate these needs into service delivery schedules.</p>					
63	Clarify roles and remits for environmental issues with Locality Teams. Establish mechanisms for ensuring responsiveness to local priorities and hotspots and accountability for levels of service	Nov-16	n/a - complete	Technical Team	Briefing note on central and locality based responsibilities developed and monthly meetings between the central and locality Waste & Cleansing Officers have been arranged.	Achieved - monitor effectiveness
64	Initiate dialogue with Registered Social Landlords regarding public realm management partnering arrangements	Feb-17	Feb-17	Housing Services	An approach and action plan for this will be developed in December 16.	Open
65	Continue to work with organisations such as Keep Scotland Beautiful, APSE and Zero Waste Scotland to explore opportunities for external funding and keep abreast of best practice within the sector	Ongoing	Ongoing	Technical Team	Zero Waste Scotland funding opportunity published to support food waste improvements. Bid likely to be submitted if the funding criteria is met (low performance).	Closed - Ongoing

Transport and Environment Committee

10.00am, Tuesday, 17 January 2017

Charges for Special Uplifts

Item number	7.8
Report number	
Executive/routine	Executive
Wards	All

Executive Summary

This report sets out a proposal to change the charging structure of the Special Uplift Service for bulky waste to £5 per item.

This proposal arises from the Waste and Cleansing Improvement Plan which includes a number of measures to improve the cleanliness of the city.

The report identifies a financial risk because of the unpredictability of the outcome of changing the charging mechanism in terms of demand for the service. However, it is felt that an increase in demand for the Special Uplift Service will be met with a corresponding reduction in fly-tipping and therefore be revenue neutral. Separate activities are being undertaken to consider options to enhance the Special Uplift Service to work more closely with the Third Sector to enable greater reuse of items collected in the future.

Links

Coalition Pledges	P44
Council Priorities	CP4 , CP8 , CP9 , CP12
Single Outcome Agreement	SO4

Charges for Special Uplifts

1. Recommendations

- 1.1 It is recommended that Committee:
 - 1.1.1 approve changing the charge for a special uplift from £26 for up to 6 items to £5 per item;
 - 1.1.2 agree that the financial impact of this change is closely monitored for the next 12 months.

2. Background

- 2.1 The Waste and Cleansing Improvement Plan sets out a range of actions which collectively seek to enhance the cleanliness of the city, and increase customer satisfaction.
- 2.2 One action (Action 48 of the plan) is to review the Special Uplift Service, and in particular the fees charged for an uplift to assist in reducing fly-tipping.
- 2.3 The service allows residents to have larger household items uplifted for disposal. The items permitted for collection are wide ranging but predominately focuses on bulky items such as sofas, furniture, TVs and washing machines – those items which are too big to go in the standard bins and would usually be taken to a Community Recycling Centre.
- 2.4 There is currently a flat rate charge of £26 for up to 6 items (£52 for up to 12 items, etc). It is therefore proposed to change on a per item basis, up to a maximum of 10 items per uplift. A proposed £5 per item has already been included in budget proposals. Additional charging for certain items not regarded as household waste (garden waste, rubble, etc) would not be covered by this proposal. The charging mechanism would remain as at present and pricing adjusted annually.
- 2.5 This report provides an overview of the current service, and seeks to identify the cost of operating the service and any risks associated with the proposed change.
- 2.6 It is likely that this initiative will lead to an increased use of this service which in turn will lead to an increase in costs overall. However, to a large extent these should be offset by a reduction in costs resulting from fly-tipping. It should however be noted that this cannot be quantified because of the ways in which fly-tipping is addressed across the Council.
- 2.7 A separate piece of work, as identified within the Waste and Cleansing Improvement Plan, is ongoing to assess the viability of introducing a new model for

the Special Uplift Service which would involve working with the Third Sector to encourage the reuse of items (in addition to recycling, which already takes place).

3. Main report

Services available

- 3.1 The current service allows residents to have bulky household items uplifted for a flat rate fee, currently £26, regardless of whether it is one item or the maximum six items. There is a view that the current charging structure is a disincentive to using the service, particularly where someone needs to dispose of just one or two items, and that this has led to an increase in fly-tipping or dumping of bulky household items on the street or in or next to communal bins.
- 3.2 However, it is possible to avoid paying for uplifts of quality items as both the Contact Centre and website encourage householders to make use of the National Reuse Helpline to ensure that where possible items are donated to charity (at no cost to the householder).
- 3.3 In addition, household waste items are accepted free of charge at Community Recycling Centres.

Service Performance

- 3.4 In 2015/16 the service carried out approximately 11,108 uplifts of around 45,200 items. This is a slight reduction from the previous year of 11,600 uplifts of around 46,600 items.
- 3.5 Analysis of data shows that while the biggest single number of items requested per uplift was the full allocation of 6, the numbers of uplifts for fewer items were significant, and that 20% of uplifts were for only one item (Appendix 1, Table 1).
- 3.6 The number of uplifts for more than 6 items was relatively small at 3% of the total uplifts. Therefore, setting a limit of 10 items per uplift will not impact the majority of service users and will allow the service to be planned and resourced more effectively.
- 3.7 Comparing this against fly-tipping reports over the same period there is a noticeable increase in fly-tipping reports as the demand for uplifts drop; which ultimately has an impact on the cleanliness of the city.

Year	Special Uplifts	Fly-tipping
2014/15	11,646	6,939
2015/16	11,108	7,300
2016/17 (to 30 Dec 16)	6,162	5,494

Resourcing the current service

- 3.8 The current service operates with 2 collection crews – one driver, one loader and one vehicle per crew. This means collection costs of approximately £180,000 per year.
- 3.9 The materials collected are sorted for recycling (where possible) at Community Recycling Centres. As the materials are mixed with those deposited by householders it is not possible to state with certainty the full cost of disposal for this service. However, as the cost of disposing these items would be incurred whether the items had been collected through the uplift service, or taken to the Community Recycling Centres by the resident, or fly-tipped, it will not be impacted by the change to the charging. Furthermore, the law does not allow for the recovery of disposal costs, only the costs of collection.

Impacts of changes to charging structure

- 3.10 An attempt has been made to set these out in Appendix 1 Table 2 to show the financial impact resulting from an increased take up of the service using several scenarios of rising demand and comparing this against a 'do nothing' scenario,
- 3.11 In 2016/17 the charge for the Special Uplift Service was increased from £21 to £26. As can be seen in the table at 3.7 this has correlated with a subsequent reduction in demand. On this basis, there is no further increase in income that can be anticipated if the current charging structure is maintained. This is reflected in Appendix 1 Table 2.

4. Measures of success

- 4.1 An increase in the number of special uplift requests and an increase in customer satisfaction with the cleanliness of the city would be viewed as measures of success.
- 4.2 It is expected that the new special uplift service will have a positive impact on fly-tipping. However, a further action within the Waste and Cleansing Improvement Plan is to increase the proactive recording of fly-tipping incidents by Council staff. On this basis it will be difficult to quantify the benefit of the new service until a more realistic baseline of current fly-tipping incidents is properly recorded.

5. Financial impact

- 5.1 In 2016/17 the current Special Uplift Service is forecast to achieve an income of approximately £213,000 against an income target of £325,000. Although the service covers its costs and in fact makes a net income contribution, the actual income raised still represents a shortfall of £112,000 against budget. The income target of £325,000 has been set to reflect the optimal capacity of the service at 12,500 uplifts

a year. The income forecast of £213,000 is reflective of the fact that current demand for the service is not at this level.

- 5.2 The financial impact of these measures is difficult to fully predict and is identified as a source of significant risk. However, a number of scenarios are set out in Appendix 1 which illustrate potential financial impacts in line with changing demand.
- 5.3 The following table summarises these scenarios and outlines the financial impact of moving from a £26 an uplift to £5 an item.

Scenario	Uplifts / Items	Financial Impact of new charge
Forecasted 16/17 uplifts	8,200 / 33,800	Lose £44,200
25% increase in uplifts	10,250 / 42,250	Lose £2,278
50% increase in uplifts	12,300 / 50,700	Gain £39,644
75% increase in uplifts	14,350 / 59,150	Lose £8,434
100% increase in uplifts	16,400 / 67,600	Gain £33,488

- 5.4 An increase of up to 50% in the number of uplifts could be contained within existing collection resources and the only additional costs would be the increase in payment transaction fees (approx. £0.16 per transaction). Any increase in uplift beyond 12,500 uplifts per year would require additional collection resources. Additional costs should be largely offset by a reduction in fly-tipping, but because of the way fly-tipping is managed across the Council it is not possible to estimate the impact of this fully.

6. Risk, policy, compliance and governance impact

- 6.1 The major risk related to this proposal is financial due to the unpredictability of changes in demand for the service. However, it is felt that the potential associated reduction in fly-tipping and increase in street cleanliness outweigh this risk.
- 6.2 In addition, this measure is seen as a short to medium term change which may ultimately be replaced with a new Special Uplift Service focussed on working with the Third Sector and promoting reuse.

7. Equalities impact

- 7.1 There are no direct equalities impacts as a result of this report.
- 7.2 Indirectly, reducing the cost of Special Uplifts for small numbers of items could be seen to make the service more accessible to people on lower incomes.

8. Sustainability impact

- 8.1 If the proposals outlined here result in a reduction in fly-tipping, they should also improve the cleanliness of the city, thereby improving the environment at the most local level, so contributing to an enhanced quality of life.

9. Consultation and engagement

- 9.1 This proposal forms part of the Waste and Cleansing Improvement Plan, and as such will be subject to an assessment of its effectiveness going forward in terms of customer satisfaction and other measures in relation to keeping the city clean.

10. Background reading/external references

- 10.1 Waste and Cleansing Improvement Plan – Report to Transport and Environment Committee [1 November 2016](#)

Paul Lawrence

Executive Director of Place

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11. Links

Coalition Pledges	P44 Prioritise keeping our streets clean and attractive.
Council Priorities	CP4 safe and empowered communities CP8 A vibrant, sustainable community CP9 An attractive city CP12 A built environment to match our ambition
Single Outcome Agreement	SO4 Edinburgh's communities are safer and have improved physical and social fabric
Appendices	Appendix 1 Tables of Uplifts and Costs

Appendix 1 Tables of Uplifts and Costs

Table 1: Number of Items per Uplift

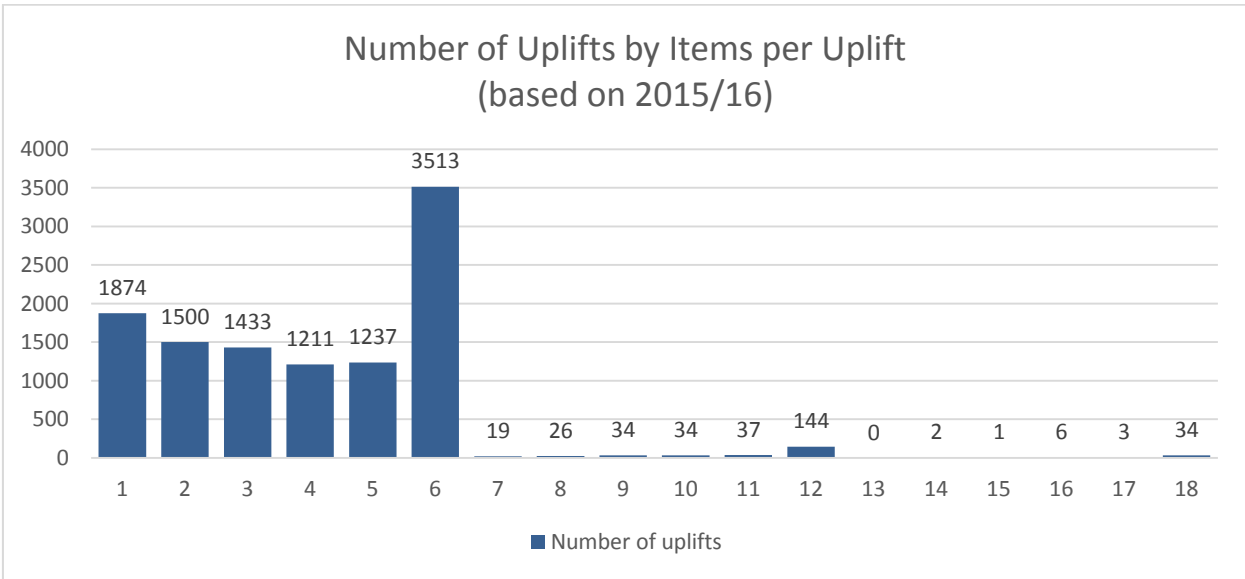


Table 2: Cost comparison of service growth using two charging mechanisms

Cost	'Do nothing' (based on current charges and forecast 16/17 uplifts)	£5 per item – 0% increase	£5 per item - 25% increase	£5 per item - 50% increase	£5 per item - 75% increase	£5 per item - 100% increase
Number of uplifts	8,200	8,200	10,250	12,300	14,350	16,400
Number of items	33,800	33,800	42,250	50,700	59,150	67,600
Collection*	£180,000	£180,000	£180,000	£180,000	£270,000	£270,000
Payment processing**	£1,312	1,312	£1,640	£1,968	£2,296	£2,624
TOTAL	£181,312	181,312	£181,640	£181,968	£272,296	£272,624
ADDITIONAL COST		£0	£328	£656	£90,984	£91,312
Income £26 per UPLIFT***	£213,200	-	-	-	-	-
Income £5 per ITEM	-	£169,000	£211,250	£253,500	£295,750	£338,000
Difference in income compared to 'Do Nothing'	-	£44,200	£1,950	-£40,300	-£82,550	-£124,800
TOTAL ADDITIONAL COST		£44,200	£2,278	-£39,644	£8,434	-£33,488

Assumptions:

*The number of uplifts appointments available has recently increased to 50 per day. Across the year this allows for an increase to 12,500 uplifts before an additional crew and vehicle will be required.

**Payment charges vary according to the payment method, and the size of the transaction. These assume 18p per transaction at £26. At £5 per item up to £25 for 5 items the range would be 14p- 18p per uplift, so an average of 16p per transaction is used. It is proposed to cap the number of items at 10 (£50 for the uplift) but the numbers above 5 are expected to be small as the new system would be expected to incentivise smaller uplift sizes, while the current one would have been expected to incentivise people to book multiples of 6 items.

***Due to the slight drop in demand for Special Uplifts no service growth is forecasted against the charge of £26 per uplift. These calculations have therefore been based on retaining current service levels.

Transport and Environment Committee

10.00am, Tuesday, 17 January 2017

Air Quality Update

Item number	8.1
Report number	
Executive/routine	Routine
Wards	All

Executive Summary

This report provides an update on air quality monitoring data collected in 2015. It includes progress by the Council on actions to improve air quality and an update on development of Low Emission Zones.

The data indicates that Nitrogen dioxide (NO₂) is showing an overall improvement in Edinburgh and concentrations within the Air Quality Management Areas (AQMA) are going down. A similar downward trend has also been observed with particle (PM₁₀ and PM_{2.5}) data.

In accordance with Scottish Government and Scottish Environment Protection Agency (SEPA) procedures an AQMA has been declared in Salamander Street for non-compliance of PM₁₀ Scottish targets.

Through the Scottish Government's Cleaner Air for Scotland Programme, a consultation on Draft National Low Emission Framework guidance is expected in April 2017. The guidance will include an appraisal procedure and mechanism for the implementation of a Low Emission Zone, as well as other transport alternatives.

Links

Coalition Pledges	P51
Council Priorities	CP2
Single Outcome Agreement	SO2

Air Quality Update

Recommendations

- 1.1 It is recommended that the Committee notes the contents of this report.

Background

- 2.1 Under the Environment Act 1995 and the associated Local Air Quality Management (LAQM) framework, all local authorities are duty bound to regularly review and assess air quality in their areas against national pollution targets. The targets are known as Air Quality Objectives (AQOs). When a pollutant fails to comply with an AQO an Air Quality Management Area (AQMA) must be declared and an Action Plan prepared, detailing measures which will be implemented to improve air quality within the designated area.
- 2.2 The Council's current Air Quality Action Plan requires to be revised to reflect national and local policy direction and investigate new measures. This will be progressed under the Future Transport Member Officer Working Group as recommended in the report "Delivery of Air Quality" discussed by the Transport and Environment Committee at its meeting on 1 November 2016.
- 2.3 The Annual Progress Report (APR) contains monitoring data, data trends, emerging issues and progress which has been made with respect to the implementation of air quality actions. The reports are carried out in accordance with the Technical Guidance (TG16) issued by the Department of Environment Food and Rural Affairs (DEFRA) and are peer reviewed by DEFRA, Scottish Environment Protection Agency (SEPA) and the Scottish Government for approval prior to public release.
- 2.4 Edinburgh currently has five AQMAs for traffic sources of the pollutant nitrogen dioxide (NO₂). Assessment studies have shown that the NO₂ contribution from each vehicle class is variable within the AQMAs. In some locations buses are a significant contributor, in others cars are a dominant source. Therefore, in order to improve air quality, it will be necessary to keep all motor vehicle types under review.
- 2.5 In November 2015, the Scottish Government released its low emission strategy, Cleaner Air for Scotland – the road to a healthier future (CAFs). This sets out a five year plan of how Scotland will achieve full compliance with National and European air quality standards. Two key actions in CAFs are the National Modelling Framework (NMF) and the National Low Emission Framework (NLEF).

- 2.6 The NMF will provide a consistent approach to modelling air quality at local and regional levels across Scotland and will help support decisions on potential transport and planning options. Four Scottish cities, including Edinburgh will be modelled. It is expected that the Edinburgh model will be completed during 2017.
- 2.7 The NLEF will be designed to assist local authorities appraise, justify and implement a range of transport related air quality improvement options, including Low Emission Zones.
- 2.8 These actions are being progressed by the Scottish Government, Transport Scotland, and SEPA, working in partnership with local authorities, regional transport partnerships and strategic development planning authorities. Local authorities will be expected to work within the set frameworks.
- 2.9 In April 2016, it became a statutory requirement for Scottish local authorities to review and assess the smaller fraction of particles $PM_{2.5}$ and to facilitate this, the Scottish Government, in conjunction with local authorities is establishing a $PM_{2.5}$ monitoring network for Scotland. Edinburgh secured funding from the Scottish Government to purchase equipment which measures both fractions of particles. This is located at St Johns Road, as agreed with the Scottish Government.

Main report

Monitoring

- 3.1 Edinburgh has a well established monitoring regime for nitrogen dioxide (NO_2) and fine particles (PM_{10}). These are the pollutants of concern in most urban areas in the UK. Measurement is by approved automated analysers housed in air quality stations, which are located at roadside and background sites. Additional NO_2 monitoring is carried out across the city using 153 passive diffusion samplers. The majority of the samplers are located at or close to residential building facades on radial transport routes in and around the city and reflect worst case exposure.
- 3.2 The Air Quality Monitoring station located at Queen Street was decommissioned in June 2016. Council officers are working in partnership with DEFRA to establish a new site on the A7 at Nicolson Street, which will measure NO_2 and PM_{10} .
- 3.3 Improvements in air quality are assessed by analysis of long term trend data. Short term results are influenced by weather and temporary events such as, local traffic diversions and road works.
- 3.4 Although, NO_2 data for 2015 shows that the AQMAs are still required, the concentrations are going down based on trend analysis. The NO_2 trend data is shown in Figure 1, Appendix 1
- 3.5 A summary of locations where the 2015 monitoring results of NO_2 are at or exceed the annual mean nitrogen dioxide objective is illustrated in Table 1, Appendix 1.

- 3.6 One new monitoring location established on Duke Street in 2015 is at the threshold level. Monitoring will continue at this location. A site specific location on Queensferry Road exceeds the objective when corrections have been applied to represent relevant exposure ($48\mu\text{g}/\text{m}^3$). However, at the start of 2015, additional monitoring commenced at the facade of the adjacent residential property which is compliant ($36\mu\text{g}/\text{m}^3$). Detailed analysis of the localised conditions will be carried out as part of the National Modelling Framework in 2017.
- 3.7 The APR 2016 identified a new point emission source from a gas fired Combined Heat and Power Plant (CHP) at the University of Edinburgh (The Pleasance) which may lead to the NO_2 air quality standards being breached. This will involve further investigation and monitoring in conjunction with the University.
- 3.8 Scotland has set tighter standards for particulates (PM_{10} and $\text{PM}_{2.5}$) compared with the rest of the UK and Europe, as shown in Table 2 Appendix 1.
- 3.9 Additional work relating to the assessment of particles has been addressed in a separate report, Detailed Assessment of Particles 2016. This study reviewed measured data and modelled roadside data which was obtained from the Pollution Climate Mapping Model (PCM) which is used by the UK Government for reporting to the European Commission and recently became available to local authorities.
- 3.10 A number of key sources of PM_{10} that are likely to contribute to exceedances of AQOs in Edinburgh were also looked at in more detail, for example, road traffic, fugitive emissions from handling and stockpiling aggregate material at Leith Docks and poultry farm operations.
- 3.11 All current PM_{10} measured data from the air quality monitoring stations complies with EU limit values and the Scottish AQOs except the roadside location at Salamander Street which fails the Scottish AQOs.
- 3.12 The Scottish Government and SEPA have advised the Council that an AQMA will be required for the non-compliance of PM_{10} Scottish AQOs at Salamander Street.
- 3.13 The Detailed Assessment also included a summary of the independent modelling study which was undertaken by air quality consultants Ricardo on behalf of the Council.
- 3.14 The modelling study used an approved methodology to assess the likely emissions from fugitive sources and vehicle tail pipe emissions from local traffic movements in, and adjacent to, Leith Docks. Based on modelled outputs, a zone was identified whereby concentrations of PM_{10} could potentially be above the Scottish AQOs. The AQMA boundary is shown in Figure 3, Appendix 1.
- 3.15 PM_{10} modelled data from the UK Pollution Climate Mapping (PCM) model (2014) showed that a number of road sections were either at or below the AQO. However, outputs from the PCM model for the same road network has identified that the majority of locations are at or exceed the $\text{PM}_{2.5}$ annual standard of $10\mu\text{g}/\text{m}^3$.

- 3.16 An approved national correction method has also been applied to PM₁₀ measured data to derive estimated PM_{2.5} concentrations, which shows that there are potential exceedances of PM_{2.5} at current roadside monitoring locations where PM₁₀ is measured (see Appendix 1- Table 3).
- 3.17 Although, it is now mandatory for local authorities to review and assess this particle fraction, the Scottish Government does not expect local authorities to declare AQMAs until more robust monitoring data has been gathered.
- 3.18 PM₁₀ and PM_{2.5} (background) long term trends from measured data show a decrease in concentrations with time as shown in Figure 2, Appendix 1.
- 3.19 In conjunction with SEPA and funding support from the Scottish Government, PM₁₀ monitoring equipment was deployed at Gogarburn Poultry Farm in July 2015, the monitoring programme was extended to the end of September 2016. Interim data indicates that the Scottish AQOs are likely to be achieved at this location. SEPA will produce a draft report by mid December.

Progress with Actions

- 3.20 The main actions in the Council's Air Quality Action Plan and Local Transport Strategy to improve air quality are based on the promotion of cleaner transport particularly the bus fleet, easing congestion by improving traffic flow and promoting modal shift away from car use by means of an Active Travel Action Plan, provision of Park and Rides, controlled parking and priority parking zones.
- 3.21 Lothian Buses (Transport for Edinburgh) is the largest bus service provider in the city. Steady progress in improving bus engine standards has been achieved since 2006. Currently 66% of the main fleet is Euro 5 standard or better and from September 2016 the city tour fleet will be of a Euro 6 Standard. The tour fleet which has a high presence in the Central AQMA was previously Euro 2 Standard.
- 3.22 The Euro 6 standard Tour Fleet will significantly reduce emissions of NO_x and particulates compared with the Euro 2 standard vehicles. The reductions have been calculated as being in the range of 95% to 99%.
- 3.23 During 2015, 49 double deck vehicles of Euro 4 standard were converted to a cleaner Euro 5 standard by a process of engine management system re-mapping which has been certified by the Vehicle and Operators Service Agency (VOSA). The estimated reductions under normal route operating conditions for NO_x have been calculated at 13%.
- 3.24 The City Mobility project (deployment of hybrid- electric vehicles with extended electric range) has been delayed due to funding being sought for the provision of rapid electric charging infra-structure. In addition, Lothian Buses is looking at the purchase of a number of electric only powered buses for a city centre operation.
- 3.25 Other bus operators in the city have also improved their fleets. Stagecoach operates a fleet of 60 buses on services into Edinburgh. All Euro 3 standard vehicles have now been removed and 83% of vehicles are Euro 5 standard or

better. Citylink operates a number of 'inter-city' coach services throughout Scotland. These are sub-contracted to a range of different operators. The company has 51 contracted vehicles entering Edinburgh. The vast majority (86%) are Euro 5 standard or better.

- 3.26 First Scotland (East) fleet services into Edinburgh were under review at the time of reporting. However, their overall fleet has improved during 2016 with the purchase of 31 Euro 6 vehicles and a further 19 Euro 6 Hybrid Vehicles.
- 3.27 ECOSTARS Edinburgh is a fleet efficiency recognition scheme which has been successful in assisting the Council to encourage emission improvement from the goods and passenger transport sector operating in the city. As of November 2016, 129 operators have joined the scheme and a total of 6,089 vehicles are registered.
- 3.28 Improving traffic flow and reducing idling time are measures which help improve air quality. Spilt Cycle Offset Optimisation Technique (SCOOT) systems are automatically responsive to traffic flows and demand and therefore help ease congestion by providing more effective control of traffic signals. SCOOT infrastructure is in place on a number of road networks in the city. A number of new installations are being progressed.
- 3.29 A new traffic signalling system has been installed (Microprocessor Optimised Vehicle Actuation (MOVA)) at Newbridge Roundabout which became fully operational in April 2016. This was designed to improve flow and vehicle delay times and hence reduce exhaust emissions in the Glasgow Road AQMA. Results have shown that there has been a significant reduction in waiting time on the A8 westbound corridor. The assessment of ambient concentrations of NO₂ will be reviewed for the APR 2017 (see Appendix 2).
- 3.30 The Council continues to promote and embrace electric vehicle charging infrastructure. All public accessible charging sites can be viewed on the following website – www.chargeyourcar.org.uk . At the time of reporting there were 141 charging heads at 60 site locations. The Council has seen a steady increase in the number of charging sessions and amount of power used (see Appendix 2).
- 3.31 Transport Scotland has become a partner with the Council to assist the funding of an on street pilot electric charging scheme which will provide fourteen units at seven locations in the Marchmont area of the city. The units should be available for use by the end of 2017, subject to Traffic Regulation Order consultations.
- 3.32 The Council's Active Travel Action Plan (ATAP) aims to deliver significant increases in the number of pedestrian and cycling journeys travelled within Edinburgh. As well as bringing health benefits the ATAP will assist in encouraging modal shift away from car use. A number of major and smaller cycling and pedestrian schemes have been delivered and other schemes are in progress. The Scottish Household Survey 2015 and the Edinburgh Bike Life report indicate that cycling to work by Edinburgh residents increased from 4.9% in 2011 to 7.3% during 2014/15.

- 3.33 The Detailed Assessment of Particles 2016 and the Annual Progress Report 2016 have been submitted to the Scottish Government, DEFRA and SEPA for peer review and have been accepted.

National Low Emissions Framework

- 3.34 Council Pledge 51 states, 'Investigate the possible introduction of low emission zones'. Edinburgh along with the three other major Scottish cities, Aberdeen, Dundee and Glasgow has formed a partnership with Transport Scotland, Scottish Government and SEPA to assist with development of the NMF for each city. Outputs from the National Modelling will provide quantitative evidence for the NLEF appraisal process. Both these actions are being delivered by the aforementioned agencies through the CAFs programme. Traffic data to support the modelled areas of Edinburgh will be gathered from 144 sections of road network and junctions throughout the City. The models for all four cities should be completed during 2017.
- 3.35 The draft NLEF guidance for consultation, which will include LEZs as an option, is expected to be available in April 2017. This will include an appraisal procedure and mechanism for the implementation of a Low Emission Zone.
- 3.36 The Scottish Government's Programme for Government has been revised to have an LEZ in place by 2018. This is two years ahead of the original proposed timescale and there is a desire for a local authority to come forward and take a lead.

Future Challenges

- 3.37 The APR 2016, required local authorities to make comment with respect to the challenges that they face with respect to improving air quality in their cities. Continuing economic growth in Edinburgh and the wider region presents an inevitable demand for all modes of transport. The recent Census figures estimate that, if the recent trend continues Edinburgh's population would grow by 28.2% to reach 619,000 at 2037. The 2011 Census also states that car journeys are still the most popular mode of transport to work and account for 46% of all journeys into or within the city, even though trips to work by more sustainable travel have increased by bus (9%), rail (52%), bicycle (59%) and walking (16%).
- 3.38 Edinburgh is a major centre of employment and attracts a substantial amount of commuter traffic as well as local traffic. There is therefore a need to manage regional economic growth in a more sustainable manner that does not lead to breaches of air quality thresholds.

Measures of success

- 4.1 An improvement in air quality based on long term trend data within each of the AQMAs.

Financial impact

- 5.1 The report has no direct financial impacts arising from this update report.

Risk, policy, compliance and governance impact

- 6.1 The European Commission launched infraction proceedings against the UK Government (Member State) for breach of nitrogen dioxide Limit Values under the EU Air Quality Directive. The European Commission allowed an extension until 1 January 2015 for compliance of the Edinburgh Urban area. However, the Scottish Government has indicated that it would not seek to pass on any fines to Local Authorities which are imposed by the EU on the UK Government

Equalities impact

- 7.1 This report is a statement of facts regarding the results of ambient air quality monitoring and improvements achieved to date regarding progress with actions. Therefore, a full equalities impact is not required. The contents have no negative impacts on the Public Sector Equality Duty of the Equality Act 2010.

Sustainability impact

- 8.1 The content of this report is a statement of facts and does not in itself promote any environmental impact.

Consultation and engagement

- 9.1 The 2016 reports will be published on the Council's website.

Background reading/external references

- 10.1 Detailed Assessment of Particles for City of Edinburgh Council 2016
http://www.edinburgh.gov.uk/downloads/download/117/local_air_quality_management_reports.
- 10.2 2016 Air Quality Annual Progress Report (APR) for City of Edinburgh Council August 2016.
http://www.edinburgh.gov.uk/downloads/download/117/local_air_quality_management_reports
- 10.3 Delivering Air Quality, Transport and Environment Committee, November 2016
http://www.edinburgh.gov.uk/meetings/meeting/4053/transport_and_environment_committee.

