

Notice of meeting and agenda

Transport and Environment Committee

10.00am, Thursday 6 December 2018

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 4 October 2018 – submitted for approval as a correct record (circulated)

5. Forward Planning

- 5.1 Transport and Environment Committee Work Programme (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 Asset Management Plan (TAMP) – report by the Executive Director of Place (circulated)
- 7.2 Roads Services Improvement Plan – report by the Executive Director of Place (circulated)
- 7.3 A8 Cycleway Upgrade, Traffic Regulation Order – report by the Executive Director of Place (circulated)
- 7.4 Decriminalised Traffic and Parking Enforcement (Update) – report by the Executive Director of Place (circulated)
- 7.5 Smarter Choices, Smarter Places Programme – report by the Executive Director of Place (circulated)
- 7.6 Fields in Trust Active Spaces Programme – report by the Executive Director of Place (circulated)
- 7.7 Annual Air Quality Update – report by the Executive Director of Place (circulated)
- 7.8 The Management of Presentation Seats in Public Parks, Gardens and Streets – report by the Executive Director of Place (circulated)
- 7.9 Annual Review of Major Events in Parks 2017/18 – report by the Executive Director of Place (circulated)

- 7.10 Cremation Policy Update – report by the Executive Director of Place (circulated)
- 7.11 Implementing the Programme for the Capital: Coalition Commitments six monthly progress update – report by the Executive Director of Place (circulated)
- 7.12 Garden Waste Bin Collection Project: What Worked Well and Lessons Learned – report by the Executive Director of Resources (circulated)
- 7.13 Waste and Cleansing Services Performance Update – report by the Executive Director of Place (circulated)
- 7.14 Place Directorate – Revenue Monitoring 2018/19 – month six position – report by the Executive Director of Place (circulated)
- 7.15 Edinburgh Trams Ltd – Changes to Operating Agreement – report by the Executive Director of Place (circulated)

8. Routine decisions

- 8.1 Invitation to Visit Oslo – report by the Executive Director of Place (circulated)

9. Motions

- 9.1 If any.

Laurence Rockey

Head of Strategy and Communications

Committee Members

Councillors Macinnes (Convener), Doran (Vice-Convener), Arthur, Bird, Booth, Bruce Burgess, Cook, Douglas, Gloyer and Key.

Information about the Transport and Environment Committee

The Transport and Environment Committee consists of 11 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 Veronica MacMillan or Sarah Stirling, Committee Services, City of Edinburgh Council, City Chambers, High Street, Edinburgh EH1 1YJ, Tel 0131 529 4283/3009, email: veronica.macmillan@edinburgh.gov.uk / sarah.stirling@edinburgh.gov.uk

A copy of the agenda and papers for this meeting will be available for inspection prior to the meeting at the main reception office, City Chambers, High Street, Edinburgh. The agenda, minutes and public reports for this meeting and all the main Council committees can be viewed online by going to www.edinburgh.gov.uk/meetings.

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Item 4.1 - Minutes

Transport and Environment Committee

10.00am, Thursday 4 October 2018

Present

Councillors Macinnes (Convener), Doran (Vice-Convener), Aldridge (substituting for Councillor Gloyer), Arthur, Bird, Booth, Bruce, Burgess, Cook, Douglas, and Key.

1. Deputation

The Committee agreed to hear a deputation by Hilary McDowell and Joan Carter on behalf of Southside Community Council on the issue of advertising and flyposting in the area.

The deputation highlighted the following:

- the extent of flyposting in the area, particularly during the summer festivals, and the need for this to be controlled;
- posters were not being removed following the events they were advertising;
- the lack of visible enforcement being carried out which had led residents to remove posters themselves;
- more enforcement was required to stop venues and promoters being able to illegally put posters up and to ensure they were removed; and
- venues and promoters should take responsibility for ensuring regulations regarding advertising were adhered to.

The deputation requested that the Committee consider:

- including conditions on licences issued by the Council which would require licence holders to remove all posters related to their event or venue;
- allocating funding for more wardens to enforce regulations and ensure the removal of posters; and
- the adoption of a policy which would make the city centre a no-advertising zone.

Decision

- 1) To agree that the Head of Place Management would liaise with colleagues in Planning and Licensing to ensure that the regulations relating to flyposting were enforced.
- 2) To agree that officers would investigate the possibility of contracts including a clause regarding enforcement of flyposting going forward.
- 3) To agree that issues of flyposting would be included in the report on Managing the Festival City to be submitted to the Culture and Communities Committee in November 2018.

- 4) To agree that the Convener of the Transport and Environment Committee would meet with Convener of the Culture and Communities Committee to discuss a way forward in relation to the issues raised by the deputation on flyposting.
- 5) To agree that briefing notes would be provided to members with progress updates and details of any changes made to tender documents, and that a business bulletin update would be submitted to the Committee in February 2019 addressing issues of flyposting year-round.

2. Proposal for a Conscientious Objectors Memorial in West Princes Street Gardens

2.1 Deputation

The Committee agreed to hear a deputation by Brian Larkin and Kate Ive on behalf of the Conscientious Objectors Memorial Steering Group in relation to the report by the Executive Director of Place on a proposal to install a memorial in West Princes Street Gardens.

The deputation highlighted the following:

- the work of the Conscientious Objectors Memorial Steering Group in working towards the installation of a memorial in Edinburgh;
- the importance of remembering the courage of conscientious objectors (COs) who maintained their beliefs in a difficult environment;
- the absence of a memorial for COs compared to the number of other war memorials in the city and the benefits of having a place to reflect on the role of COs and the issues they faced;
- values of liberty, humanism and tolerance displayed by COs which should be remembered;
- the opportunity to use the memorial as a learning opportunity as the centenary of the end of the First World War approached in 2019; and
- Princes Street Gardens would be an appropriate location due to its peaceful and tranquil environment.

The deputation requested that the Committee approve the proposals to erect a memorial in Princes Street Gardens.

2.2 Report by the Executive Director of Place

A request had been received by the Council to construct a memorial to Conscientious Objectors and Opponents to War in West Princes Street Gardens. The proposed memorial would be comprised of a bronze Handkerchief Tree with a granite gabion seat.

Decision

- 1) To note the proposal to construct a memorial to conscientious objectors in West Princes Street Gardens.
- 2) To agree to progress the proposal through the appropriate processes to installation.

- 3) To agree that a briefing note would be circulated to members on the agreed location of the Conscientious Objectors memorial and that updates would be provided in the Business Bulletin to a future meeting.

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

3. Minutes

Decision

To approve the minute of the Transport and Environment Committee of 9 August 2018 as a correct record.

4. Transport and Environment Committee Work Programme

The Transport and Environment Committee Work Programme was presented.

Decision

To note the Work Programme.

(Reference – Work Programme, submitted.)

5. Transport and Environment Committee Rolling Actions Log

The Transport and Environment Committee Rolling Actions Log for October 2018 was presented.

Decision

- 1) To approve the closure of actions 6 (action 2), 9 (action 1), 14, 18 (action 2), 23 and 30.
- 2) To update the rolling actions log to note that the issues raised regarding parking in Corstorphine would be addressed as part of the Strategic Review of Parking.

(Reference – Rolling Actions Log, submitted.)

6. Transport and Environment Committee Business Bulletin

The Transport and Environment Committee Business Bulletin for October 2018 was presented.

Decision

- 1) To note the Business Bulletin.
- 2) To note with concern that the decision of the Committee of 17 May 2018 to receive a further report on parking enforcement within two cycles had not been fulfilled.
- 3) To note there was still public concern over what was perceived to be a lack of enforcement in key areas of the city, including but not limited to Leith Walk, the High Street and the Grassmarket.
- 4) To note that the Committee's request for a briefing for transport spokespersons on parking enforcement ahead of the annual review of the key performance

indicators (KPIs) of the Council's parking enforcement contractor had not been provided.

- 5) To agree to convene a parking enforcement meeting in early November 2018 between transport spokespeople and relevant officers including the Head of Place Development to establish parameters for future action, followed by a report to Transport and Environment Committee in February 2019, in particular responding to the points agreed by the Committee in May 2018.

(Reference – Business Bulletin, submitted.)

7. Electric Vehicle Infrastructure: Business Case

The Committee had agreed to the development of a business case for electric vehicle infrastructure. The Council in partnership with Transport Scotland had commissioned the Energy Savings Trust to develop this which was presented to the Committee for approval.

Motion

- 1) To note the work carried out to date.
- 2) To approve the Business Case for Electric Vehicle Infrastructure across the city noting the suggested medium growth scenario.
- 3) To note that a detailed Work Programme would be submitted to Committee within two cycles that would detail final locations, delivery, timelines and costings.
- 4) To note that a report detailing any proposed tariff and connection charges would be brought to the Transport and Environment Commitment for consideration and referred to Full Council for approval.
- 5) To approve an application for infrastructure funding to Transport Scotland for £2m for the capital works up to 2020.
- 6) To approve a six-week consultation period.
- 7) To note that a further report on E-Cargo bikes would be submitted to the next Committee meeting.
- 8) To note that a further report would be presented to the Committee within two cycles on the use of lampposts as charging points for electric vehicles.
- 9) To refer the report to the Regulatory and Planning Committees for consideration of how electric vehicle uptake could be better supported through the Council's regulatory and planning regimes.

- moved by Councillor Macinnes, seconded by Councillor Doran

Amendment

- 1) To note the work carried out to date.
- 2) To approve the Business Case for Electric Vehicle Infrastructure across the city noting the suggested medium growth scenario.

- 3) To note that a detailed Work Programme would be submitted to Committee within two cycles that would detail final locations, delivery, timelines and costings.
- 4) To note that a report detailing any proposed tariff and connection charges would be brought to the Transport and Environment Commitment for consideration and referred to Full Council for approval.
- 5) To approve an application for infrastructure funding to Transport Scotland for £2m for the capital works up to 2020.
- 6) To approve a six-week consultation period.
- 7) To note that a further report on E-Cargo bikes would be submitted to the next Committee meeting.
- 8) To note that a further report would be presented to the Committee within two cycles on the use of lampposts as charging points for electric vehicles and to agree that the report should, at the least, provide viable options for the use of lamppost charging on a trial basis on streets where posts were already cited close enough to the carriageway.
- 9) With predicted environmental benefits including carbon savings of 7,715 tonnes and Nitrogen Dioxide savings of over 14 tonnes, to consider Electric Vehicles (EVs) to have a key role to play in transforming the city centre into a cleaner, greener space; and to agree that future reporting should clarify where the Council's commitment and spending on EVs sat alongside current City Centre Transformation plans, which focussed on heavily restricting vehicle use.
- 10) To note that the EH4, EH12, EH10 and EH14 areas were most likely to see the greatest EV registrations and to agree that, with large areas of EH4 and EH10 having significant tenemental populations - and lower off-street parking provision - the Work Plan should provide for a higher number of charging points in these areas than currently proposed.
- 11) As per the Business Case, to agree to establish and advertise a dedicated means of contact for residents to feed in to potential charging point locations.
- 12) To refer the report to the Regulatory and Planning Committees for consideration of how electric vehicle uptake could be better supported through the Council's regulatory and planning regimes.

- moved by Councillor Cook, seconded by Councillor Bruce

Voting

For the motion - 7 votes

For the amendment - 4 votes

(For the motion – Councillors Arthur, Bird, Booth, Burgess, Doran, Key and Macinnes.
For the amendment – Councillors Aldridge, Bruce, Cook and Douglas.)