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Links

Coalition Pledges	P51 – Investigate the possible introduction of low emission zones
Council Priorities	CP2 – Improved health and wellbeing: reduced inequalities
Single Outcome Agreement	SO2 – Edinburgh’s citizens experience improved health and wellbeing, with reduced inequalities in health
Appendices	Appendix 1 – Summary of Monitoring Data Appendix 2 – Progress with Actions

Appendix 1 - Summary of Trends and Monitoring Data

Figure 1 Nitrogen dioxide trends within the Air Quality Management Areas (AQMAs)

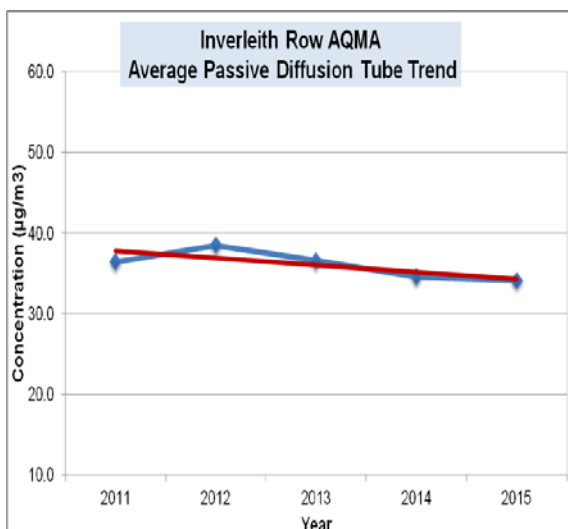
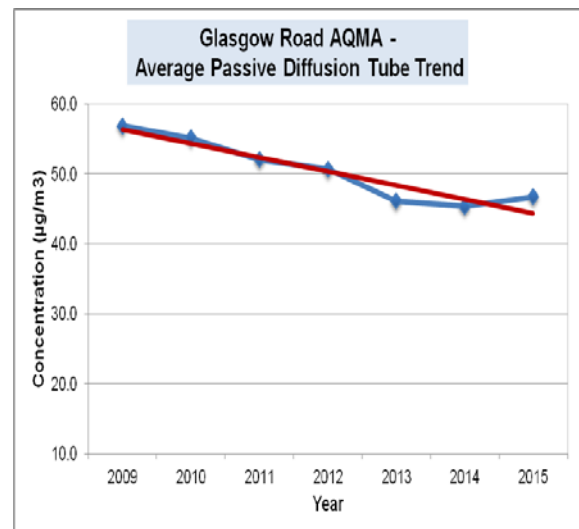
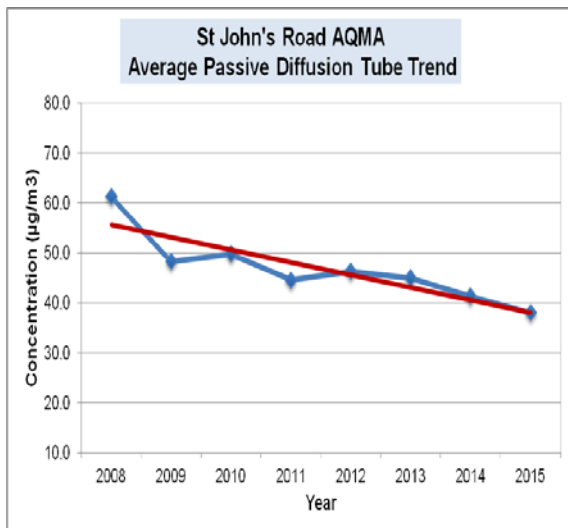
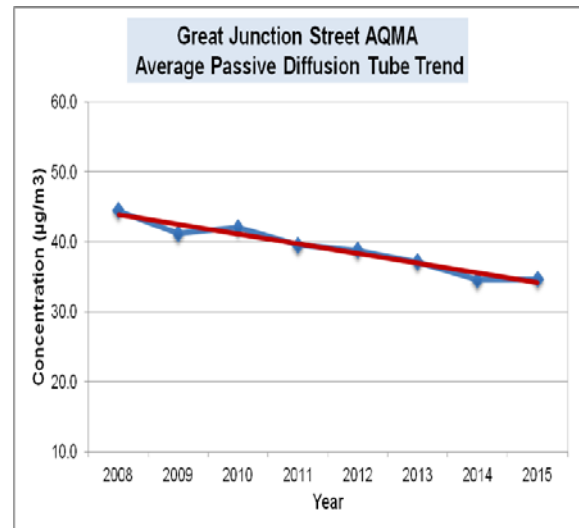
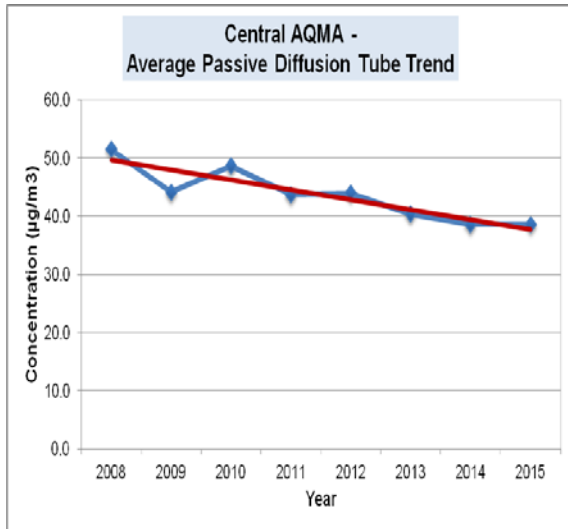


Figure 2 PM₁₀ trends from Air Quality Monitoring Stations

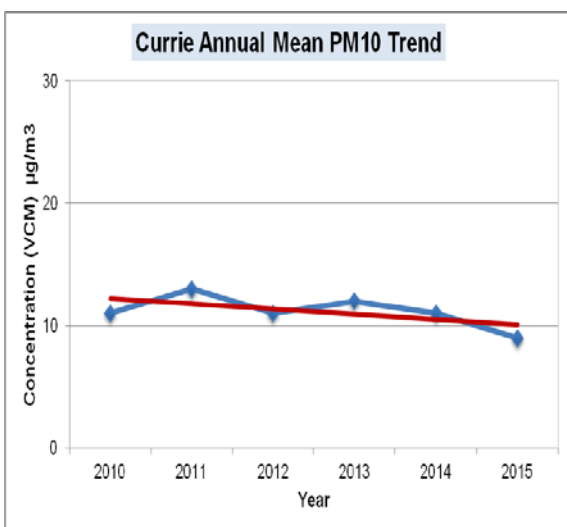
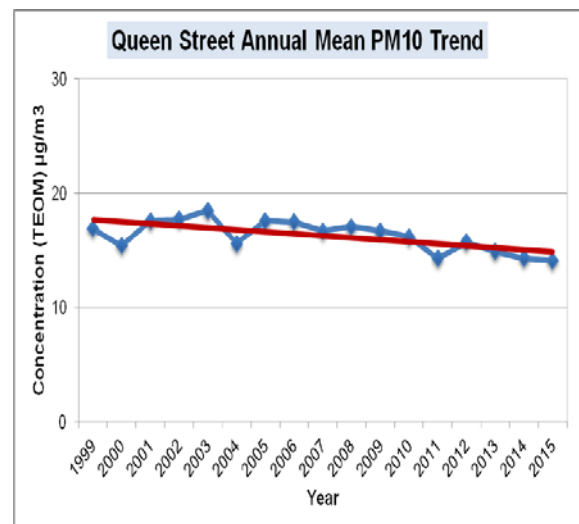
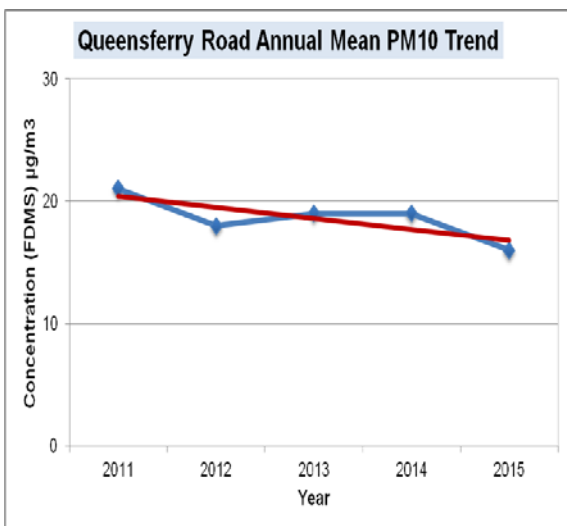
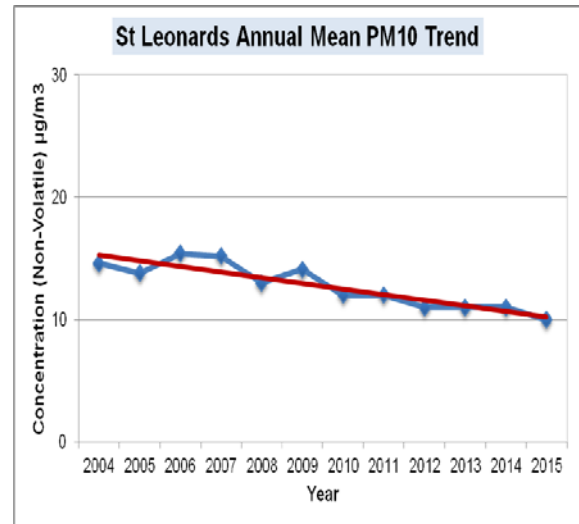
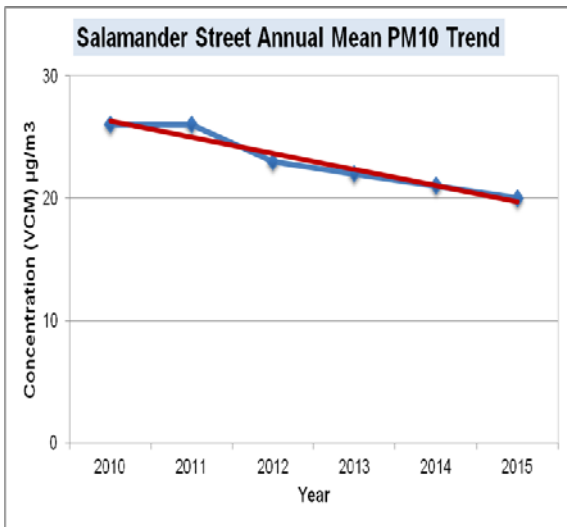


Table 1 - Summary of the locations where 2015 monitoring results are at or exceed the Annual Mean Nitrogen Dioxide Objective (40µg/m³)

Site ID	Site Address	% Data Capture	Annual mean (µg/m ³) Bias 0.76
Central AQMA			
76b	Angle Park Terr 74	100	46
48c	Cowgate Blackfriars	67	41
48e	Cowgatehead 2	50	44
79d	Dundee St/Yeaman	75	42
25	Easter Road	42	40
37a	Grassmarket 41	58	43
74g	Leith Street	75	49
67	London Rd/Earlston	58	42
81	London Rd/E.Norton	100	50
69	London Rd/Wolseley	92	43
70	London Rd/Wolseley	100	44
135	Nicolson Street 69	100	46
47	Princes St Eastbound	100	42
24	Princes St / Mound	83	42
144	South Bridge 59	83	44
141	South Clerk St 84	83	40
3b	Torphichen PI 1	83	42
3	Torphichen PI	100	45
2	West Maitland St	100	42
28d	West Port 42	83	52
28c	West Port 50	83	46
28b	West Port 62	83	58
Glasgow Road AQMA			
16	Glasgow Road 68	100	40
15	Glasgow Rd Newbridge	100	40
58	Glasgow Rd Newbridge	100	45
Great Junction St AQMA			
29c	Bernard Street/PS	100	40
St John's Road AQMA			
ID5	St John's Rd (Auto)	89	65
1d	St John's Rd 131	100	46
Inverleith Row AQMA			
55	Inverleith/Ferry Rd	100	41
Outwith any AQMA			
30f	Duke Street	92	40
64	Queensferry Rd 550	92	48

Exceedances of the NO₂ annual mean objective of 40µg/m³ are shown in bold red.

A full set of corrected passive diffusion tube data for the calendar year 2016 will not be available until Spring 2017. This data will be reported in the 2017 Air Quality Progress Report

Table 2 - Particle PM₁₀ and PM_{2.5} Standards

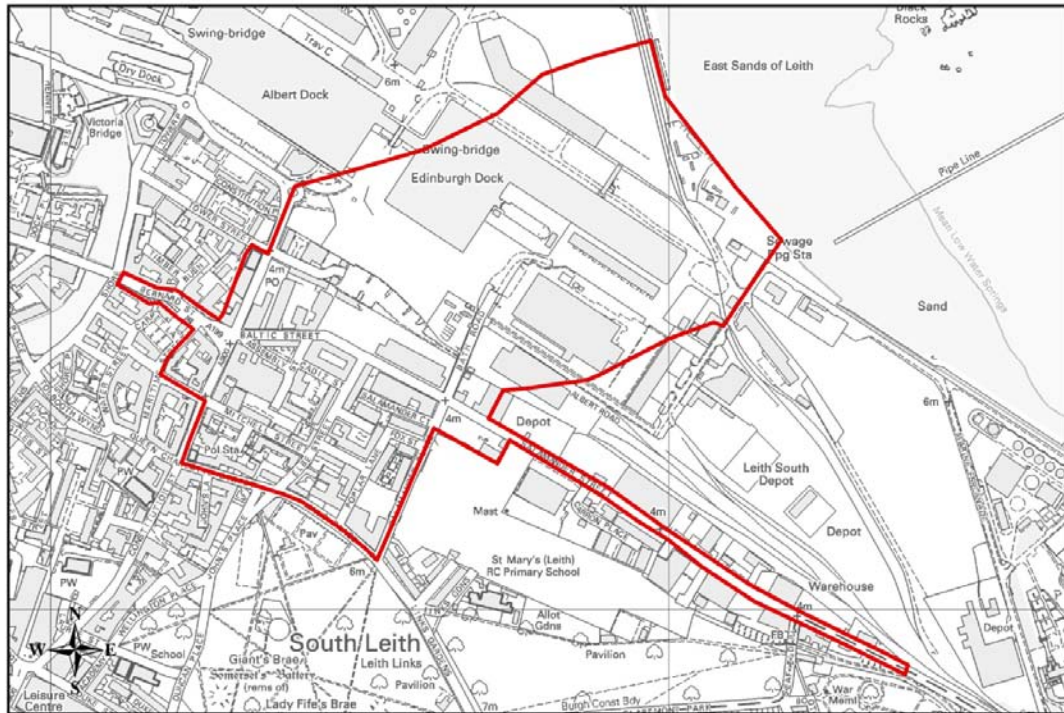
Pollutant	Status	Concentration in Ambient air	Measured as	To be achieved by
PM ₁₀	Scottish Statutory Air Quality Objective	18 µg/m ³ 50 µg/m ³ not to be exceeded more than 7 times a year	Annual mean Daily mean	2010 2010
	Statutory UK Objective and EU limit values	40 µg/m ³ 50 µg/m ³ not to be exceeded more than 35 times a year	Annual mean Daily mean	2004 2004
PM _{2.5}	Scottish Local Authorities	10 µg/m ³	Annual mean	2020
	Statutory UK Objective and EU limit values	25 µg/m ³ 15% reduction in urban background	Annual mean -	2020 2010-2020

Table 3- Annual Mean PM_{2.5} Measured and Estimated Concentrations

Site ID	Site Name (Equipment Type) Site Type	Annual Mean Concentration (µg/m ³)						
		2009	2010	2011	2012	2013	2014	2015
Measured PM_{2.5} data								
ID7	St Leonards (TEOM FDMS) Urban background	8 (95%)	9 (94%)	12 (98%)	11 (72%)	8 (98%)	9 (65%)	6 (86%)
Estimation of PM_{2.5} concentrations from PM₁₀ Measured data[#]								
ID1	Queen Street (TEOM) Roadside	13 VCM 13 1.14	13 VCM 13 1.14	11 VCM 11 1.14	11 VCM 11 1.14	12 VCM 12 1.14	12 VCM 11 1.14	11 VCM 11 1.14
ID6	Currie (TEOM) Suburban	N/A	8 (VCM) 8 (1.14)	9 (VCM) 8 (1.14)	8 (VCM) 8 (1.14)	8 (VCM) 8 (1.14)	8 (VCM) 7 (1.14)	9 (VCM) 7 (1.14)
ID8	Salamander St (TEOM) Roadside	15 VCM 16 1.14	18 VCM 19 1.14	18 VCM 19 1.14	16 VCM 17 1.14	15 VCM 15 1.14	15 VCM 15 1.14	14 VCM 15 1.14
ID9	Queensferry Rd (TEOM FDMS) Roadside	N/A	N/A	15	13	13	13	11
ID10	Glasgow Road (TEOM) Roadside	N/A	N/A	N/A	11 VCM 11 1.14	11 VCM 11 1.14	11 VCM 11 1.14	11 VCM 11 1.14

Notes for Table: [#] Estimation of PM_{2.5} concentrations from PM₁₀ Measurements using national factor (0.7). Exceedances and potential exceedances of the PM_{2.5} annual mean objective of 10µg/m³ are shown in bold red.

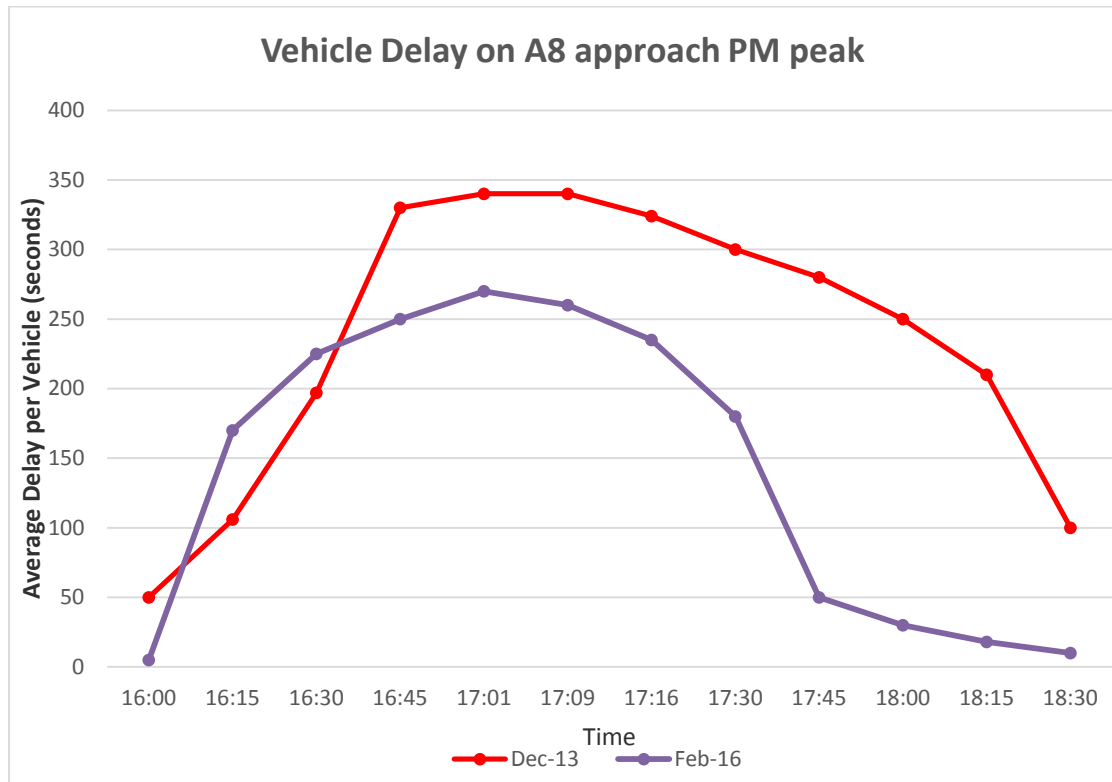
Figure 3 Boundary of AQMA designation for exceedances of PM₁₀ Air Quality Objectives at Salamander Street



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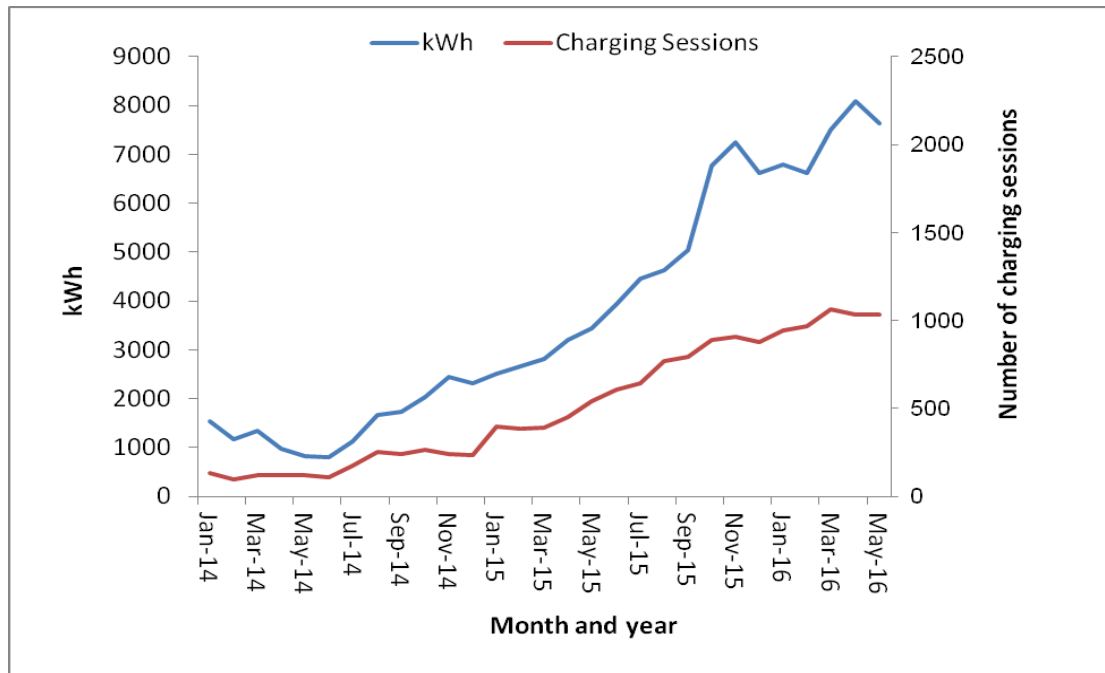
Appendix 2: Progress with Actions

Improvement in average delay per vehicle on A8 Glasgow Road pre and post MOVA traffic signalling at Newbridge Roundabout



Pre MOVA (Dec 13) Post MOVA (Feb 16)

Graph showing an increase in power (KWh) and number of electric charging sessions per month from January 2014 to May 2016.



Electric charging infrastructure progress from 2012 to 2016

EV Infrastructure (units & sites)	2012	2013	2014	2015	2016
Number of charging heads	8	14	58	89	141
Number of site locations	5	9	26	38	60

Transport and Environment Committee

10.00am, Tuesday, 17 January 2017

Policies – Assurance Statement

Item number	8.2
Report number	
Executive/routine	Executive
Wards	All

Executive summary

Council policies are key governance tools. They help realise the Council's vision, values, pledges and outcomes, and are critical to the Council's operations, ensuring that statutory and regulatory obligations are met in an efficient and accountable manner.

To strengthen governance arrangements a policy framework has been developed to ensure that all current Council policies are easily accessible, and are created, revised and renewed in a consistent manner and to an agreed standard.

To ensure that Council policies remain current and relevant, all Council directorates are required to review policies on annual basis.

Links

Coalition pledges

Council priorities

[CP13](#)

Single Outcome Agreement

Policies – Assurance Statement

1. Recommendations

- 1.1 To note that the Council policies detailed in this report have been reviewed and are considered as being current, relevant and fit for purpose.
- 1.2 To note the intention of officers to bring forward a suite of policies for Waste and Cleansing Services to Transport and Environment Committee during the course of 2017/18.

2. Background

- 2.1 Council policies are key governance tools. They help realise the Council's vision, values, pledges and outcomes, and are critical to the Council's operations, ensuring that statutory and regulatory obligations are met in an efficient and accountable manner.
- 2.2 To strengthen governance arrangements a policy framework has been developed to ensure that all current Council policies are easily accessible, and are created, revised and renewed in a consistent manner and to an agreed standard. This included the development of a comprehensive register of Council policies and introduction of a policy template to provide the Council with a standardised format in terms of content and style.
- 2.3 The Corporate Policy and Strategy Committee agreed the approach detailed above on 3 September 2013.

3. Main report

- 3.1 A critical element of the policy framework is to ensure that all Council policies are fit for purpose. This requires each directorate to review, on an annual basis, all policies relevant to their services, and to provide the necessary level of assurance that these policies are current and relevant.
- 3.2 This report confirms that the transport and environment policies listed in the appendix have been reviewed by directorate senior management and are still considered fit for purpose.
- 3.3 Some policies require minor adjustments to ensure on-going currency and accuracy (for example, change in legislation). Any changes are noted and detailed, where appropriate.

- 3.4 All Council policies are available through an interactive directory on the Council's website.
- 3.5 The [Council Policies](#) definition guide confirms what is considered a policy and what would be a strategy, procedures or guidelines. A number of documents Councillors maybe familiar with such as the Waste Prevention Strategy, would not fall under the definition of a policy and would therefore not be included specifically on the Policy Register. Policies that are revised or new policies that are developed will be reported to the relevant committee using the new policy template.
- 3.6 At present, whilst there are adopted practices relating to service provision in Waste and Cleansing Services, there is no clear trail of governance to show the approval process for these practices. As such, a suite of policies will be brought forward to Transport and Environment Committee during the course of 2017/18. Consultation on these policies will take place with members prior to submission to committee, with the policies covering:

Kerbside Waste Collection Policies (Household Waste)
Communal Bin Collections (Household Waste)
Special Uplift Policy
Community Recycling Centres
Collection and Disposal of Waste from Places of Worship
Collection and Disposal of Waste from Charities
Trade Waste Disposal
Waste from Council Premises
Provision of Service to New Housing Developments

4. Measures of success

- 4.1 Access to up-to-date and relevant Council policies, for internal and external stakeholders, which are quality assured and reviewed on an annual basis.

5. Financial impact

- 5.1 There are no direct financial impacts as a result of this report.

6. Risk, policy, compliance and governance impact

- 6.1 Increased accountability, transparency and efficiencies concerning Council actions and operations.

7. Equalities impact

- 7.1 There are no equalities impacts as a result of this report.

8. Sustainability impact

8.1 There is no sustainability impact as a result of this report.

9. Consultation and engagement

9.1 Consultation was undertaken with directorates and service areas as part of the development of a policy framework for the Council.

10. Background reading/external references

[Corporate Policy and Strategy Committee Report 3 September 2013 – Review of Council Policy](#)

[Governance, Risk and Best Value Committee Report 22 May 2014 – Review of Council Policy: up-date](#)

Paul Lawrence

Executive Director of Place

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11. Links

Coalition pledges

Council priorities CP13 – Deliver lean and agile Council services

Single Outcome Agreement

Appendices Appendix 1 - Assured Policies

Appendix 1 – Assured Policies

Policy title:	Edinburgh Park Events Manifesto
Approval date:	26 August 2014
Approval body:	Transport & Environment Committee
Review process:	Reviewed in February 2015 by Parks & Greenspace Manager as fit for purpose. Annual Review of Events in Parks reported to Transport and Environment Committee (next report due in March 2017)
Change details:	Changes required

Policy title:	Allotment Strategy
Approval date:	2 August 2011
Approval body:	Transport & Environment Committee
Review process:	Scottish Government Guidance was issued in 2015 and the Strategy is currently under review, including consultation with relevant stakeholders. A revised strategy will be brought to committee for approval in early 2017.
Change details:	No changes to approved policy

Policy title:	Play Area Action Plan
Approval date:	12 June 2012
Approval body:	Transport & Environment Committee
Review process:	Reviewed in February 2016 by Parks & Greenspace Manager as fit for purpose. Formal Review in 2017
Change details:	No changes to approved Policy

Policy title:	Presentation Seats Policy
Approval date:	9 February 2010
Approval body:	Transport & Environment Committee
Review process:	Fees are reviewed annually at Full Council budget meeting. Reviewed in February 2015 by Parks & Greenspace Manager as fit for purpose.
Change details:	No changes to approved policy

Policy title:	Parks & Greenspaces - Management Rules
Approval date:	31 January 2013
Approval body:	Transport & Environment Committee
Review process:	Formal review in 2023. Reviewed in February 2015 by Parks and Green Space Manager as fit for purpose.
Change details:	No changes to approved policy

Policy title:	Storage and Presentation of Trade Waste on Roads and Other Public Land
Approval date	28 October 2014
Approval body:	Transport & Environment Committee
Review process:	City wide implementation subject to regular update reports to Transport and Environment Committee.
Change details:	No changes to approved policy

Policy title:	Local Transport Strategy 2014 - 2019
Approval date	14 January 2014
Approval body:	Transport & Environment Committee

Review process:	To be reviewed 2019, the Strategy will then be amended and reported to committee.
Change details:	No changes to approved policy

Transport and Environment Committee

10.00am, Tuesday, 17 January 2017

Public Utility Company Performance 2016/17 Quarter 2 (July, August and September 2016)

Item number	8.3
Report number	
Executive/routine	Routine
Wards	All

Executive Summary

This report summarises the performance of Public Utility Companies (PUs) during the period July to September 2016 (Quarter 2), for the 2016/17 financial year.

The report comments on the performance and progress of the Citywide Network Team (formerly the Roadwork Support Team) including the Inspectors who, following the Transformation Programme, have now been employed on a permanent basis. These Inspectors assist with monitoring the performance of PUs and will continue the initiative of inspecting 100% of PU reinstatements.

This report also details the proposals for managing future PU performance.

Links

Coalition pledges	P28 and P33
Council priorities	CP4 and CP12
Single Outcome Agreement	SO4

Public Utility Company Performance 2016/17 Quarter 2 (July, August and September 2016)

1. Recommendations

- 1.1 It is recommended that the Transport and Environment Committee notes the report and the arrangements for securing an improved level of performance from all PUs.

2. Background

- 2.1 The New Roads and Street Works Act 1991, as amended by the Transport (Scotland) Act 2005, gives statutory undertakers or PUs (companies and private utility providers) responsibility for signing, lighting and guarding road works. The legislation also requires the road to be reinstated to prescribed standards upon completion of works.
- 2.2 The Transport and Environment Committee, at its meeting on [15 January 2013](#), agreed to receive quarterly PU Performance Reports and instructed the Head of Planning and Transport to enhance the scrutiny and monitoring of all road works. The Committee also agreed to instruct the Head of Planning and Transport to take the lead in developing a revived Edinburgh Road Works Ahead Agreement (ERWAA).
- 2.3 This report provides an update on developments that have occurred during the three month period between July and September 2016.

3. Main report

Performance

- 3.1 The performance of each PU is monitored daily by the Citywide Network Team, with reports compiled on a monthly and quarterly basis. The result of this monitoring is discussed at bi-monthly liaison meetings held with each PU, on a one to one basis.

- 3.2 Where a PU fails to meet the specified performance standards, as defined in the appropriate Code of Practice, the following staged procedure should be used:
 - 3.2.1 The Roadwork Authority issues a Notice of Failure to Achieve Performance (NFAP). This is the first stage of action in improving performance.
 - 3.2.2 The undertaker responds with an Improvement Plan – Stage 1.
- 3.3 In the event that the PU does not achieve the required level of improvement, the following actions are taken:
 - 3.3.1 the Roadwork Authority issues an Improvement Notice (IN); and
 - 3.3.2 the PU responds with an Improvement Plan – Stage 2.
- 3.4 Within five days of receiving the NFAP, the PU must verify and analyse the defect data (gathered from inspections and performance information), to establish appropriate improvement objectives. The PU should then prepare an outline Improvement Plan, designed to achieve the objectives, and forward this to the Roadwork Authority.
- 3.5 Following implementation of the Improvement Plan, if it becomes clear after three months that no practical improvement is being achieved, other measures may need to be considered such as:
 - 3.5.1 escalation of the Improvement Plan monitoring to achieve a step change in performance;
 - 3.5.2 involvement of a more senior level of management within both the PU and the Roadwork Authority; and
 - 3.5.3 following an appropriate grievance and dispute process, civil and/or criminal remedies.
- 3.6 Where improvements are not achieved following a Stage 2 plan, a report, containing all relevant evidence of the PUs failure to comply with its duties under the New Roads and Street Works Act, will be submitted to the Office of the Scottish Road Works Commissioner for information.
- 3.7 The figures and graphs referred to throughout this report are shown in Appendix 1.

Inspections

- 3.8 The New Roads and Street Works Act 1991, as amended by the Transport (Scotland) Act 2005, makes PUs wholly responsible for the management of their road works. Councils, as Roadwork Authorities, are responsible for monitoring the performance of the PUs and are empowered to charge them for a number of sample inspections carried out to monitor the performance. The sample size that is currently chargeable is 30% of the total annual number of notices registered by PUs. Other inspections, carried out routinely by the Roadwork Authority, or in response to reports from the police or members of the public, may also be carried out. The cost of these inspections falls to the Council, unless a defect is found.

- 3.9 The two areas that are inspected and monitored closely are PU reinstatements and PU defective apparatus (manholes, toby covers, valve and inspection/access covers). A sample inspection of the traffic management used at live sites is also undertaken.
- 3.10 Target inspections are the other inspections carried out. They involve the Council investigating all new reinstatements, or those still within their two year guarantee period.
- 3.11 The total number of all inspections carried out in Quarter 2 was 6,670. The figures for Q1 and 2 are shown in Graph 3.11A. The numbers carried out in each month of Quarter 2 are shown in Graph 3.11B. The number of inspections carried out in Quarter 2 has reduced by 22.0% from those carried out in the same period in 2015/16. This is a result of the reduction in the total numbers of Inspectors from six to four. At the time of writing this report two vacancies remain to be filled however it is expected that all vacant Inspectors posts will be filled by January 2017.
- 3.12 The average pass rate for inspected reinstatements was 79.4%, against a minimum target of 90%, as shown in Table 3.12. This is an improvement in performance of 1.4% since Quarter 1.

Sample Inspections

- 3.13 The total number of sample inspections carried out in Quarter 2 was 418, with the breakdown between each inspection type shown in Table 3.13.
- 3.14 The average percentage pass rate for each PU, at the end of Quarter 2, was 69% as shown in Table 3.14 and Graph 3.14. The target pass rate for all PUs is 90%. The low average result was due to no PU achieving the required 90% pass rate and CityFibre achieving a pass rate of only 20%.
- 3.15 The Sample Inspections of the reinstatements carried out by PUs, between January and June 2016, had the poorest performance in Quarter 2, with an average pass rate of 64.5%. The reinstatements that failed the Council's Sample Inspections have been passed to the relevant PU with requests to carry out remedial work to ensure the reinstatements meet the required specification.

Target Inspections

- 3.16 The cumulative number of target inspections carried out in Quarter 2 was 1,419, with the breakdown between each inspection type shown in Table 3.13.
- 3.17 The number of inspections carried out in Quarter 2 shows a reduction of 785 inspections, when compared to the number carried out in the same period in 2015/16, as shown in Graph 3.17. This is due to the reduction in the numbers of Inspectors referred to in 3.11.

Utility Defective Apparatus

- 3.18 The total number of outstanding defective apparatus at the end of Quarter 2 was 683, an increase of 30 from the previous quarter. A breakdown for each PU is shown in Table 3.18. There was an increase in the number of outstanding defective apparatus of 20.9% when compared to the end of 2015/16.
- 3.19 The PU with the largest number of defective apparatus continues to be Scottish Water, with 499 items, as shown in Graph 3.19. This represents an increase of 85 defects since the end of 2015/16 and a reduction of 26 defects when compared to the end of Quarter 2 last year.
- 3.20 Both SGN and Virgin Media reduced the number of outstanding apparatus defects during each month of Quarter 2. For Openreach and Scottish Power the number of defective apparatus increased during Quarter 2. Scottish Water reduced the number of defects from July to August however the number of defects increased again from August to September. For comparison, the figures for the end of the last four years are shown in Table 3.20.

Utility Defective Reinstatements

- 3.21 At the end of Quarter 2, the total number of outstanding defective reinstatements in Edinburgh was 941. A breakdown for each PU is shown in Table 3.21 and Graph 3.21.
- 3.22 Scottish Water had significantly reduced the number of outstanding defective reinstatements by the end of Quarter 2. Whilst Scottish Water continues to be the PU with the largest number of defective reinstatements, this number decreased by 19.9% from the previous quarter. Scottish Water was the only PU that reduced the number of outstanding defects each month during Quarter 2.
- 3.23 SGN showed an increase in defective reinstatements each month during Quarter 2. The number of outstanding defects since the end of Quarter 1 reduced by 8.3%.
- 3.24 Openreach showed a reduction in the number of defective reinstatements of 20.4% when compared to Quarter 1.
- 3.25 Scottish Power and Virgin Media have also shown a reduction in the number of defective reinstatements since Quarter 1 of 12.0% and 2.2% respectively.
- 3.26 CityFibre has shown a 19.3% increase in the number of defective reinstatements since Quarter 1, increasing from 161 to 192 defects. Regular meetings are held with CityFibre to discuss its proposals to remedy this situation.

Registration and Fixed Penalty Notices (FPNs)

- 3.27 All road works on public roads must be registered on the Scottish Road Works Register (SRWR).

- 3.28 PUs are required to record all information relating to the works they wish to undertake and works that are underway. Roadwork Authorities are also required to record all information on works they wish to carry out. Developers, and others wishing to occupy or carry out works on public roads, must first obtain consents (Road Occupation Permits) from the Roadwork Authority. The Roadwork Authority is then responsible for the registration of these works.
- 3.29 Failure to comply with the above requirements is an offence. PUs, and those working under Road Occupation Permits, that commit such an offence, can discharge their liability through the payment of a Fixed Penalty Notice (FPN). Currently the Penalty is £120, which is reduced to £80 if paid within 29 days. A breakdown of FPNs accepted in Quarter 2 is shown in Graph 3.29.
- 3.30 The total number of FPNs accepted by PUs in Quarter 2 was 177. A further 34 FPNs were accepted by other agents in relation to Road Occupation Permits eg skips, scaffolding, etc.
- 3.31 The reasons for issuing a FPN were due to the following:
- 3.31.1 CityFibre commencing work after the scheduled start date and failure to permanently reinstate its interim temporary reinstatements within six months.
 - 3.31.2 Openreach notice to close or clear works was submitted late and did not permanently reinstate its interim temporary reinstatements within six months.
 - 3.31.3 Scottish Power undertook work prior to an agreed start date where no early start date was requested and the works closed notice was submitted late.
 - 3.31.4 Scottish Water commenced work without a notice or started late and did not register that work had been completed.
 - 3.31.5 SGN commenced work without a notice being submitted or their work started late.
 - 3.31.6 Virgin Media did not complete their interim reinstatements within the required six months.
- 3.32 These recurring issues have been raised with each PU and the Council has received assurances that training will be carried out to address these matters.