Decision

To approve the following adjusted motion by Councillor Macinnes:

- 1) To note the work carried out to date.
- 2) To approve the Business Case for Electric Vehicle Infrastructure across the city noting the suggested medium growth scenario.
- 3) To note that a detailed Work Programme would be submitted to Committee within two cycles that would detail final locations, delivery, timelines and costings.
- 4) To note that a report detailing any proposed tariff and connection charges would be brought to the Transport and Environment Committee for consideration and referred to Full Council for approval.
- 5) To approve an application for infrastructure funding to Transport Scotland for £2m for the capital works up to 2020.
- 6) To approve a six-week consultation period.
- 7) To note that a further report on E-Cargo bikes would be submitted to the next Committee meeting.
- 8) To note that a further report would be presented to the Committee within two cycles on the use of lampposts as charging points for electric vehicles.
- 9) To refer the report to the Regulatory and Planning Committees for consideration of how electric vehicle uptake could be better supported through the Council's regulatory and planning regimes.
- 10) To agree that officers would check the fuel costs figures in paragraphs 3.44 and 5.4 of the report by the Executive Director of Place were accurate.
- 11) To agree that a briefing note would be circulated to members on the assumptions related to how often people were using cars and how often they would charge them.

(References – Transport and Environment Committee, 7 December 2017 (item 8); report by the Executive Director of Place, submitted.)

8. Community Advertising Banners – Motion to Council 28 June 2018

The Council at its meeting of 28 June 2018 approved a motion which sought clarification on which fixtures and in which positions promotional material might be fixed. Committee considered a report which addressed the motion.

Decision

- 1) To note the desire to support Community Event advertising where possible.
- 2) To note that advertising banners or signs should not generally be placed on pedestrian guardrails or street furniture at busy roundabouts and junctions.
- 3) To encourage all event organisers to enter in to early dialogue with Locality teams, or their successors, to discuss and consider where promotional material may be erected.

- 4) To agree that Locality officers would proactively approach organisations with guidelines on community advertising of events.

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

9. Proposed Increase in Scale of Rollout and Amendment to Contract for On-Street Secure Cycle Parking

The Transport, Infrastructure and Environment Committee on 21 February 2012 approved a pilot project to install secure residential on-street cycle parking. Following the pilot, the Transport and Environment Committee on 1 November 2016 approved an increase in the roll-out of the scheme over a three-year period.

Approval was sought to further increase the scale of the roll-out and to amend the type and duration of the contract.

Decision

- 1) To approve the proposed increase to the roll out of on-street secure cycle parking set out in the report.
- 2) To approve the recommended changes in contract type and duration.
- 3) To refer the report to the South East Locality Committee for information.
- 4) To note the amendment by the Green Group which had been withdrawn and agree that in principle active travel should be more affordable than less sustainable travel options.
- 5) To note however that changing the pricing structure at a late stage would put the delivery of the project at risk; therefore, to agree to proceed with the scheme as outlined in the report.
- 6) To agree to arrange a detailed briefing for interested councillors on the details, including the financing, of the scheme as soon as possible.
- 7) To agree to receive an update report once the scheme had been established, and in no later than 12 months' time, which would examine possible changes to the scheme including the potential to price the scheme at less than the cost of a residents parking permit.

(References – Transport, Infrastructure and Environment Committee, 21 February 2012 (item 17); Transport and Environment Committee on 1 November 2016 (item 14); report by the Executive Director of Place, submitted.)

10. Recycling Facilities in Council Buildings

The Council at its meeting of 31 May 2018 approved a motion which called for a report on improving recycling facilities in schools and other Council buildings. A report was presented which addressed the motion.

Motion

- 1) To note the report.

- 2) To agree that the recently established member/officer working group for Single Use Plastics would also consider recycling in Council buildings as part of its remit.

- moved by Councillor Macinnes, seconded by Councillor Doran

Amendment

- 1) To note the report.
- 2) To agree that the recently established member/officer working group for Single Use Plastics would also consider recycling in Council buildings as part of its remit.
- 3) To agree that the remit of the Single-Use Plastics working group would be extended to address the provision of user-friendly recycling facilities in all Council buildings including schools, to enable and encourage staff, the public and pupils to prevent recyclable materials being dumped in landfill or incinerated.
- 4) To recognise that the requirements for action from the Waste and Cleansing Policy Assurance report agreed in May 2018 should be circulated in letters of instruction from the Head of Place Management to the responsible individuals within Council premises and that this action should be reported on within one cycle.

- moved by Councillor Burgess, seconded by Councillor Booth

In terms of Standing Order 21(11), the amendment was accepted as an addendum to the motion.

Decision

- 1) To note the report.
- 2) To agree that the recently established member/officer working group for Single Use Plastics would also consider recycling in Council buildings as part of its remit.
- 3) To agrees that the remit of the Single-Use Plastics working group would be extended to address the provision of user-friendly recycling facilities in all Council buildings including schools, to enable and encourage staff, the public and pupils to prevent recyclable materials being dumped in landfill or incinerated.
- 4) To recognise that the requirements for action from the Waste and Cleansing Policy Assurance report agreed in May 2018 should be circulated in letters of instruction from the Head of Place Management to the responsible individuals within Council premises and that this action should be reported on within one cycle.

(References – Act of Council (No 9), 31 May 2018; joint report by the Executive Director of Resources and the Executive Director of Place, submitted.)

11. Edinburgh Adapts: Climate Change Adaptation Action Plan 2016-2020 – Annual Progress Report

At its meeting in August 2016, the Committee approved the Vision for a Climate Ready Edinburgh and the Climate Change Adaptation Action Plan which had been developed in partnership with Edinburgh Sustainable Development Partnership, Adaptation Scotland and key stakeholders across the city. These were developed to plan how the City would deal with the impacts of, and build resilience to, a changing climate.

A progress update was presented which set out key successes and next steps.

Decision

- 1) To recognise the progress made across the Council and partner organisations in implementing the Edinburgh Adapts Action Plan.
- 2) To recognise the role of the Council and to continue to support the Edinburgh Adapts Steering Group in driving the plan forward.
- 3) To note that next steps would be informed by the outcome of the audit of the Council's climate change and sustainability activity being reported to the Corporate Policy and Strategy Committee by December 2018.

(References – Transport and Environment Committee, 30 August 2016 (item 21), report by the Chief Executive, submitted.)

12. West Princes Street Gardens Project – Update

A project was underway to improve West Princes Street Gardens (WPSG) and to replace the Ross Bandstand. An update was provided on the results of a recent consultation and actions proposed as a result of this.

Decision

- 1) To note the results of the public consultation as set out in paragraph 3.1 and Appendix 1 of the report by the Executive Director of Place.
- 2) To note that the level of major events in West Princes Street Gardens (WPSG) was set out in the Parks Manifesto (currently a maximum of five per year) and that any proposed change to this would be subject to Committee approval.
- 3) To agree that the management and control of all aspects of the gardens should remain with the Council.
- 4) To approve the changes proposed to the Development Agreement (DA) between the Council and Ross Development Trust (RDT), as set out in paragraph 3.8 of the report and to delegate authority to the Executive Director of Place in consultation with the Convener and Vice Convener of Transport and Environment to progress the development of the revised DA on this basis.
- 5) To note that a summary of the RDT fundraising plan was set out in paragraphs 3.10 – 3.13 of the report.
- 6) To approve the governance and resourcing of the project going forward as set out in paragraphs 3.14 – 3.19 of the report.

(References – Act of Council (No 11), 30 June 2016; report by the Executive Director of Place, submitted.)

13. Winter Maintenance Readiness

Details were provided on the plans and resources in place to address freezing and snow conditions across Edinburgh's pavements, cycle ways and roads during winter 2018/19.

Decision

- 1) To note the measures in place to address freezing and snow conditions across Edinburgh's pavements, cycle ways and roads.
- 2) To note that there would be no reduction in service compared to previous years.
- 3) To note that only the priority network was routinely treated and that it was impossible to maintain even the priority network 100% ice and snow free at all times.

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

14. Internal Audit Update Report: 1 January – 31 July 2018 – referral from the Governance, Risk and Best Value Committee

On 31 July 2018 the Governance, Risk and Best Value Committee considered an internal audit update report. The report was referred to the Transport and Environment Committee for information.

Decision

To note the audit reports with high and medium risk findings concerning Port Facility Security Plan and H&S Waste and Recycling.

(References – Governance, Risk and Best Value Committee, 31 July 2018 (item 5); report by Head of Strategy and Insight, submitted.)

15. Objection and Amendment to Traffic Regulation Order (TRO/18/09) – Change from Written Format to Map Based Order

An objection had been received in relation to the introduction of map-based Traffic Regulation Orders (TRO) to replace the written format, which was being carried out as part of the modernisation of the service.

Decision

- 1) To set aside the objection.
- 2) To make the TRO (TRO/18/09) as advertised, with the exception of replacing plans numbers 1157, 1216, 1280 and 1339, shown in Appendix 1 to report.

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

16. Allotment and Food Growing Provision – referral from the Culture and Communities Committee

On 11 September 2018 the Governance, Risk and Best Value Committee considered a report on the current level of food growing provision supported by the Council, the existing legislation, policy and strategy in place to increase this provision, and related barriers to further expansion. The report was referred to the Transport and Environment Committee for information.

Motion

To note the report.

- moved by Councillor Macinnes, seconded by Councillor Doran

Amendment

- 1) To note the report.
- 2) To note the duty on the Council to keep the waiting list for allotments at no more than half the existing allotment provision and that the waiting list stands at around 2,700; therefore requiring provision of around 1,300 new plots which was almost double the existing provision.
- 3) To note that the report stated that implementation of the approach in the current allotment strategy alone was unlikely to meet the existing and expected future demand for an allotment plot.
- 4) To note that in answer to a question by Councillor Burgess at the Council meeting of 20 September 2018, the Culture and Communities Committee Convener Councillor Wilson stated that he was prepared to explore more radical solutions to providing allotments and therefore to agree that the Transport and Environment Convener should meet with Councillor Wilson and relevant officers to discuss the challenge and report proposed actions back to the Committee in the Business Bulletin.

- moved by Councillor Burgess, seconded by Councillor Booth

In terms of Standing Order 21(11), the amendment was accepted as an addendum to the motion.

Decision

- 1) To note the report.
- 2) To note the duty on the Council to keep the waiting list for allotments at no more than half the existing allotment provision and that the waiting list stands at around 2,700; therefore requiring provision of around 1,300 new plots which was almost double the existing provision.
- 3) To note that the report stated that implementation of the approach in the current allotment strategy alone was unlikely to meet the existing and expected future demand for an allotment plot.

- 4) To note that in answer to a question by Councillor Burgess at the Council meeting of 20 September 2018, the Culture and Communities Committee Convener Councillor Wilson stated that he was prepared to explore more radical solutions to providing allotments and therefore to agree that the Transport and Environment Convener should meet with Councillor Wilson and relevant officers to discuss the challenge and report proposed actions back to the Committee in the Business Bulletin.

(References – Culture and Communities Committee, 11 September 2018 (item 2); report by the Head of Strategy and Insight, submitted.)