Improvement Plans

- 3.33 Scottish Water, SGN, Scottish Power, Openreach and Virgin Media were served with a Stage 2 Improvement Notice on 8 June 2015. The Stage 2 Improvement Plans submitted and implemented by each PU were monitored for 12 weeks up to 31 October 2015. The changes made to working practices were a permanent change and continued beyond the end of the monitoring period. The performance data collected from Sample Inspections, used in the determination of the outcome of any improvement, was only available from the Scottish Road Works Register at the end of Quarter 3 (December 2015).

- 3.34 The assessment covers the performance of each PU during the 12-week period of its Improvement Plan and their performance figures for the 12-month period from 1 October 2014 to 30 September 2015. It also considers the commitment from each PU to achieve the required improvement in performance and reduction in legacy defects.
- 3.35 Following analysis of the performance figures for each PU, all five PUs failed to show any significant improvement in performance. A report, on each PU's failure, has been passed to the Scottish Road Works Commissioner. Each PU's performance data was included in the report together with performance information since the end of the official monitoring period. This report detailed their failure to comply with duties under the New Roads and Street Works Act 1991 and, in particular, their failure to achieve satisfactory levels of performance.
- 3.36 A meeting will be arranged with the Commissioner in January 2017 to discuss this poor performance and an update will be provided in the March 2017 report to this Committee.

The Edinburgh Road Works Ahead Agreement (ERWAA)

- 3.37 A report outlining the new working arrangements for the ERWAA was submitted to, and approved by, the Transport and Environment Committee on [18 March 2014](#).
- 3.38 As requested at the Committee meeting of [25 August 2015](#), letters were sent to the CEO of each Public Utility Company inviting them to a meeting to discuss their performance and their concerns with signing the agreement.
- 3.39 A further meeting of the Member/Officer Working Group took place on 9 November 2016 where it was agreed that all PUs will be invited to attend a signing ceremony on 24 January 2017. All PUs will be given the opportunity to take part in the ceremony together with the media who will also be invited to attend.

Proposals for 2016/17 - Lane Rental Scheme

- 3.40 Information was provided in the Quarter 1 report on the Lane Rental Scheme and the proposal to investigate the potential benefits of a scheme in Edinburgh. Work is ongoing and the findings and recommendations will be included in the August performance report.

4. Measures of success

- 4.1 Improved performance in the key areas reported will be measured by greater public satisfaction with:
- 4.1.1 the planning, co-ordination and delivery of road works across the city;
 - 4.1.2 the quality of information supplied to people who live in, work in, or visit Edinburgh; and
 - 4.1.3 the quality and longevity of PU reinstatements.

- 4.2 It is intended to issue Customer Satisfaction cards in locations where major schemes of work have been undertaken by PUs. Following the Transformation Programme, this should now be carried out by Business Support Services. Discussions are taking place to agree procedures for taking this forward.

5. Financial impact

- 5.1 The revenue streams associated with sample and repeat inspections of failed PU reinstatements did not achieve the budget of £143,486 for Quarter 2. The total fees received from inspection of the failed reinstatements amounted to £65,232 at the end of September 2016. This was as a result of late submissions to the Council's payments unit and it is anticipated that the annual projected fee recovery will be achieved.
- 5.2 The number of failures found, through sample and target inspections of PU reinstatements during Quarter 1 and 2, amounts to £342,468 (£36 per eligible inspection). Some of the failed inspections have yet to be accepted by PUs. It is within their right to decline failures and this results in meetings being held to discuss each of the failures placed onto the Scottish Road Works Register.
- 5.3 The revenue associated with FPNs exceeded the budget (April to September), of £30,297 with the total revenue from the charges levied of £37,805 being achieved.

6. Risk, policy, compliance and governance impact

- 6.1 There is a risk that the condition of the road network could deteriorate if the 100% inspection of PU reinstatements is not maintained. If 100% inspections are not undertaken, there is a risk that defects would not be found and responsibility for their repair would fall to the Council.
- 6.2 Where the Council has made significant investment in road improvements, there is a risk that the road network may deteriorate following reinstatements that have not been carried out to the agreed standards.
- 6.3 There is a risk of reduced revenue, if the number of inspections is less than that estimated at the beginning of the year.
- 6.4 There is a risk of lack of improvement by poor performing PUs. This is currently being addressed by the use of formal Improvement Plans, as specified in Code of Practice for Co-ordination of Works in Roads.

7. Equalities impact

- 7.1 There are no equalities impacts arising from this report.

8. Sustainability impact

- 8.1 There are no sustainability impacts arising from this report.

9. Consultation and engagement

- 9.1 Individual Liaison meetings are held every two months with representatives from all of the major PUs. Specific performance issues and improvement requirements are discussed at these meetings.
- 9.2 Throughout the year the Council was represented at all relevant Committees (detailed below), as required within the Code of Practice for the Co-ordination of Works in Roads.
- 9.2.1 The Roads and Utilities Committee Scotland (RAUCS) where all Roads Authorities and PUs are represented together with representatives from Transport Scotland and the office of the Scottish Road Works Commissioner.
- 9.2.2 The South East of Scotland Roads and Utilities Committee (SERAUC) where representatives from the City of Edinburgh, Midlothian, East Lothian, West Lothian and Scottish Borders Councils attend, together with representatives from all PUs.
- 9.2.3 The Local Roads and Utilities Committee (LRAUC) is also known as the Local Co-ordination meeting. This includes representatives from every function and service within Place that has an involvement in roadworks or road occupation eg Lothian Buses, every Utility, Edintravel and the Tram Team.

10. Background reading/external references

- 10.1 [Quality of Utility Company Reinstatements – Item 5.16, Transport and Environment Committee, 18 June 2012.](#)
- 10.2 [Code of Practice for Inspections, 3rd edition, approved by the Roads Authority and Utility Committee Scotland, November 2012.](#)
- 10.3 [Code of Practice for the Co-ordination of Works in Roads, version 1.0, April 2013.](#)

Paul Lawrence

Executive Director of Place

Contact: Stuart Harding, Citywide Network Manager

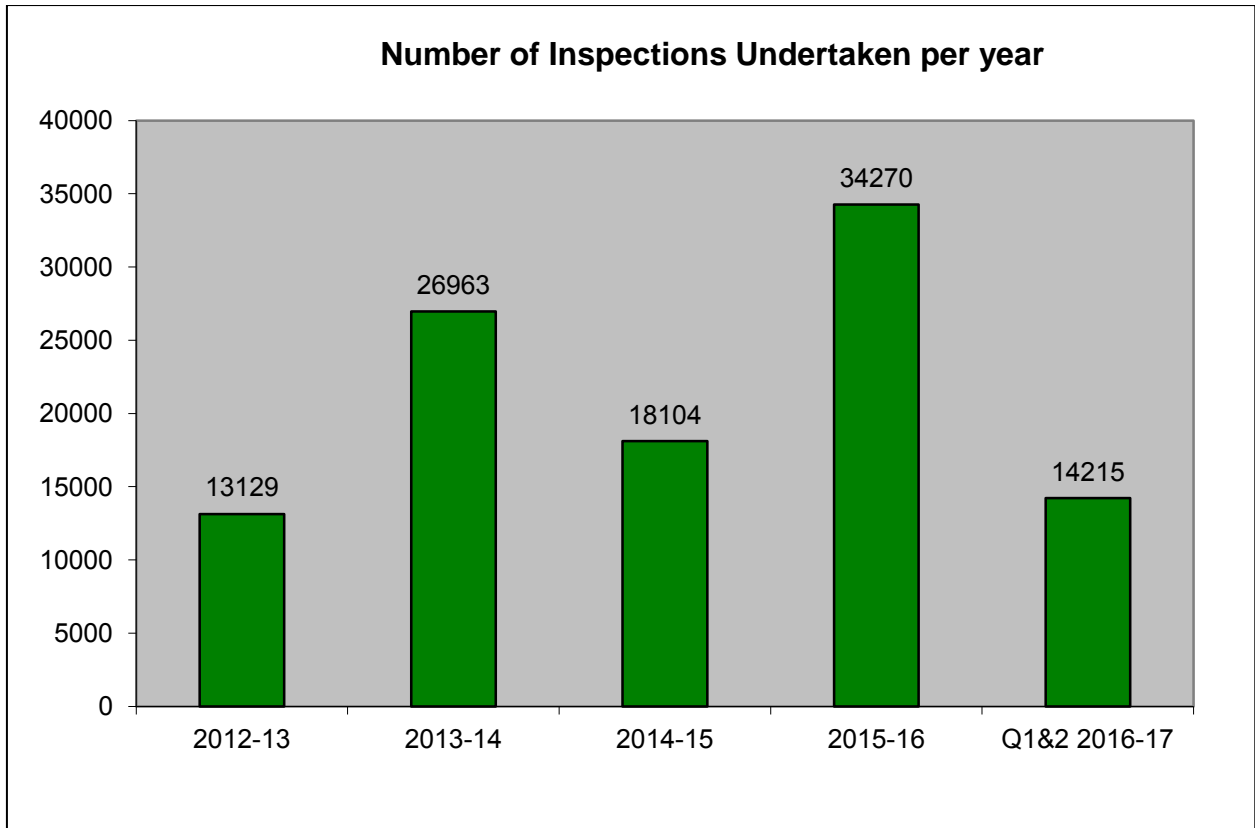
E-mail: stuart.harding@edinburgh.gov.uk | Tel: 0131 529 3704

11. Links

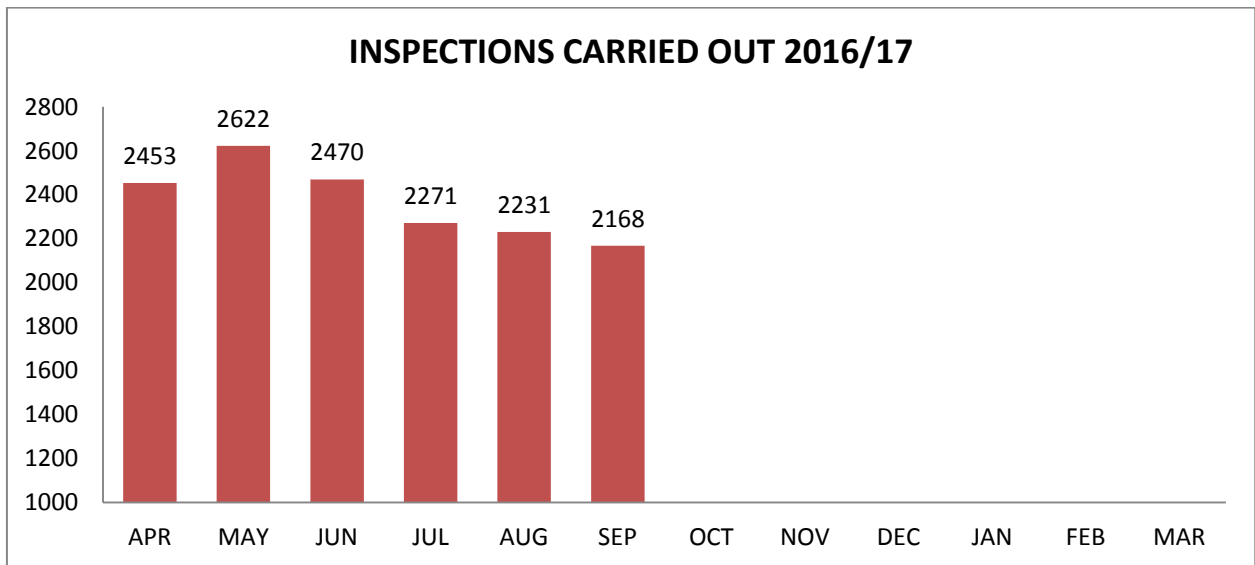
Coalition pledges	P28 - Further strengthen links with the business community by developing and implementing strategies to promote and protect the economic well being of the city. P33 - Strengthen Neighbourhood Partnerships and further involve local people in decisions on how Council resources are used.
Council priorities	CP4 - Safe and empowered communities CP12 - A built environment to match our ambition
Single Outcome Agreement	SO4 - Edinburgh's communities are safer and have improved physical and social fabric.
Appendices	Appendix 1 - Utility Company Performance Information 2016/17

APPENDIX 1

Graph 3.11A



Graph 3.11B



In Quarter 2 there were 6,670 inspections carried out. The estimated target of 20,000 inspections will be achieved this year.

APPENDIX 1

Table 3.12

Average pass rate for ALL PUs

	No of Failures	% Pass Rate
SAMPLE INSPECTIONS	117/418	72%
Category A	23/85	73%
Category B	66/186	64.5%
Category C	28/147	81%
TARGET INSPECTIONS	267/1419	81%
Category A	2/10	80%
Category B	123/467	73.7%
Category C	142/942	85%
DEFECTIVE REINSTATEMENTS	359/1742	79.4%

The target minimum pass rate for all PUs is 90%.

APPENDIX 1

Table 3.13

Number of inspections for ALL PUs

TYPE	CATEGORY A	CATEGORY B	CATEGORY C	OTHER INSPECTIONS	TOTAL
	Inspections during the progress of the works.	Inspection within six months of the work being completed.	Inspection within three months of end of guarantee period.		
SAMPLE INSPECTION	85	186	147	-	418
TARGET INSPECTION	10	467	942	-	1419
DEFECTIVE APPARATUS	-	-	-	206	206
DEFECTIVE REINSTATEMENT	-	-	-	4249	4249
INSPECTIONS RELATED TO CORING	-	-	-	190	190
OTHERS	-	-	-	188	188
TOTAL	95	653	1089	4833	6670

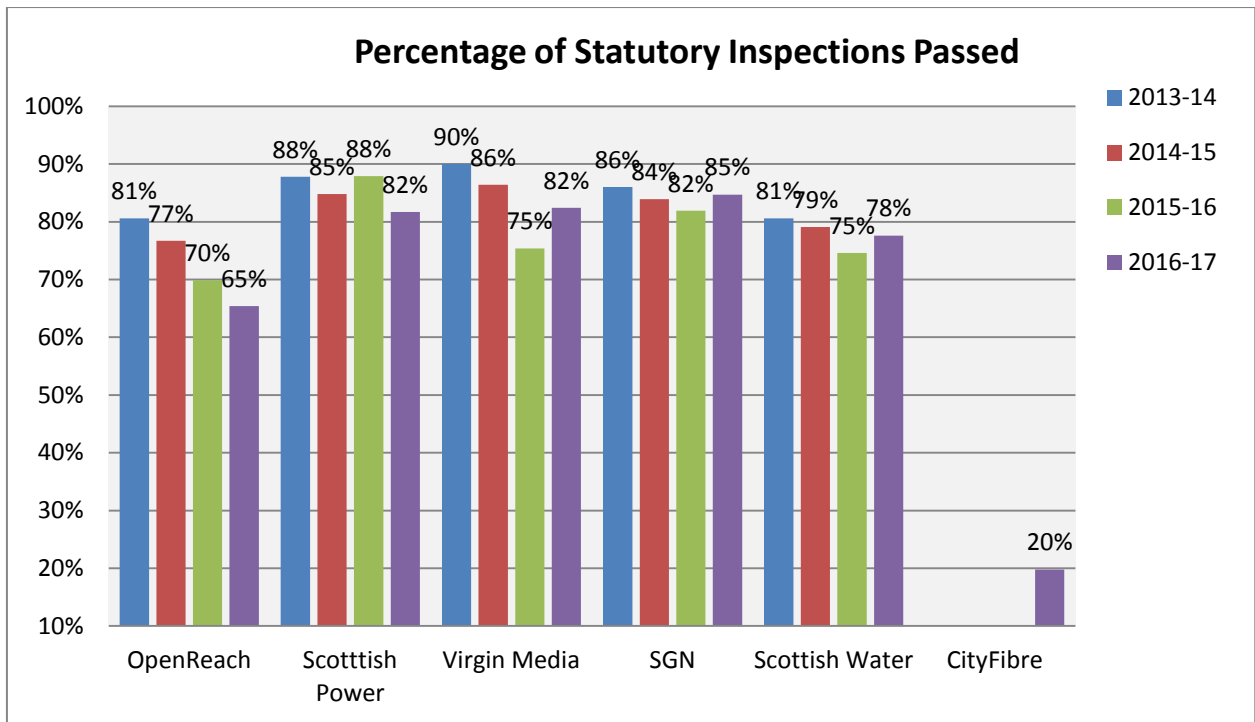
Table 3.14

The table below shows the average percentage pass rate for Sample Inspections for each PU during Quarter 2. The target minimum pass rate for all PUs is 90%.

	Openreach	Scottish Power	Virgin Media	SGN	Scottish Water	City Fibre	Average
Pass Rate	65%	82%	82%	85%	78%	20%	69%

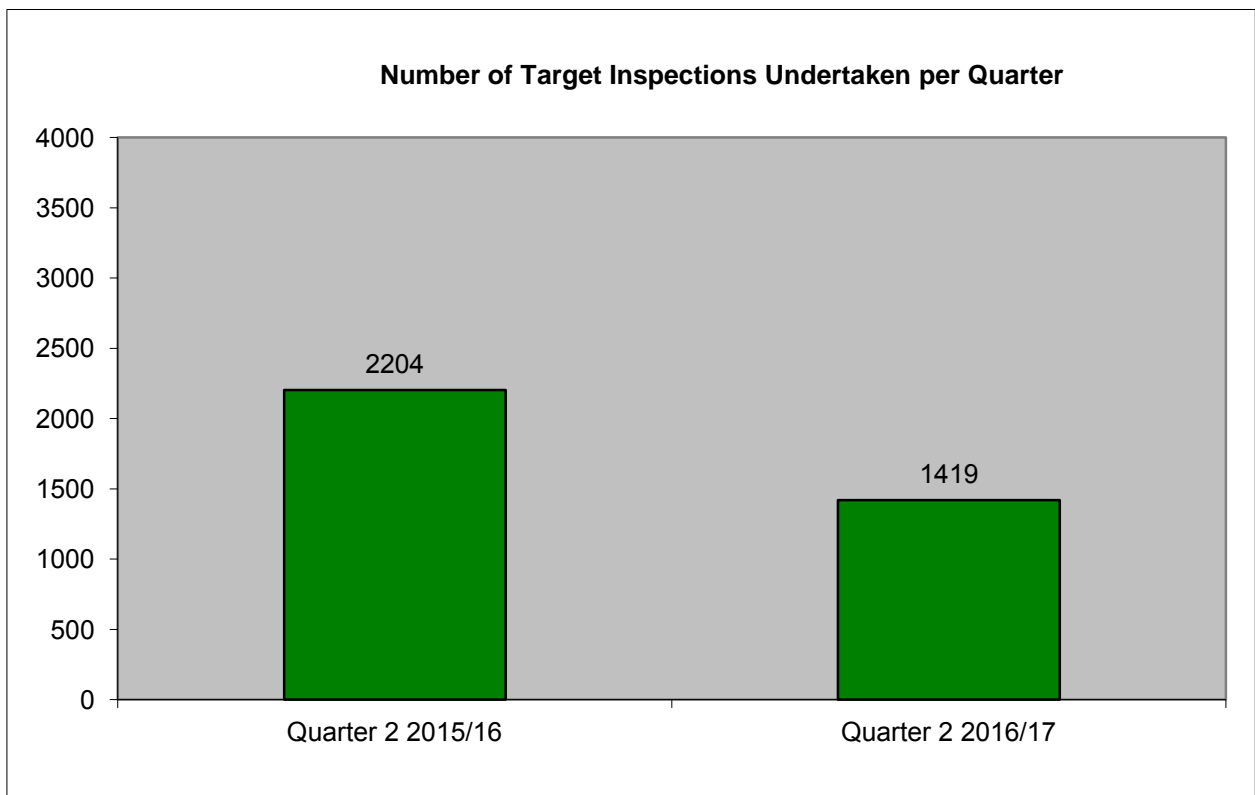
APPENDIX 1

Graph 3.14



No PU achieved the target pass rate of 90% by the end of Quarter 2.

Graph 3.17



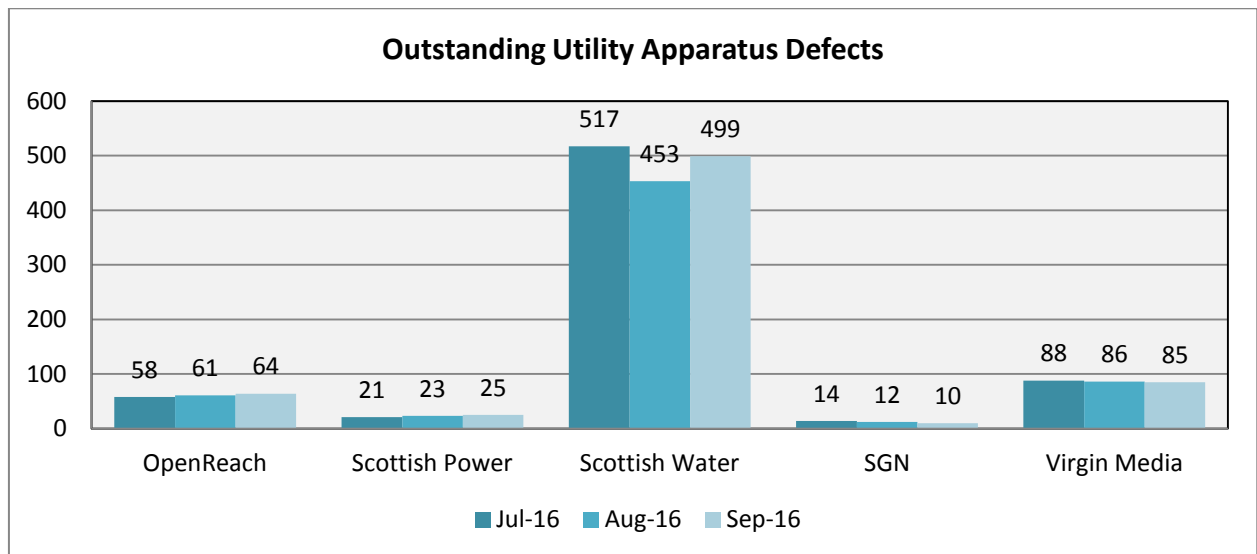
APPENDIX 1

Table 3.18

The total number of outstanding Defective Apparatus for the last 4 Quarters is shown below.

Utility	Q3 (2015/16)	Q4 (2015/16)	Q1 (2016/17)	Q2 (2016/17)	Difference Q1 to Q2
SGN	15	11	14	10	-4 (-28.6%)
Scottish Water	483	415	482	499	17 (3.5%)
Openreach	63	45	56	64	8 (14.3%)
Scottish Power	10	15	19	25	6 (31.6%)
Virgin Media	67	79	82	85	3 (3.7%)
Totals	638	565	653	683	30 (4.6%)

Graph 3.19



The number of outstanding defects for Scottish Water (at 499) remains a long standing issue, which has been raised as a specific concern and included in their Stage 2 Improvement Notice.

APPENDIX 1

Table 3.20

The table below shows the comparison of the numbers of outstanding defective apparatus for each PU over the past four years, measured at the end of each year and Quarter 2 of 2016/17.

PU	End of 2012/13	End of 2013/14	End of 2014/15	End of 2015/16	Quarter 2 of 2016/17
Openreach	53	51	144	45	64
SGN	22	8	21	11	10
Scottish Power	8	5	26	15	25
Scottish Water	582	470	462	415	499
Virgin Media	27	19	20	79	85

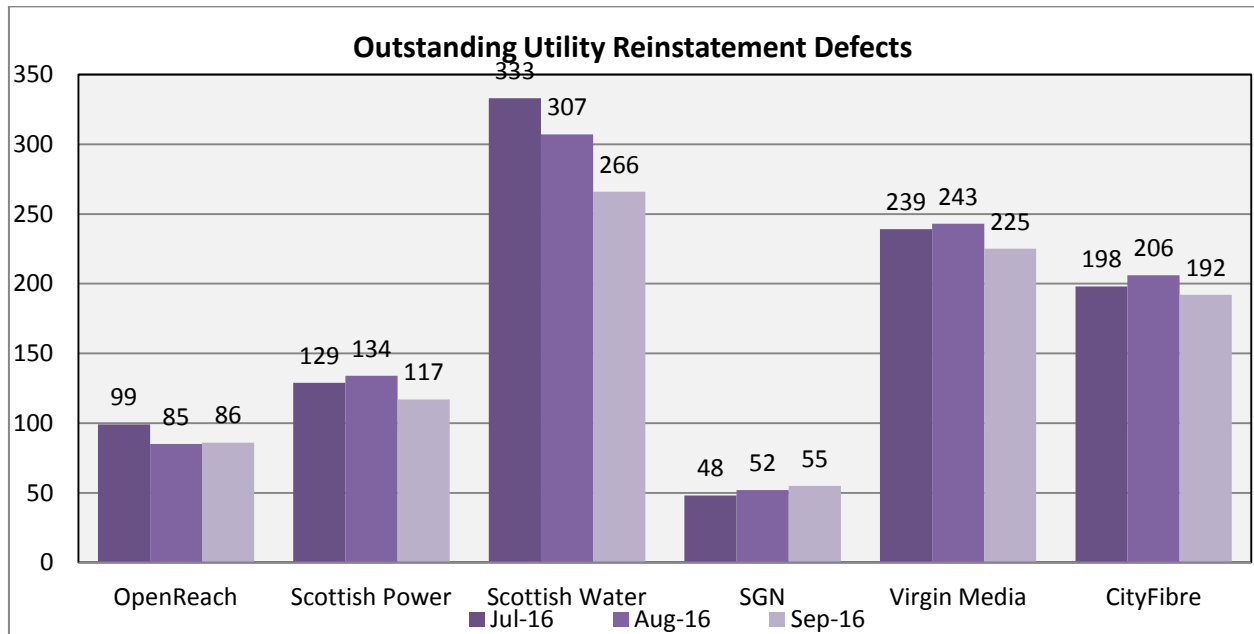
Table 3.21

The total number of outstanding Defective Reinstatements for each quarter, for each PU, is shown below:

Utility	Q3 (2015/16)	Q4 (2015/16)	Q1 (2016/17)	Q2 (2016/17)	Difference Q1 to Q2
SGN	105	91	60	55	-5 (-8.3%)
Scottish Water	440	344	332	266	-66 (-19.9%)
Openreach	174	182	108	86	-22 (-20.4%)
Scottish Power	115	124	133	117	-16 (-12.0%)
Virgin Media	99	165	230	225	-5 (-2.2%)
CityFibre	6	44	161	192	31 (19.3%)
Totals	939	950	1024	941	-83 (-8.1%)

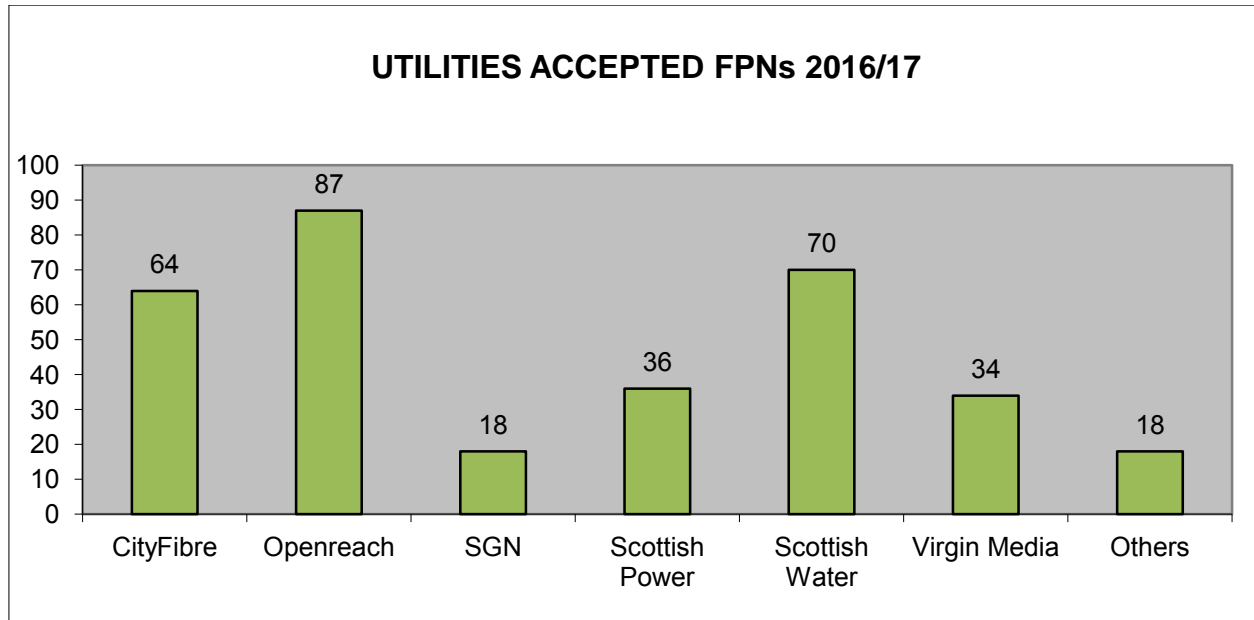
APPENDIX 1

Graph 3.21



The number of outstanding defective reinstatements has increased during Quarter 2.

Graph 3.29



CityFibre, Scottish Water and Openreach were issued with the highest number of Fixed Penalty Notices in Quarter 2.

Transport and Environment Committee

10:00am, Tuesday, 17 January 2017

Objections to Traffic Regulation Order TRO/16/74 20mph Speed Limit – Various Roads, Edinburgh

Item number	8 . 4
Report number	
Executive/Routine	Routine
Wards	All Wards

Executive Summary

This report details objections to Traffic Regulation Order TRO/16/74 which will make variations to the previously implemented Traffic Regulation Order TRO/15/17 for a citywide 20mph network. It informs Committee of the two objections received to the Order and seeks approval to set these aside and make the Order as advertised.

Links

Coalition Pledges	P46
Council Priorities	CP4
Single Outcome Agreement	SO1 , SO2 , SO3 , SO4

Objections to Traffic Regulation Order TRO/16/74 20mph Speed Limit - Various Roads, Edinburgh

1. Recommendations

- 1.1 It is recommended that the Committee:
- 1.1.1 notes the objections received to the above Traffic Regulation Order; and
 - 1.1.2 sets aside the objections and gives approval to make the Traffic Regulation Order as advertised.

2. Background

- 2.1 On 17 March 2015, the Transport and Environment Committee approved an implementation plan for the roll-out of the citywide 20mph network previously approved on 13 January 2015, following consultation. Committee also authorised commencement of the statutory procedures (Traffic Regulation Order) required to introduce a 20mph speed limit for the approved road network.
- 2.2 Advertised in May 2015, the Order received 86 representations, of which 54 were considered objections and were reported to Committee on 12 January 2016. Committee agreed to set these aside and make the Order (TRO/15/17) for a citywide 20mph speed limit. This covers all of the city centre, most shopping streets, and residential areas. Phased implementation of the relevant signage is planned between June 2016 and February 2018.
- 2.3 It became apparent during the subsequent detailed design process for Construction Phase 1 (Zone 1 - City Centre and Rural West Edinburgh) that the Order omitted several streets from the proposed 20mph speed limit network, for a variety of reasons. The omissions largely resulted from errors in the original scoping exercise, amendments required to incorporate a small number of additional streets or parts of streets, and the inclusion of new streets. Some other amendments were also necessary. To rectify the situation and provide the formal basis for the introduction of the 20mph speed limit on these streets, variations to the Order were required. Committee approved a variation to the Order on 30 August 2016 (TRO/16/09A-D) but it was also reported that a requirement for further variations was likely as detailed designs were progressed for future construction phases.

- 2.4 Construction Phase 2 (Zones 2 and 3 - North and South Central/East Edinburgh) commenced in November 2016, with the associated Traffic Regulation Order introducing the 20mph speed limit in these areas on 28 February 2017.

3. Main report

- 3.1 Detailed design for Construction Phase 2 (Zones 2 and 3 - North and South Central/East Edinburgh) identified further variations required to the Order. Whilst a small number of these are omissions from the original scope, the majority result from the creation of new streets in recent developments or detailed amendments to sections of existing streets to improve the design.

Omitted Streets

- 3.2 Given the extremely large number of streets within the Order, some were overlooked in error during its preparation. Consequently, there is no legal basis to introduce 20mph speed limits on them. In addition, several streets in new developments are now included within the 20mph network. At this stage, new streets have been identified for inclusion in Zones 2, 3 and 6.
- 3.3 A limited number of streets have also been included to ensure continuity with existing 20mph zones.
- 3.4 While all omissions identified to date are included in the proposed Variation Order, a further Order may be required during the detailed design of the later phases. This would cover future changes to the road network and any further streets subsequently identified as omitted from TRO/15/17, or reflect design development.

Further Variations to TRO/15/17

- 3.5 There are a small number of streets, or sections of streets, which require removal from the Order. Generally, this is where the full street is limited to 20mph in the Order, when the limit should only apply to a section. In two instances (Waterfront Avenue and Broadway) it is deemed inappropriate to introduce a 20mph limit at this stage due to the existing design characteristics of the streets. Further explanation is provided in Appendix 2.
- 3.6 A number of streets were listed in the incorrect Area within the Order. This is resolved by moving the streets to the correct Area List.
- 3.7 Appendix 1 records the streets covered by the variation to the Order.

Procedure

- 3.8 TRO/16/74 was advertised in November 2016. In accordance with the relevant legislation, on-street notices were erected, advertisements published in the local press and copies of all relevant documents made available for viewing at the City Chambers.
- 3.9 As well as these legislative requirements, electronic copies of all relevant documents were published on the Council's website and on the Scottish Government's public information gateway, www.tellmesotland.gov.uk.

- 3.10 By the end of the formal consultation period, the Council had received a total of two responses. Respondents were provided with a reply and given the opportunity to withdraw their objection. The two objections were not withdrawn.
- 3.11 One comment contained an objection to the introduction of any further 20mph speed limits, support for the removal of the 20mph speed limit on the streets listed, and noted that any delay in implementation by change of area is welcome.
- 3.12 The other comment formed an objection to the removal of any 20mph limits.
- 3.13 Details of the objections and a response are provided in Appendix 2.
- 3.14 The objection to the introduction of additional 20mph streets is identical to one submitted in response to TRO/15/17 which introduced the citywide order. It forms an objection to the principle of the scheme rather than an issue with one or more of the streets in the schedule. As the principle of the introduction of the scheme has been previously established by Committee, it is recommended this be set aside.
- 3.15 The objection to the removal of streets from the 20mph schedule is based on a view that as many streets as possible should be set at 20mph. Appendix 2 provides the reasoning for the removal of these streets. Whilst it is recommended that the objection be set aside, should Committee be minded to retain the 20mph limit on any of these streets, the speed limit signage can be installed in due course without need for further statutory process.

4. Measures of success

- 4.1 A monitoring structure is in place to measure, over time, traffic speed and volume, public perceptions, accident data and walking/cycling volume.
- 4.2 The intended impacts and therefore measures of success for the project include:
 - 4.2.1 reduction in speeds;
 - 4.2.2 reduction in the number and severity of road casualties on relevant streets;
 - 4.2.3 increase in walking and cycling; and
 - 4.2.4 changes to peoples' perceptions of 'liveability' and 'people-friendliness' of Edinburgh's streets.

5. Financial impact

- 5.1 The costs incurred with undertaking the statutory procedures described in this report are approximately £3,000. These are fully contained within the Transport managed Capital Investment Programme.
- 5.2 The total implementation cost of the project is estimated at approximately £2.2 million spread over three consecutive financial years. However, it is anticipated that most of the project funding will be obtained through successful external bids or ring-fenced funding allocated to the Council by the Scottish Government for projects aimed at improving safety and encouraging active travel.

6. Risk, policy, compliance and governance impact

- 6.1 Project delivery within the stated timetable depends on the success of funding bids from external sources.

7. Equalities impact

- 7.1 An Equalities and Rights Impact Assessment (ERIA) has been carried out and is ongoing throughout the implementation process to ensure that there are no infringements of rights or impacts on duties under the Act. No negative impacts are anticipated and it is expected that the scheme should improve conditions for vulnerable road users.

8. Sustainability impact

- 8.1 The impacts of this report in relation to the three elements of the Climate Change (Scotland) Act 2009 Public Bodies Duties have been considered.
- 8.2 There is no conclusive evidence to suggest that the proposals to reduce the speed limit will have a positive or negative impact on carbon emissions.
- 8.3 It is, however, expected that environmental and air quality benefits will be realised if safer road conditions result in increased levels of walking and cycling.
- 8.4 Relevant Council sustainable development policies have been taken into account.

9. Consultation and engagement

- 9.1 These proposals have been advertised in the press and through on-street public notices, in accordance with the relevant legislation.
- 9.2 Statutory bodies representing those the proposals could affect, including Community Councils, the emergency services, and local ward Councillors have received advisory letters. Details were also published on the Council and Scottish Government websites.

10. Background reading/external references

- 10.1 [Objections to Traffic Regulation Order TRO/15/17 20mph Speed Limit](#) – Various Roads, Edinburgh - Report to the Transport and Environment Committee by the Acting Director of Services for Communities, 12 January 2016.
- 10.2 [Objections to Traffic Regulation Order TRO/16/09A-D - Various Roads, Edinburgh](#) - Report to the Transport and Environment Committee by the Executive Director of Place, 30 August 2016.
- 10.3 [20 for Edinburgh, 20mph Network Implementation](#) – Report to the Transport and Environment Committee by the Acting Director of Services for Communities, 17 March 2015.
- 10.4 [Delivering the LTS 2014-2019, 20mph Speed Limit Rollout](#) - Report to the Transport and Environment Committee by Director of Services for Communities, 13 January 2015.
- 10.5 [Transport 2030 Vision](#), The City of Edinburgh Council.
- 10.6 [The Local Transport Strategy 2014-19](#), The City of Edinburgh Council.

Paul Lawrence

Executive Director of Place

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11. Links

Coalition Pledges	P46 – Consult with a view to extending current 20mph zones
Council Priorities	CP4 – Safe empowered communities
Single Outcome Agreement	SO1 – Edinburgh’s Economy Delivers increased investment, jobs and opportunities for all. SO2 – Edinburgh’s citizens experience improved health and wellbeing, with reduced inequalities in health. SO3 – Edinburgh’s children and young people enjoy their childhood and fulfil their potential. SO4 – Edinburgh’s communities are safer and have improved physical and social fabric.
Appendices	Appendix 1: List of Streets included in TRO/16/74 Appendix 2: Comments received to TRO/16/74 and associated responses

THE CITY OF EDINBURGH COUNCIL (VARIOUS ROADS, EDINBURGH) (20 MPH SPEED LIMIT) (VARIATION NO _) ORDER 201_ - TRO/16/74

THE COUNCIL PROPOSES TO MAKE AN ORDER UNDER THE ROAD TRAFFIC REGULATION ACT 1984, AS AMENDED, TO:-

INTRODUCE A 20 MPH SPEED LIMIT TO THE FOLLOWING ROADS: **AREA 1** – CLUFFLAT & QUEENSFERRY RD – KIRKLISTON (50M NORTH OF EILSTON RD TO 100M NORTH OF EILSTON RD). **AREA 2** - ARNEIL DR, ARNEIL PL, ASHVILLE TER, BEECHWOOD TER, CITYPARK WAY, CRAIGHALL RD (CUL-DE-SAC AT NOS.21 TO 27), CUSTOM HOUSE PL, E FETTES AVE (INVERLEITH PL NORTHWARD TO A POINT 120M SOUTH FROM FERRY RD), ELMWOOD TER, DARVEL GAIT, GRETNA MEWS, GUMLEY PL, HESPERUS BROADWAY, KIMMERGHAME ROW, KING ST, KIRKGATE - BLINKBONNY (BETWEEN JUNC OF LANARK RD W AND BLINKBONNY RD), LATTA PL, LONDON RD (ELM ROW EASTWARD TO A POINT 40M EAST OF WINDSOR ST), MONMOUTH TER, OAKVILLE TER, QUINTINSHILL PL, SAILMAKER RD, PILLANS PL, PILTON AVE LANE, TAYLOR GDNS, UPPER HERMITAGE, W HARBOUR RD (CUSTOM HOUSE PL TO GRANTON SQ) & WOODVILLE TER. **AREA 3** - ANDREW BALFOUR GR, APPIN PL, BAULD DR, BENHAR RD, E COURT (GREENDYKES), FERGUSON RIGG, FLOCKHART GAIT, FURCHEONS PK, HEWING PL, HOPPER GDNS, MATTHEW ST, METHVIN WLK, MYRTLE TER, OSTLER LOAN, POLWARTH GR, PRIMROSE TER, TUDSBERY AVE & WOOLMET PL. **AREA 6** - ADIT PL, CLIPPENS DR, DUNNET GR, DURIE LOAN, FALA PL, FELLS WAY, GARVALD ST, HIBBERT ST, LIME KILNS VIEW, LINDEN AVE, MARTIN ST, PHILIP TER, SHALE RD & SOUTRA RD;

REMOVE THE 20MPH SPEED LIMIT ON THE FOLLOWING ROADS: **AREA 2** - WATERFRONT AVE & WATERFRONT BROADWAY. **AREA 3** - BALGREEN RD (PARALLEL SECTION AT NOS. 154-170), POLWARTH TER (GILLSLAND RD TO COLINTON RD), ROSEBURN ST (60 M NORTHWARD FROM WESTFIELD RD) & WHITSON RD (BALGREEN RD, TO POSTS AT 40M WEST OF BALGREEN RD). **AREA 5** - GORDON TER RD. **AREA 6** - BONALY RD (SOUTHWARD FROM TORDUFF RD) & SWANSTON RD (SOUTHWARD FROM A POINT 95M SOUTH OF SOUTHERN END OF CITY BYPASS BRIDGE); AND

CHANGE THE DATE THAT THE 20MPH SPEED LIMIT WILL BE IMPLEMENTED ON THE FOLLOWING ROADS: AREA 2 FROM AREA 5 - IMPLEMENTATION DATE CHANGED FROM 31/7/17 TO 28/2/17, HERMISTON & HERMISTON STEADING, AREA 3 FROM AREA 6 - IMPLEMENTATION DATE CHANGED FROM 31/1/18 TO 28/2/17, CRAIGLOCKHART LOAN (CRAIGLOCKHART AVE TO CRAIGLOCKHART DR NTH), AREA 4 FROM AREA 3 – IMPLEMENTATION DATE CHANGED FROM 28/2/17 TO 31/7/17, BELFORD RD (BELL'S MILLS TO RAVELSTON TER).

DETAILS OF THE DRAFT ORDER & RELATED DOCS CAN BE VIEWED 9.30AM - 3.30PM MON-FRI FROM 14/11/16 TO 5/12/16 AT CITY CHAMBERS RECEPTION OR ONLINE AT

WWW.EDINBURGH.GOV.UK/TRAFFICORDERS OR WWW.TELLMESCOTLAND.GOV.UK.

OBJECTORS MUST STATE THEIR REASONS IN WRITING, WITH REF TRO/16/74, TO TRAFFIC ORDERS, PLACE, CITY CHAMBERS, HIGH ST, EDINBURGH, EH1 1YJ NOT LATER THAN 5/12/16.

Analysis of Comments from TRO/16/74

Total number of responses - 2

2 Responses from individuals		

Representations

Respondents made multiple points. These are separated in the tables below. The number of times a comment was raised is shown in column three.

Objections to the addition of streets to the 20mph schedule

One respondent objected to the addition of streets to the 20mph schedule. The objector reiterated objections lodged against TRO15/17

The table below identifies the specific objections and provides a response.

Issue	Response	Number of comments
20mph proposals will increase congestion and pollution	<p>Principle of introducing the scheme established by Committee.</p> <p>Studies have so far not conclusively proven either a positive or negative effect on emissions: driving at 20 mph causes some emissions to rise slightly and some to fall. Research indicates that at slower speeds, vehicles flow more smoothly through junctions. As such, within an urban environment, 20mph may help to improve traffic flow. In addition, as a result of reduced acceleration and braking, 20mph may help to reduce fuel consumption and associated emissions. Some environmental benefit from the change is expected from helping to unlock the potential for walking or cycling short distances instead of driving.</p>	1
<p>Increased danger around schools when part time signage is removed.</p> <p>More likelihood of lack of compliance.</p>	<p>Principle of introducing the scheme established by Committee.</p> <p>Part time signage will be removed where incorporated in full time 20mph area. New signs in accordance with Traffic Signs Regulations & General Directions (TSRGD) 2016 will be erected. Wider 20mph zones should lead to safer journeys over longer distances to school. Police Scotland will continue to prioritise school zones for speed checks</p>	1

APPENDIX 2

<p>Costs of 20mph programme and direct/indirect costs to users</p>	<p>Principle of introducing the scheme established by Committee.</p> <p>The overall cost for the project has been budgeted at £2.2 million. However, it is anticipated that the majority of the funding for the project will either be obtained as a result of successful bids for external funding or will be ring-fenced funding allocated to the Council by the Scottish Government for projects aimed at improving safety and encouraging active travel.</p> <p>The Council worked closely with Lothian Buses to avoid significant impact to bus timetables. The scheme is supported by external partners such as Police Scotland and NHS Lothian.</p> <p>Regarding journey times, research in other cities, surveys of current speeds, and results of the pilot project in South Edinburgh, suggest that journey times will not significantly increase. This reflects existing traffic speeds in 30mph zones often being significantly below the speed limit and the proportion of time which is spent stationary in traffic. In addition, by easing traffic flow during busy periods 20mph may actually reduce some journey times. Changes not exceeding 25 seconds per mile can be expected and this figure might be significantly lower (around 10 seconds per mile has been found in central parts of Bristol, where a 20mph limit has been introduced).</p>	<p>1</p>
<p>Concerns that 20mph will not be enforced, bringing speed limits into disrepute</p>	<p>Principle of introducing the scheme established by Committee</p> <p>Police Scotland is supportive of improved road safety and is working with the Council to achieve this. Police Scotland recognises speed management is an important element of this and will continue to enforce speed limits across the city road network.</p>	<p>1</p>
<p>Proposals contravene Scottish Government Good Practice Guidance. Guidance on 20mph zones states that the limit is unlikely to be complied with on roads where the vehicle speeds are substantially in excess of 20mph.</p>	<p>Principle of introducing the scheme established by Committee</p> <p>We have sought to comply with Scottish Government Good Practice Guidance, recently updated (June 2016) Para 60 advises:</p> <p>The City of Edinburgh Council pilot showed that locations with an initial mean speed higher than 24 mph generally experienced the highest drops in speeds. It can therefore be appropriate to impose 20 mph limits on some streets with a mean speed of higher than 24 mph, in a context of other nearby streets with lower existing averages. This can have the benefit of avoiding a piecemeal speed network in a predominantly 20 mph limit area.</p>	<p>1</p>

APPENDIX 2

Objections to Specific Streets being removed from the 20mph schedule

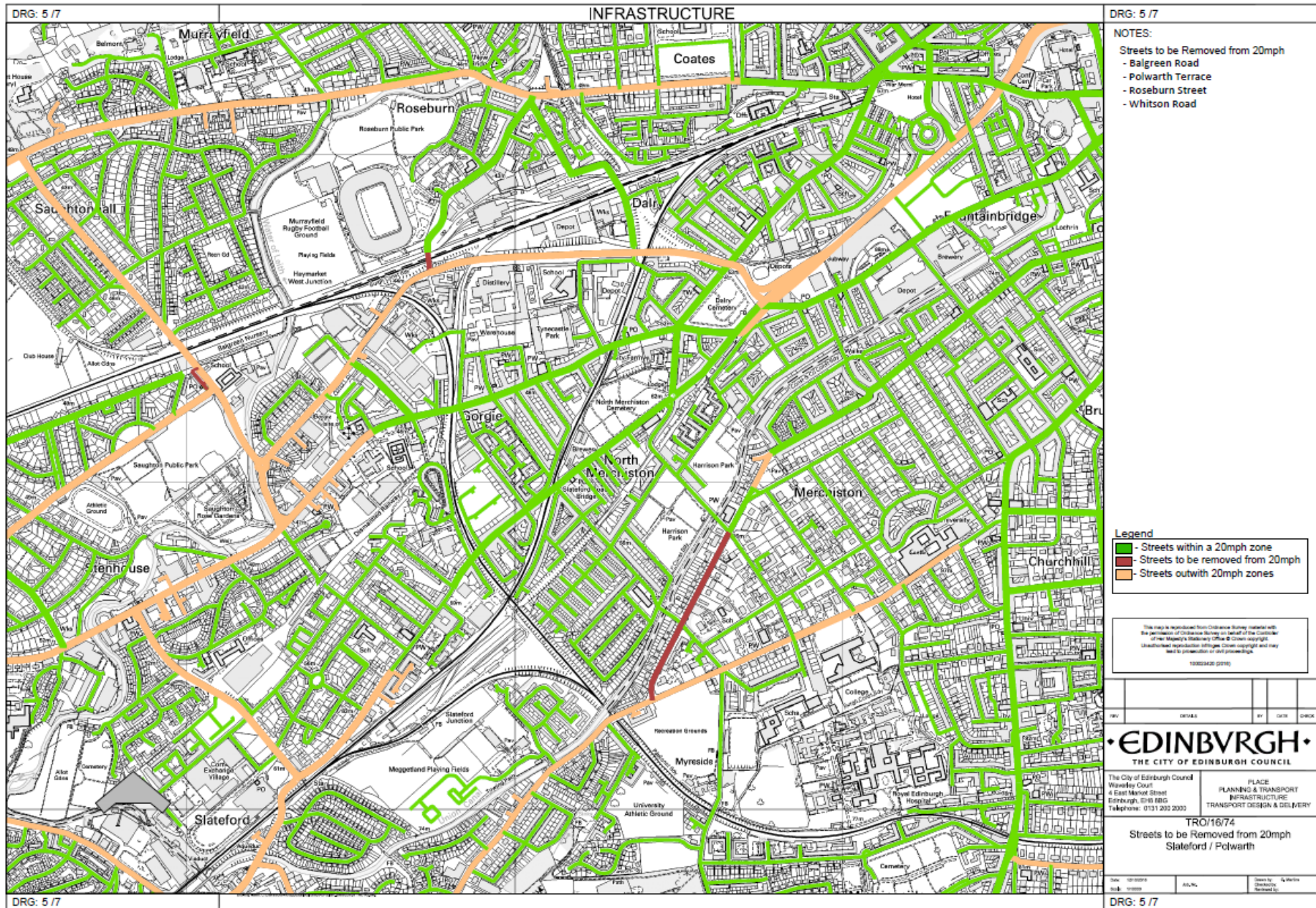
One respondent objected to the removal of streets from the 20mph schedule (Plans shown below). The objector considered that removing streets is a retrograde step and could see no particular justification for not applying the 20mph limit to these streets as it was considered that they mainly connect to 20mph streets, it would increase the volume of signage, and most were short, narrow and frequently used by cyclists.

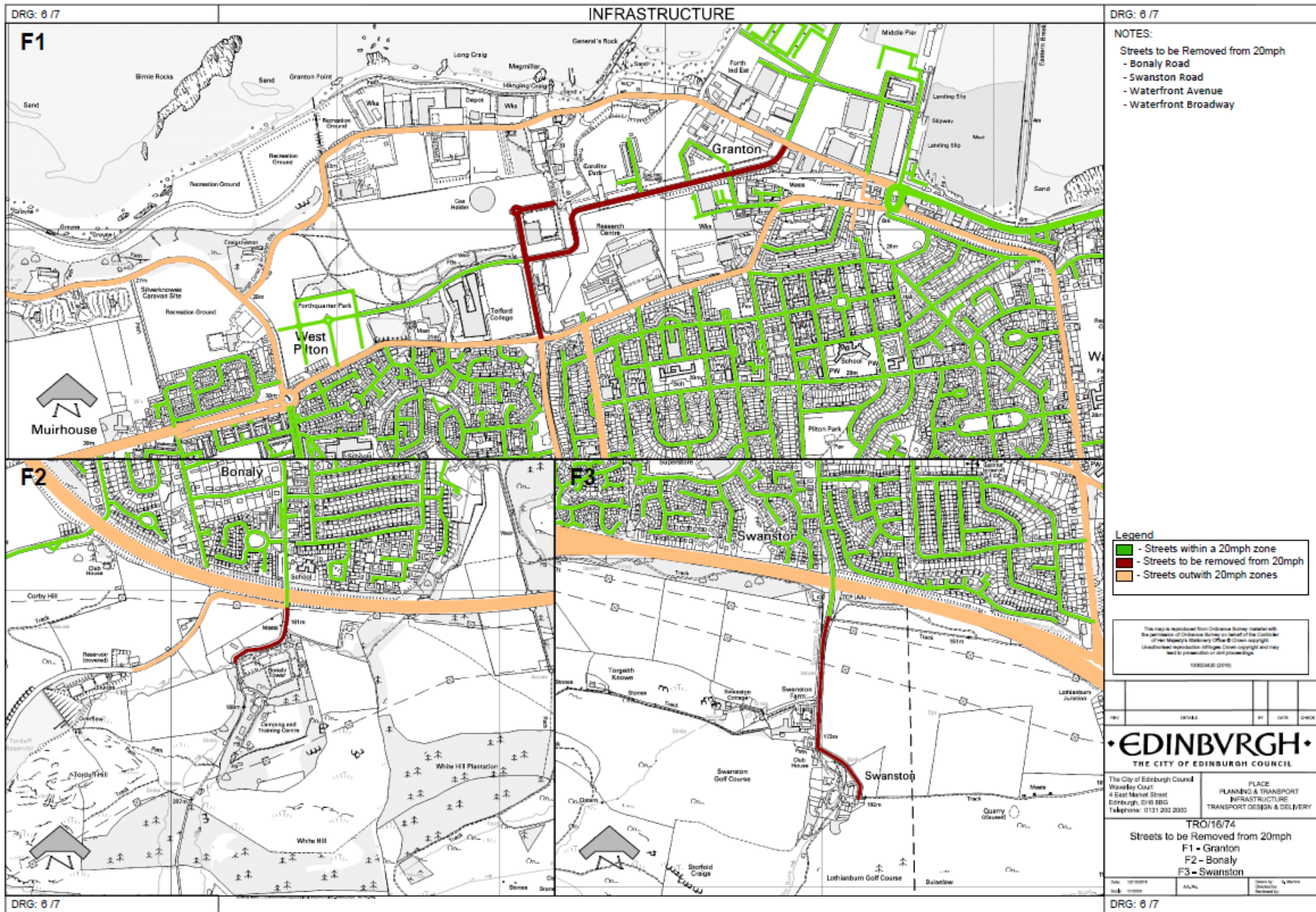
The table below identifies the specific streets and provides the reasoning for their removal.

Street	Comments	Number of Comments
Waterfront Avenue and Broadway	Whilst Waterfront Avenue and Broadway were in the original scope of the 20mph network, on commencing the detailed design it was determined they were less appropriate for inclusion in a signage based 20mph zone due to the carriageway design which forms a largely straight wide boulevard, the provision of separated pedestrian and cycle facilities and the limited residential frontage access. The side streets off Waterfront Avenue will be limited to 20mph. In addition, retention of the 30mph limit on these streets continues to provide an alternative to West Granton Road. Appropriate speed limits will remain under review, and should the nature of the street change over time, the potential for the future introduction of a 20mph limit remains.	1
Balgreen Rd (Parallel section at Nos 154-170)/Whitson Rd (Balgreen Rd to posts 40m west of Balgreen Rd)	These connected sections form a short set-back off Balgreen Road, where traffic speeds are effectively controlled by the factors of distance, hard bends and road width. The main carriageway of Balgreen Rd remains at 30mph, whilst the main carriageway of Whitson Rd, which is to be 20mph, is separated by bollards from the section in question. There is no vehicular access from Whitson Rd. Removing this section from the TRO will have no impact on speeds, but will prevent the need to erect unnecessary signage and assist in controlling street "clutter" when it can be avoided.	1
Roseburn St (60m northward from Westfield Rd)	This adjustment is to ensure the 20mph entrance signage is in the most effective location for traffic turning from Westfield Rd, which remains at 30mph.	1
Polwarth Terrace (Gillsland Rd to Colinton Rd)	This amendment is to remove an inconsistency between the originally advertised network and TRO/15/17. The 20mph section will commence eastwards of Harrison Rd/Gillsland Rd. Polwarth Grove to the immediate north east is contained within the list of streets to be added to the 20mph network within TRO/16/74	1

APPENDIX 2

Gordon Terrace Rd	This removal is to correct a typographical error in TRO/15/17as this street does not exist	1
Bonaly Rd (Southward from Torduff Rd)	This section of road was omitted from the 20mph network approved by Transport and Environment Committee on 13 January 2015. However, the section definition was omitted from TRO/15/17. Its inclusion in TRO/16/74 is to correct this omission. The 20/30mph transition zone will be positioned at the point where there is access to a separated path so that pedestrians, cyclists and others can avoid the carriageway.	1
Swanston Rd (Southward from a point 95m south of the southern end of the City Bypass Bridge)	This section of road was omitted from the 20mph network approved by Transport and Environment Committee on 13 January 2015. However, the section definition was omitted from TRO/15/17. Its inclusion in TRO/16/74 is to correct this omission. The nature of the road is such that speeding is unlikely to be an issue	1





DRG: 6/7

NOTES:
 Streets to be Removed from 20mph
 - Bonaly Road
 - Swanston Road
 - Waterfront Avenue
 - Waterfront Broadway

Legend
 - Streets within a 20mph zone
 - Streets to be removed from 20mph
 - Streets outwith 20mph zones

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EDINBURGH
 THE CITY OF EDINBURGH COUNCIL

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PLACE
 PLANNING & TRANSPORT
 INFRASTRUCTURE
 TRANSPORT DESIGN & DELIVERY

TRO/16/74
 Streets to be Removed from 20mph
 F1 - Granton
 F2 - Bonaly
 F3 - Swanston

DRG: 6/7

Transport and Environment Committee

10:00 am, Tuesday, 17 January 2017

Objections to Proposed Waiting Restrictions, Traffic Regulation Order TRO/15/41

Item number	8.5
Report number	
Executive/routine	
Wards	11 - City Centre and 5 - Inverleith

Executive Summary

A Traffic Regulation Order was advertised in September 2016 to amend parking at various locations in the New Town and West End to allow for the introduction of communal bins to collect household waste. This report advises the Committee of the representations regarding the bin sites, received as part of the statutory consultation process.

Links

Coalition Pledges	P44
Council Priorities	CP9
Single Outcome Agreement	SO4

Objections to Proposed Waiting Restrictions, Traffic Regulation Order TRO/15/41

1. Recommendations

It is recommended that Committee:

- 1.1 Sets aside the objections and makes the Traffic Regulation Order TRO/15/41 as advertised with respect to the parking restrictions in the following streets:

Coates Gardens, Forth Street, Hart Street, Howe Street, Leslie Place, London Street, Drummond Place, Nelson Street, Regent Road, Rosebery Crescent, South College Street, St Bernard's Crescent, West Bow, Magdala Crescent, St Giles Street.

2. Background

- 2.1 In September 2016, a Traffic Regulation Order (TRO) was advertised to implement waiting restrictions at various locations in the New Town and West End for the purpose of introducing communal waste containers. These containers are for the use of residents as part of the Modernising Waste project, which aims to containerise household waste, to avoid the problems associated with refuse sacks.
- 2.2 The bins are being introduced in line with the Council's guidelines on the siting of communal waste containers. A list of the streets covered by the TRO is provided in Appendix 1, together with plans of the parking amendments in Appendix 2.
- 2.3 The proposed change to the parking at these locations would allow the siting of 3,200 litre side loading bins or 1,280 litre wheeled bins as used elsewhere in the city.
- 2.4 This TRO seeks to move bins to their final permanent locations. All bins are in their temporary locations currently, with the exception to Rosebery Crescent and Coates Gardens where not all waste bins are on street.
- 2.5 Leslie Place received 65 objections out of 166 properties. London Street received nine objections out of 138 properties. Nelson Street received 12 objections out of 86 properties. A summary of these, together with Waste and Cleansing Services' responses is provided in Appendix 3.
- 2.6 Appendix 4 shows letters received by post. Waste and Cleansing Services' responses to these letters are the same as above.

3. Main report

- 3.1 It is considered that the introduction of household waste bins are necessary to improve the local environment in line with the previous decision in November 2011 by the Transport and Environment Committee to replace the collection of waste in plastic bags with more robust systems that prevent the spreading of waste by gulls or other vermin.
- 3.2 In the case of London Street, which was issued with gull proof bags after the original consultation, resident complaints about these led to a further ballot with householders which resulted in a vote in favour of communal bins replacing the gull proof bag collection.
- 3.3 Due to the nature of the streets in the New Town and West End, it is often necessary to amend parking to allow the siting of bins.
- 3.4 The sites are selected by a Roads professional officer, taking into account the Council's guidelines for siting bins, including:
- walking distance for the residents served by the bins;
 - the preference for bins to be located within parking bays where practicable, to reduce visual impact; and
 - minimising the loss of parking spaces, e.g. by amending line marking to extend bays where a space is lost to a bin. This is not possible in every case.
- 3.5 Assessments for bin sites take into account planning and transport issues and include a Road User Safety Audit, to ensure there are no safety concerns.
- 3.6 Following the advertisement of the TRO in September 2016 there were no objections regarding the majority of bin locations and the associated parking amendments, and these are in the process of being implemented.
- 3.7 Where objections were received Waste Services has provided a response to these in Appendix 3.
- 3.8 A number of the objections relate to wider issues, including the policy of using bins, bins being sited outside residents' properties, parking and how the TRO consultation is carried out. While not strictly part of the TRO process these were responded to in the same way.

4. Measures of success

- 4.1 It is considered that the introduction of the bins will result in a reduction of the number of refuse sacks being ripped open by animals and the resulting litter being strewn across the street; by containerising refuse sacks for collection.

5. Financial impact

- 5.1 It is anticipated the total cost associated with the TRO and installing double yellow lines at the locations described, will be approximately £300-£400 per site (this varies depending on the works required to move poles, line markings, etc). The costs will be contained within existing budgets.

6. Risk, policy, compliance and governance impact

- 6.1 The TRO will allow household waste to be collected from bins, in compliance with the policy previously agreed by the Transport and Environment Committee.

7. Equalities impact

- 7.1 Consideration has been given to the relevance of the Equalities Act 2010 and there is no infringement of rights or impact on duties under this Act.

8. Sustainability impact

- 8.1 The recommendations within this report do not have any adverse impact on carbon impacts, adaptation to climate change or sustainable development.
- 8.2 The replacement of sacks with rigid containers for the collection of waste would be expected to reduce the spread of litter and therefore improve the local environment.

9. Consultation and engagement

- 9.1 This Order was advertised for public consultation from 9 September 2016 to 30 September 2016 in line with TRO procedures.
- 9.2 As part of the proposed introduction of on-street bins to the World Heritage Site, extensive consultation with all interested parties, including local members, took place between October 2010 and January 2011 and the results were presented to the TIE Committee on 29 November 2011. The recommendation of the report was that the black bag method of waste collection be phased out and be replaced with either on-street bins or gull proof sacks. The views of relevant ward elected members were sought again in November 2016 and the comments received, and Waste Services' responses, can be found in Appendix 5.