Transport and Environment Committee

December 2018

No	Title / description	Purpose/Reason	Executive/Routine	Directorate/Lead Officer	Expected Reporting Date
1	George Street Experimental TRO and Design Principals Update	To report back to Committee on the outcome of the experimental TRO and Design Principals consultation.	Executive	Executive Director of Place Lead Officer: Anna Herriman City Centre Programme Manager 0131 469 3853 anna.herriman@edinburgh.gov.uk	28 February 2019
2	Electric Vehicle Action Plan and Business Case	To present the Electric Vehicle Action Plan for approval.	Executive	Executive Director of Place Lead Officer: Janice Pauwels, Sustainable Development Manager janice.pauwels@edinburgh.gov.uk 0131 469 3804	28 February 2019
3	Enhancing Communal Bin Collections Update	An update on the pilot of the new communal bin collection approach.	Executive	Executive Director of Place Lead Officer: Andy Williams, Waste and Cleansing Manager andy.williams@edinburgh.gov.uk 0131 469 5660	28 February 2019

	Bus Tracker Information System Procurement Outcome	To update Committee on the outcome of the procurement exercise for the Bus Tracker service	Executive	Executive Director of Place Lead Officer: Ewan Kennedy, Service Manager – Transport Networks 0131 469 3575 ewan.kennedy@edinburgh.gov.uk	16 May 2019
	Public Spaces Protocol Review	To update Committee on the first year of the implementation of the public spaces protocol.	Executive	Executive Director of Place Lead Officer: Anna Herriman City Centre Programme Manager 0131 469 3853 anna.herriman@edinburgh.gov.uk	8 August 2019
	Review of Events in Parks Manifesto	To update Committee on the review of the Events in Parks Manifesto.	Executive	Executive Director of Place Lead Officer: David Jamieson, Parks, Greenspace & Cemeteries 0131 529 4283 david.jamieson@edinburgh.gov.uk	16 May 2019
	Connecting our City, Transforming our Places	To update Committee on the consultation.	Executive	Executive Director of Place Lead Officer: Paul Lawrence Executive Director of Place 0131 529 7325 Paul.lawrence@edinburgh.gov.uk	16 May 2019
	'A' Board and Temporary On-Street Advertising Structures	To update Committee on the first year of implementation.	Executive	Executive Director of Place Executive Director of Place Lead Officer: David Leslie, Chief Planning Officer	8 August 2019

				0131 529 3948 david.leslie@edinburgh.gov.uk	
	Review of Park and Ride at Straiton	To update Committee on the review of the Park and Ride patronage and identification of potential improvements.	Executive	Executive Director of Place Lead Officer: Ewan Kennedy, Service Manager – Transport Networks 0131 469 3575 ewan.kennedy@edinburgh.gov.uk	8 August 2019
	Edinburgh's Coastline - Protecting and Enhancing our "Blue Belt"	To update Committee on action taken following the motion from Councillor Mary Campbell to Council in May 2018.	Executive	Executive Director of Place Lead Officer: John Inman, Service Manager 0131 469 3721 John.inman@edinburgh.gov.uk	28 February 2019
	Outcome of the consultation on bus lane operations	To update Committee on the outcome of the review of bus lane operations and other actions following the Public Transport Priority Action Plan report on 9 August 2018.	Executive	Executive Director of Place Lead Officer: Ewan Kennedy, Service Manager – Transport Networks 0131 469 3575 ewan.kennedy@edinburgh.gov.uk	October 2019
	Single Use Plastics Update Report	To update Committee on progress to reduce the impact of plastics and to feedback from the Member Officer working group.	Executive	Executive Director of Place Lead Officer: Andy Williams, Waste and Cleansing Manager andy.williams@edinburgh.gov.uk 0131 469 5660	16 May 2019

	On-Street Secure Cycle Parking	To update Committee on potential changes to the scheme as requested on 4 October 2018	Executive	Executive Director of Place Lead Officer: Ewan Kennedy, Service Manager – Transport Networks 0131 469 3575 ewan.kennedy@edinburgh.gov.uk	October 2019
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Item 5.2 - Rolling Actions Log

Transport and Environment Committee

6 December 2018

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
1	7 June 2016	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	On-going		A national review is continuing and officers are awaiting further clarity on the outcome of this before bringing forward this report.
2	7 June 2016	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	Executive Director of Place Lead Officer: Anna Herriman City Centre Programme Manager 0131 469 3853 anna.herriman@edinburgh.gov.uk	February 2019		The consultation will be undertaken in November and December 2018, with a report back to Committee in February 2019.

			the Design Principles into a Stage D design, that would be brought back to the Committee for approval as a proposed Traffic Regulation Order.				
3	30 August 2016	Water of Leith Valley Improvement Proposals (Dean to Stockbridge Section)	To ask that the outcome of the feasibility study be reported to a future meeting of the Transport and Environment Committee.	Executive Director of Place Lead Officer: David Jamieson Parks, Greenspace & Cemeteries 0131 529 7055 david.jamieson@edinburgh.gov.uk	On-going		The community study is underway and the outcome will be reported to Committee when available.
4	17 January 2017	Transport for Edinburgh Strategic Plan 2017 – 2021 and Lothian Buses Plan 2017-2019	1) To approve Lothian Buses Business Plan 2017-2019 noting the areas for further work as set out in paragraph 3.20, and to request a progress report by Autumn 2017 on these matters.	Executive Director of Place Lead Officer: Ewan Kennedy, Senior Manager – Transport Networks ewan.kennedy@edinburgh.gov.uk 0131 469 3575	On-going		Officers are continuing to work with Lothian Buses on this and a report will be prepared when their Business Plan has been updated.
			2) To note that Transport for Edinburgh's three-year operational plan would be presented at a future Committee meeting for approval.		On-going		Officers are continuing to work with Transport for Edinburgh on this and a report will be prepared

							when their Business Plan has been updated.
5	24 August 2017	Motion by Councillor Hutchison – Kirkliston Congestion Journey (to Council)	To agree to continue dialogue with the local community to determine the best way forward for traffic management and initiate a traffic study in Kirkliston to report back to the Transport and Environment Committee in two cycles, as promised by the Convener at the 29th June 2017 Council Meeting.	Executive Director of Place Lead Officer: Dave Sinclair, Local Transport and Environment Manager 0131 529 7075 dave.sinclair@edinburgh.gov.uk	February 2019		An update has been included in the Business Bulletin for October 2018 . The final update on this will be included in the Business Bulletin in February 2019.
6	4 September 2017	Edinburgh Tram - York Place to Newhaven Updated Outline Business Case	The Executive Director of Place to: <ul style="list-style-type: none"> • arrange to meet with Transport Scotland to discuss the Edinburgh Tram Extension project 	Executive Director of Place Lead Officer: Ewan Kennedy, Senior Manager – Transport Networks 0131 469 3575 ewan.kennedy@edinburgh.gov.uk	December 2018	November 2018	Recommended for closure This meeting took place in November 2018.
			<ul style="list-style-type: none"> • arrange an internal meeting with Lothian Buses and elected members of the Transport and Environment Committee to discuss 		August 2018	August 2018	Closed on 4 October 2018 – this meeting took place on 8 August 2018.

			the Edinburgh Tram Extension project				
			<ul style="list-style-type: none"> • arrange to meet with the Project Team and outside groups to discuss the Edinburgh Tram Extension project. 			December 2018	Engagement commenced in October 2017 and will continue throughout the consultation process.
7	5 October 2017	Motion by Councillor Booth – Low Cost ways to boost cycle use	To refer the Spokes document describing the competition entries to each Locality Manager (or other relevant section of the Council) with a request that they identify the proposals within their area of responsibility, assess the feasibility of each proposal, undertake the relevant work to take appropriate proposals forward, and report back on a quarterly basis to the relevant locality committee (once formed) and to the Transport and Environment Committee on progress to implement the proposals.	Executive Director of Place Lead Officer: Locality Local Transport and Environment Managers: Steven Cuthill (South East), Andy Edwards (South West), Darren Ryan (North East), Dave Sinclair (North West).		February 2019	An update was included in the Business Bulletin in October 2018 .

8	26 October 2017	Motion by Councillor Lang – Dalmeny Station (to Council)	<p>“Council recognises;</p> <p>(a)the problems being faced by those living close to Dalmeny Station because of the current levels of car parking, with significant commuter parking on nearby roads and in spaces created for residents in new developments,</p> <p>(b)the difficulty created by the limited parking arrangements, which risks creating a disincentive towards using the station, forcing more commuters to choose to use their car to travel into Edinburgh via the busy and congested Barnton junction and Queensferry Road.</p> <p>Council welcomes the recent improvements at the station, such as an increase in bike storage facilities, but believes this is insufficient in addressing the wider access issues around the station and that further significant action is needed.</p> <p>Council therefore instructs</p>	<p>Executive Director of Place Lead Officer: Ewan Kennedy, Senior Manager – Transport Networks 0131 469 3575 ewan.kennedy@edinburgh.gov.uk</p>	February 2019		<p>The most recent update on this was included in the Business Bulletin for 4 October 2018.</p> <p>The final update on this will be included in the Business Bulletin in February 2019.</p>
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			officials to engage with Scotrail and Transport Scotland and seeks a report to the Transport & Environment Committee within three cycles. This report should set out an action plan for addressing these issues, including proposals to further maximise sustainable transport options to and from the station along with improved parking arrangements which benefit passengers and local residents.”				
9	7 December 2017	Electric Vehicle Action Plan	<p>1) To note that a Strategic Business Case for EV charging infrastructure would be reported to Committee in June 2018 and to agree that the Strategic Business Case would include consideration of infrastructure for e-bikes and e-cargo bikes.</p> <p>2) To agree the action plan would be further revised following the first progress report being presented to</p>	Executive Director of Place Lead Officer: Janice Pauwels, Sustainable Development Manager janice.pauwels@edinburgh.gov.uk 0131 469 3804	October 2018		Closed on 4 October 2018 – this report was included on the agenda for 4 October 2018.
					February 2019		This will be incorporated into the business case programme

			<p>the Committee in late 2018 to ensure it was a fully integrated e-mobility action plan prioritising a modal shift from car to other modes, consistent with the targets in the Council's local transport strategy.</p>				<p>of works which is scheduled for Committee in February 2019.</p>
			<p>3) To agree that the Electric Vehicle working group, as outlined in paragraph 3.15 of the report, would consider the following points and would report the progress of these actions to the Carbon, Climate and Sustainability Member Officer Working Group:</p> <ul style="list-style-type: none"> • possible adjustments to planning guidance to include requirements on cargo bike / e-bike provision; • developing a council cargo bike pilot for appropriate council deliveries; • the potential to adapt street lighting columns to incorporate EV charging 		February 2019		<p>The Electric Vehicle Working Group have considered these issues and will incorporate findings in the upcoming Committee report in February 2019.</p>

			points.				
10	7 December 2017	Enhancing Communal Bin Collections	To agree to receive a detailed progress report within six months.	Executive Director of Place Lead Officer: Andy Williams, Waste and Cleansing Manager andy.williams@edinburgh.gov.uk 0131 469 5660	February 2019		Transport and Environment Committee on 9 August 2018 approved the extension of this pilot scheme. Progress will be reported to Committee in February 2019.
11	9 March 2018	Bustracker and Bus Station Information System – Future Strategy	To note that a future report would detail the outcome of the procurement exercise and would include the preferred supplier, bus station information system solution and pricing schedule for on-street sign options to inform what sign replacements could be undertaken with the available budget.	Executive Director of Place Lead Officer: Ewan Kennedy, Service Manager – Transport Networks 0131 469 3575 ewan.kennedy@edinburgh.gov.uk	May 2019		Procurement is likely to commence in January 2019.
12	9 March 2018	Roads Asset Management Plan (RAMP)	To note that a final draft of the Roads Asset Management Plan would be presented to the Committee within three cycles.	Executive Director of Place Lead Officer: Cliff Hutt, Service Manager – Infrastructure	December 2018		Recommended for closure – the Transport Asset Management Plan is included

				0131 469 3751 cliff.hutt@edinburgh.gov.uk			on the agenda in December 2018.
13	9 March 2018	North Bridge Refurbishment	To note that final designs for potential enhancements, for which separate tendered prices will be obtained from the contractor, would be reported to the Transport and Environment Committee to decide whether or not these works were to be incorporated into the contract.	Executive Director of Place Lead Officer: Cliff Hutt, Service Manager – Infrastructure 0131 469 3751 cliff.hutt@edinburgh.gov.uk	February 2019		This report has been delayed to allow the consultation on Edinburgh: Connecting our City, Transforming our Places to be completed.
14	9 March 2018	Special Uplifts Service	1) To agree that the Head of Place Management would confirm to members of the committee the area that had been procured for the pilot collection.	Executive Director of Place Lead Officer: Gareth Barwell, Head of Place Management 0131 52 5844 gareth.barwell@edinburgh.gov.uk	On-going		Procurement is underway for the North East Locality area to pilot this collection service.
			2) To agree that a question would be added to the Edinburgh Survey on the awareness amongst residents of the Special Uplifts Service.	Chief Executive Lead Officer: Laurence Rockey, Head of Strategy and Insight			Strategy and Insight is currently considering its approach to the Edinburgh People's Survey in 2018. This question will be considered for

							inclusion in the next survey.
15	9 March 2018	Public Spaces Protocol	1) To agree to review the Public Spaces Protocol after a full year of use.	Executive Director of Place Lead Officer: Anna Herriman, City Centre Programme Manager 0131 469 3853 anna.herriman@edinburgh.gov.uk	August 2019		
			2) To agree to a future review of the use of the Edinburgh Parks Events Manifesto and the Public Spaces Protocol, to align and deliver a more coordinated approach to events in Edinburgh.				The review of the Parks Events Manifesto and the Public Spaces Protocol will be co-ordinated in 2019.
			3) To agree that when reviewing the terms and conditions, to consider condition 10 - the noise created by generators and whether it was necessary to use diesel generators, and condition 14 – the requirement for recycling to be enforced as part of waste management arrangements.				This will be incorporated into the review.
16	15 March 2018	Motion by Councillor Jim Campbell – Burnshot Bridge	“Council notes the commitment made in the recent budget to rebuilding Burnshot Bridge.		On-going		

		(to Council)	<p>Council notes that, given the proximity of the bridge to the National Cycle Network Route One, active travel will need to form an important part of the design of this bridge and that there are active discussions ongoing with relevant stakeholders. Our Street Design Guidance and additional factsheets will incorporate guidance on footways, and shared and segregated cycle/pedestrian infrastructure. Other guidance is produced by Transport Scotland and Sustrans. Design details for this scheme are still being considered. In the context of continuing development in the area, the need to futureproof the active travel element in this bridge is vital.</p> <p>Council recognises that the ongoing development of this project will be reported back to the Transport and Environment Committee at appropriate points throughout the design and construction stages.</p>				
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			<p>Council further notes:</p> <ul style="list-style-type: none">• the latest project timetable which states that construction work on the Burnshot Bridge will not commence until autumn 2018, almost two years after the original bridge was closed.• the March 2018 project update from officials which states that <i>“Since the approval of the budget, the Structures team have been approached to consider the improvement of cycle access to the National Cycle Network as part of the project. The feasibility of this is being assessed and any impact on timescales will be notified accordingly.”</i> <p>Council recognises the significant impact of the bridge closure on local communities and is</p>				
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			<p>concerned by a suggestion of a further delay to the commencement of construction work beyond autumn 2018.</p> <p>Council therefore agrees that any changes to the bridge design or surrounding road and cycle network which could impact on the expected construction timetable should be subject to scrutiny and a decision by way of a report to the Transport and Environment Committee.”</p>				
17	17 May 2018	‘A’ Boards and Other Temporary On-street Advertising Structures	<p>1) To request that a review was undertaken 12 months after implementation of the restrictions, including mitigation for businesses and organisations in general.</p>	<p>Executive Director of Place Lead Officer: David Leslie, Chief Planning Officer 0131 529 3948 david.leslie@edinburgh.gov.uk</p>	August 2019		
			<p>2) To agree to receive an update in the Business Bulletin presented to the committee in August 2018 detailing possible business support methods to</p>	<p>Executive Director of Place Lead Officer: David Leslie, Chief Planning Officer 0131 529 3948 david.leslie@edinburgh.gov.uk</p>	August 2018		<p>Closed on 4 October 2018.</p> <p>An update was included in the Business Bulletin in</p>

			help mitigate the effect of the policy on businesses and the impact this would have on walking tours in particular.				August 2018.
18	17 May 2018	Business Bulletin	To agree that the timeline for Local Transport Strategy would be circulated to the Committee.	Executive Director of Place			
19	17 May 2018	Petition for consideration - Improving Parking in the Leith Central Area (LCA)	1) To agree that officers would discuss the issues raised with the petitioners and investigate short-term solutions.	Executive Director of Place Lead Officer: Ewan Kennedy, Service Manager – Transport Networks 0131 469 3575 ewan.kennedy@edinburgh.gov.uk	February 2019		An update on this is included in the Business Bulletin for October 2018. An update will be prepared in due course.
20	17 May 2018	Petition for a Park and Ride Site at Lothianburn – Follow Up Report	To agree that a review of the park and ride site at Straiton should be undertaken to understand the reasons for relatively low patronage and to identify potential improvements.	Executive Director of Place Lead Officer: Ewan Kennedy, Service Manager – Transport Networks 0131 469 3575 ewan.kennedy@edinburgh.gov.uk	August 2019		An update report will be provided August 2019.
21	17 May 2018	Decriminalised Traffic and Parking Enforcement in	1) To agree nonetheless that there were significant existing powers that could be	Executive Director of Place Lead Officer: Ewan Kennedy, Service Manager – Transport Networks	December 2018		This report is included on the agenda for Transport and

		Edinburgh	<p>used to tackle the problem of pavement parking, not least the installation of physical barriers such as Sheffield racks at the edge of footways which also provided cycle parking, as undertaken by Wandsworth Council and others, and to agree that similar measures should be introduced in Edinburgh.</p>	<p>0131 469 3575 ewan.kennedy@edinburgh.gov.uk</p>			<p>Environment Committee on 6 December 2018.</p>
			<p>2) To agree to receive a further report within two cycles examining the issue of parking enforcement in more detail, and specifically outlining options to address the following issues:</p> <p>a) that members of the public would like a quick, real-time method to report parking violations that could swiftly be</p>		<p>December 2018</p>		

passed to parking attendants for possible enforcement action, should they be in the area;

- b) that while council policy was currently to give those parking in contravention of the rules a 'grace period' of 5 minutes for cars and 10 minutes for commercial vehicles, nonetheless to examine whether this grace period was appropriate in all circumstances and specifically to examine whether the grace period could be shortened in areas of persistent parking violations;
- c) that, where there were no valid lines and signs, the parking enforcement contractor could not operate, and therefore reviewing the timetable for installing new lines

			<p>and signs when they were required; and</p> <p>d) that while some drivers regarded the cost of a parking ticket as a reasonable price to pay for the ability to park in the city centre, the majority did not want their vehicle to be towed, and therefore to agree to consider increasing the capacity to tow vehicles to the pound, and tightening the rules which allowed this to be done.</p>				
			<p>4) To agree to undertake traffic monitoring of these changes and report back to committee 6 months after opening, via the business bulletin.</p>		Summer 2019		
22	31 May 2018	Motion by Councillor Mary Campbell - Edinburgh's Coastline - Protecting and	<p>“Council:</p> <p>1) believes that as a capital city we benefit from both our historic city centre, and also</p>	Executive Director of Place	February 2019		

		Enhancing our “Blue Belt” (to Council)	<p>our beautiful coastline. Our coastline has many highlights, from the sandy beach of Portobello, to the sea life-rich rocks in the Forth, and the stunning views from the promenade at Cramond;</p> <p>2) notes that, as a council we invest a lot of time and effort into our city centre, for the benefit of both residents and visitors. Council believes that a similar level of effort should also be applied to our coastline, to ensure that we are preserving and enhancing the wide variety of historic and environmental features that make our coastline so special, and to enhance residents’ access to our coastline by creating a continuous active travel promenade from</p>				
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Joppa to South Queensferry.

- 3) notes that the council has undertaken some work to pursue this agenda, both separately and in co-operation with partners, including production of the Edinburgh Promenade Design Code and SESTRAN studies on cross-boundary cycle development; that some off-road cycle/footpath links have been identified in the LDP but notes that that progress to deliver on this work has been a little sporadic;
- 4) further notes that some council partners including the Scottish Wildlife Trust and Royal Botanic Gardens have projects to enhance & preserve the natural heritage and biodiversity of our

			<p>coastline;</p> <p>5) Therefore agrees to receive a scoping report, which covers work to date, work currently in train, and the scope of work which needs to be undertaken in the future. This should report within two cycles to be brought to the Transport and Environment Committee, and should include options for political governance of the work.</p> <p>6) notes that residents and businesses have already been working hard to protect and enhance the coastline, and any strategy should include a clear mechanism for engaging with all key stakeholders.”</p>				
23	20 June 2018	Roads Capital Investment	To agree to the method of consultation outlined in	Executive Director of Place Lead Officer: Cliff Hutt,	December 2018		Recommended for closure –

		Programme – Update	paragraphs 3.22 – 3.26 of the report with the following amendment: ‘that officers would consult with representatives of active travel organisations once a year to discuss the list of forthcoming carriageway and footway schemes and to agree which of those schemes which would be the subject of further detailed design consultation with those groups. A report would be submitted at the October 2018 Transport and Environment Committee meeting outlining stakeholders, expected outcomes and areas to be discussed.	Service Manager – Infrastructure 0131 469 3751 cliff.hutt@edinburgh.gov.uk			the Transport Asset Management Plan is included on the agenda in December 2018.
24	9 August 2018	Public Transport Priority Action Plan	1) To note that a further report would be submitted which outlined longer-term intervention measures to relieve congestion on the A90.	Executive Director of Place Lead Officer: Ewan Kennedy, Service Manager – Transport Networks 0131 469 3575 ewan.kennedy@edinburgh.gov.uk	May 2019		An update on this will be prepared for May 2019.
			2) To note that a further report would be submitted, which listed			October 2018	

			bus lane locations where it was proposed that automatic camera enforcement should be deployed.				included in the business bulletin for October 2018.
			3) To approve the recommendation of a desired spacing of 400 metres between bus stops and that existing corridors were reviewed to determine how this spacing could be achieved, whilst recognising equalities issues raised by this and that a full public consultation would be carried out on any proposed changes, with a consultation report returning to the Committee to seek approval for changes to bus stop locations.		October 2019		
			4) To note that the Committee did not believe that				Recommended for closure This is included

			<p>paragraphs 3.59 - 3.71 of the report by the Executive Director of Place sufficiently addressed the issues raised in the Council motion on Dalmeny Station and therefore, to agree to provide a Business Bulletin update within one cycle to allow further discussions to take place with Ward Councillors and the local Community Council from which a more detailed action plan should be developed.</p>				<p>in the Business Bulletin on 4 October.</p>
			<p>5) To note the request by bus operators to extend the hours of operation of bus lanes, and therefore approves the commencement of consultation on extending operational hours to 0700-1900, seven days per week, and extending</p>		<p>October 2019</p>		

			restrictions on parking and loading/unloading to the same hours, and that this consultation should also consider what support might be possible for businesses affected by this change, including but not restricted to the possibility of allowing some off-peak parking and loading in specific, limited locations.				
25	9 August 2018	Workplace Parking Levy Scoping	1) To agree that Council officers would develop a paper which set out the argument and rationale for Edinburgh to introduce a Workplace Parking Levy or wider non-residential parking levy which could also cover customer parking spaces.	Chief Executive Lead Officer: Gareth Dixon 0131 529 3044 gareth.dixon@edinburgh.gov.uk	On-going		This work is being progressed.
			2) To agree that the Council would respond to the Scottish Parliament's Rural Economy and		September 2018	Recommended for closure - A submission has been made.	