10. Background reading/external references

None

Paul Lawrence

Executive Director of Place

Contact: Hema Herkes, Technical Officer

E-mail: hema.herkes@edinburgh.gov.uk | Tel: 0131 469 5667

11. Links

Coalition Pledges	P44 – Prioritise keeping our streets clean and attractive
Council Priorities	CP9 – An attractive city
Single Outcome Agreement	SO4: Edinburgh’s communities are safer and have improved physical and social fabric.
Appendices	Appendix 1- List of sites covered by TRO 15/41 Appendix 2 – Maps/location plan of all sites covered by TRO 15/41 Appendix 3 – Summary of objections to TRO 15/41 Appendix 4 – Hand written letters to TRO 15/41 Appendix 5 - Responses from all relevant Ward 5 &11 Councillors

Appendix 1: List of Streets Covered by TRO 15/41

Coates Gardens

Forth Street

Hart Street

Howe Street

Leslie Place

London Street

Drummond Place

Nelson Street

Regent Road

Rosebery Crescent

South College Street

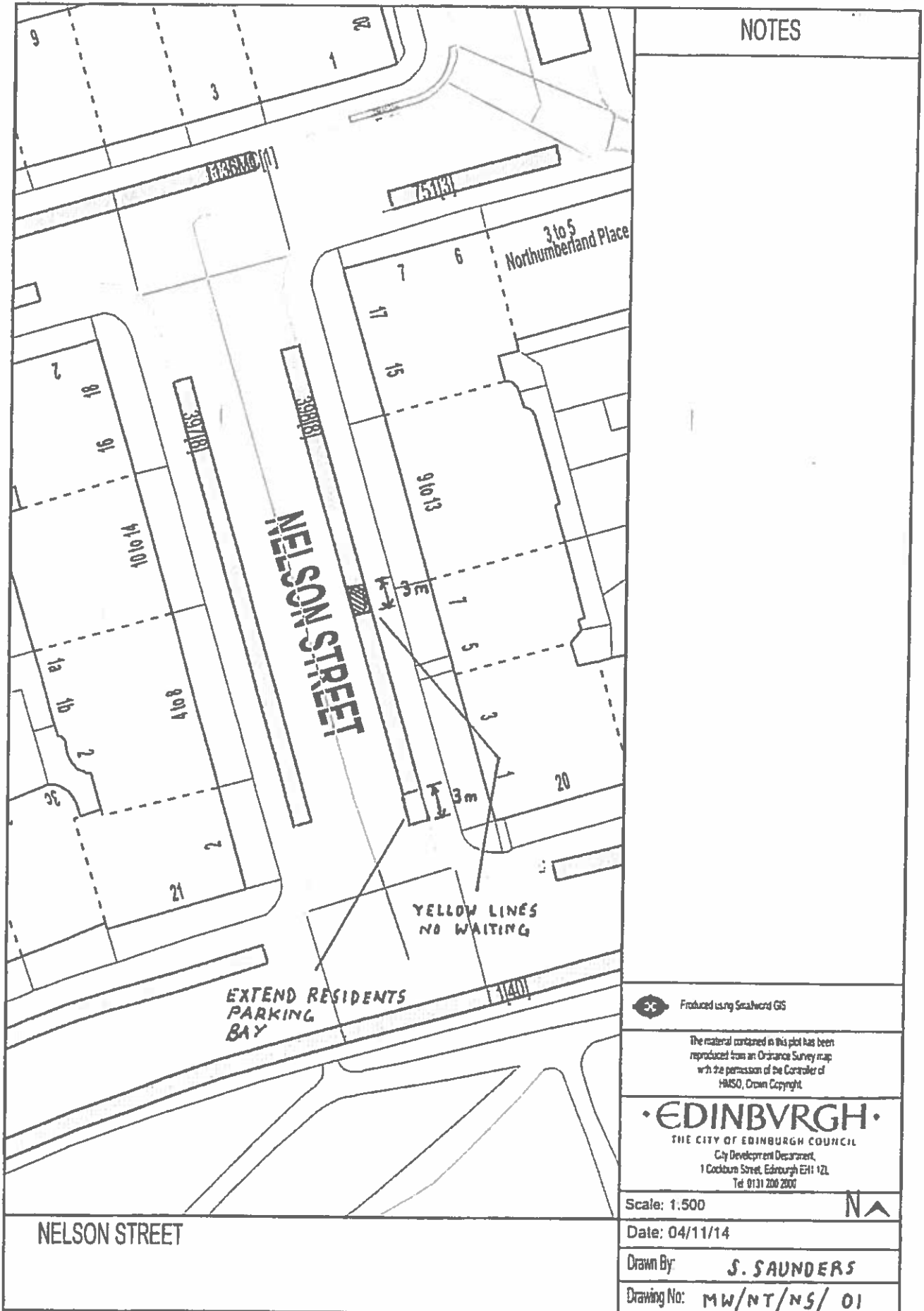
St Bernard's Crescent

West Bow

Magdala Crescent

St Giles Street

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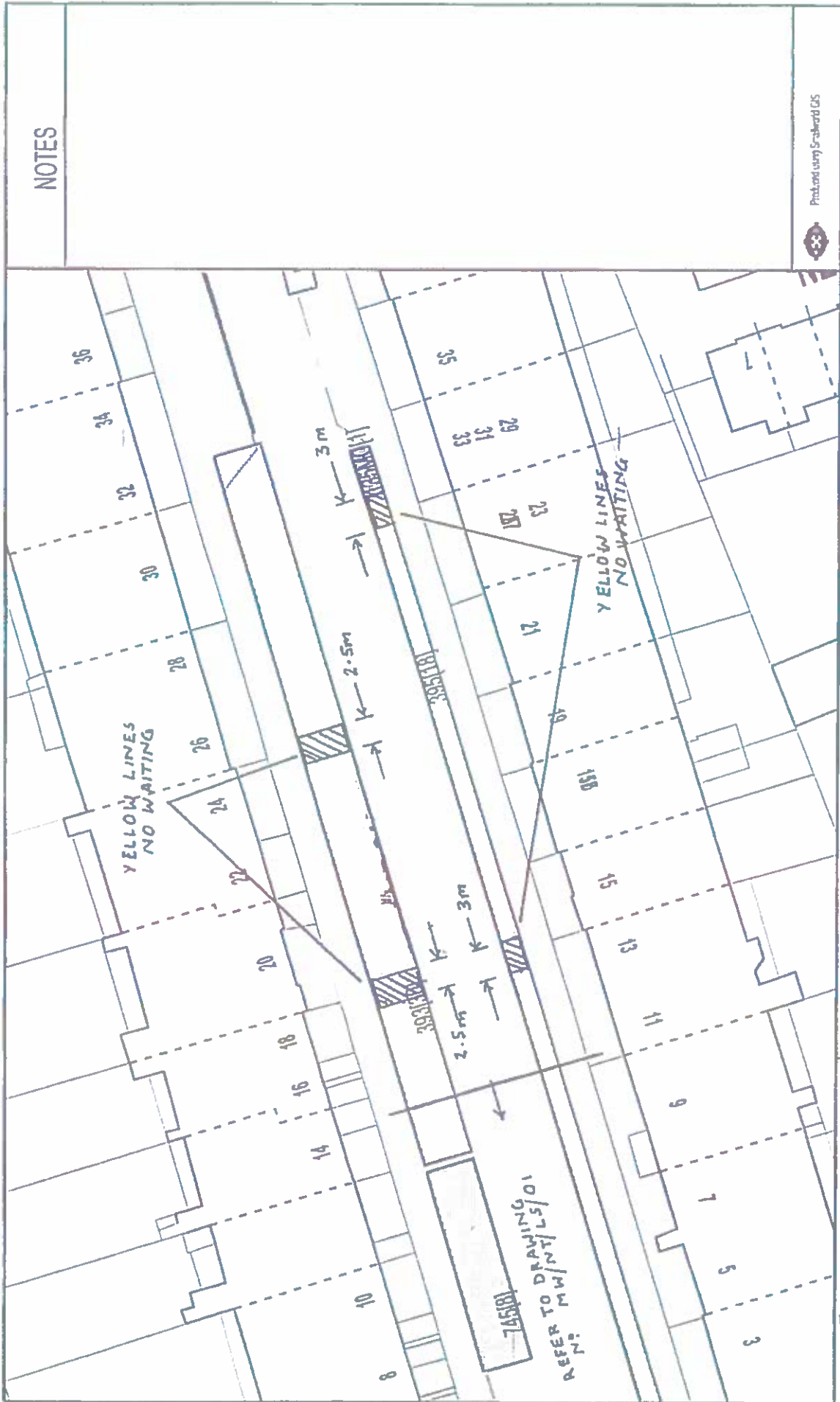


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NELSON STREET



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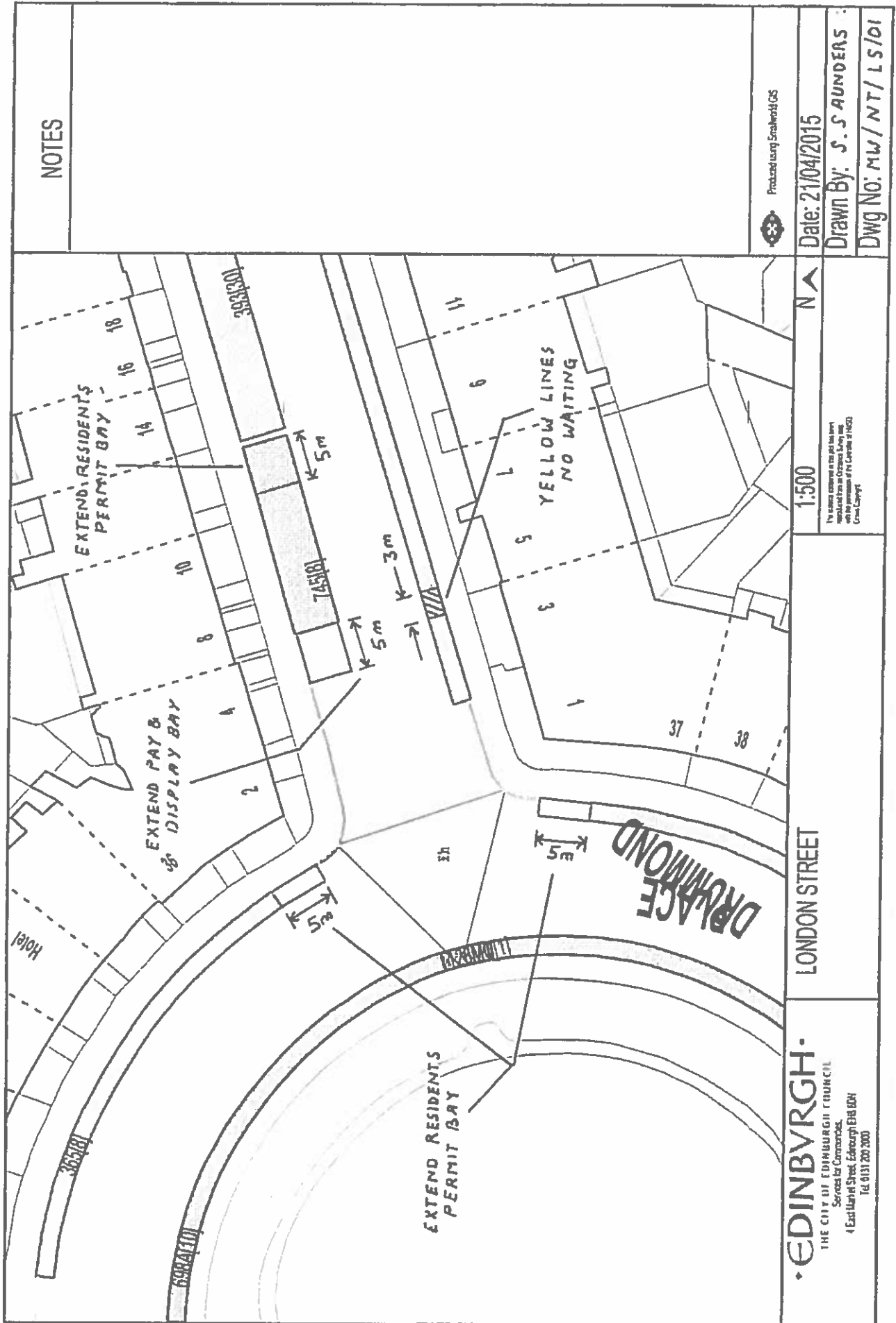
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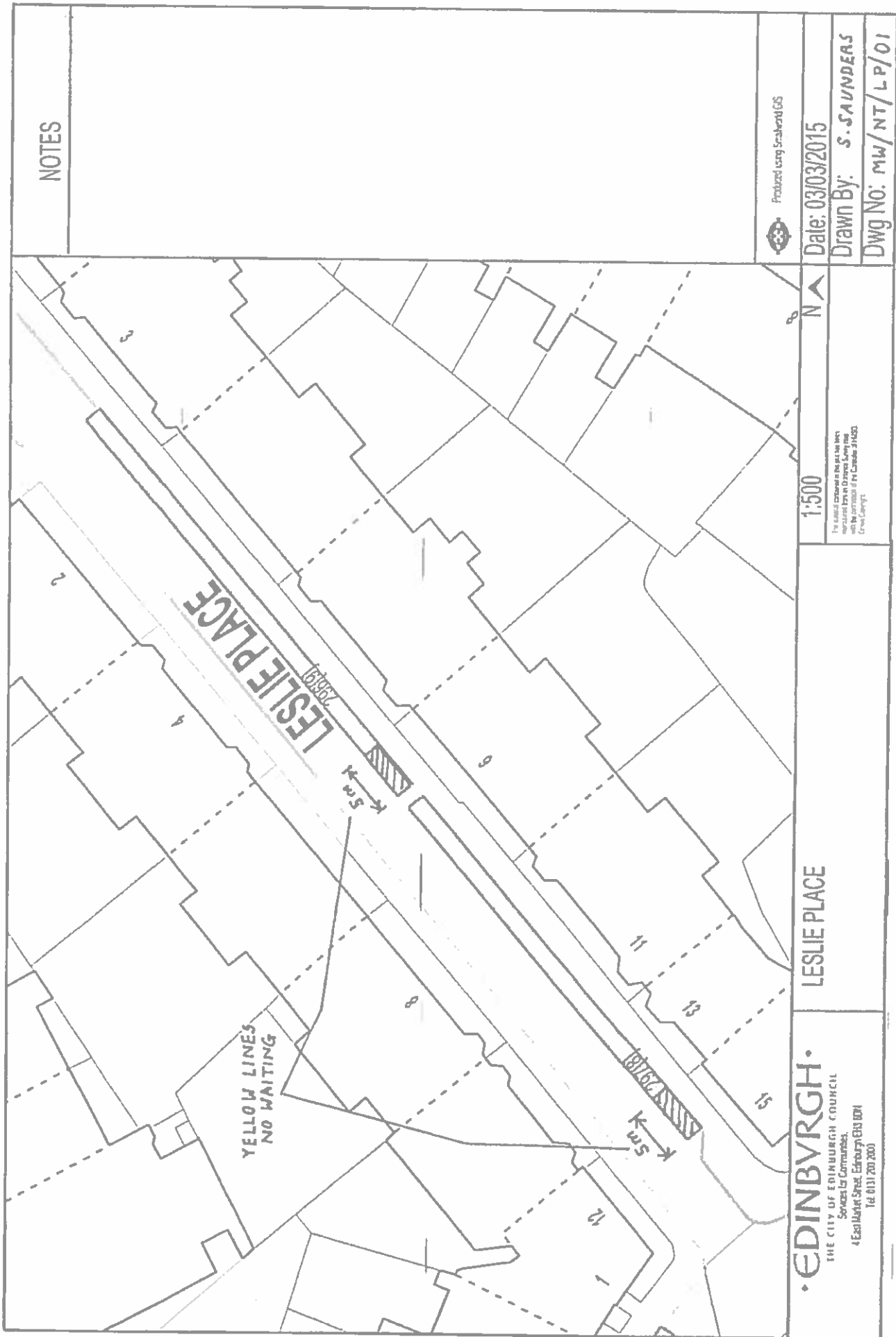
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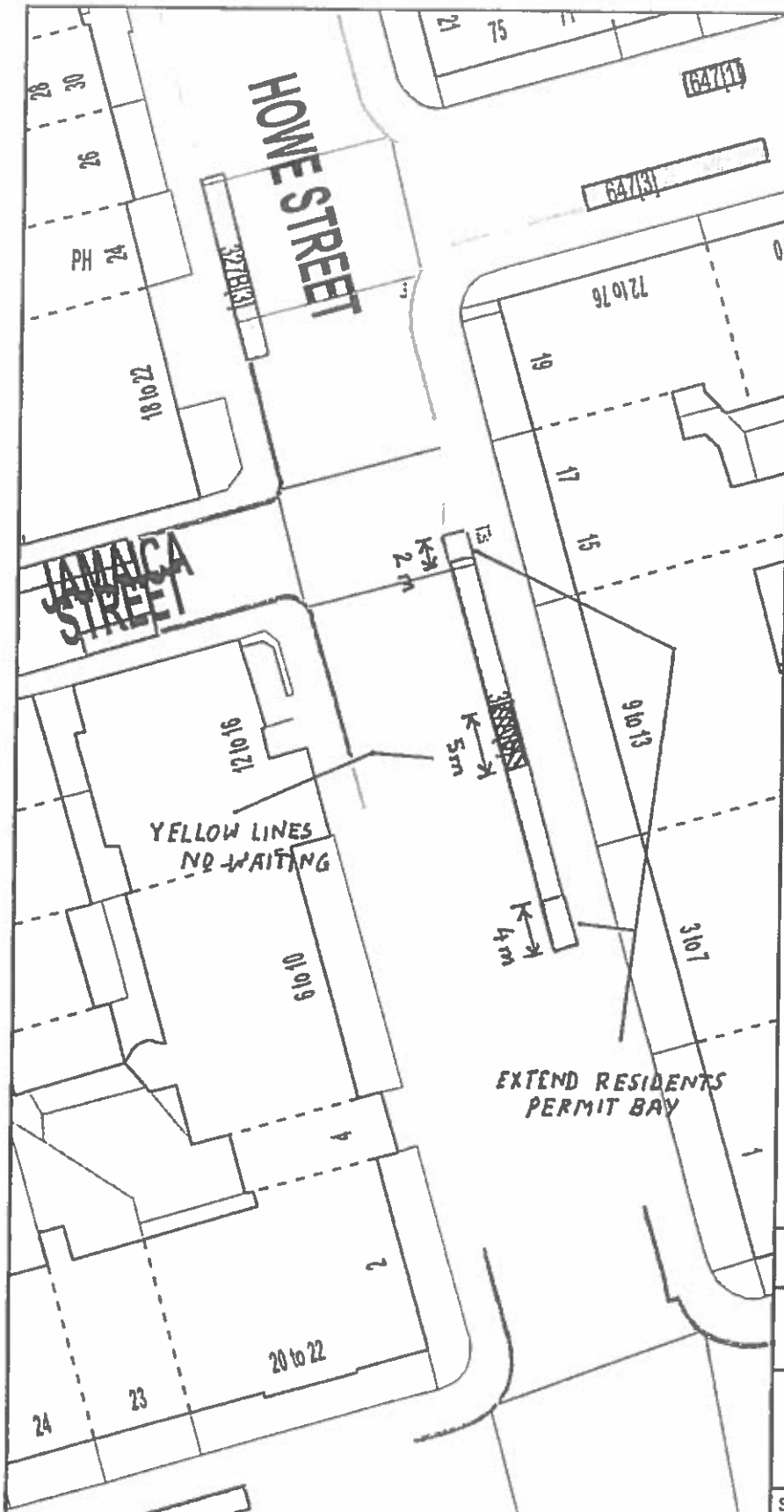
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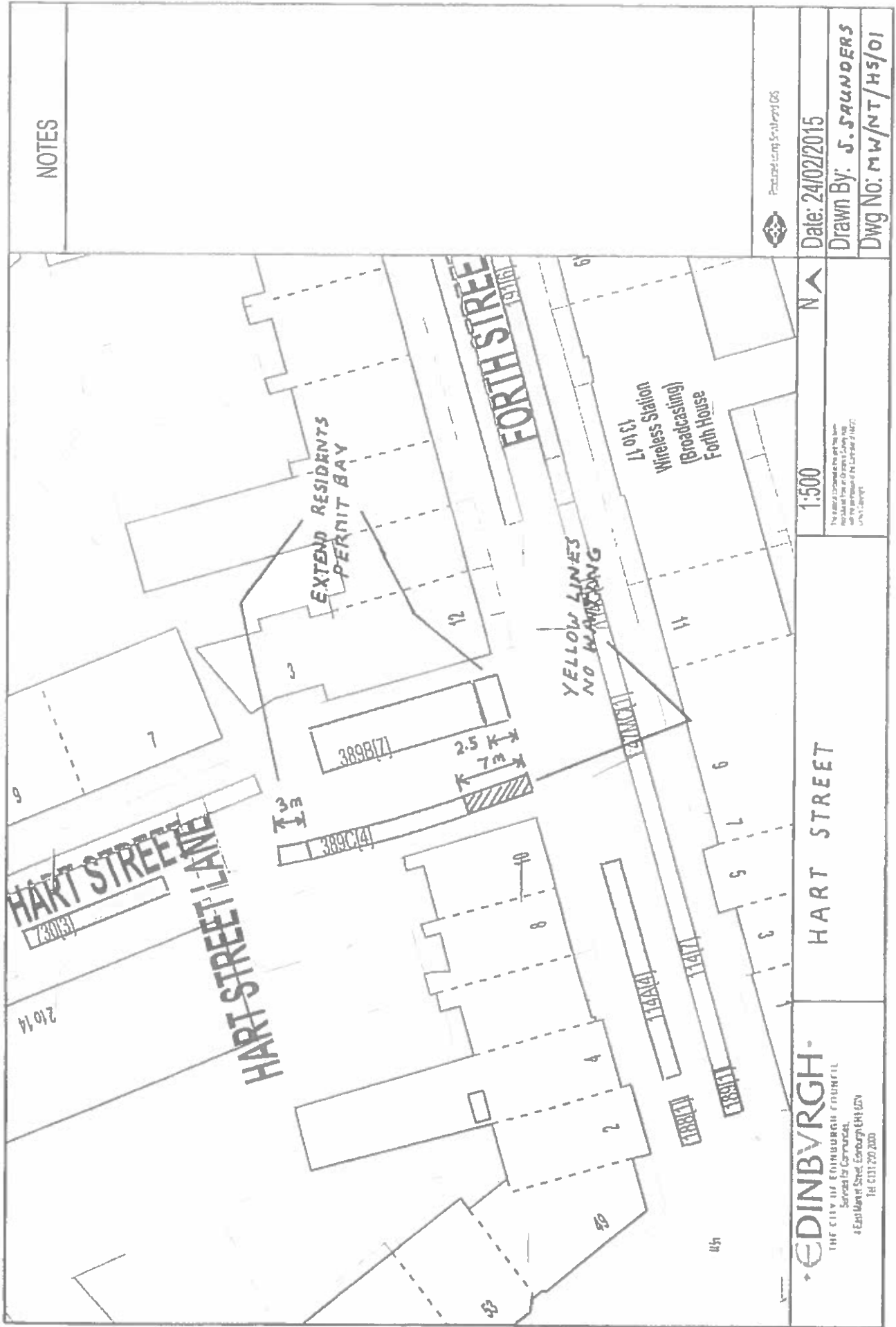
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HOWE STREET