			Connectivity Committee call for evidence on Stage 1 of the Transport (Scotland) Bill, which closed on the 28 September 2018.				
26	9 August 2018	Waste and Cleansing Services Performance	To agree that the revised suite of performance measures, as illustrated in Appendix 1 of the report by the Executive Director of Place, and the progress against the activities required to implement the revised performance reporting would be reported to Transport and Environment Committee every second cycle.	Executive Director of Place Lead Officer: Andy Williams, Waste and Cleansing Manager 0131 469 5660 andy.williams@edinburgh.gov.uk			Recommended for closure – the revised suite of performance measures are included in a report to Transport and Environment Committee on 6 December 2018.
27	9 August 2018	Single Use Plastics	1) To note that the report highlighted opportunities to further develop the Council's activities towards reducing the impact of Single Use Plastics and therefore to agree to establish a short-life working group to consider this issue to report back to	Executive Director of Place Lead Officer: Andy Williams, Waste and Cleansing Manager 0131 469 5660 andy.williams@edinburgh.gov.uk	May 2019		

			<p>Committee.</p> <p>2) To agree that the working group would be a member-officer group; the membership would consist of one elected member from each political group and officers from relevant service areas including waste and recycling, catering and procurement; that the group would meet within one month and would aim to report to the Committee within six months. The remit of the group would be to discuss the report on Single Use Plastics and any issues arising from this to develop potential solutions.</p>				
28	4 October 2018	Deputation Southside Association; Southside Community	<p>1) To agree that the Head of Place Management would liaise with colleagues in Planning and Licensing to ensure that the regulations</p>	<p>Executive Director of Place Lead Officer: Gareth Barwell, Head of Place Management 0131 529 5844 gareth.barwell@edinburgh.gov.uk</p>			<p>Recommended for closure –</p> <p>The Head of Place Management</p>

		Council; Councillor Rose	related to flyposting were enforced.	v.uk			has contacted colleagues in Planning and Licensing on flyposting enforcement.
			2) To agree that issues of flyposting would be included in the report on Managing the Festival City to be submitted to the Culture and Communities Committee in November 2018.		November 2018		Recommended for closure – this report was approved by Council on 22 November 2018.
			3) To agree that the Convener of the Transport and Environment Committee would agree to meet with Convener of the Culture and Communities to discuss a way forward in relation to the issues raised by the deputation on flyposting.		January 2019		This meeting has been arranged.
			4) To agree that briefing notes would be provided to members with progress updates		February 2019		

			and details of any changes made to tender documents, and that a business bulletin update would be submitted to the Committee in February 2019 addressing issues of flyposting year-round.				
29	4 October 2018	Transport and Environment Committee Rolling Actions Log	To update the rolling actions log to note that the issues raised regarding parking in Corstorphine would be addressed as part of the Strategic Review of Parking.	Chief Executive Lead Officer: Veronica Macmillan, Committee Services 0131 529 4283 veronica.macmillan@edinburgh.gov.uk		Rolling Actions Log Updated – closed.	
30	4 October 2018	Transport and Environment Committee Business Bulletin	To agree to convene a parking enforcement meeting in early November 2018 between transport spokespeople and relevant officers including the Head of Place Development to establish parameters for future action, followed by a report to Transport and Environment Committee in February 2019, in particular responding to the points agreed by the Committee in	Chief Executive Lead Officer: Veronica Macmillan, Committee Services 0131 529 4283 veronica.macmillan@edinburgh.gov.uk	February 2019		Recommended for closure – This meeting took place on 24 October 2018 and a follow up report is included on the agenda for Transport and Environment Committee in December 2018.

			May 2018.				
31	4 October 2018	Electric Vehicle Infrastructure: Business Case	1) To note that a detailed Work Programme will be submitted to Committee within two cycles that will detail final locations, delivery, timelines and costings;	Executive Director of Place Lead Officer: Janice Pauwels, Sustainable Development Manager 0131 469 3804 janice.pauwels@edinburgh.gov.uk	February 2019		
			2) To note that a further report on E-Cargo bikes will be submitted to the next Committee; and				
			3) To note that a further report be brought to Committee in two cycles on the use of lampposts as charging points for electric vehicles.		February 2019		
			4) To agree that a briefing note would be circulated to members on the assumptions related to how often people were using cars and how often they would charge them.				

32	4 October 2018	Proposed Increase in Scale of Rollout and Amendment to Contract for On-Street Secure Cycle Parking	<p>1) Agrees to arrange a detailed briefing for those councillors who would like it on the details, including the financing, of the scheme as soon as possible;</p> <p>2) Agrees to receive an update report once the scheme is established, and in no later than 12 months' time, which will examine potential changes to the scheme including the potential to price the scheme at less than the cost of a residents parking permit.</p>	<p>Executive Director of Place Lead Officer: Ewan Kennedy, Service Manager – Transport Networks 0131 469 3575 ewan.kennedy@edinburgh.gov.uk</p>	October 2019		
33	4 October 2018	Recycling Facilities in Council Buildings	To recognise that the requirements for action from the Waste and Cleansing Policy Assurance report agreed in May 2018 should be circulated in letters of instruction from the Head of Place Management to the responsible individuals within Council premises and that this action should be reported on within one cycle.	<p>Executive Director of Resources Lead Officer: Peter Watton, Head of Property and Facilities Management 0131 529 5962 peter.watton@edinburgh.gov.uk</p> <p>Executive Director of Place Lead Officer: Gareth Barwell, Head of Place Management 0131 529 5844</p>	December 2018		These letters will be issued in advance of Committee and a verbal update will be provided at the meeting.

				gareth.barwell@edinburgh.gov.uk			
34	4 October 2018	Proposal for a Conscientious Objectors Memorial in West Princes Street Gardens	To agree that a briefing would be circulated to members on the agreed location of the Conscientious Objectors memorial and that updates would be provided in the Business Bulletin.	Executive Director of Place Lead Officer: David Jamieson, Parks, Greenspace & Cemeteries 0131 529 4283 david.jamieson@edinburgh.gov.uk	On-going		

Item 6.1 - Business Bulletin

Transport and Environment Committee

10.00am, Thursday, 6 December 2018

Council Chamber, City Chambers, High Street, Edinburgh

Transport and Environment Committee

Convener:	Members:	Contact:
<p>Councillor Lesley Macinnes</p>  <p>Councillor Karen Doran (Vice-Convenor)</p> 	<p>Councillor Scott Arthur Councillor Eleanor Bird Councillor Chas Booth Councillor Graeme Bruce Councillor Steve Burgess Councillor Nick Cook Councillor Scott Douglas Councillor Gillian Gloyer Councillor David Key</p>	<p>Alison Coburn Senior Executive Assistant 0131 529 3149</p> <p>Veronica MacMillan Committee Services 0131 529 4283</p> <p>Rachel Gentleman Committee Services 0131 529 4085</p>

Recent news

20mph for Edinburgh

At its meetings on 13 January 2015 and 17 March 2015 Committee approved the citywide 20mph network and its implementation plan. The intention at this time was that an initial report on the monitoring outcomes of the scheme would be submitted to Committee approximately one year after the completion of the roll out. The final phase of the scheme became effective on 5 March 2018, suggesting that a report should be submitted in spring 2019.

Monitoring includes:

- Traffic speeds
- Road casualties
- Public opinion – behaviours and attitudes
- Pedestrian, cycling and vehicle levels
- Vehicle journey times
- Emissions, including Air Quality Management Areas

In 2017, a major independent research project was instigated by the Scottish Collaboration for Public Health Research and Policy (SCPHRP), part of Edinburgh University, funded by the National Institute for Health Research (NIHR) to examine the public health impacts of the introduction of 20mph zones based on a comparative study of Edinburgh and Belfast, reporting in 2020. Whilst the project is fully independent of the Council, data recorded for the 20mph project is being shared with the University to inform its research. Although the emphasis of the study will focus on the public health outputs, in the process of reaching conclusions, analysis of the majority of the areas of interest to the Council will also be undertaken.

SCPHRP has offered to provide an independent report on the Edinburgh experience, based on the scope of its project, to the Council. However, for the report to be as comprehensive as possible, it would need to take account of the final data sets including those which will not be available to the Council until approximately April 2019 (final traffic and public perception data). Consequently, it is likely that their final report would be expected in the summer of 2019, some 3-4 months after the currently publicised reporting programme.

Background

For further information contact:

Simon Lievesley

simon.lievesley@edinburgh.gov.uk

0131 529 4315

It is considered that there is significant value in deferring reporting to Committee until this independent report is received.

The Council has also been recording comments on individual roads which will be relayed in the report to Committee along with any appropriate recommendations. These include public requests for additions to the 20mph network.

We are currently reviewing a small number of roads where issues have been identified to determine the case to bring forward Traffic Regulation Orders to reduce the speed limit where evidence suggests that this would be appropriate. This will be reported to Transport and Environment Committee on 28 February 2019.

PARKS QUALITY ASSESSMENTS & GREEN FLAG AWARD

Green Flag Awards

The Green Flag Award scheme is a national benchmark that recognises parks of high quality. Administered in Scotland by Keep Scotland Beautiful, the scheme is judged on an annual basis and each park submitted for a Green Flag Award undergoes thorough scrutiny by independent assessors. Because of its exceptionally high number of Green Flag awards, the City of Edinburgh Council is part of the Green Flag Group Award Scheme. This means that existing Green Flag Award winning sites are automatically awarded a Green Flag if the standard is maintained following self-assessment and a peer-review process.

This review takes place every two years and involves trained Green Flag judges from participating UK local authorities assessing the risk of the managing authority of failing to maintain its current Green Flag Award parks to the required standard. Edinburgh was successfully judged as 'low risk' when assessed in May 2018.

In 2018, the Council added two more parks (Fairmilehead Park and Lauriston Castle Gardens) to its existing 30 award winning parks meaning Edinburgh achieved 32 Green Flag Awards out of a total of 71 across Scotland. Corstorphine Walled Garden have achieved a Green Flag Community Award annually since 2009.

For further information contact:

Sarah Murphy

Sarah.Murphy@edinburgh.gov.uk

0131 529 7955

2018 Parks Quality Assessment Results

Using Green Flag Award methodology we assess the quality of all our public parks each summer. In 2018, Saughton Park was removed from the assessment list due to ongoing refurbishment, resulting in 138 parks being assessed in total.

Gradual improvements in parks have been made since the bandwidth system of scoring was introduced in 2009, to the point that by 2017, 97% of the city's parks met the Edinburgh Minimum Standard (EMS), i.e. only four parks did not meet the EMS. It was therefore felt that to remain relevant the bandwidth system of scoring needed to be reviewed.