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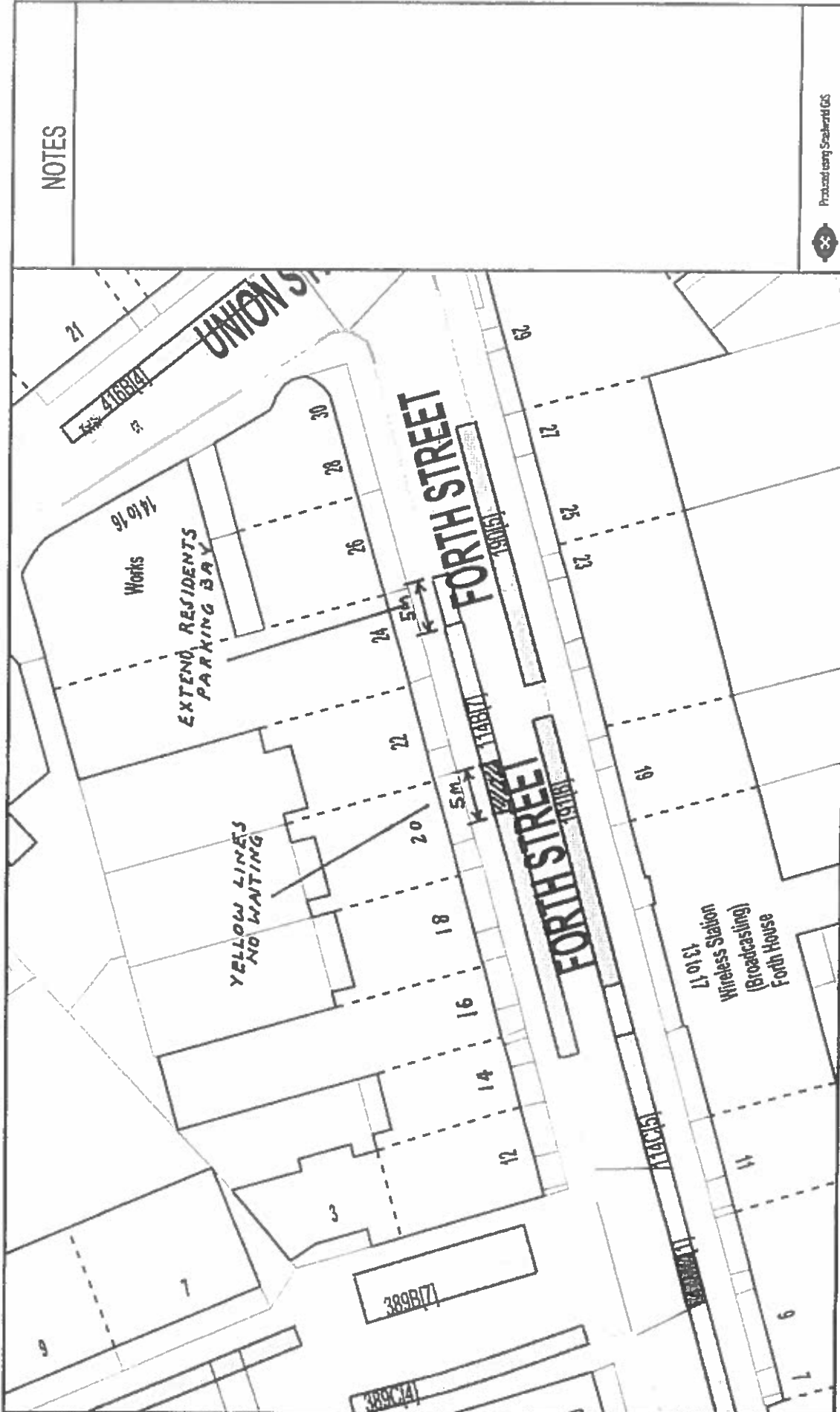
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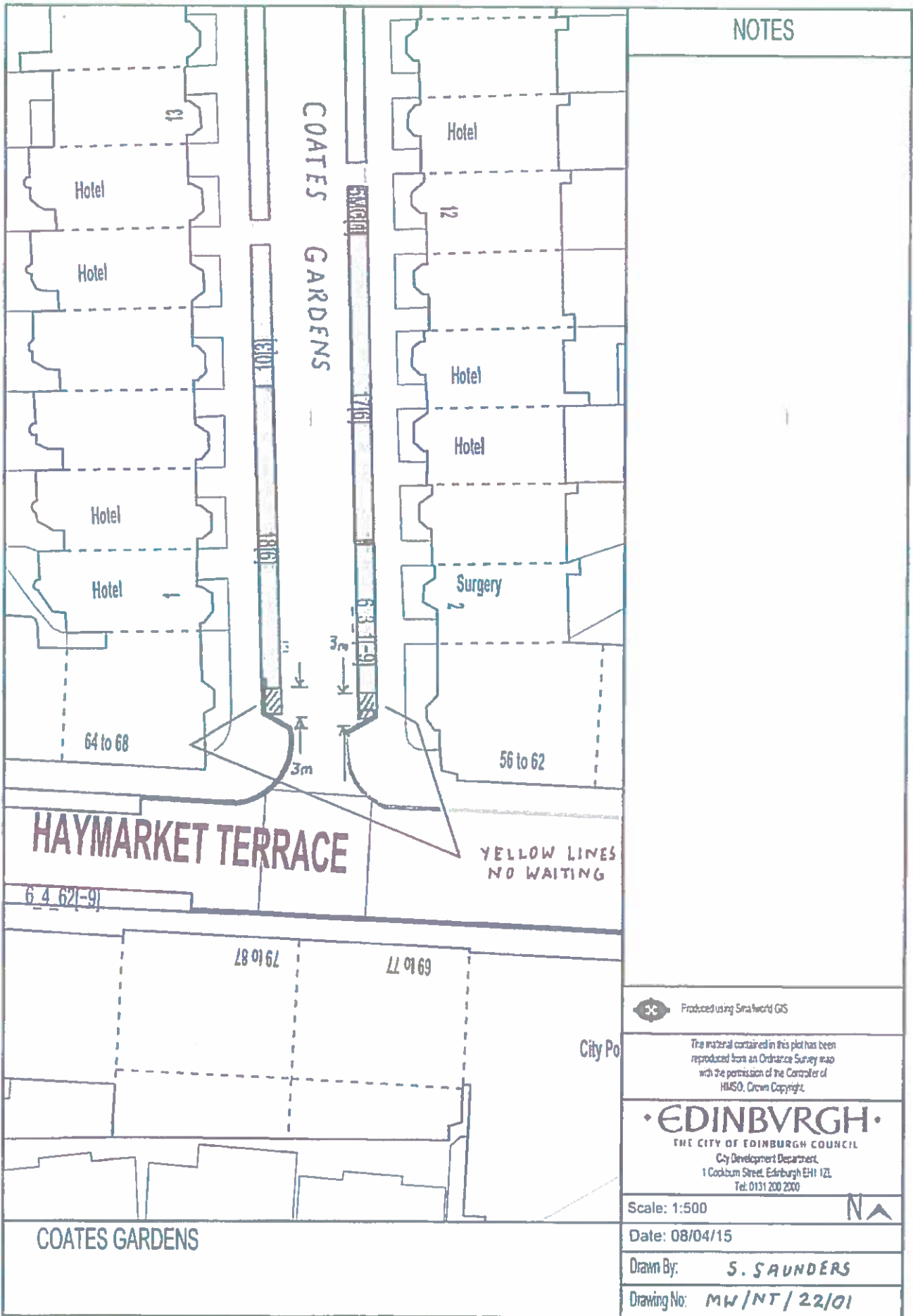
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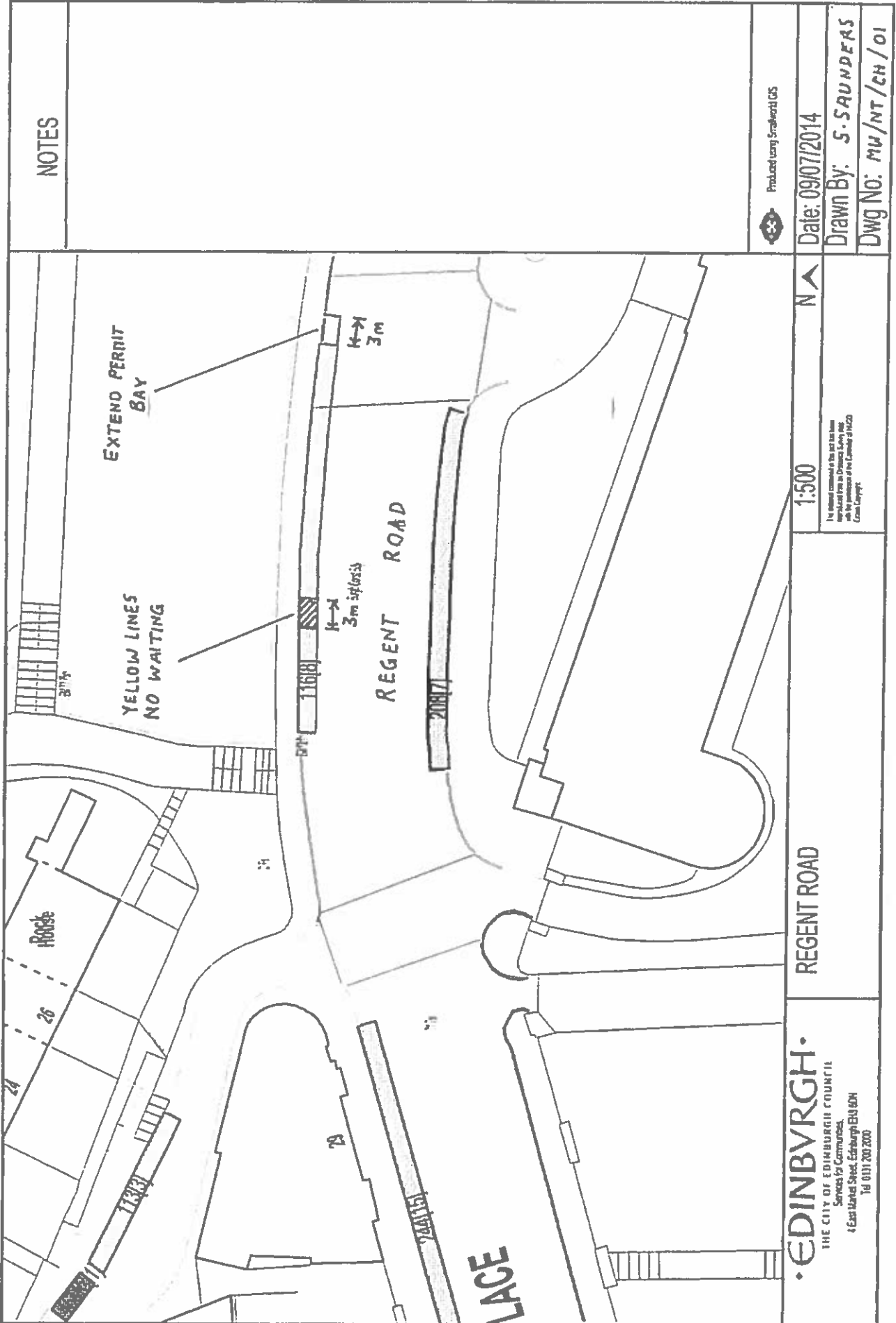
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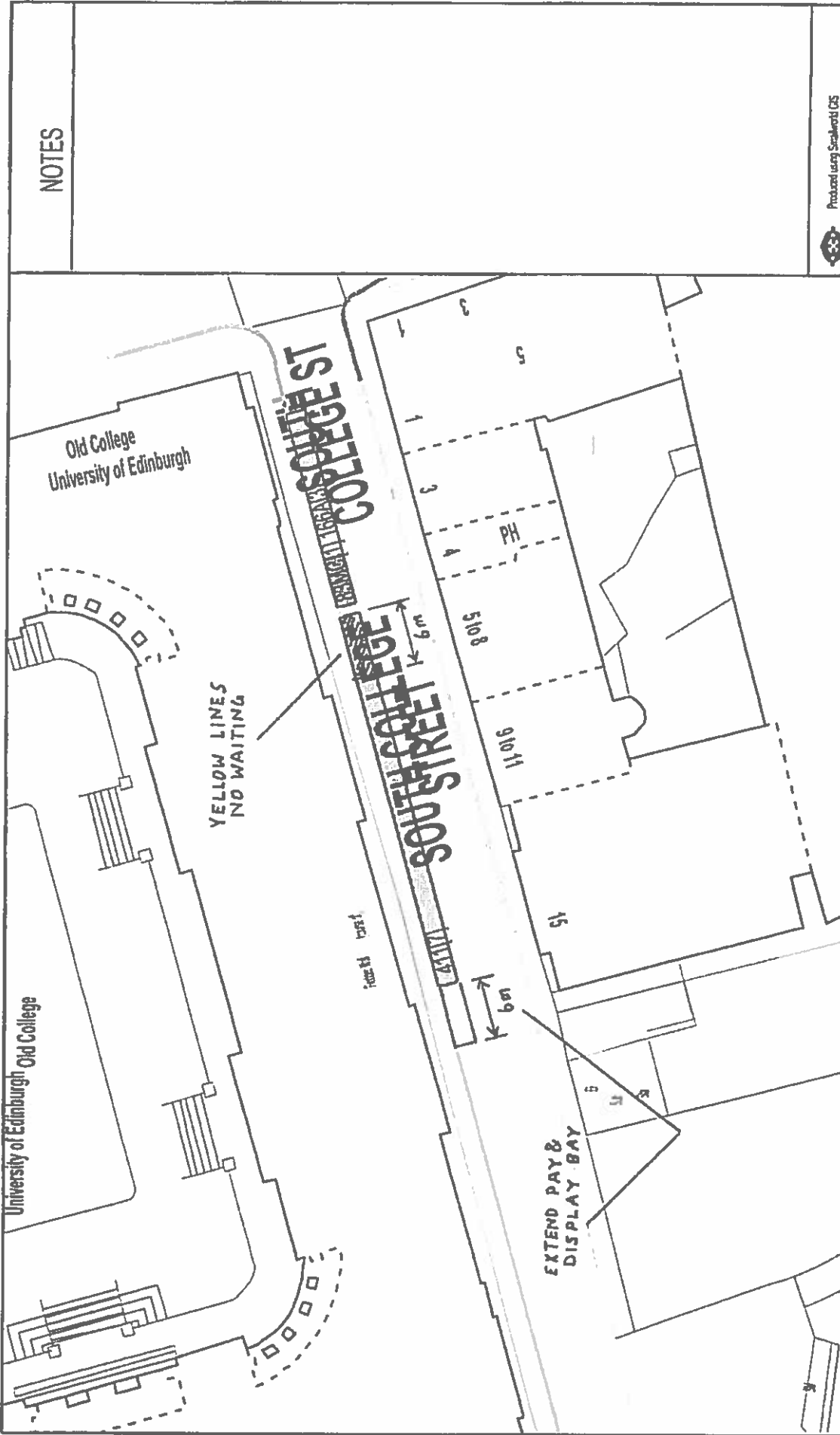
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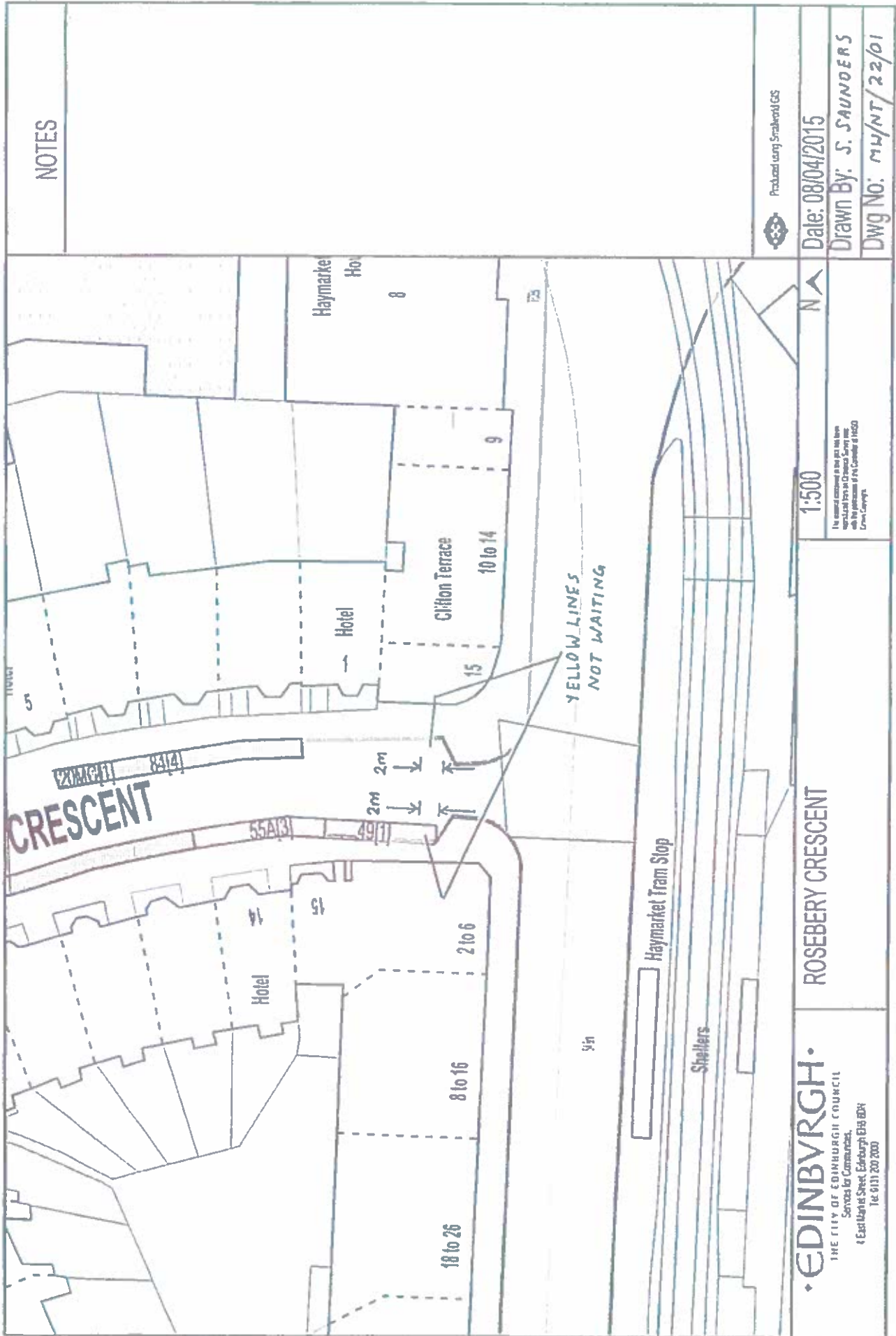
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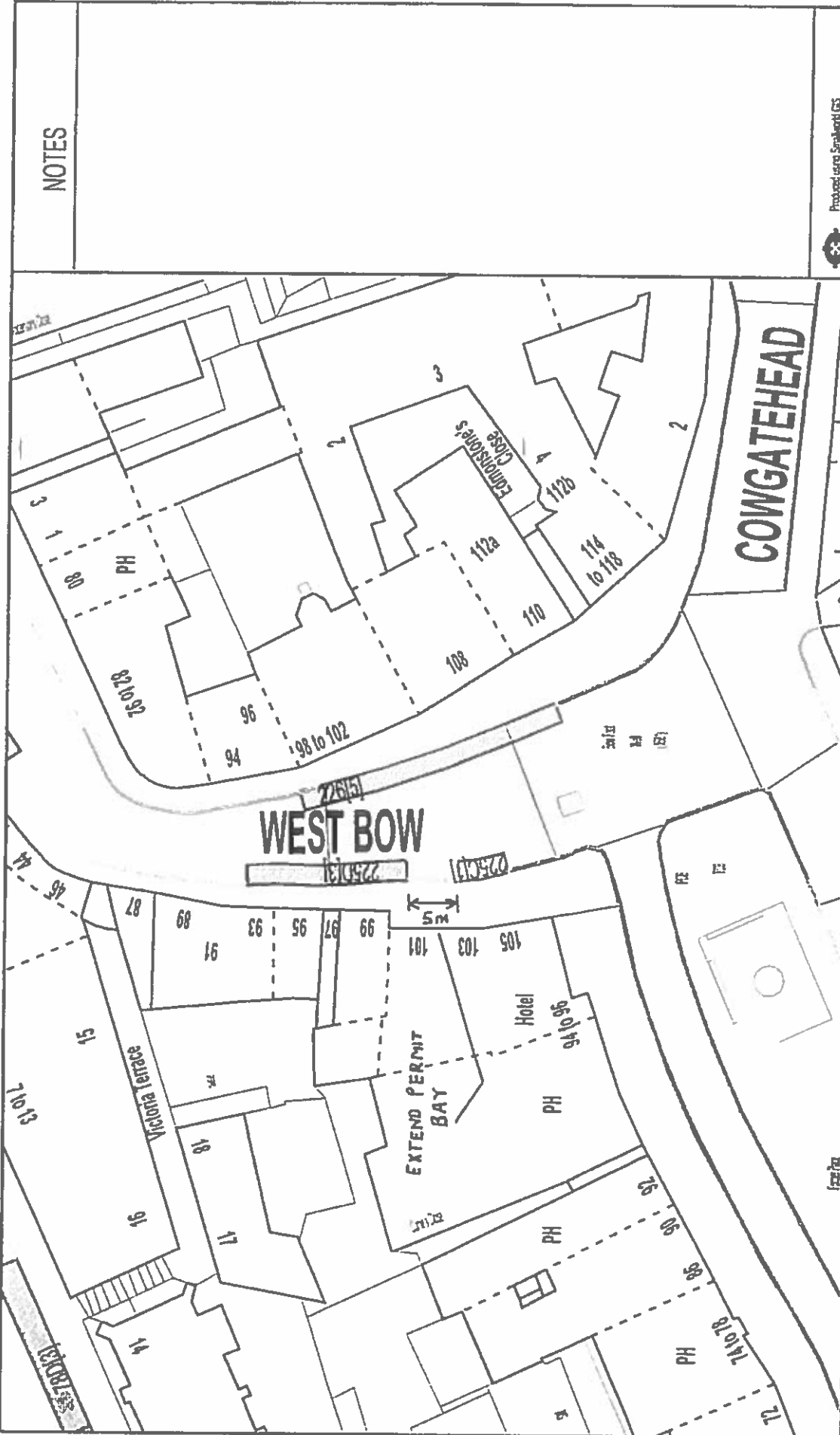
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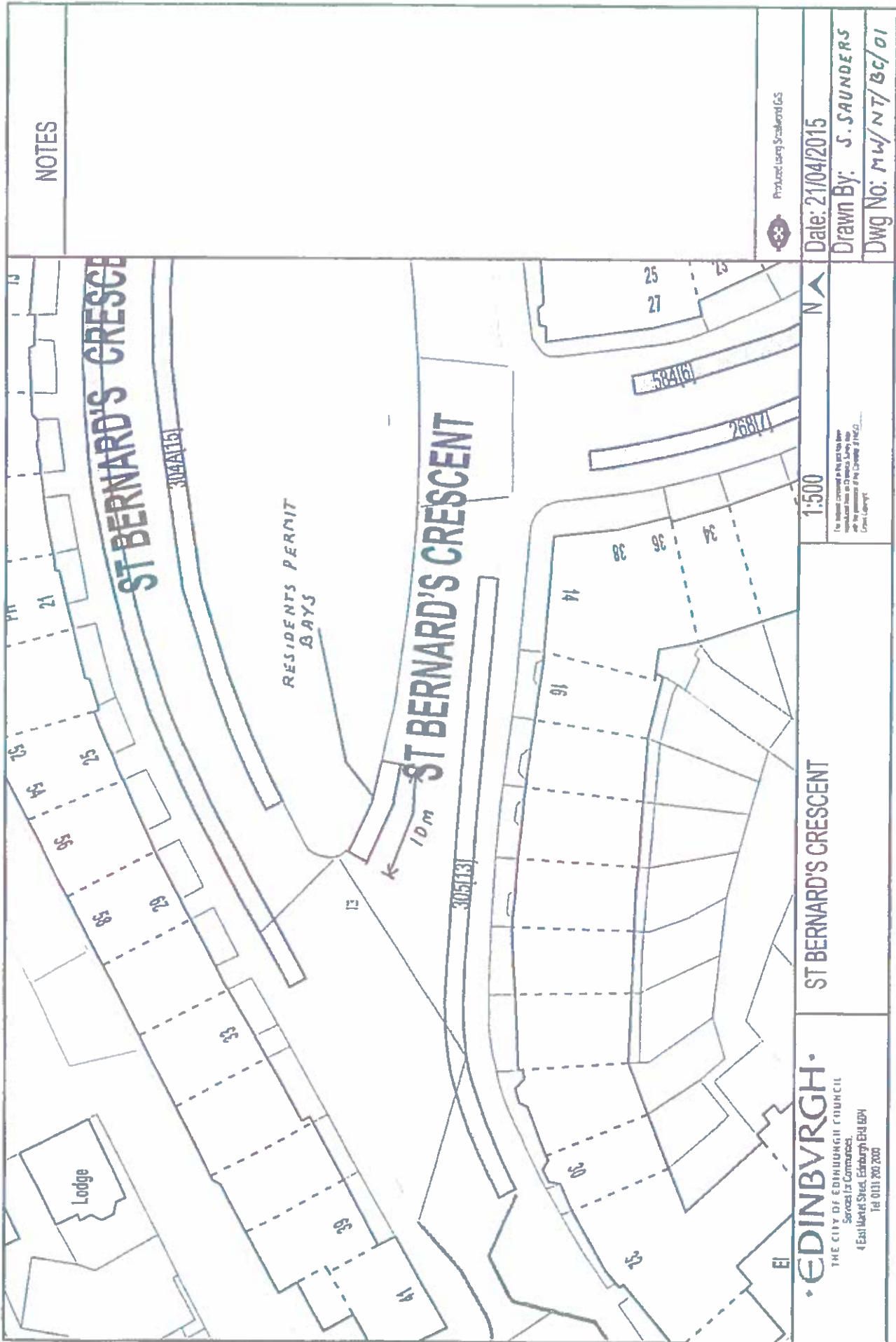
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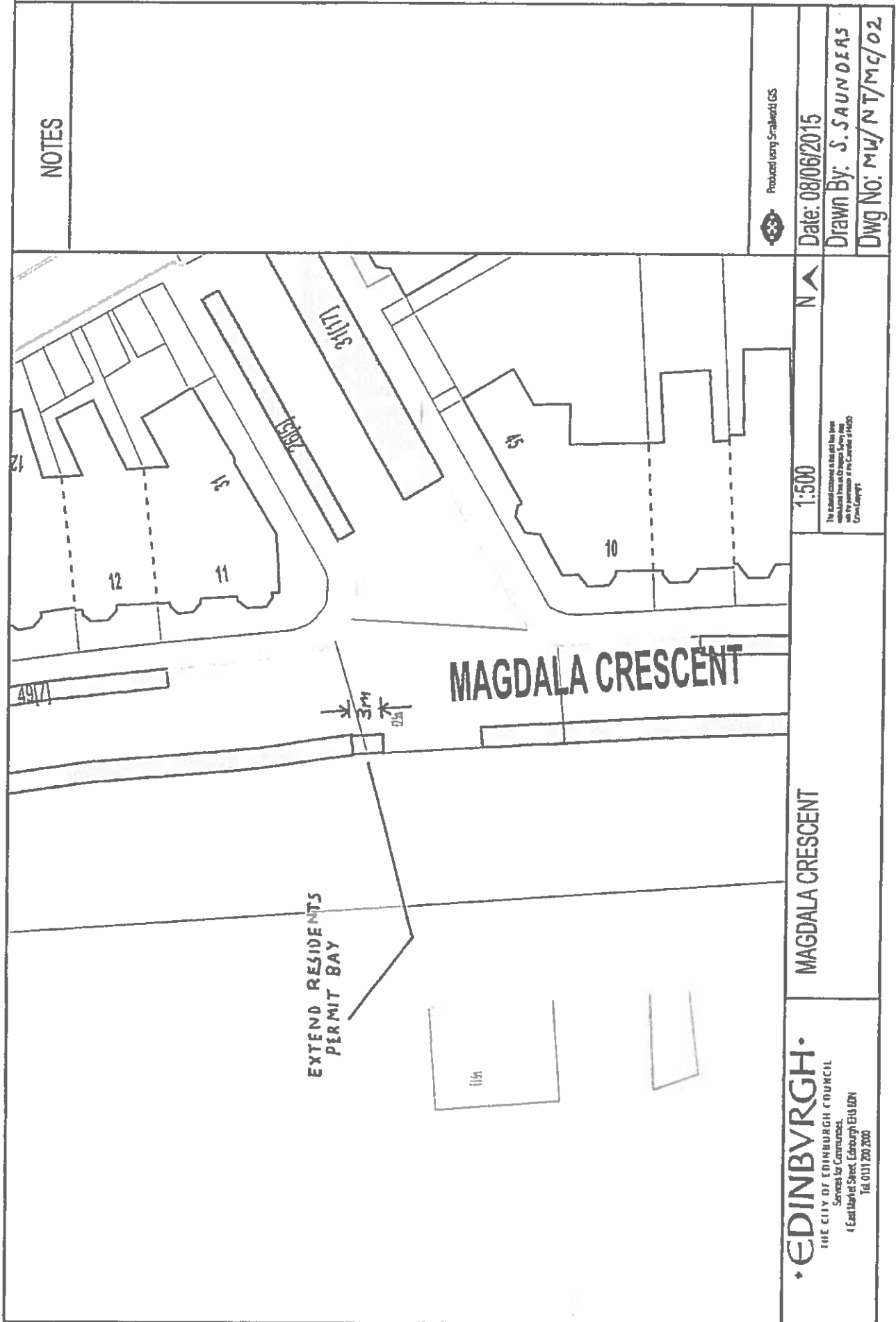
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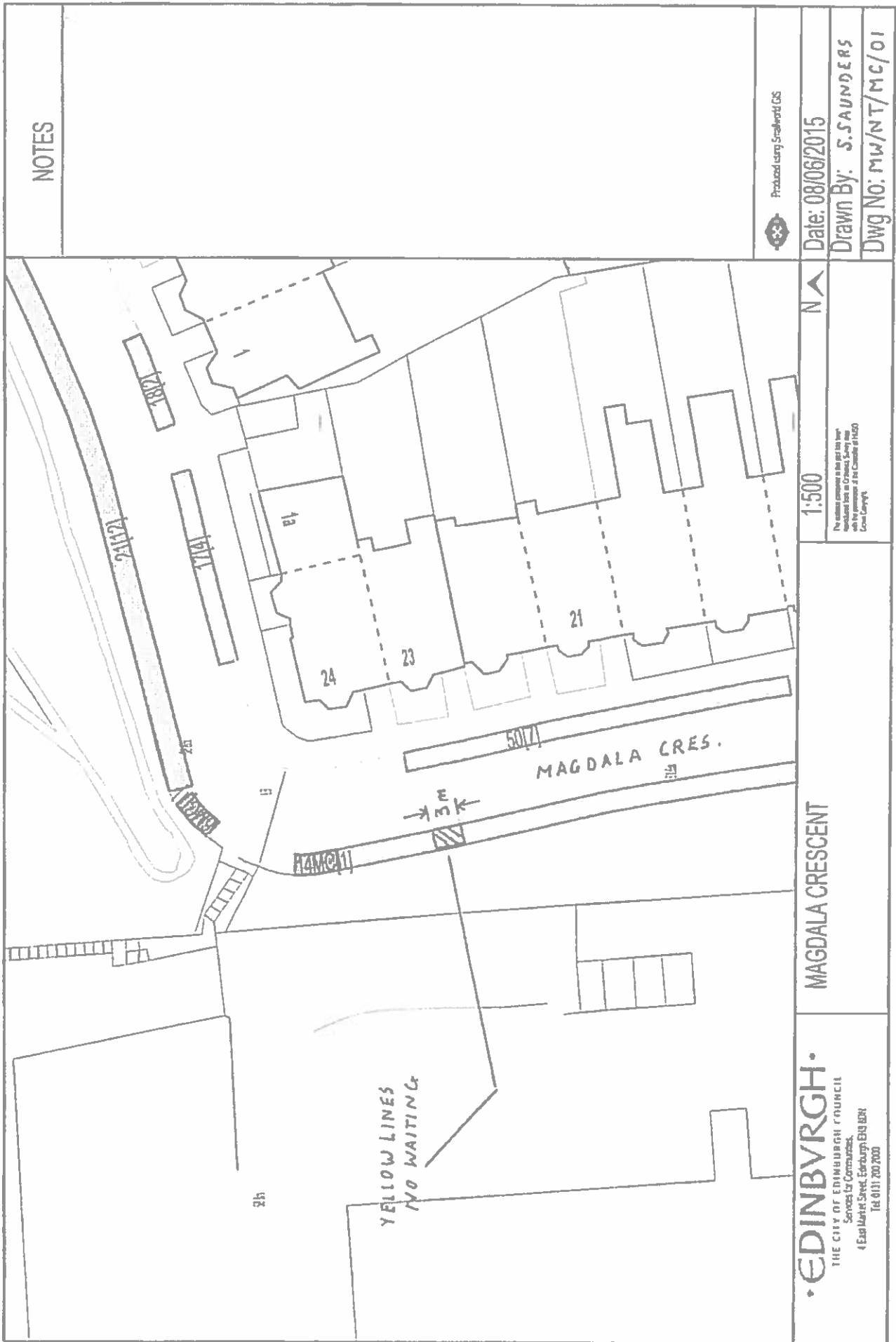
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The Council certifies that this plan was prepared in accordance with the provisions of the Land Use Planning Act 1997.

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ST GILES STREET

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Appendix 3: Objections to TRO 15/41

Street (s)	Objections received
<p>Leslie Place – This letter was received 48 times</p>	<p>TO WHOM IT CONCERNS</p> <p>RE REFERENCE TRO/15/41</p> <p>Please note that I object to the removal of the permit spaces and for the spaces to be replaced by Black Bins.</p> <p>My reasons are as follows:</p> <ul style="list-style-type: none"> • Lack of due care and consideration to discuss the proposed changes with the residents of Leslie Place • The failure to consider using the existing double yellow lines as a means of placing the Black Bins within a better setting which would allow for retaining key parking spaces. • Do not want refuse left in the street for days as these Bins will probably overflow as currently being reported by the local media • Traffic congestion has eased a bit in the street since the introduction of double yellow lines within the middle of Leslie Place. • This demonstrates that there is no need for additional double yellow lines <p>I would urge the Council to give full consideration of the above points and leave the much needed parking spaces as they are and allow for the continued collection of refuse waste by current methods or other proposals which prevents the loss of parking places in our street.</p>
	<p>Reference TRO/15/41 City Centre - on street communal waste bins</p> <p>On applying for my resident's parking permit a few years ago, I was informed that more permits were issued and charged for, than there were spaces available. Please can you confirm this?</p> <p>Do you consider it acceptable that I regularly spend in excess of 20 minutes looking for an available residents parking space? My permit is valid in Leslie Place, Dean Terrace, Carlton Street, St Bernard's Crescent and Danube Street, although some of these streets are not convenient when I am returning with heavy bags of shopping.</p> <p>There is little chance of finding a space after 5.30pm and therefore I have to park on a single yellow line or in a 'Pay & Display' space. I also then suffer the added inconvenience of having to move my car by 8.30am the following day. Do you consider this acceptable?</p> <p>Since receiving (renewing) my permit, a section of single yellow line in Leslie Place has been replaced by double yellow lines in an attempt to relieve traffic congestion. Are you aware that same congestion still happens, particularly at peak traffic times, caused by the same selfish drivers? All that has been achieved is a reduction in the space for overnight parking for local residents.</p> <p>Are we now to lose further parking to accommodate large waste bins? If so, exactly how many further parking spaces will be lost in Leslie Place?</p>

	<p>If further residents spaces are to be surrendered to allow more bins, then this exercise has not been properly thought through. Similar to the introduction of double yellow lines mentioned above, this exercise is appearing to be implemented piece meal to avoid giving the residents the full facts up front. Can you please reassure me otherwise?</p>
	<p>Thanks for the opportunity to comment on communal waste bins for Leslie Place. I do think Leslie Place needs access to communal waste bins. But is there no way to limit the parking loss, or even improve parking on the street? The biggest problem is the inappropriate through traffic between Deanhaugh Street and Queensferry Road. With less traffic on the street, there would be less pollution, safer crossing, less wear/maintenance of the cobbled road, and more room for parking (less passing places required).</p> <p>Perhaps an option could be more restriction of traffic from Dean Park Crescent to St Bernard's Crescent, maybe even completely? Local traffic could still get to Raeburn Place / Deanhaugh Street via the wide Dean Park Street but through-traffic wouldn't want to. The small numbers living in Danube Street, Dean Terrace & even Leslie Place would also have the option of going via Ann Street, but again through-traffic wouldn't want to. With less traffic, more (resident/meter) parking would be possible on both sides, as less passing places would be necessary.</p> <p>Could even still allow access to St Bernard's Crescent from Dean Street / Dean Park Street, if that maintains more local access/flow?</p> <p>An alternative/addition could be making Leslie Place one-way (going NE, i.e. opposite direction from Dean Street). If Dean Street was thought to provide insufficient SW access/flow, Dean Terrace could be opened onto Deanhaugh Street and made one way going SW.</p> <p>With any of the above designs, buses/bikes/taxis could have exemptions or buses could use Dean Park Street too.</p> <p>In summary, I do think we need bins but can we also please have a plan to improve parking, rather than limiting it further? Limiting through-traffic could be a good way to do this.</p>
	<p>Dear Edinburgh Council,</p> <p>I wish to object to the published plans to locate waste disposal bins outside 9 and 15 Leslie Place under TRO/15/41. While useful, the bins will present an unnecessary nuisance to local residents at the proposed location. I realise that the neighbourhood plan and centre plan is to distribute bins throughout the city. Sensitive location is essential. The proposed site is outside bedroom windows. When the lorries come to unload the bins they will cause severe traffic congestion in what is an extremely busy thoroughfare. That is hardly fair when there are other less inconvenient and obtrusive locations nearby, around the perimeter of the local gardens at St. Bernard's Crescent. The passage of traffic on either side of the Crescent would also relieve traffic congestion while the bins are being unloaded.</p>
	<p>I am emailing to object to this order in so far as it relates to Leslie Place. I am disappointed that there was only one notice the length of the street to let people know about this. It was only by chance that I became aware of it.</p> <p>I live on Leslie Place and do not agree that parking spaces in our street should be taken away to make room for large permanent refuse containers directly outside people's windows.</p> <p>The TRO doesn't make any mention of containers for the surrounding streets. Are</p>

other streets nearby being treated differently? Why? It feels as if yet again Leslie Place is being treated less favourably than other streets in the area.

The pavement on Leslie Place is quite narrow and there are basement flats in every stair. For those with containers outside, that is all they will see. A permanent refuse point with the risk of fly-tipping and vermin as can be seen in other areas in the city.

We have already lost parking to accommodate the passing place but at that time additional permit spaces were created nearby to offer some compensation. The proposal now is that Leslie Place residents parking spaces are located elsewhere but that is not very fair. Why should other streets get more parking but ours is taken away?

I understand that access to the Scottish Water mains is in the road where it is proposed to site containers.

A better location for the containers would be the curve of St Bernards Crescent. They would not be directly outside anyone's windows (they would be against railings) and there would be no need to lose permit spaces as its a single yellow line.

I would be grateful if these points could be considered and the proposed location of the containers looked at again to see if a better solution could be found.

As you know, I have a long-standing interest in this as per previous communications with you below.

I am extremely disappointed to find out from a neighbour that you are now consulting on this and that no-one had the courtesy to contact me when the maps became available. The only notice on the street is tied to a post outside number 9 and the notice itself does not enable the public to understand what is happening. It is extremely opaque. The effect of the notice seems to be that containers will be placed along one side of Leslie Place, displacing permit parking and more or less creating a refuse corridor on the Street. Please would you give me details of the size and number of containers it is anticipated will be sited here and how often it is intended that they are emptied? Please also advise what consideration has been given to the fact that Scottish Water requires access to the mains that can only be reached through the road outside number 13 Leslie Place. Please also advise why the draft regulations do not provide for containers to be sited on any of the streets around Leslie Place – what is proposed for them?

It would have been really helpful had someone contacted me to discuss options and proposals before we got to this stage. It is always a good idea to try to take people with you and you will recall that there were constructive discussions around a number of issues concerning this street in the past.

In addition to the objection / comments I made earlier in the week, specifically in relation to the proposals for Leslie Place, I would like to make the following further points:

- Because the order only covers changes to parking, it was not clear that there would in fact be 3 locations on Leslie Place where containers are to be placed. I have only just found out about this today and it feels as though the council is not being upfront about this.
- Nowhere is it stated that the intention is to place between 6 and 8 permanent containers in this single street
- This only reinforces my view that the street will be become the local refuse alley. It is unfair on Leslie Place residents that in addition to the disproportionately heavy traffic suffered, the Street will be lined with these containers yet the surrounding streets remain unblighted
- In other areas of the city, the Council has made a conscious effort to site

	<p>containers away from directly outside residential windows and doors but this doesn't seem to be the case for Leslie Place</p> <ul style="list-style-type: none"> • It would be much appreciated if the Council could look again at where the containers are to be placed recognising that a bit more ingenuity and compromise could be used.
	<p>Subject: TRO / 15 /41 Title: "City Centre - on street comunal waste bins" I am the landlord of the above address. I am concerned that it is proposed to place a comunal waste bin outside numbers 9 and 15 Leslie Place, for the following two reasons: (a) Leslie place is a bus route and is already a narrow road that causes some congestion; comunal waste bins will exacerbate this problem. (b) The comunal waste bins in the next street, Dean Terrace, are very suitable to my purpose and seem to be very rarely full.</p> <p>Could you please consider adding more comunal waste bins in Dean Terrace if they are needed, instead of in Leslie Place - the existing waste bins in Dean Terrace are placed on the side next to the Water of Leith and so do not block any property.</p>
	<p>TRO/15/41 - City Centre - On Street Communal Waste Bins Leslie Place</p> <p>I am writing to note my strong objection to the proposals to introduce waste bins onto Leslie Place. I hope that you take on board the concerns noted below (and those of others on the street) before taking any decision on whether to proceed with the proposals which I believe to be questionable for numerous reasons below.</p> <ol style="list-style-type: none"> 1. Leslie Place is a densely populated street with very limited parking already (with only space for at most 20 cars on the whole street, which I believe must have around 160 flats) - to remove several spaces for bins will be of significant inconvenience to residents, particularly older residents. Whilst I appreciate parking has to be weighed against other needs, in this day in age when cars/parking is so important to people's lives (work and otherwise) to reduce the already limited supply of car spaces would not be appropriate. 2. As noted, parking is already very difficult and reducing spaces will only cause more problems on the street. People need to be able to get access to their flats and, unlike in other streets, could not even temporarily park next to a bin to offload goods due to the fact it is a narrow and busy thoroughfare with a bus stop and double yellow lines on the other side from the parking area - the street needs to be kept clear and parking is already ridiculously scarce. 3. The existing service is adequate. Indeed many residents already take refuse to bins on Dean Terrace/Raeburn Place - these bins are painted green to fit in with the trees behind and are not directly outside anyone's front door - there is ample scope to increase the number of waste bins on Dean Terrace as an alternative which will not affect the quality of life for residents there (or on Leslie Place and surrounding streets). 4. Leslie Place is at the gateway to the world heritage site of surrounding streets - the waste bins are unsightly. I understand this is the reason that properties on St Bernard's Crescent, Carlton Street and Danube Street have large hessian bags to place rubbish in - this would be a suitable alternative if the reason for the proposals is bags being ripped. There is no reason why residents on Leslie Place should be prejudiced and not get this option afforded to other residents. If bins were to be placed on Leslie Place they would be used by all surrounding streets and if this was to be the case then it would only be fair for bins to be placed on these streets where I would suggest there are more suitable places for bins to be placed (e.g. next to the gardens on St Bernards Crescent green bins could be placed as there are on Dean Terrace) - These would not be right outside people's doors, the street is less densely populated and there are already some areas (e.g. next to the public telephone box on St Bernard's Crescent Gardens) or indeed at the side nearer Leslie Place which are currently single yellow lines where waste bins could easily fit without reducing parking spaces. 5. Waste bins tend to overflow and attract vermin which in such a narrow densely populated street is not desirable and could represent a public hazard - Leslie Place is

	<p>gradually starting to look nicer and years of neglect and introduction of these bins would be a significant step backwards when there are suitable alternatives (hessian bags/green bins on dean terrace/bins on Raeburn place).</p> <p>I hope that you take the above issues seriously - the concerns of myself and others on the street who I have talked to are real and will impact upon our lives. When there are clearly more suitable alternatives I believe it would be completely wrong to proceed with proposals as they are currently and so I hope you take the opportunity to reconsider.</p> <p>Please do let me know if you would like to discuss these issues further.</p>
	<p>Ref. Communal bins proposed in Leslie Place</p> <p>My objections to these proposals are as follows:1) numbers 13 and 15 Leslie Place are part of the same corner tenement building as 15 Carlton Street. As such it is part of the New Town Conservation District and the Edinburgh World Heritage area. I am therefore concerned that such a proposal is being made which affects the historic streetscape and architectural importance of this location.</p> <p>2) 13 and 15 Leslie Place are immediately opposite the no. 36 bus stop.</p> <p>3) Leslie Place as a thoroughfare is a rat run for traffic to and from Queensferry Road it is severely congested at many times of the day, including at weekends.</p> <p>4) The crossroads of Leslie Place (near 15 Leslie Pl) , Carlton Street and St Bernard Crescent is frequently blocked and is the site of many near miss and actual accidents.</p> <p>5) The proposed placement of bins outside 13 and 15 Leslie Place will add to the likelihood of motor and pedestrian accidents by blocking the sight lines of cars emerging from Carlton Street.</p> <p>6) It should be noted that the above location of the proposed bins was until about 2 years ago marked with double yellow lines. This had the effect of assisting the flow of traffic going North, particularly the buses and large vehicles. It is not known why the double lines were replaced with parking.</p> <p>7) It is not clear from the maps how many resident parking bays are being lost by this proposal for Leslie Place but it must certainly be 3 or 4. This is in Zone 5 which is already massively oversubscribed for resident parking.</p> <p>8) The position of the proposed bins in Leslie Place is close to main doors and bedroom windows. Many of the flats have bedroom windows facing on to Leslie Place. Basement flats are affected even more. These bins are unpleasant, unhygienic, unsightly and noisy. Their presence constitutes a deterioration in the overall amenity of the street.</p> <p>9) I have numerous photographs of bins around the city left overflowing with more rubbish lying alongside them. This adds to the unpleasantness and hygiene issues described in (8) above.</p> <p>10) Residents on the opposite side of Leslie Place will be required to cross a busy road to use the bins.</p> <p>11) I note that there is no proposal for communal bins in adjacent streets, Carlton Street, St Bernard Crescent or Danube Street (all of which have flats as well as houses). This will add to the overuse of any communal bins in Leslie Place.</p> <p>12) The existing system with regular collections works very satisfactorily.</p>
	<p>I am writing to raise an objection to the placing of 'Street Bins' outside 9 Leslie Place and possibly verging to 7 and 11.</p> <p>The addition of bins would reduce car parking spaces and there is at present insufficient space for owners to park their cars in this street</p>

	<p>- also surrounding streets. These bins would encourage the dumping of rubbish in the street as often seen when bins become full or by people who can't be bothered to deposit their rubbish inside. It also seems to encourage the dumping of larger object that don't even fit in the bins as people presume the council will remove these, thus saving them the bother of disposing of them themselves. In short I would hope the council see fit not to place these bins at this location. I am an owner of a property at 9 (3F3) Leslie Place.</p>
	<p>Ref. TRO/15/41 - City Centre - On street communal waste bins Thank you for informing us about the proposed placing of waste bins outside our building (9 Leslie Place). Whilst I am grateful for the provision of more waste bins, I feel that it is unfortunate that you are considering placing them outside our front door. I see from the plans that parking bays will be extended on St. Bernard's Crescent, just up the road. I agree with the other residents of 9 Leslie Place that placing the bins in these proposed parking bays would be more sensible. These areas are away from people's front doors, concealed to some extent by the trees. This solution therefore appears both more practical and less of an eye sore. I would be grateful if you would kindly take these suggestions in to consideration.</p>
	<p>Please take this email as my objection to the above proposals.</p> <p>I reside at 9 Leslie place and I object to black bins being put outside my window and also the removal of permit spaces.</p> <p>I do not want to look out my window onto black bins.</p> <p>In my opinion this will devalue my property</p> <p>The bins will overflow and rubbish will be left on the pavement (as this happens in dean street)</p> <p>Do not want rubbish lying outside my windows.</p> <p>Will be unable to open my windows due to the smell from the buckets</p> <p>Not nice for the elderly man who resides underneath me to look out on to black bins all day (he is housebond) and this will prevent less light into his house.</p> <p>Will cause more chaos with traffic</p> <p>Buckets to close to my property</p> <p>Do not want to lose the permit spaces</p> <p>Already lost parking spaces due to double yellow lines being put in place</p> <p>The notice for these restrictions is only placed on the lamp post outside my house (as been told the council do not have to notify residents)</p> <p>In my opinion the Council should have written to all the residents as not all residents will see this notice.</p> <p>Some of the residents in Leslie Place are elderly and do not have access to the internet.</p> <p>The sign does not explain that they propose to take away permit places and put black bins in</p> <p>A lot of residents will not have seen the notice as they have only placed it on 1 lamp post.</p> <p>People also work during the day, so how do you expect them to visit the office within the opening hours</p> <p>The Council once again are trying to sneak pass their proposals in order that residents do not complain.</p>

	<p>I therefore intend to go round all the residents in Leslie Place and get them to object to the Council's Proposals</p> <p>I also intend to bring this issue up with our local Councillor.</p> <p>I would however have no objection to the bins being put round St Bernards Crescent, (the bins will also be away from people's property) and I also have no objection to walking up there with my bin.</p>
	<p>I would like to formally register my objection to this order as a resident of Leslie Place, I find it baffling that the Council would try to implement something which will cause huge disruption to an already cramped street . I suggest doing some research into how other countries run their cities (the Netherlands are a great example) and issues to see if you can't find a more creative solution to these issues – we are a city of culture after all!</p>
	<p>I wanted to express my concern about two waste bins being placed in Leslie Place. I feel that this would impact significantly on car parking spaces in the street by taking two away. I think that this has not been considered. There are already waste bins in a parallel street which could be used by residents (Dean Terrace). I am also concerned about this arrangement as Leslie Place is on a bus route, with the No.36 bus running up and down the already busy and crowded street. Bins would further add to this problem of congestion.</p> <p>If the bins are instated then parking in adjacent areas for residents MUST be seriously reviewed and action taken.</p>
<p>Leslie Place – This is not an objection but was a comment as part of the consultation. This is in favour of the TRO</p>	<p>Please, Please, Please allow the bins on Leslie Place. As a lower ground floor resident that has to look at bin bags out of my window twice a week on the railings & floor outside my flat I would much prefer bins.</p> <p>The objections will be from upper floor flats that do not have to clear up the rubbish from these bags that have blown in front of their windows after the seagulls have attacked them.</p> <p>The main objection is car parking, yet I have seen people that have to park in nearby streets already moan about losing a space yet they don't have a space anyway</p>
<p>Response from Waste and Cleansing services</p>	<p>Consultation on use of bins in World Heritage area</p> <p>Explained about lengthy consultation in 2011, and the outcome that bins are compatible where sited appropriately and can serve to enhance the environment. Provided copy of report as background.</p> <p>Visual Impact</p> <p>Bins are sited at intervals within the line of cars where possible and are smaller than some cars. This serves to minimise visual intrusion. This is in line with the guidelines we follow. Bins are normally sited in the street they serve,</p> <p>Parking loss</p> <p>Advised that every effort is made to avoid minimise parking losses. Explained re siting guidelines. Bin is at a blank wall and in-between parked cars were possible. Bins are being sited in a mix of yellow lines and in parking spaces. Parking is being extended so no net loss of parking. The proposed site avoids householders standing on roadway to use bins.</p> <p>Frequency of collection and noise created by bins being emptied</p>

	<p>Explained emptying process and advised there should be no real difference with current collections. The frequency of collection will not change.</p> <p>Traffic</p> <p>The siting of on-street bins will not affect traffic. Road user Safety Audit has been completed.</p> <p>Transportation Consultation Process An advert giving details of the proposal is advertised in The Scotsman, Community Councils in the area affected are contacted and, local members (Councillors) are informed. (The statutory bodies fire police, utilities etc are also informed) Relative documents are made available for inspection at the front Counter of the City Chambers on the High Street. Information is also placed on the Council Website and the Tell Me Scotland Website. Street Bills are placed on site to invite the public to look at the proposals. The consultation period runs for a three week period.</p>
<p>Nelson Street</p>	<p>As a resident of Nelson Street (EH3) I am writing with regards to the proposed re-positioning of the waste bins in Nelson Street. Nelson Street has long campaigned for the use of the gull proof bags, which has gone ignored and the reason given was that there was no feedback given to the council, which is totally untrue.</p> <p>The current bins in Nelson Street are used by all residences in nearby Northumberland Street, Dublin St meuse, Nelson Place, Drummond Place and Great King Street. These streets have the gull proof bags and people still use the bins. I believe that we should all have bags or we should all have bins.</p> <p>Parking spaces are already in limited supply and we struggle to get a permit space after coming home from work. The new bin position will remove another three parking spaces in Nelson Street. What are we paying for when buy a permit? The privilege of driving around the block twice only to find a park in Scotland Street??</p> <p>I am also in the process of trying to sell my house and the proposed position of the bins is directly outside my house, I have seen the fly tipping of numerous mattresses, furniture, televisions and food waste dumped in front of the current bins in Nelson Street as people cannot be bothered walking to an empty bin (if for once they have been emptied).</p> <p>I hope that this "public consultation" is actually what it says and not just another box ticking exercise undertaken by the council...</p>
	<p>I write to object to the proposed placement of a new communal refuse bin outside Nos. 5/7 Nelson Street. If the waste bin is located there, it will restrict even further the extremely limited parking on upper Nelson Street. I recognise that the plan is to extend the parking 3m southwards outside No. 1 Nelson Street, on the east side. This would only partially mitigate the parking disruption created by interrupting the existing residents' parking. There are no discrete parking spaces on Nelson Street, which means that vehicles space themselves along the street in an ever-changing pattern. Breaking this stretch into two segments will ultimately impede parking options.</p> <p>Instead, I recommend that the additional bin is placed alongside the existing one outside of No. 2 Nelson Street, i.e. just to the south of it on the same stretch of single yellow line where there is plenty of room such that it will not obstruct traffic or pedestrians. Even better would be to place the additional bin alongside the existing one outside of No. 17 Nelson Street, where there is considerable room on the single yellow line, and again, there would be no safety concerns for road traffic or pedestrians.</p> <p>Putting the new bin beside either of the existing ones on upper Nelson Street would have the following benefits:</p> <ol style="list-style-type: none"> 1. This is the easiest and most cost-effective solution. 2. You would not disrupt the flow of parking, on a street where parking is at an

	<p>absolute premium.</p> <p>3. This would be the most aesthetic solution (for a World Heritage site), as it would confine the bins to either of two existing sites, instead of dotting them all over the street.</p> <p>4. The rubbish collection lorry need only make two stops on our street, instead of three, again improving efficiency.</p> <p>I thank you for your attention, and trust that you will give my counter-proposal due consideration.</p>
	<p>I am writing on behalf of the New Town and Broughton Community Council to object to TRO/15/41. So far we have been contacted by residents of London St and Nelson St with objections to the proposed bin sites on the basis that they will cause residents significant loss of amenity. There is concern among residents that almost all current communal bins have had significant periods when rubbish has built up round them in past few months, and residents understandably fear that any new communal bins will rapidly become surrounded by dirt and rubbish.</p> <p>In particular the community council objects to the suspension of parking outside siting of the bin outside 3 /3A and 5 London St in order to provide a site for a container on the basis that it does not conform with the guidelines for siting communal bins in the World Heritage Site.</p> <p>The detailed guidance (h) states " Where containers are sited in front of properties, they should, wherever possible, be sited on the division between properties, respecting architectural design." Whilst the bin site is on a division between properties 3 and 5 London Street it takes no account of the architectural layout of number 3a London St, a basement flat accessed by stairs from a front gate next to the division with 5 London St, and right in front of the proposed bin site. Moreover, the windows of both 3 and 3a are close to the division with 5, so the container will be clearly visible from these windows.</p> <p>The siting also contravenes General Condition (d) which states;</p> <p>"Within the World Heritage Site, the location of containers adjacent to listed buildings and formal and set pieces of architecture(such as palace frontages) and within the overall urban structure, will only be acceptable if there is no adverse impact on their setting or appearance"</p> <p>The block containing 1 and 3 London Street presents a palace frontage to Drummond Place, and London Street side of the palace frontage is part of that formal set piece, so should not have communal bins sited in front of it.</p> <p>We are also concerned that the site is too close to the corner with Drummond Place and in particular the island crossing at the west end of London Street, which we understand is planned to be upgraded to a pedestrian crossing. The communal bins are higher than most parked cars and we fear that it will be hard for pedestrians wishing to cross to see round it to check for oncoming traffic, so we are concerned pedestrian safety is being put at risk. Detailed guidance (g) states " Locations at the edge of parking areas or in isolated areas on main streets or at the end of streets should be avoided."</p> <p>Last, we note that this is one of 5 proposed sites for communal bins on London Street, which appears excessive for a relatively short street, compared with , for example, Dundas Street, so given the loss of amenity it will cause local residents, we respectfully suggest this site should be omitted.</p>
	<p>I note the proposals to relocate the waste containers in Upper and Lower Nelson</p>

	<p>Street from their initial temporary locations a couple of years ago. I am aware of the Council's wish to avail itself of the economies of this form of waste removal but we return to the strong objections from Nelson Street and Northumberland Street to the loss of visual amenity to the residents of this exceptional Georgian City. Nelson Street residents still felt that their wishes were not taken heed of and that the large waste containers were forced upon them.</p> <p>The present container serving Lower Nelson Street is located in Drummond Place where it has been the subject of some objections. The proposal to move it half way up the east side of the street, outside numbers 23 and 25, is not acceptable to the owners affected and I understand that you have already received some objections on this matter. Despite the Council's promises at the outset there is a record of overflowing containers and extraneous waste items dumped around, sometimes not removed at collection times. Collections can be sporadic and require prompting by residents by the rather tenuous telephone arrangements through the central switchboard. Waste containers are a magnet for those citizens who are inclined just to dump their unwanted items on the street. That would now happen right outside our properties and would present an unacceptable sight, particularly for basement and street level rooms. The site proposed also has a high kerb with a sloping cobbled berm making it difficult or even dangerous for the more elderly to approach the container and reach up to the lid to put their bag in. To try and avoid any accusation of 'nimbyism' I suggest that a better location would be on the west side of the street outside number 28 in the ticket bay where the kerb is low. The flats in that block are rarely occupied.</p> <p>The proposed relocation in Upper Nelson Street on the east side outside numbers 5/7 would appear to be less intrusive as the pavements and basements are wider making distance from the buildings to the container greater.</p> <p>I hope that the residents of the City will have the opportunity to consult with the Council at the launch of the Waste Strategy to agree an acceptable solution to this essential service.</p>
	<p>I am writing to object to the proposal to re-site the on-street communal waste bin which is currently placed at the south-west corner of Nelson Street, just before the junction with Abercromby Place. The proposal is to move the bin to a location immediately outside the main door of 5 Nelson Street, the building in which I and others live.</p> <p>There is nothing wrong with the current site of the bin. It is convenient for everyone, and is directly outside no one's front door. I cannot see why it needs to be moved, but if it has to be moved, then a good place would be on the other side of Abercromby Place, adjacent to Queen Street gardens and under the overhanging trees. The important point is that it should not be outside anyone's front door. Children running out of front doors and refuse trucks do not make a good combination. The bins and trucks should be well away from the entrances to people's houses.</p> <p>The proposed location opposite 5 Nelson Street is particularly badly chosen because there are three flats at 5 Nelson Street, with the front door to the next house immediately on one side, and the entrance to a basement property on the other side. Many households would be inconvenienced if the bin is moved to this position.</p> <p>Please could you do what I and my neighbours all want, which is to keep the bin where it is?</p>
	<p>I wish to comment on/object to the above proposals.</p> <p>1. Procedure for Notification - I understand that such Notices (under Schedule 2 Part</p>

2 of The Local Authorities' Traffic Orders (Procedure) (Scotland) Regulations 1999) require to be displayed as follows " *Where the order relates to any road, the notice shall be displayed in a prominent position at or near each end of the road and in such other positions as the authority think requisite for securing that adequate information about the subject matter of the notice is given to persons using the road.*" The Notification of the above proposals has been by laminated A4 sheets attached like a sleeve to posts at both ends of the South part of Nelson Street at one end of the North part of Nelson Street. The method of attachment does not in my view make the Notices "prominent" as is required- ie. they are easily missed and as such are in breach of at least the spirit of the regulations, if not the letter.

2.Location in terms of obtrusiveness to householders /residents- No one would choose to be looking out on a large waste container bin from their home never mind an overflowing bin, as they frequently are, However the current locations of 2 (at the South End of the West side of the Southern half of Nelson Street - this location has no windows at ground, or any level, overlooking the location- and at the South West corner of the gardens in Drummond Place- adjacent to gardens not immediately overlooked by windows) of the 3 existing containers are such as to be the least obtrusive to Nelson Street householders/residents from this point of view. The proposals in the above Traffic Order places bins in more obtrusive locations (outside 23/25 and 7/9) from the point of view of Nelson Street householders/residents.

There is no information in the proposals as to the reasons for the change in the status quo- whether the 2 containers in the proposals are additional containers or relocation of existing containers?

However I understand from other sources that one of the bins in the above Traffic Order is a replacement for the existing bin at the corner of the gardens in Drummond Place which is being removed. The removal is in response to a persistent complaint about the bin in this location via I understand the Drummond Place Association..

While acknowledging the rights of this complain I question the relocation of the replacement bin in a more obtrusive location (outside either 7/9 and 23/25) for householders/ residents in Nelson St.

In terms of the proposal for a container outside 23/25 Nelson Street I feel there are alternative less obtrusive locations from the point of view of householders/residents' windows overlooking the container. On the carriageway outside no. 28 where the majority of the flats are only used a few weeks in the year. Or on the carriageway just north of the entrance to no. 31 Nelson Street. In the adjacent building there are no windows at ground floor, or any level, overlooking this location; the container would be screened from 31A Nelson Street by the telecommunications boxes, and the occupants of the two premises opposite this location are transient not permanent - 28 Nelson Street as above and 11 Drummond Place which is non residential (Polish Club).

In saying the above I am aware that the current locations of the containers for Nelson Street residents are not in line with the Council's Guidelines on the siting of waste containers which state that if alternative sites are not feasible "containers should be located on the carriageway so that they are integrated among parked cars" . However I would comment that "among parked cars" applies to the view of the street/containers by transient street users not to that of people living in the street viz. householders/residents whose windows permanently overlook the location of the container.

3. If the the containers in the above Traffic Order increases the no. of bins to be located in Nelson Street I wish to comment on the use of the bins by householders/residents. I understand that the Northumberland Street Association and Drummond Place Association made a case and negotiated successfully to prevent communal waste containers in these streets with the non recyclable rubbish of their householders/residents being collected via gull proof bags. I have observed on a number of occasions residents from Northumberland Street and Drummond Place placing rubbish in the containers provided for Nelson Street residents. This might

	<p>partly explain my frequent difficulty in finding space in one of the containers for my rubbish and the frequent overflowing of the containers which as well as being unsightly is a potential public health risk. While I respect the position of these two Associations it is somewhat galling for them to eschew waste containers in their streets only to then use and compromise the capacity of the containers provided for Nelson Street householders/residents..</p> <p>4. Location in terms of parking - I understand the Council's Guidelines on the siting of waste containers state that locating containers in areas of end on parking should be resisted. The proposals in the above order locates one of the bins outside 23/25 Nelson Street which is within an area of end on parking. It is not clear to me why this hasn't been resisted.</p>
	<p>The bin in its present location is frequently full and overflowing resulting in rubbish being distributed around its periphery. I believe this is because a) it is infrequently emptied b) the capacity is inadequate for the area it services c) the bin is the wrong type namely does not have a foot bar for opening the lid. The street has a considerable number of elderly people, my self included, who find the current opening procedure extremely awkward particularly when the bin is regularly at capacity.</p> <p>I therefore object to the waste bin being re sited between 5/7 Nelson Street on the grounds that it will be a health hazard to the occupants as a consequence of the regular rubbish distributed around its periphery. In my opinion it should either remain at its present location or, if it must be moved, directly across the street where the property access is similar to its current location. If it were to be moved to this site there would be less of a traffic hazard, whilst being emptied, as the traffic slows as it approaches uphill to the Nelson Street/Abercromby Place junction.</p>
	<p>As a resident of 25 Nelson Street I wish to make a strong objection to your proposal to move TWO waste containers onto Nelson Street namely outside my property and no 23 and then literally next to it between nos 19 and 21. I cannot stress enough how upsetting this is to me, my family and other residents. These containers are NOT emptied regularly causing bin bags and other waste to pile up outside it, attracting vermin etc, any rubbish left beside it is then left by the collectors!</p> <p>Why can they not remain in their current location ie the one beside drummond place gardens . This is not overlooked by anyones home etc. I will be in touch with the council should this go ahead and it affect my health, that of my children and the value of my property as this has ultimately not been thought through by the council.</p> <p>Please acknowledge this email.</p>
	<p>I write to object to a proposal, local to my property, in TRO/15/41- (City centre on street communal waste bins).</p> <p>My objection refers to the proposed new location of a communal bin at 23-25 Nelson St, Edinburgh EH3 6LJ. I regard the current locations to be appropriate. There are 2 additional specific issues to consider please.</p> <p>Firstly, the new proposed location is exactly where there is the steepest sloping cobbled original kerb, making access to the bin very unsafe, particularly for elderly and disabled residents, especially in poor weather. (I am a pensioner with recent knee replacement surgery, so am very aware of & worried about this). Easier safe access is available further north in this street, and the current location outside No 17 is better than the new proposal.</p> <p>Secondly, this is a dangerous part of the street when attempting to cross on foot. It is close to the corner with Northumberland Street, but with no view of approaching traffic. Again, current sites at the ends of roads are much safer, especially for those requiring more time to cross. Again, the north end would be much safer. As you will know, speed limits are regularly ignored by drivers, inappropriately using these routes as short cut commuting roads.</p> <p>I hope you will please look at this again, and take account of my real concerns. Please contact me if you require any further information, and I would be pleased to accompany Officials if you wish to see clearly, at first hand, the difficulties I refer to.</p>

	I look forward to hearing from you.
	Dear CEC, Having just seen the notice on the lamppost and looked over the plans I would like to object to the position of the bins in London Street. There are 3 bins spread evenly on the south side but 2 bins both sited in the middle of the north side. If we must have these horrible bins spoiling the street scape can they at least be spread a bit more evenly with only 1 in the centre and 2 towards each end. Or, if it's been calculated 2 bins are enough to avoid the horrendous overflow problems I see weekly in Dublin street and Nelson street, then 2 bins evenly spaced along the street
	<p>I write to object to the current proposal to relocate one of the on-street communal waste bins in (upper) Nelson Street from its current position at the southwest corner to the middle of the east side of the street outside house numbers 5/7.</p> <p>On grounds of safety, the re-location would position both of the on-street waste bins on the same side of the street, requiring all residents from the west side to cross the street and to do so in mid-street where traffic is moving fastest, rather than at a corner where traffic slows down.</p> <p>On grounds of visual amenity, the re-location would position the large bin – and its inevitable overspill – to be directly outside 2-3 front doors, whereas in its present position it is directly outside no-one's door.</p> <p>For both reasons, the proposal is ill-considered and deplorable.</p> <p>If it is necessary to move the bin from its current position – which is far from evident – then an obviously better alternative would be to the southeast corner of the street, directly opposite its current position, where again traffic would slow at the junction and it would be immediately outside no-one's front door.</p> <p>A further option could be to position it on the south side of Abercromby Place, opposite the top of Nelson Street, adjacent to east Queen Street Gardens, where it would still be convenient for residents but would impinge on no residences, and would, I think, be particularly convenient for emptying/collection and much more amenable to periodic street cleaning around the bin.</p> <p>As a concerned resident of Nelson Street, I urge you to re-consider your proposal and consider the options.</p> <p>I look forward to hearing from you with a positive outcome.</p>
Nelson Street - This is not an objection but was a comment as part of the consultation. This is in favour of the TRO	<p>I have heard from neighbours that the Council is taking action to move the black communal waste hopper from outside number 17 Nelson Street.</p> <p>I would like to say thank you very much, as this hopper has become both an eyesore and a health hazard. For most of the week it is overfull and some people, if they cannot get their bin bag inside, just leave it on the ground outside the hopper. Here it is attacked by foxes, cats and (from March to September) gulls, with smelly rubbish strewn everywhere. The reason the hopper is overfull is that it is being used by residents on Northumberland Street, who have been provided with gull-proof plastic sacks (which they preferred to use instead of hoppers). Some residents do use the gull sacks as agreed but a significant number living at the east end of the street do not. They bring their rubbish to the hopper outside 17 Nelson Street, which is sized to accept rubbish from the east side of Nelson Street only.</p> <p>This means the hopper quickly becomes full, at which point people simply leave their bag on the street. At times the mess is extreme, and in addition to rubbish bags, all sorts of other items are being left alongside the hopper. I recently saw a bathroom cabinet and an ironing board.</p> <p>In a friendly way I have challenged two sets of Northumberland Street residents but</p>

	<p>they have been unabashed: "it's a rubbish bin and the Council are going to empty it, what is the problem?". The nuisance and inconvenience to Nelson Street residents does not figure in their decision at all.</p> <p>We are all very grateful for your intervention and look forward to the next step, when we understand that the Council plans to moved the bin further up Nelson Street, away from Northumberland Street residents.</p>
London Street	<p>I should like to lodge some comments and objections to the traffic order relating to communal waste bins in London Street;</p> <ol style="list-style-type: none"> 1. The location is inequitable. Having all the bins on one side and in the middle of the street means hat some residents will have to walk a considerable distance with potentially heavy waste bags. It seems to make more sense to have bins sited a third of the way along the street and on the north side on one third, the south side on the other. 2. Having the bins in front of the central and most architecturally prominent frontages seems against the requirements of a Unesco World Heritage site. <p>Also, I am on holiday currently, had it not been for a sharp eyed neighbour with my telephone number, I should not have been aware of the imposition of communal waste bins. The last I was aware, London Street residents had voted to retain the gull proof bags. When did this change to policy and the expressed wish of residents take place, and how could I better have prepared myself to be aware?</p>
	<p>Traffic Order TRO 15/41 - WHEELIE BINS – LONDON STREET, North side</p> <p>Ref: Drg no. MW/NT/LS/02, drawn by S. Saunders 21/04/2015.</p> <p>I should like to object to the proposed locations of Wheelie Bins in London Street, EH3 6NA. My reasons for the objection are as follows:</p> <ol style="list-style-type: none"> 1. Architecture. The proposed locations of the wheelie bin sites on the north side of London Street do not respect the quality of the UNESCO World Heritage architectural environment. By placing them directly in front of the Central 'Pavilion' block, the focus of this beautiful terraced street would be sorely compromised. 2. Practicality. Practically, these locations are not even ideal for residents elsewhere on the north side – those at either end of the street will have to walk furthest. The locations would be more convenient for all if they were placed symmetrically approximately one-quarter of the way along from either end, so no-one would have to walk more than one-quarter of the street's length to dispose of their garbage. This would entail moving the westernmost of the two locations approximately 5-10 metres to the west, and the eastern location approximately 5-10 metres to the east. 3. Equity. Relocating the bins as I suggest would also have the equitable benefit of not concentrating the entire garbage storage/collection for the north side in front of just three houses. <p>As the closing date for comments/objections is later this week, on 30 September, I should be most grateful if you would contact me to discuss the matter as soon as possible.</p>
	<p>I am writing on behalf of the New Town and Broughton Community Council to object to TRO/15/41. So far we have been contacted by residents of London St and Nelson St with objections to the proposed bin sites on the basis that they will cause residents significant loss of amenity. There is concern among residents that almost all current</p>

	<p>communal bins have had significant periods when rubbish has built up round them in past few months, and residents understandably fear that any new communal bins will rapidly become surrounded by dirt and rubbish.</p> <p>In particular the community council objects to the suspension of parking outside siting of the bin outside 3 /3A and 5 London St in order to provide a site for a container on the basis that it does not conform with the guidelines for siting communal bins in the World Heritage Site.</p> <p>The detailed guidance (h) states " Where containers are sited in front of properties, they should, wherever possible, be sited on the division between properties, respecting architectural design." Whilst the bin site is on a division between properties 3 and 5 London Street it takes no account of the architectural layout of number 3a London St, a basement flat accessed by stairs from a front gate next to the division with 5 London St, and right in front of the proposed bin site. Moreover, the windows of both 3 and 3a are close to the division with 5, so the container will be clearly visible from these windows.</p> <p>The siting also contravenes General Condition (d) which states;</p> <p>"Within the World Heritage Site, the location of containers adjacent to listed buildings and formal and set pieces of architecture(such as palace frontages) and within the overall urban structure, will only be acceptable if there is no adverse impact on their setting or appearance"</p> <p>The block containing 1 and 3 London Street presents a palace frontage to Drummond Place, and London Street side of the palace frontage is part of that formal set piece, so should not have communal bins sited in front of it.</p> <p>We are also concerned that the site is too close to the corner with Drummond Place and in particular the island crossing at the west end of London Street, which we understand is planned to be upgraded to a pedestrian crossing. The communal bins are higher than most parked cars and we fear that it will be hard for pedestrians wishing to cross to see round it to check for oncoming traffic, so we are concerned pedestrian safety is being put at risk. Detailed guidance (g) states " Locations at the edge of parking areas or in isolated areas on main streets or at the end of streets should be avoided."</p> <p>Last, we note that this is one of 5 proposed sites for communal bins on London Street, which appears excessive for a relatively short street, compared with , for example, Dundas Street, so given the loss of amenity it will cause local residents, we respectfully suggest this site should be omitted.</p>
	<p>Below is a more thought through email rather than the earlier accidentally sent draft.</p> <p>I have recently heard about plans to place waste bins on London Street. I would like to object to the planned siting of the bins for the following reasons:</p> <ol style="list-style-type: none"> 1. The south side of the street is side-on parking. Keeping the bins on the north side (end-on parking) would keep them further away from the residential buildings, and therefore would have a slightly lesser impact. 2. The bin proposed on the south side near Drummond Place will be over-used. As there is no proposal for bins on Drummond Place itself, it is inevitable that residents there will use it. This will result in overflowing bins. Living in a basement flat nearby, I am not looking forward to that waste ending up by my front door!

	<p>3. In my mind there is a much more appropriate location for a bin (or two) at the west end of London Street, and that is on the edge of Drummond Place Gardens. It would not be directly outside any property, and the park itself would be sheltered from them by the trees.</p> <p>At the other end of the street, there is a space on the north side outside the commercial premises' that would comfortably take 2 bins. Not sure if that is already part of the plan as I can't currently access the Traffic Order - it appears to have gone from the website?</p>
	<p>Traffic Order TRO 15/41 - WHEELIE BINS – LONDON STREET, North side Ref: Drg no. MW/NT/LS/02, drawn by S. Saunders 21/04/2015.</p> <p>I would like to object to the proposed locations of the wheelie bins. The reasons are as follows:</p> <p>1) Through placing the bins in the middle of the street, in front of the main central block (the main focal point of the buildings) would drastically affect the beauty of the property, an A-listed building in a world heritage site. Given how respectful we are of the properties it would seem ill fitting to have two large bins right in front of it. There's an image attached and if you look at the building the central block is clearly the most 'grand' from street view and it would be a shame to ruin that.</p> <p>2) From an owner's point of view I wouldn't welcome the addition of two large bins right outside my front door. Having seen what the surrounding areas of the other communal bins across the likes of East London Street are like, I'd spend half my time clearing up other people's rubbish and the general state of the area would not be desirable. Having the two bins side by side will only encourage an accumulation of rubbish to be left outside of the bin should they be full. I think that most of us residing at 20/22/24 London Street would see more sense in putting the bins further out towards the end of the street, rather than right in the middle, allowing the residents from Drummond Place to also make use - there's more space towards that part of the street.</p> <p>I understand that the closing date for objections is this Friday and so I'd be grateful if you could note my email before then.</p>
	<p>Traffic Order TRO 15/41 - WHEELIE BINS – LONDON STREET, North side Ref: Drg no. MW/NT/LS/02, drawn by S. Saunders 21/04/2015.</p> <p>Further to my telephone conversation with Mr. Young this afternoon, I should like to object to the proposed locations of Wheelie Bins in London Street, EH3 6NA. My reasons for the objection are as follows:</p> <p>1. Architecture. The proposed locations of the wheelie bin sites on the north side of London Street do not respect the quality of the UNESCO World Heritage architectural environment. By placing them directly in front of the Central 'Pavilion' block, the focus of this beautiful terraced street (see attached photo) would be sorely compromised.</p> <p>2. Practicality. Practically, these locations are not even ideal for residents elsewhere on the north side – those at either end of the street will have to walk furthest. The locations would be more convenient for all if they were placed symmetrically approximately one-quarter of the way along from either end, so no-one would have to walk more than one-quarter of the street's length to dispose of their garbage. This would entail moving the westernmost of the two locations approximately 5-10 metres</p>

	<p>to the west, and the eastern location approximately 5-10 metres to the east.</p> <p>3. Equity. Relocating the bins as I suggest would also have the equitable benefit of not concentrating the entire garbage storage/collection for the north side in front of just three houses. The occupants of the 10 households - 35-40 people - in the Central Pavilion block, would certainly not regard this concentration as a welcome privilege.</p> <p>As the closing date for comments/objections is later this week, on 30 September, I should be most grateful if you would contact me to discuss the matter as soon as possible.</p>
	<p>I write to raise objections to the proposed locations of Wheelie Bins on the North Side of London Street, EH3 6NA and the subsequent implications for parking.</p> <p>My objections are as follows:</p> <p>Architectural Impact: The 'pavilion' block at 20-24 London Street (and its partner on the south side) is the main architectural focus of the Street. Placing both communal bins outside this block will compromise the features of this street within the World Heritage Site.</p> <p>Impact on residents: The concentration of all the refuse collection and storage for the north side of the street outside 3 adjoining houses, in one block, will place unfair concerns on the residents of that block by comparison with residents elsewhere on the north side. It is naive to assume there will be no environmental impact on residents living near the bins - issues of overflowing bins, garbage left round the bins etc will fall to them to deal with. These responsibilities should be shared more equitably among residents.</p> <p>Ease of access: The location of the bins on the north side does not allow equitable access for all residents. Those living at the ends of the street will have further to walk and carry refuse. Placing the bins 1/4 of the way along from either end would give everyone the same access.</p> <p>Lack of Consultation: I am not aware of any consultation directly with residents on the location of the bins, nor of any information being provided by the Council on the criteria/guidelines they use for determining the location. We have had nothing from the Council since they announced the results of the original survey. Discussion between interested residents and the Council would be helpful in ensuring the most acceptable solution.</p> <p>Parking Spaces: It seems, from the plans, that 4-5 resident parking spaces are being removed to accommodate bins - to be replaced by 3 spaces. If that's correct, the loss of even 1 resident space seems unacceptable in an area in which parking spaces are at a premium.</p> <p>I would be happy to discuss any of these objections with you further or to receive any further comments or information.</p>
	<p>Wheelie Bins Proposal, London Street: Drawing No MW/NT/LS/02</p> <p>My attention has been drawn to the proposed locations of the Communal Wheelie Bins on London Street. I note that as drawn there appears to be little attempt to locate the bins in an equitable manner for users along the Street.</p> <p>The locations also ignore the opportunity to get some use out of the vast paved area at the East end. This is little used except for the piling of trade waste bags and other rubbish for collection. At the West end of the Street there is a virtually unused motorcycle bay opposite This is only used as overspill vehicle parking at weekends and at night. In addition at the West end on the North side there is stretch of road where parking is prohibited presumably to ease the flow of traffic turning into the Street. However this is used daily for on-street parking by a long wheelbase van and another private car. Apparently, these are not considered obstructions and the space could easily accommodate a bin.</p> <p>The above locations offer minimal disruption to occupants of the use of the Street, but even just a better spaced location of the bins along the Street would be a considerable improvement.</p>
	<p>I am writing to object to the placement of communal bins outside 3-5 London Street. I object on the grounds that this will mean the bins are directly onto the pavement</p>

(which is outside my basement flat) and the resulting smell and accumulation of dumped bags on the pavement (as is widespread throughout central Edinburgh) will impact on my property. On streets nearby, such as Scotland Street, the bins are placed on the side of the street where there is nose-in parking - meaning they are much further away from domestic property. On my side of the street, the parking is side-on to the pavement. On a related topic, I have looked at the documents connected with these proposals online and note that the document titled 'On Street Communal Waste Bins Statement of Reasons' is empty and thus useless. Further to our telephone conversation today, and my objections noted below. Can I submit two further reasons for my objection to the siting of a communal waste bin directly outside number 3-5 London Street.

1. My bedrooms are at the front of my basement flat, as are the bedrooms in the flats above - very close to where the bin will be, with all the attendant noise and smell, particularly at night when the (inevitable) fly tipping tends to take place. I have a particular horror of rodents, which this will inevitably attract, and the thought of having rats outside my bedroom is horrifying. 2. This site is very close to the corner with Drummond Place, which does not have communal bins, nor are any planned.

Residents of Drummond Place WILL use these bins; moreover, some of the properties very close to the corner with London Street on the SE section of Drummond Place are of a type, comprising housing association flats and a social work premises (housing for people who have recently been in institutions) where some of the tenants are less than scrupulous about the appearance or cleanliness of the streets. Can I make two suggestions to obviate these concerns. That the bin be placed on the other side of the street, outside number 2, where there are no basement windows facing the street, nor in the ground floor flat. OR that this bin be sited at the east end of Drummond Place at the head of London Street, alongside the garden, where there is currently a litter bin. There is, of course, a container bin on the west side of Drummond Place alongside the garden, which I understand is for use by people living in Nelson Street, and is a precedent for such a placement. Further to this correspondence, can I ask if in drawing up the traffic orders to accommodate the proposed communal waste bins on London Street, you have taken into account the current status of a plan to install a pedestrian crossing on London Street at the corner with Drummond Place, in much the same place as the proposed bin and associated parking changes. This crossing plan has been on the cards for a number of years, but I note - from looking at the online 'Pedestrian Crossing Prioritisation List' for 2016/17, as given in Appendix 1 of the Report by the Executive Director of Place to the Meeting of the CEC Transport and Environment Committee held on 7 June 2016 (with minutes tabled at the subsequent meeting of 30 August 2016) - that it is now listed as the no. 1 priority in the list for the current year, with the following rubric attached 'various crossing options to be designed and consulted on' with construction dependent on the implementation of TRO. Excuse my emailing you again. I hope you appreciate my concern.

RECEIVED 11:00 26/9/16

Leslie Place, Flat Edinburgh, EH4 1NF
t. 0131 343 2116

Reference TRO/15/41
Traffic Orders, Place,
City Chambers, High St,
Edinburgh, EH1 1JJ

26th September, 2016

Dear Sir or Madam,

I am writing to object in the strongest terms to the draft order Ref TRO/15/41. This relates to the removal of Residential Parking spaces outside 15 Leslie Place and 9 Leslie Place, and replace with Communal Waste bins.

I have lived at 15 Leslie Place for 21 years and during that time, especially in the past five years, numerous surveys have been carried out by the Council to consider changes to the traffic flow, creating a one way route, parking spaces and collection of domestic refuse.

The draft proposal is to remove 5 meters of current residential permit parking space outside these two properties, 9 and 15, and put in double yellow lines to accommodate large black refuse containers.

I certainly am appalled at the idea of a refuse container outside my flat at 15 Leslie Place. The street is already congested with traffic and pollution and this is just a further erosion of quality of life. It could devalue the properties, which is a Residential Street in the New Town Conservation area. If any of the owners were intending to sell their flat with such a container outside the front door, perhaps a prospective purchaser might look elsewhere.