In 2018, a simplified version (see table below) was agreed, making it easier to understand and the Edinburgh Minimum Standard was set at Grade C, i.e. a Parks Quality Score (PQS) of 60% for **all** park types.

	All Parks and Cemeteries
Grade A	100 – 80%
Grade B	79 – 70%
Grade C	69 – 60%
Edinburgh Minimum Standard	60%
Grade D	59 – 50%
Grade E	49 – 0%

Retrospectively applying the new Edinburgh Minimum Standard to the 2017 scores shows an increase of eleven parks now meeting the mark meaning 116 of the 138 (84%) parks assessed city-wide in 2018 now meets the standard.

The average PQS score also continues to increase year on year with the average score of an Edinburgh park now sitting at 66%.

The average Park Quality Score increased across three localities with only North East remaining static. Parks in South East Edinburgh continue to have the highest average score (71%) with those in the North East having the lowest average score (64%).

The Pentland Hills Regional Park was once again judged to be the highest scoring park in Edinburgh.

The city's "top 5" parks in 2018 were:

1 st	Pentland Hills Regional Park
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2 nd	Starbank Park
3 rd	Seven Acre Park
4 th	Easter Craiglockhart Hill
5 th	Hermitage of Braid

Notably, all have an active Park Friends Group.

The quality of a small number of parks has worsened since 2017. Those requiring attention over the coming year are Silverknowes Park, Ratho Station Flyover Park and Muirhouse Millennium Linear Park.

A copy of the Park Quality Assessments for 2018 can be found at

http://www.edinburgh.gov.uk/downloads/file/11262/parks_quality_report_2018

Forthcoming activities:

Transport and Environment Committee

10.00am, Thursday, 6 December 2018

Transport Asset Management Plan (TAMP)

Item number	7.1
Report number	
Executive/routine	
Wards	All
Council Commitments	15 , 16 , 17 , 19

Executive Summary

All 32 Local Authorities in Scotland have agreed to support the Society of Chief Officers in Scotland (SCOTS) Road Asset Management Project to produce a common framework for Road Asset Management Plans (RAMP).

The tender process for the next phase of the project was completed in 2017. The City of Edinburgh Council will continue to participate, develop and review a formal RAMP document.

The City of Edinburgh Council has developed and extended its RAMP to include additional Transport asset groups to create a Transport Asset Management Plan (TAMP). The assets considered within a traditional RAMP comprises of carriageways, footways, structures, street lighting and traffic management systems. However Edinburgh's TAMP will also include cycling infrastructure and park and ride sites.

The purpose of the TAMP is to establish future maintenance and management of the overall road network and set out options considered to take forward the management of the Council's road assets.

Transport Asset Management Plan (TAMP)

1. Recommendations

- 1.1 It is recommended that the Transport and Environment Committee approves the Transport Asset Management Plan (TAMP), shown in Appendix 1.

2. Background

- 2.1 The transport network is the largest and most visible community asset that the Council is responsible for. It is used on a daily basis by a significant number of people and is fundamental to the economic, social and environmental well-being of our communities. It helps to shape the character and quality of the local areas that it serves and makes an important contribution towards the delivery of the Council's vision and commitments.
- 2.2 In order to meet the demands placed on it, it is crucial that the transport network is adequately maintained. This includes not just carriageways and footways, but also bridges, street lighting, drainage systems and traffic control systems, street furniture, cycling infrastructure and park and ride sites. Continuing growth in traffic has brought an increasingly widespread recognition of the importance of road maintenance, and the high value placed on it both by users and the wider community.
- 2.3 Conversely, public concern is increasing about the condition of our road network and the implications of this for safety and journey reliability. Inadequate maintenance only stores up even greater problems for the future.

3. Main report

- 3.1 This plan sets out the City of Edinburgh's Council's plans for its transport assets. The (TAMP) records the Council's plans for the maintenance of the road asset. The "road asset" comprises of carriageways, footways, structures, street lighting and traffic management systems. The powers and duties of road authorities are defined by the Roads (Scotland) Act 1984 and additional relevant legislation. Edinburgh is including cycling infrastructure and park and ride sites as part of the TAMP.

- 3.3 The plan is consistent with the Council's corporate approach to asset management. The purpose of the TAMP is to formalise strategies for investment in transport asset groups and to define service standards.
- 3.4 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.
- 3.5 The content of the TAMP has been produced using a framework common across all Scottish Councils, established by the Society of Chief Officers of Transportation in Scotland (SCOTS) and includes the production of the Code of Practice on Transport Infrastructure Assets published by the Chartered Institute of Public Finance and Accounts (CIPFA).
- 3.6 All Councils in Scotland receive support and participate in maintaining and developing their Transport Asset Management Plans through SCOTS. The most recent phase of the project started in 2017 and the anticipated duration of the project is three to four years.
- 3.7 This report considers options for long term expenditure. Transport assets deteriorate slowly so the impact of a level of investment cannot be shown by looking at the next couple of years. Therefore, report includes 20-year forecasts to enable decisions to be taken with an understanding of their long term implications.
- 3.8 Whilst the capital investment strategy forecasts over a 20-year period, continuous revenue repairs will continue to be carried out on small scale defects on the network, such as potholes.
- 3.9 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.
- 3.10 Edinburgh's Road Condition Index has improved from 42.3% in 2005/6 to 36.4% in 2017/19. The latest figure is a steady state from the previous 2016/18 figure of 36.4%. The TAMP looks at options that forecast an annual improvement in the RCI over a 20-year period. In previous years a large percentage of capital investment in roads has not been delivered due to a combination of lack of internal resources and conflicts with other priorities on the network ie utility works. In order to achieve the projected improvement in the RCI, sufficient resources will have to be in place to deliver the annual capital investment programmes.
- 3.11 It has taken longer to design several types of maintenance/renewal schemes when implementing the recently adopted Street Design Guidance. The guidance enhances place making and, in some instances, leads to wall-to-wall improvements. However, it requires greater consultation and engagement at the design stage and requires additional redetermination orders and TROs. In the long term the guidance will improve the overall environmental ambiance and quality of the streets/places in Edinburgh.

- 3.12 Prior to any capital programmes being presented for approval, consultation on the schemes selected for investment will take place with stakeholders ie Spokes, Living Streets, Edinburgh World Heritage, to ensure that the needs of all transport network users are considered prior to full design.
- 3.13 Work is already underway, as part of the Roads Improvement Plan, that will assist in improving Edinburgh's RCI. It is likely that consultants will have to be used to assist with the design process to ensure delivery of capital programmes.
- 3.14 It is widely recognised that the application of modern asset management practices can enable improved value for money. In these challenging times is it essential that the Council embraces these methods and strives to ensure that funding is invested as wisely as possible. This plan forms an important part of the Council's commitment to apply good asset management to roads.
- 3.15 The plan will also take account of the infrastructure renewal programmes procured through historic, current and future Revenue and Capital budgets and assess to what extent these investments have arrested depreciation of the asset as a whole. On this basis future plans will be able to indicate; if funding is sufficient to arrest depreciation or what funding is required to enable this to happen or what funding is necessary to improve the asset year on year. The TAMP will also help prioritise infrastructure renewal projects to make the most efficient use of the funding available.

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) is 36.4% in 2017/19. A continual gradual improvement in Edinburgh's RCI will be a measure of the success of the Roads Capital Programme.
- 4.2 The TAMP is being prepared which will, in time, result in a long-term strategy for the maintenance of all Council owned infrastructure assets. Now that funding has been made available, Principal Bridge Inspections are being undertaken which will ensure bridges are in a safe condition and that maintenance funding can be better directed.

5. Financial impact

- 5.1 There are no financial implications associated with this report. The capital requirements for the road network are detailed annually in a separate report to this Committee.

6. Risk, policy, compliance and governance impact

- 6.1 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 The TAMP highlights the current sustainability practices, policies and objectives within the management of the road network. Primarily focused on achieving best value from our existing resources, reducing carbon emissions and energy consumption, while increasing the use of recycled materials as appropriate.
- 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).

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](#).

10. Background reading/external references

None.

Paul Lawrence

Executive Director of Place

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11. Appendices

Appendix 1 Transport Asset Management Plan (TAMP).



Transport Asset Management Plan

(TAMP)

December 2018

Foreword

This plan sets out the council's plans for the management of the council's Transport Asset. It has been produced in accordance with national guidance and recommended good practice developed through the SCOTS Road Asset Management Project.

It is widely recognised that the application of modern asset management practices can enable improved value for money. In these challenging times it is essential that the council embraces these methods and strives to ensure that every penny spent is invested as wisely as possible. This plan forms an important part of the council's commitment to apply good asset management to roads.

The plan recognises the views of road users and residents and in particular the importance that is placed upon our Transport Assets. Recent harsh winters have shown that our roads are susceptible to damage when bad weather occurs. It is essential that an appropriate level of investment is put into the road network to maintain and ultimately improve one of the main principles of the council, that of the economic wellbeing of the locality.

This plan supports 4 of the Council's 52 Commitments:

- Commitment 15:** **Protect Edinburgh World Heritage Status and make sure developments maintain the vibrancy of our city in terms of placemaking, design and diversity of use.**

 - Commitment 16:** **Invest £100m in roads and pavements over the next 5 years. This will include road and pavement maintenance, installing more pedestrian crossings, increasing the number of dropped kerbs and dedicate safer foot and cycle paths as well as introducing more pedestrian zones.**

 - Commitment 17:** **Guarantee 10% of the transport budget on improving cycling in the city.**

 - Commitment 18:** **Keep the city moving by reducing congestion, improving public transport to rural west Edinburgh and managing roadworks to avoid unnecessary disruption to the public.**
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Document Control

Version Number	Amendments Made	Date
v1	Nil - Original	December 2018
Next Review Due		

Council Approval

Version Number	Council Committee	Date
v1	Transport and Environment Committee	6 December 2018

Responsibility for the Plan

The responsibility for the delivery of and updating of this plan are shown below

Council Officer	Responsible for

1. Introduction

Overview

This plan sets out the council's plans for the council's Transport Assets for the period 2017-2020. The Transport Asset Management Plan (TAMP) records the council's plans for the maintenance of the Transport Asset. The "Road Asset" comprises of carriageways, footways, structures, street lighting, traffic management systems and street furniture. The "Transport Asset" also includes cycling infrastructure and park and ride sites.

This Plan is consistent with the Council's corporate approach to asset management as set out in the Corporate Asset Management Strategy.

The purpose of the TAMP is to:

- Formalise strategies for investment in Transport Asset groups
- Define service standards

The plan aims to improve how the Transport Asset is managed and to enable a better value for money roads service to be delivered.