At present, residents hang their black rubbish bags from the railings along the street on Monday and Thursday nights. It is true that seagulls used to attack bags if left on the pavement but hung on the railings has drastically reduced this. If we had hessian bags on this street, (like our neighbours around the corner), this would be totally prevented.

I understand that there is no proposal to introduce these containers in any of the streets around us (St Bernards Crescent, Carlton Street or Danube Street) who will no doubt continue to use their black refuse bags inside Hessian bags. When these were introduced, I contacted the Waste Department to ask why residents on Leslie Place were not supplied with these but I did not receive a suitable response.

The only proposed change on St Bernard's Crescent is to create the displaced parking spaces from Leslie Place here.

The two Containers to be located outside 9 and 15 Leslie Place will have to service around **200 flats** along the street. There are approximately 12 - 14 flats in each property and 15 tenement blocks in total. Has the amount of household rubbish each week been estimated?

How often would the containers be emptied? With so many residents, they will be full each day with refuse spilling out on the street. These bins could also attract rubbish being deposited by residents nearby in between their hessian bag collection.

The location outside No. 15 beside the crossroads (Carlton Street and St. Bernard's Crescent) is totally unsuitable. The 36 bus stop is directly opposite and most days the bus travelling towards Deanhaugh Street has to pause at the corner to allow traffic through.

A large Waste container placed a few feet from the pavement and right beside the wide, jutting out section of pavement will cause continual congestion. Traffic travelling towards St Bernard's Crescent would be held up trying to pass the Containers and there could be sight line issues. Most importantly, being opposite the Bus stop this would cause an intolerable "choke" point for the flow of traffic.

The location would also cause problems with the Refuse collection lorry arriving to empty the Bins, having to park immediately at this junction – and cause a tailback of traffic.

What is so ironic is the fact that this space directly outside 15 Leslie Place was always a double yellow line until a few years ago. The pavement was widened at the junction here, to narrow the roadway in order to slow down traffic. The double yellow line was invaluable – no cars could be parked and it was frequently used as an essential Passing Place at this bottle neck of a junction.

Having lived here, as I say for over 20 years, I have witnessed so many crashes, scrapes and near misses as cars race along St. Bernard's Crescent and down Leslie Place to reach the lights. Commuter traffic and the school run avoiding Raeburn Place and cars, trucks and lorries, day and night. At the junction of Carlton Street opposite the inner side of St. Bernard's Crescent, there are no road markings to say, Give Way. If there is more congestion around these crossroads, I can just envisage many more accidents.

Please see my enclosed memory stick of images – in particular the two photographs named Chaotic Traffic on Leslie Place and Congested Traffic on Leslie Place. This is before large communal bins create a narrower throughway beside the widened pavement beside No. 15.

Many years ago Dean Terrace residents engaged an engineer to persuade the council that their street should be blocked off as it could not cope with the volume of traffic. The direct consequence is the busy stream of two way traffic along Leslie Place with parking on both sides, evenings and weekends. Dean Terrace is a haven of tranquility with no through traffic.

Having read through all the documents, TR0/15/41 - City Centre – I note that no reasons are listed under the pdf file "On Street Communal Waste Bins Statement of Reasons.

In summary I object to these draft proposals to install the Communal Waste containers outside No. 9 and No. 15 Leslie Place on several pertinent grounds, many of which are fully explained above:

First there is the failure to give any reason as part of the statutory procedure of this proposal. In addition, the only notification of this Traffic/Waste Container Order is a Notice attached to the lamp-post outside No. 9. There is such notice near No. 15 to alert residents to this draft proposal.

The installation of unsightly black bins would totally affect the architectural character and amenity of residents in this New Town Conservation area. Having recently had my windows repaired, I was strictly advised on glass and historic sash design to abide by New Town regulations. So why should the Council destroy the traditional vision of the street?

Containers are unsightly, noisy and a magnet for fly-tippers and vermin and should not be placed directly outside residents' flats as it would be here at No. 15. On Dean Terrace, the bins are located along the Water of Leith side of the street.

There are other more suitable locations which could be considered to avoid these being directly outside people's windows. There is an ideal space at the east end corner of the St Bernard's Crescent Garden. Then they would not be directly outside anyone's windows.

The block of flats at 15 Leslie Place is the same building as the adjacent property, 15 Carlton Street, sharing roof, plumbing, chimneys and structure. Flats 1, 4 and 7, at 15 Leslie Place, have their drawing room windows overlooking Carlton Street and St. Bernard's Crescent.

Our building curves around the corner and the dining room windows of 15 Carlton Street are in fact on Leslie Place and will overlook these proposed communal bins. This poor resident will still have her rubbish collected in her hessian bag, but the communal bin will be right outside her flat.

The proposed location directly outside 15 Leslie Place is beside a purposely narrowed section of roadway, adjacent to the junction with Carlton Street and St. Bernard's Crescent. It is also virtually opposite the No. 36 bus stop. Traffic congestion would increase at this corner and perhaps cause more accidents.

It is the worst possible location for a Refuse truck to stop to empty the waste Container and this would also cause problems outside 9 Leslie Place. Around 200 flats on Leslie Place to be served by two Communal Waste Bins? These will be overflowing within days.

Please just maintain the status quo for this area -- provide Hessian bags for our black refuse bags on Leslie Place, always efficiently removed each week to keep the street clean and rubbish free. Why should Leslie Place residents be treated like second class citizens compared to our next door neighbours?. There is no logic to this proposal.

Councillors or department officials should arrange a site visit to observe the traffic problems at present and seriously assess the unsuitability of waste containers outside 15 Leslie Place.

I enclose a memory stick containing several photographs to illustrate the corner building of No. 15 Leslie Place with 15 Carlton Street, St Bernard's Crescent Garden (East corner space for Communal bins), and current traffic congestion on Leslie Place.

Yours sincerely,

RCPS/10/16 ay

29th September 2016

City of Edinburgh Council
Road Traffic Regulations
Order 201

Ref. TRO/15/41

I am writing to make an objection to the plan for removing parking spaces in Leslie Place and replacing them with black bins.

There are not enough parking spaces already, losing two may not sound much but it is important to keep as much parking as possible. A shortage of spaces leads to people parking awkwardly + dangerously at night when restrictions finish.

The bulk of these bins will add to traffic chaos on that road where it is already hard for large vehicles to pass safely.

The mess that gathers around these bins is appalling. Dumped electrical items etc will make hazards on the road and the pavement.

I lived in Leche Place for many years so know the area, and the traffic behaviour, well.

My tenant there has also expressed concern about this plan.

I do hope this proposal would be reconsidered, but I doubt it.

Yours

RCD 30/9/16
ag

Edinburgh
EH3 6LJ

29 September 2016

Traffic Orders, Place,
City Chambers, High Street
Edinburgh, EH1 1YJ

Dear Sir/Madam,

TRO/15/41

I write in relation to the proposals to change parking restrictions to accommodate additional communal bins on Nelson Street.

Whilst I agree that there is a need for one additional bin to meet the needs of the residents of Nelson Street, it seems unnecessary expense and hassle to position it right in the middle of existing parking spaces. Why not position it in one of the several areas that are not currently parking spaces, for example outside number 20 Nelson Street or outside number 31?

This would be cheaper and cause less inconvenience to the the Council and to residents.

In addition, I am concerned that by adding a parking space at the bottom of Nelson Street (ie outside number 31), the line of vision for cars turning left out of Drummond Place onto Nelson Street will be adversely affected.

A more sensible option would be across the road in the middle of the parallel parking spaces (ie between 22 and 24 Nelson Street).

Yours sincerely

RCD 30/9/16
ag

London Street
Edinburgh

TRO/15/41

London Street

29/9/16

Dear Sirs, I am writing to
object to the plan to site
street refuse bins on the
North side of London Street
outside 18/20 and 24/26 London
Street spoiling the appearance
of the Central Pavilion of the
Georgian, Grade A listed
building and failing to
serve residents at the east
and west ends of the street
yours faithfully

Appendix 5 – Responses from all relevant Ward 5 &11 Councillors

All ward councillors were consulted in regard to this Traffic Regulation Order and comments are shown in the table below

Councillor comments	Waste and Cleansing Services response
<p>Joanna Mowat</p> <p>I am concerned about the bin in drawing number MW/NT/LS/01 because of visibility at this corner – I think there are also plans for a crossing to be put in place here. I have raised the issue of bins at corners on wide streets before – there is an example at Albany Street where the bin creeps further and further towards the centre of the road and obscures visibility for people crossing the road. The effect is magnified the shorter the person trying to cross – so as people get shorter they have to stand further out in the road to see round the bin and are more in the way of oncoming traffic – so children are disproportionately affected and put at risk. This crossing is on the route to various schools which older primary and young secondary children might be using unaccompanied and I do have safety concerns about the siting of this bin. There does seem to be alot of bins in this street as well.</p>	<p>The bin on London Street at the junction of Drummond Place is to be sited between no 3-5 and this does not affect the sightlines for drivers or pedestrians crossing. We can look at painting lines around the bins so that it is placed back in the correct location. In terms of the crossing, we have liaised with Road Safety and whilst the pedestrian crossing has been agreed they are not as far in the stage as we are at. It is unlikely that the bin at the Drummond Place end will affect the crossing but if it does we will work around this when the time comes. We require 5 bins to provide adequate capacity for the 138 properties.</p>
<p>I'm also concerned about the bin in Lower Nelson Street - drawing number MW/NT/NS/02 next to the raised pavement – I think this will be very difficult for</p>	<p>We have looked at the pavement and it is lower at this section and should not cause issues to users of the bin. If it does cause an issue we do have the option of offering an assisted collection to any residents that do find it difficult to get to the bin.</p>

<p>older and smaller people to access safely and would support these concerns raised by residents and place it lower down the street where the kerb is lower.</p>	
<p>For all these bins I would like a recommendation that they are part of the sensor trial and fitted with sensors so that they do not overflow and cause waste to spill out on the pavement and attract vermin.</p>	<p>There is a trial of 100 bin sensor being undertaken at the moment. Once this trial is completed we will evaluate its success and look at the possibility of rolling them out more widely. At the moment we do not have any spare sensors to use.</p>
<p>Lesley Hinds</p>	
<p>My only comment would be, there is parking loss in Leslie Place?</p>	<p>There is loss of parking on Leslie Place but we are making it up on St Bernard's Crescent. So overall no loss of parking in total.</p>

Transport and Environment Committee

10.00am, Tuesday 17 January 2017

General Switchboard and Website Enquiries - referral from the Corporate Policy and Strategy Committee

Item number	8.6
Report number	
Wards	All

Executive summary

Arising from a motion by Councillor Mowat, the Corporate Policy and Strategy Committee on 8 November 2016 considered a report which provided details on performance information and service design for the Council's online and telephone channels. The report has been referred to the Transport and Environment Committee for information.

Links

Coalition pledges	See attached report
Council outcomes	See attached report
Single Outcome Agreement	See attached report
Appendices	Appendix 1 – report by the Acting Executive Director of Resources

Terms of Referral

General Switchboard and Website Enquiries

Terms of referral

- 1.1 On 8 November 2016, arising from a motion by Councillor Mowat, the Corporate Policy and Strategy Committee considered a report which provided details on performance information and service design for the Council's online and telephone channels.
- 1.2 The Corporate Policy and Strategy Committee agreed:
 - 1.2.1 To note the current performance reporting for Customer Contact.
 - 1.2.2 To note potential future improvements to customer experience and performance reporting.
 - 1.2.3 To adjust the Rolling Actions Log to reflect that the motion by Councillor Mowat had not been discharged.
 - 1.2.4 To agree that a full progress report be submitted to Committee in quarter one of 2017.

For Decision/Action

- 2.1 The Transport and Environment Committee is asked to note the report.

Background reading / external references

Corporate Policy and Strategy Committee 8 November 2016

Kirsty-Louise Campbell

Interim Head of Strategy and Insight

Contact: Louise Williamson, Assistant Committee Clerk

E-mail: louise.p.williamson@edinburgh.gov.uk | Tel: 0131 529 4264

Links

Coalition pledges	See attached report
Council outcomes	See attached report
Single Outcome Agreement	See attached report
Appendices	Appendix 1 - report by the Acting Executive Director of Resources

Corporate Policy and Strategy Committee

10.00am, Tuesday, 8 November 2016

General Switchboard and Website Enquiries

Item number 7.9
Report number
Executive/routine
Wards

Executive Summary

On 6 September 2016, the Corporate Policy and Strategy Committee passed a motion raising questions about performance information and service design for the Council's online and telephone channels. This report addresses these queries and provides information on ongoing improvement activities for both services.

Links

Coalition Pledges [P30](#)
Council Priorities [CP11](#), [CP13](#)
Single Outcome Agreement

General Switchboard & Website Enquiries

1. Recommendations

- 1.1 The Corporate Policy and Strategy Committee is asked to:
 - 1.1.1 note current performance reporting for Customer Contact;
 - 1.1.2 note future improvements to customer experience and performance reporting;
 - 1.1.3 agree to discharge the motion by Councillor Mowat;
 - 1.1.4 agree that a progress report will be provided back to Committee in quarter one of 2017; and
 - 1.1.5 refer the report to the Transport and Environment Committee for information.

2. Background

- 2.1 At its meeting on 6 September 2016 the Corporate Policy and Strategy Committee requested further information on a range of customer contact issues.
- 2.2 This report provides detailed answers to the questions raised in the motion:
 - What is the design of the user experience for telephone and online channels?
 - What performance reporting is produced?
 - Who receives performance information?
 - How many abandoned calls have been recorded?
 - How many calls have been received, broken down by length?

3. Main Report

Overview & Customer Experience: Telephones

- 3.1 The Council is committed to providing excellent service to all constituents, supported by simple and easy to access contact channels. As part of the Council's ongoing transformation programme a new structure has been introduced in the Customer Contact Centre, supported by a refocused performance framework.
- 3.2 The new structure has been designed to focus on first touch resolution, supported by closer working relationships between customer contact and service delivery.

These ongoing activities will ultimately deliver a flexible, cross skilled staff group that can effectively address telephone and electronic/social media contact at the initial point of contact.

- 3.3 A recent performance review has resulted in some staff turnover. This activity will benefit the service in the longer term. In the short term staff are being reallocated to tackle specific contact pressures and an internal recruitment exercise is ongoing, to ensure the service operates at the agreed post transformation staffing levels.
- 3.4 The Customer Contact Centre deals with a wide range of service calls. A 7 month snapshot of calls answered by the Contact Centre is detailed in Appendix 1.
- 3.5 When customers phone the Contact Centre, they will generally be presented with an automated menu system (IVR). These provide some self-service information, e.g. Council Tax banding information. Where appropriate, they also provide text messages with links to online forms. At present this is limited to Council Tax and Benefits, but the Council is working to extend this text message approach to more service areas.
- 3.6 The IVR systems will put the customer through to an agent, where appropriate. The IVR system ensures we direct the customer's call to an agent who has the correct skill set to deal with the call.
- 3.7 When a customer is put through to an agent, the agent will attempt to resolve the customer's enquiry in full at the point of contact, e.g. telling the customer when they will receive their next benefit payment. In some cases this will require a referral to another team, e.g. for a bin to be collected or a benefit claim to be processed.
- 3.8 Finally, the agent informs the customer what will happen next e.g. you will receive an updated Council Tax demand bill within the agreed service level.
- 3.9 The handling time for a phone call, i.e. how long the customer is speaking to the agent, varies based on the nature of the call. Appendix 2 shows average call times, broken down by service area. Performance is reviewed regularly by Team Leaders to ensure that calls are handled in the most efficient manner. It is, however, important that requests are resolved as far as possible and this balance is continually under review to ensure effective first touch resolution and call efficiency. The long term effect of this efficiency management approach will reduce call volumes as failure demand is driven from the system.
- 3.10 Work is being undertaken to profile service demand and allocate resources. This is an area under constant review to ensure that resources are best allocated to meet essential service demand. As call volumes reduce our capacity will come more in line with demand.
- 3.11 Appendix 3 details average waiting times and improvement groups have been put in place to address specific challenges such as Repairs, Waste, Council Tax and Benefits. Key actions include better contact/service coordination through co-location, cross skilled teams, improved systems and resource reallocation to meet demand. As part of this activity the service is progressing a dedicated workforce

management tool that will improve demand forecasting and scheduling and more effectively manage telephony and back office volumes.

- 3.12 The current target for call abandonment is less than 10% and recent performance is detailed in Appendix 4. The abandoned calls indicator is calculated using the number of customer calls terminated before it was answered. The majority of services are within the agreed target, however the abandoned call rate is significantly higher for Repairs Direct and this has been prioritised in the above work analysis and a specific improvement group has been put in place. The recent organisational review has also seen resource levels increased in key areas (including Repairs Direct) and once staff are fully trained it is anticipated that performance targets will be achieved.
- 3.13 At peak times, such as following annual Council Tax billing, this target is under significant pressure. To address this on an ongoing basis, closer co-ordination and cross skilling with appropriate transactional teams (processing) is being introduced. This will create a larger pool to tackle short term demand spikes.
- 3.14 The historical service level target for the Contact Centre has focused on calls answered within 30 seconds. The current target for this PI is 55% as detailed in Appendix 5. In many areas this is being met and as detailed above work is ongoing to improve areas where this is below target. However, the current PI suite does not reflect current industry best practice. Consequently, changes will be implemented and the 4 key PIs going forward will become – First Touch Resolution, Staff Satisfaction, Customer Satisfaction & Complaint statistics.
- 3.15 As part of the service's wider improvement activities a detailed analysis of call data is being undertaken to better establish the types of call received e.g. service failure, service request and simple requests for information. This data is essential in informing the end to end service delivery and also assisting the Council to develop and promote other channels such as self-service forms and improved online service information. Other improvements include the use of call backs, messages which give customers greater information about their status in the queue and text links. These activities will assist the Council to better manage call volume types.
- 3.16 A number of services that have recently transferred into the Customer Contact Centre have no call routing technology e.g. FM services. These services are currently being assessed and appropriate IVR systems are being adopted to effectively direct the customer to the correct channel to deal with their inquiry. These developments are being delivered in conjunction with the planned CGI upgrade of the telephony system, which will provide improved management information and is planned for the first quarter of 2017. In addition, work is being scheduled to add the Council's switchboard to the solidus system. This will deliver improved call management.
- 3.17 A pilot is also being progressed that will enhance our post call satisfaction measures with the introduction of a fully automated system of post call satisfaction

surveys. This will assist the Council to further develop its customer contact strategy.

Customer Experience – Online Report It

- 3.18 The Council's website was redesigned in 2014 to streamline the user experience and ensure it worked on mobile devices such as phones and tablets. The website has a maximum 4 star rating in Socitm's annual survey of local government websites. Once on the website, customers can use the search box, the subject based menus, or the "pay it", "report it" or "request it" links to access our online transactions.
- 3.19 Depending on the transaction, the customer may be asked to sign in. This is based on how much information we need about the customer to effectively complete the transaction. Sign on is provided via the Scottish Government's MyGovScot MyAccount service and once registered this enables a proportion of the form to be pre-populated to improve the online experience. The online forms are designed to be user friendly and have help text or guidance where appropriate.
- 3.20 For those forms that require sign on, or for which the customer has opted to sign on, the customer sees a history of their transactions in their online account. We are working to improve this facility further so there is more detailed information on the progress of the customer's enquiry.
- 3.21 The Council's forms are subject to varying degrees of automation. For example, some income and benefits forms are loaded directly into our business database systems, e.g. the direct debit payment form. Others are partially automated, then referred to an officer to finalise the assessment, e.g. the housing benefit form. Some are not automated at all and are referred to an officer for assessment, e.g. student discount form. The customer will receive confirmation, usually system generated, once the transaction has been finalised.
- 3.22 Processing times vary depending on the transaction. For example, 90% of Direct Debit forms are significantly automated and are processed within 1 working day, with the customer receiving a revised bill via second class post.
- 3.23 Some of these transactions, e.g. Income and Benefits, are administered entirely within Customer. Others, such as missed bins or dog fouling, are referred to the relevant service area to resolve. Where possible, the request is raised directly in the service area's system.
- 3.24 The Council is working with CGI and Agilisys to improve our online transactions as part of the channel shift programme and a wide range of services will be launched in the remainder of 2016/17.

Performance Information

- 3.25 The Council is committed to delivering excellent customer service, via a range of channels, including online, telephony, and face-to-face. A comprehensive suite of performance information is regularly updated, broken down by service area, e.g. Waste, Repairs Direct, and Council Tax and performance metrics include:
- Calls volumes (Appendix 1)
 - Average handling time (time spent with the agent) (Appendix 2)
 - Waiting time (Appendix 3)
 - Calls abandoned (Appendix 4)
 - Service level (percentage of calls answered within 30 seconds – Appendix 5)
- 3.26 These reports are received by team leaders, contact centre management, and Resources senior managers as part of normal operational management. In addition key statistics are included in Directorate and Council dashboards. Targets are based on the current resource profile and benchmarked against similar organisations
- 3.27 Reports are produced with different frequency. Team leaders monitor live performance information within the Contact Centre and use this to respond dynamically to demand. Daily, weekly and monthly reports are also produced.
- 3.28 The service is currently reviewing its management information reports. The objective is to simplify what is reported to give an accurate picture of the service whilst also driving the right performance and putting the customer first. Building on existing measures this will focus on:
- Contact successfully resolved at the point of first contact (online/calls)
 - Staff satisfaction
 - Customer satisfaction
 - Complaints volumes & themes
- 3.29 Traditional measures, such as average handling time, will continue to be monitored. These, however, could be impacted as a result of a greater focus on first touch resolution. This performance change will be managed, however, best practice suggests that prioritising contact resolution yields a better overall service and fewer calls as we focus on more value related interactions and drive out failure demand. In time this will allow the service to function fully with current headcount levels.

4. Financial impact

- 4.1 There are no direct financial implications as a result of this report.

5. Risk, policy, compliance and governance impact

- 5.1 The delivery of high performing customer services, via both the online and telephone channel, is a key target for Customer. Performance against target is regularly reviewed by senior managers to ensure issues are addressed and a service level improvement is achieved.

6. Equalities impact

- 6.1 There are no direct equalities implications arising from this report. The Council remains committed to a digital by desire approach and maintaining customer choice in terms of channel access.

7. Sustainability impact

- 7.1 There is no direct relevance of the report's contents to impacts on carbon, adaptation to climate change, and sustainable development.

8. Consultation and engagement

- 8.1 None.

9. Background reading/external references

- 9.1 Minute of Corporate, Policy and Strategy Committee, [6 September 2016](#)

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10. Links

Coalition Pledges	P30 – Continue to maintain a sound financial position including long term financial planning
Council Priorities	CP13 – Deliver lean and agile council services
Single Outcome	
Appendices	Appendix 1 – Calls Received Appendix 2 – Average Handling Time Appendix 3 – Average Waiting Time Appendix 4 – Calls Abandoned

Call Volumes Overview

Overall volumes of calls received monitored through regular performance information reports. This is broken down by service area.

Call Volumes (Offered)	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Anti Social Behaviour	45	66	61	62	69	55	33
Central Emergency Service	3540	2763	2892	2737	2653	2192	2839
Children & Families Prof Child	717	806	845	585	781	865	518
Children & Families Public Child	447	556	535	501	501	623	491
Emergency Child	75	90	82	81	121	88	9
Clarence	2740	2864	2000	1762	1577	1606	1522
Council Tax	7008	6343	8111	9276	7993	7428	6784
Benefits	5230	6367	6727	6115	5881	5860	5043
Non Domestic Rates	688	784	1017	1111	1149	1369	1711
Customer Care	757	964	792	690	740	742	648
Emergency Home Care Worker	3151	2649	3205	2957	3222	2621	3032
Emergency Home Care	516	454	485	528	533	410	554
Emergency Social Work Service	2257	1885	2175	1894	1847	1684	1857
1Edinburgh	1416	1403	1446	1338	1386	1560	1159
Repairs Direct	9864	11881	10622	12260	10383	8972	9324
Planners	4078	4713	3929	3888	4080	4007	3299
Social Care Direct Prof Adult	131	147	129	134	156	168	108
Social Care Direct Public Adult	4044	4183	3871	4012	4033	4212	3746
Tradesman	2422	2579	2439	2609	2530	2454	2466
Quality Control; Officers	672	614	629	589	605	606	364
Uplifts	1411	1660	1680	1579	1685	1656	1985
Waste	10796	8689	6887	6282	6357	6893	6055
Environment	6942	6018	5506	5181	5597	5794	5928
Missed Collections	7759	5659	4299	4011	4198	4655	3976
TOTAL	76706	74137	70364	70182	68077	66520	63451

Average Handling Times

Average call handling times are monitored through regular performance information reports. This is broken down by service area. Average handling time is the average time an agent spends with the customer to deal with the query. As noted in the main report we are currently reviewing our performance to prioritise first touch resolution over handling time.

Average Handling Time (Seconds)	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Anti Social Behaviour	412	376	339	295	359	307	321
Central Emergency Service	318	320	331	325	308	328	325
Children & Families Prof Child	571	608	619	586	631	589	548
Children & Families Public Child	509	494	526	508	537	523	464
Emergency Child	417	409	396	403	428	419	403
Clarence	244	246	208	194	184	175	186
Council Tax	427	435	425	438	451	450	448
Benefits	388	372	382	405	450	398	415
Non Domestic Rates	430	380	409	413	348	334	339
Customer Care	332	348	301	257	300	289	335
Emergency Home Care Worker	280	287	291	291	286	312	302
Emergency Home Care	339	318	327	334	318	336	302
Emergency Social Work Service	334	338	354	368	377	370	409
1Edinburgh	151	158	152	156	114	165	148
Repairs Direct	328	323	340	327	312	324	395
Planners	187	188	194	188	187	187	191
Social Care Direct Prof Adult	568	573	582	623	537	513	526
Social Care Direct Public Adult	664	669	663	658	642	627	593
Tradesman	302	309	314	324	332	350	360
Quality Control; Officers	448	429	472	458	453	478	515
Uplifts	326	319	297	287	273	267	268
Waste	328	234	242	246	235	234	242
Environment	246	249	253	257	242	247	249
Missed Collections	251	264	262	251	249	237	249
Average Handling Times (All services)	333	337	346	349	343	343	355

Average Wait Times

Average Queue Time (Min:secs)	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
Anti Social Behaviour	00:11	00:23	00:23	00:20	00:48	00:44	00:53	00:37
Central Emergency Service	00:48	00:46	00:49	00:52	00:33	00:26	00:41	00:35
Children & Families Prof Child	00:21	00:23	00:29	00:23	00:17	00:29	00:13	00:16
Children & Families Public Child	00:20	00:21	00:27	00:21	00:24	00:33	00:16	00:15
Emergency Child	00:19	00:17	00:07	00:11	00:16	00:12	00:14	00:08
Clarence	00:31	00:32	00:33	00:27	00:32	00:32	00:33	00:33
Council Tax	01:26	02:27	03:18	05:15	03:45	04:34	05:11	04:53
Benefits	01:12	02:00	03:09	03:58	03:32	03:21	03:37	04:49
Non Domestic Rates	01:33	01:41	01:49	03:37	02:59	03:08	04:22	05:33
Customer Care	00:23	00:35	00:31	00:19	00:37	00:56	00:47	00:33
Emergency Home Care Worker	00:18	00:15	00:20	00:20	00:19	00:15	00:15	00:14
Emergency Home Care	00:20	00:20	00:20	00:19	00:24	00:14	00:15	00:11
Emergency Social Work Service	00:16	00:09	00:18	00:17	00:18	00:14	00:13	00:12
1Edinburgh	00:31	00:32	00:33	00:35	00:31	00:33	00:32	00:35
Repairs Direct	02:13	05:45	07:08	15:49	11:00	03:55	09:26	04:36
Planners	00:22	00:34	00:32	00:32	00:29	00:26	00:20	00:37
Social Care Direct Prof Adult	00:26	00:12	00:22	00:28	00:19	00:30	00:20	00:11
Social Care Direct Public Adult	00:21	00:19	00:19	00:25	00:16	00:31	00:21	00:21
Tradesman	00:40	01:02	00:54	01:01	00:39	00:42	01:11	01:20
Quality Control; Officers	00:42	01:13	01:06	01:16	00:43	00:50	01:34	01:44
Uplifts	01:33	01:07	02:17	00:51	00:45	01:20	01:48	01:07
Waste	03:04	02:12	02:40	02:13	02:29	03:51	04:13	06:26
Environment	03:09	02:14	02:33	03:07	02:17	03:32	03:57	05:48
Missed Collections	03:07	02:11	02:37	02:12	02:33	03:47	04:16	06:16

Abandoned Calls

Level of call abandonment monitored through regular performance reports. Agreed target, based on resource profile, is that the abandonment rate does not exceed 10%. This is generally being achieved for all services with the exception of Repairs Direct. As noted in the main report additional resource has been recruited in this area, with the recent downward trend, impacted by summer leave.

Calls Abandoned	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Anti Social Behaviour	0.06%	0.03%	0.05%	0.02%	0.10%	0.08%	0.01%
Central Emergency Service	5.18%	2.92%	2.75%	2.52%	2.75%	2.03%	3.08%
Children & Families Prof Child	0.18%	0.25%	0.26%	0.17%	0.30%	0.68%	0.03%
Children & Families Public Child	0.23%	0.12%	0.19%	0.19%	0.20%	0.42%	0.16%
Emergency Child	0.01%	0.03%	0.03%	0.01%	0.06%	0.09%	0.00%
Clarence	1.57%	1.33%	0.96%	0.79%	1.28%	1.67%	1.26%
Council Tax	3.47%	4.65%	10.53%	14.79%	11.20%	11.25%	9.47%
Benefits	2.65%	4.40%	7.89%	5.62%	7.79%	6.60%	4.89%
Non Domestic Rates	0.42%	0.72%	0.83%	1.18%	1.53%	1.62%	2.46%
Customer Care	0.34%	0.71%	0.45%	0.35%	0.48%	0.71%	0.36%
Emergency Home Care Worker	2.18%	1.30%	1.58%	1.47%	2.71%	1.70%	1.76%
Emergency Home Care	1.24%	0.95%	0.77%	0.71%	1.31%	0.95%	0.81%
Emergency Social Work Service	3.47%	1.45%	1.69%	0.96%	1.29%	1.27%	1.59%
1Edinburgh	0.75%	0.63%	0.77%	0.40%	0.91%	1.15%	0.64%
Repairs Direct	23.20%	49.44%	39.54%	46.37%	31.41%	22.09%	32.58%
Planners	3.02%	3.85%	2.50%	2.28%	3.82%	3.66%	2.51%
Social Care Direct Prof Adult	0.10%	0.02%	0.04%	0.09%	0.06%	0.12%	0.02%
Social Care Direct Public Adult	1.74%	1.04%	1.11%	1.05%	1.23%	3.17%	1.49%
Tradesman	2.37%	2.71%	2.16%	1.77%	2.17%	2.98%	3.69%
Quality Control; Officers	0.00%	0.00%	0.34%	0.38%	0.62%	0.60%	0.63%
Uplifts	1.11%	0.88%	1.49%	0.55%	0.74%	1.33%	4.32%
Waste	4.83%	2.77%	2.95%	1.91%	3.64%	3.72%	2.89%
Environment	15.57%	7.33%	7.42%	5.23%	9.16%	11.89%	9.88%
Missed Collections	16.70%	5.88%	5.80%	3.42%	6.70%	7.59%	5.70%

Service levels

Service level: % of calls answered within 30 seconds which is monitored through regular performance information reports. Current target is 55% based on resource profile and recent bench-making activity with similar organisations.

Average Queue Time	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
Anti Social Behaviour	88.10%	83.33%	80.33%	90.00%	74.63%	70.91%	84.38%	79.31%
Central Emergency Service	68.30%	68.88%	69.07%	69.12%	73.39%	75.70%	68.30%	71.65%
Children & Families Prof Child	82.24%	79.40%	80.19%	82.74%	86.17%	76.36%	88.16%	83.06%
Children & Families Public Child	80.04%	80.32%	80.41%	82.16%	81.64%	72.96%	87.45%	82.99%
Emergency Child	86.67%	80.00%	77.78%	86.42%	92.56%	84.71%	100.00%	100.00%
Clarence	72.80%	71.25%	72.10%	70.91%	72.45%	69.77%	70.18%	66.26%
Council Tax	59.21%	56.28%	33.25%	25.34%	35.07%	31.19%	32.54%	31.35%
Benefits	67.13%	55.19%	35.83%	35.32%	38.48%	41.22%	37.29%	32.88%
Non Domestic Rates	64.18%	66.58%	51.53%	37.67%	42.72%	39.28%	33.45%	26.87%
Customer Care	86.32%	81.32%	80.28%	84.64%	82.22%	74.93%	80.28%	82.38%
Emergency Home Care Worker	82.55%	84.27%	81.46%	81.81%	80.06%	83.09%	82.41%	84.65%
Emergency Home Care	83.60%	80.15%	83.58%	83.88%	78.57%	83.88%	83.26%	86.94%
Emergency Social Work Service	80.27%	86.78%	81.08%	83.74%	82.78%	83.86%	81.43%	84.96%
1Edinburgh	71.71%	70.14%	71.14%	69.36%	72.27%	68.94%	71.91%	64.79%
Repairs Direct	40.02%	17.46%	16.55%	9.58%	34.84%	32.27%	14.72%	17.73%
Planners	78.77%	71.50%	74.22%	73.72%	74.38%	74.25%	76.90%	67.44%
Social Care Direct Prof Adult	73.28%	87.25%	79.07%	75.37%	83.33%	74.70%	81.48%	86.67%
Social Care Direct Public Adult	80.31%	82.23%	81.99%	80.46%	85.42%	75.40%	80.43%	81.08%
Tradesman	58.56%	44.69%	50.19%	43.04%	58.88%	54.15%	38.95%	37.39%
Quality Control; Officers	53.95%	38.85%	39.43%	31.63%	52.89%	50.33%	27.47%	31.91%
Uplifts	58.87%	63.55%	52.83%	69.65%	74.75%	61.45%	53.54%	61.90%
Waste	28.22%	38.35%	38.60%	39.92%	39.95%	31.08%	26.43%	14.40%
Environment	24.91%	35.80%	35.92%	40.36%	40.99%	32.29%	26.86%	16.26%
Missed Collections	26.90%	39.43%	39.47%	40.70%	39.95%	32.05%	26.65%	17.45%

Improvement projects for key areas ongoing – Waste/Environment, Repairs and Council Tax/NDR/Benefits.