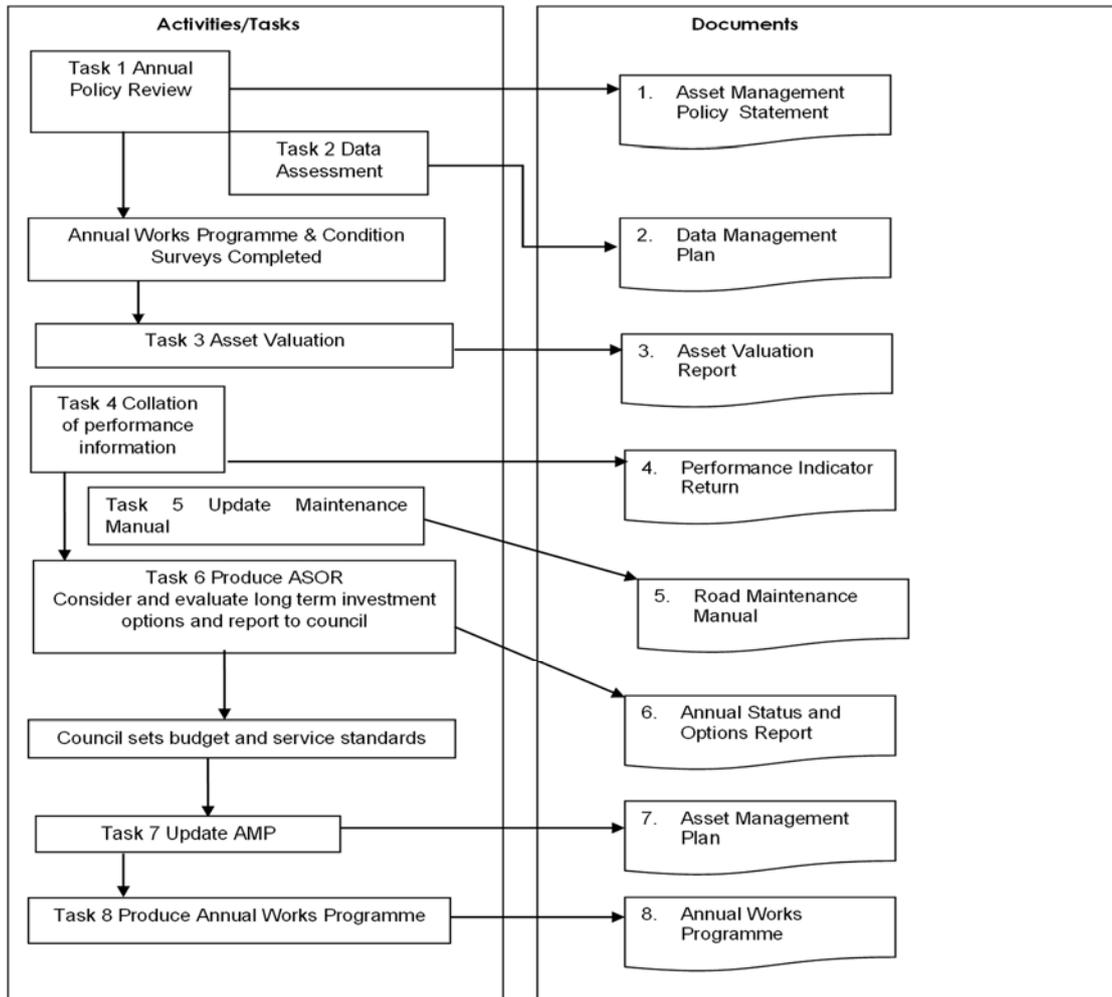
Corporate Asset Management

A Corporate Asset Management Strategy was presented to the Policy & Resources Committee on the 31 October 2013. The Corporate Asset Management Strategy incorporates the following six assets managed by the council:

- Buildings and Property
- Roads Infrastructure
- Council Housing
- Open Space
- Vehicle Fleet
- Information and Communications Technology (ICT)

Society of Chief Officers for Transportation in Scotland (SCOTS)

This plan has been developed in accordance with the SCOTS/CSSW recommended asset management planning practices and is informed by the tasks and documents illustrated.



2. Transport Assets

Transport Assets

The council's Road Assets covered by this plan are:

- Carriageways 1,511 km
- Footways, footpaths & cycleways 2,121 km
- Structures 475 bridges/structures
- Street Lighting 58,077 street lighting columns
- Traffic Management Systems Approximately 600 Signalised Junctions and Pedestrian Crossings
- Cycle Network 308 km of cycle routes
- Park and Ride Sites 3 sites.

There are a further 16 bridges which are maintained by the Tram Operating Company.

Assets Not Covered

Assets not included in this plan but which will be included in a future revision to the plan:

- Road Drainage Infrastructure
- Weather Stations
- Other Traffic Management Systems – Information Systems, Safety Cameras, Variable Message Signs, Vehicle Activated Signs, Real Time Passenger Information

Some related assets that the roads department maintain are the responsibility of other council departments. The council owned Road Assets not covered in this TAMP are:

- Pay and display car parks
- Footpaths managed by Housing Association
- Bus Shelters
- Public Rights of Way

Assets that have been specifically excluded from this plan are:

- Private Roads
- Private Bridges
- Council owned bridges, not on or crossing the road network
- Decorative, seasonal lighting
- Water related infrastructure that does not form part of the road network
- Assets relating to the other five key areas of Council asset ownership (e.g. Buildings and Property, Council Housing, Open Space, Vehicle Fleet and Information and Communications Technology)

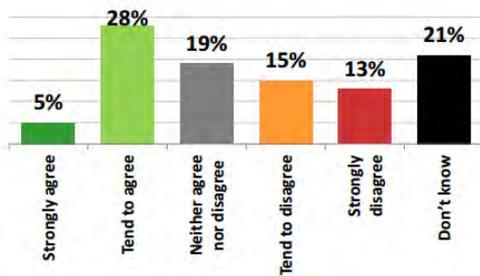
Inventory Data

This plan is based upon currently available inventory data for Road Assets, i.e. carriageway, footway, structures, street lighting and traffic signals. For some minor Road Assets inventory data is not currently held, however, an attempt has been made to incorporate these assets within this plan using local estimates and sample surveys. A plan to improve asset data forms part of the council's Transport Asset data management plan⁽⁴⁾.

3. Customer Satisfaction

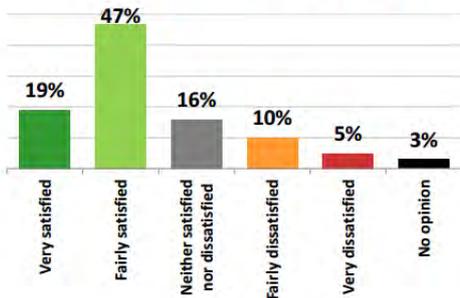
City of Edinburgh Council undertakes an annual Citizens Survey to understand the level of public satisfaction in regard to council services. These surveys were undertaken between 2007 and 2016. The source of each of the following graphs is the Edinburgh People Survey 2016.

33% agree that the Council displays sound financial management



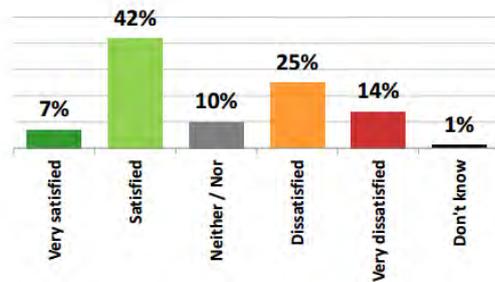
This shows an improvement from 2015 (29%), 2014 (24%) and 2013 (26%). Hopefully the implementation of the TAMP will improve this score even further.

66% are satisfied with the way the Council is managing the City



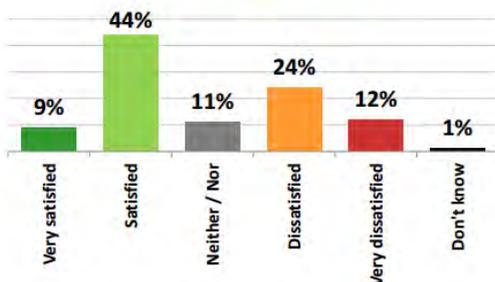
Satisfaction with how the Council is managing the city has dropped from 68% in 2015 and 67% in 2014. With the road network being a major asset of the Council in shaping public perception a more coordinated approach to maintenance outlined in the TAMP should see this score increase.

49% satisfied with maintenance of roads



Public satisfaction with road maintenance has declined since 2015 (51%) and is at a similar level to 2014 (48%). The approach the maintenance in the TAMP should see this rating improve year on year and the Road Condition Index (RCI) of the network decreases.

53% satisfied with maintenance of pavements and footpaths



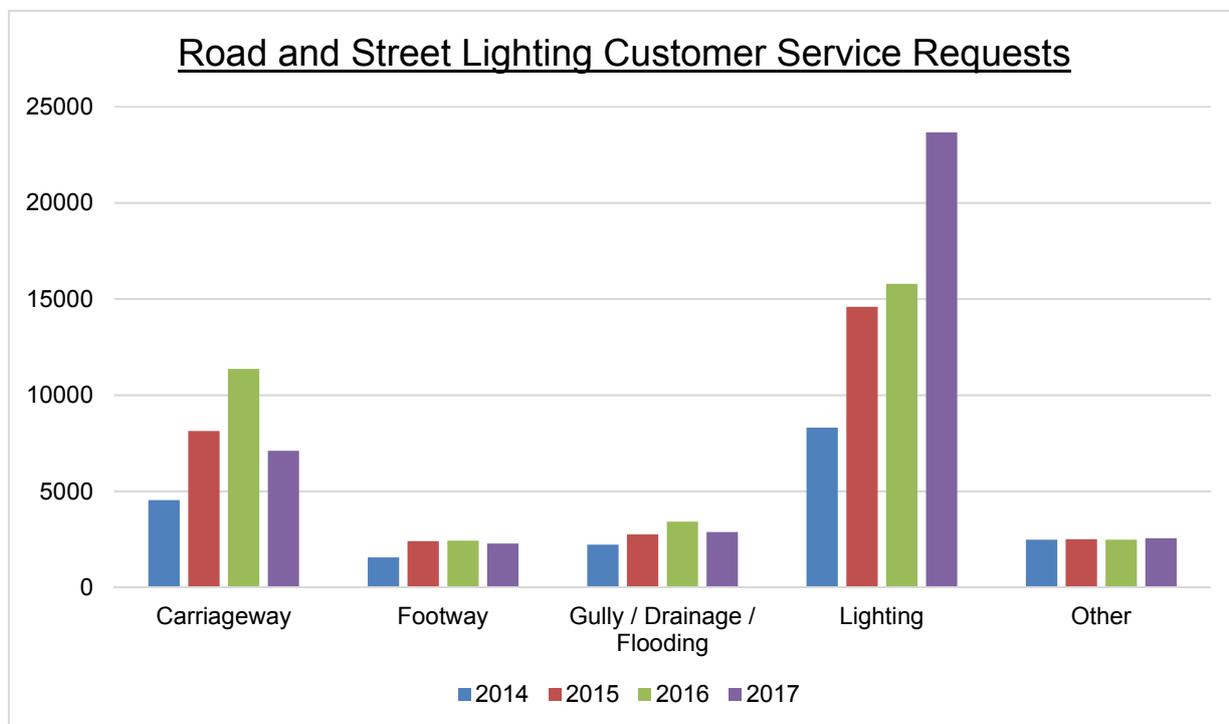
Satisfaction with the maintenance of pavements and footpaths remained the same as 2015, which was slightly higher than 2014 (50%) but lower than years previous to 2014. As with the roads maintenance, the approach given in the TAMP should see this score improve annually.

1. The results of the survey show that a lot of work is required to improve public satisfaction with how the road network is maintained.
2. The implementation of the TAMP should also lead to an increase in how the public perceive the Council with regards to sound financial management.
3. Satisfaction with how the Council manage the city as a whole should again improve if the measures suggested in the TAMP are implemented as the road assets are maintained.

Customer Contact

Customer contacts in relation to the highway assets are recorded in the council's customer relationship management system, Confirm.

A summary of the contacts received by category is shown below for 2014 to 2017.



The other column includes requests regarding cycling, parking, permits, street furniture, traffic signs, utilities and school crossings as well as traffic management, adoption information and events.

The results show that customer contacts to the council are predominantly in regards to street lighting issues (mainly lights being out). Service requests involving the carriageway are second to that, the majority of which are reporting defective or damaged sections, which is indicative of the current condition of the carriageway and the damage caused by severe winter conditions.

Also of note is the number of contacts in regards to drainage issues, nearly two thirds of which are reporting gullies that are blocked. This means that when carrying out carriageway improvements in any given area potential drainage improvements should also be taken into consideration.

4. Demands

Asset Growth

The asset grows each year due to the adoption of new roads and construction of new road links. Over the last 5 years the following additional assets have been adopted by the council:

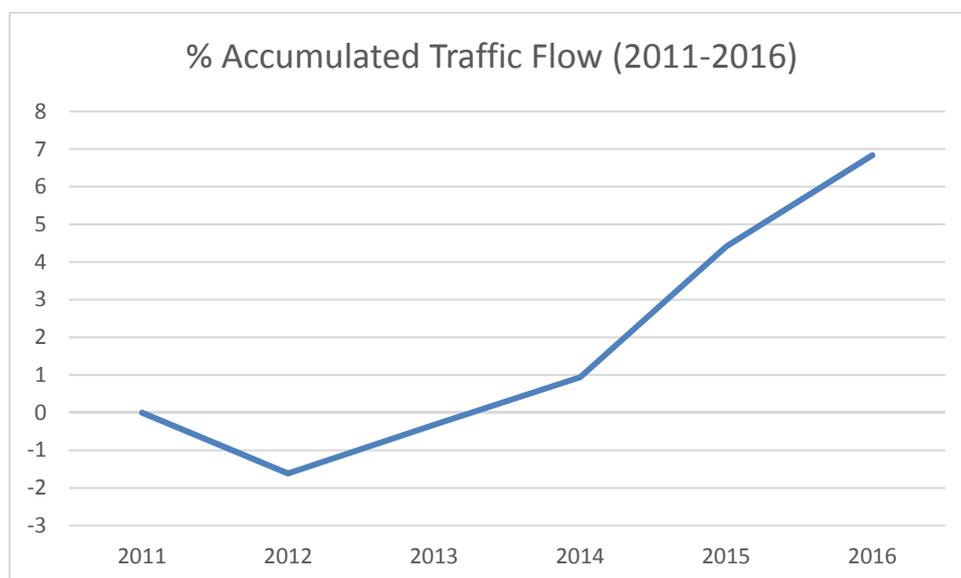
- Carriageways, 83 km
- Footways, 61 km
- Street Lighting, 816 columns.

New assets create the need for maintenance, management and associated funding in future years as these additional assets age. This is particularly relevant to street lighting as energy costs increase immediately exacerbating the effect of rising energy prices.

Traffic Growth

Traffic growth places increasing pressure on the road network due to the significant increase in the general volume of traffic and in particular, large commercial vehicles. Many of the council's roads were not designed to accommodate this level of traffic. This creates a growing need for investment in maintenance.

City of Edinburgh Council faces a significant challenge in balancing the requirement to enhance the quality of life for its residents and visitors against ensuring that growth takes place in a sustainable manner. The key transportation issue associated with this aim are increased congestion and its subsequent effect on the environment, the economy, integration, accessibility and safety that are on contributing factors to the perceived quality of life.



Data collected by the Department for Transport shows that the Annual Average Daily Flow (AADF) for all motor vehicles raised by 6.83% between 2011 and 2016. This is a cumulative total from counts taken at 84 separate count locations throughout Edinburgh. Apart from a slight downturn in 2012 the data shows that the number of vehicles on our network is increasing so it is essential that the maintenance of the road network is properly planned in order for the city's economic growth to continue.

Environmental Conditions

Pressure is also being placed upon the asset as a result of environmental conditions including:

- Harsh winters: recent unseasonably harsh winters have caused significant damage to road surfaces resulting from freeze/thaw action.
- Climate change: Current projections indicate, on average, warmer, wetter winters and warmer, drier, summers with what are currently considered to be exceptional heat and precipitation events becoming more common and severe events becoming more extreme. This has the potential to cause more rapid deterioration in the road network than currently forecast.

5. Service Standards

This plan is based upon delivering the service standards below. The standards reflect the funding levels in section 6. They are the standards that users (customers) can expect from the council's Road/Highway Assets during the plan period. Details of how the specific measures shown below are calculated are included in the road maintenance manual.

Service	Measured By	Target Standard	
		Standard	Compliance
Carriageways			
Safety	Undertake routine safety inspections on Category 2 Strategic Routes at intervals of	12 Months	100%
	Undertake routine safety inspections on Category 3(a) Main Distributors at intervals of	12 Months	100%
	Undertake routine safety inspections on Category 3(b) Secondary Distributors at intervals of	12 Months	100%
	Undertake routine safety inspections on Category 4(a) Link Road at intervals of	12 Months	100%
	Undertake routine safety inspections on Category 4(b) Local Access roads at intervals of	12 Months	100%
	Category 1 defects shall be rectified or made safe within	24 Hours	100%
	Category 2 defects shall be rectified or made safe within	5 Working Days	100%
Condition	Maintain the condition of all 'A' roads such that the percentage in a RED condition remains below	4%	90%
	Maintain the condition of all 'A' roads such that the percentage in a RED and AMBER condition remains below	27%	90%
	Maintain the condition of all 'B' roads such that the percentage in a RED condition remains below	2.5%	90%
	Maintain the condition of all 'B' roads such that the percentage in a RED and AMBER condition remains below	20%	90%
	Maintain the condition of all 'C' roads such that the percentage in a RED condition remains below	5%	90%
	Maintain the condition of all 'C' roads such that the percentage in a RED and AMBER condition remains below	30%	90%
	Maintain the condition of all 'U' roads such that the percentage in a RED condition remains below	7%	90%
	Maintain the condition of all 'U' roads such that the percentage in a RED and AMBER condition remains below	40%	90%

Service	Measured By	Target Standard	
		Standard	Compliance
Footways			
Safety	Undertake routine safety inspections on Prestige Area footways at intervals as described	2 Weeks	100%
	Undertake routine safety inspections on Primary Walking Routes at intervals as described	1 Month	100%
	Undertake routine safety inspections on Secondary Walking Routes at intervals as described	12-18 Months	100%
	Undertake routine safety inspections on Linking Footways at intervals as described	12-18 Months	100%
	Undertake routine safety inspections on Local Area Footways at intervals as described	12-18 Months	100%
	Category 1 defects shall be rectified or made safe within	24 Hours	100%
	Category 2 defects shall be rectified or made safe within	5 Working Days	100%

Service	Measured By	Target Standard	
		Standard	Compliance
Street Lighting			
Safety	Electrical testing of all equipment shall be undertaken at a frequency of	6 years	100%
	Emergency faults shall be made safe or repaired within 4 hours of notification	4	95%
Condition	Street Lighting Priority Repairs shall be completed within 24 hours of notification	24	75%
	Street Lighting 5-day Repairs shall be completed in time	5 days	70%
	Street Lighting 28-day Repairs shall be completed in time	28 days	95%

Service	Measured By	Target Standard	
		Standard	Compliance
Structures			
Safety	Carry out General Inspections on all bridges at a maximum frequency of 2 years.	2	100%
	Carry out Principal Bridge Inspections at a maximum frequency of 6 years. There are currently 136 bridges on the Risk Based Principal Bridge Inspection Programme.	6	100%
	Carry out General Inspections on all retaining with a retained height of over 1.5m at a maximum frequency of 2 years	2	100%
	To undertake programmed safety inspections on 4 bridges	4	100%
Condition	Maintain all Structures such that the BSC_{ave} for the Bridge Stock is above 80	80	100%
	Maintain all Structures such that there are no structures with a critical element with a BCI_{crit} indicating a poor condition (currently 62 bridges). It is intended to address 7 structures per year	0	11%
	The total number of Council owned weight restricted bridges (excluding environmental weight restrictions and acceptable permanent weight restriction) within the authority shall remain at or below One (off Dundee Street)	1	100%

Service	Measured By	Target Standard	
		Standard	Compliance
Traffic Signals			
Safety	Attendance at Major faults shall be within 'X' contract hours	2	100%
	Attendance at Minor faults shall be within 'X' contract hours	4	100%
	Undertake electrical inspections for electrical assets at each installation every "X" years	1	100%
Condition	Initial repair of major faults shall be within 'X' further contract hours	2	100%
	Initial repair of minor faults shall be within 'X' further contract hours	4	100%
	Complete repair all faults within 'X' contract hours	20	100%
	Bulk lamp change, (tungsten halogen and standard fluorescent tube regulatory box sign), all vehicle and pedestrian aspects (including wait lamps) every "X" months	6	100%
	Bulk lamp change, (2D fluorescent tubes) regulatory box signs every "X" months	24	100%
	The percentage of traffic signal installations exceeding their ESL (20 years) should be no more than	20%	
	Damage repair of major faults shall be within "X" days	5	100%
	Damage repair of less urgent faults shall be within "X" days	5	100%
	Failed lamps shall be replaced within "X" contract hours	20	100%

6. Financial Summary

6.1 Planned Funding

The service standard targets shown in section 5 are based upon the following predicted funding levels. In future years the cabinet will decide upon the level of funding for the road taking into account the information and options supplied in the complimentary Asset Strategy and Options Reports (ASORs). Any updates required to the TAMP will then be made.

Section 5 of this TAMP is based upon the assumption that the funding levels will be of the level shown in the table below.

Asset	Year 1 2017/18 £M	Year 2 2018/19 £M	Year 3 2019/20 £M
Carriageways, Footways & Cycle Network	8.737	6.735	8.737
Structures & Flood Prevention	0.600	1.600	0.600
Street Lighting & Traffic Signals	1.850	0.900	1.900
Footways Street Lighting	0.500	0.300	0.500
Dropped Crossings	0.180	0.180	0.180
Drainage	0.180	0.180	0.180
NEPs	0.600	0.600	0.600
Bus Stop Maintenance	0.180	0.240	0.240
Staff and delivery Costs	1.250	1.100	1.250
Contingencies	0.400	0.300	0.400

6.2 Historical Expenditure

Historical expenditure invested in works on the Road Asset is shown below:

Asset	Works	Historical Expenditure £M				
		11/12	12/13	13/14	14/15	15/16
Carriageways, Footways and Cycle Network	Capital	18.548	15.763	20.606	16.328	12.412
	Revenue	3.881	3.474	3.525	3.089	4.759
Structures	Planned	0.607	0.832	0.125	0.04	0.022
	Routine & Reactive	0.054	0.177	0.272	0.867	0.330
Street Lighting	Energy Costs	2.766	3.287	2.886	3.104	3.284
	Planned	1.530	1.686	1.815	1.052	1.276
Traffic Signals	Energy/Communication Costs	Energy Costs included in Street Lighting				
	Planned	0.182	0.137	0.139	0.111	0.325
Totals:		27.568	25.356	29.368	24.591	22.408

6.3 Asset Valuation

As at July 2018 the Road Asset is valued as follows:

Asset Type	Gross Replacement Cost (GRC)	Annualised Depreciation Cost (ADC)
Carriageways & On-Road Cycle Network	£1,867m	£204m
Footways & Off-Road Cycle Network	£416m	£185m
Structures	£1,340m	£1.2m
Street Lighting	£135m	£7m
Traffic Management	£11m	£1.9m
Total	£3,769m	£399.1m

Gross Replacement Cost (GRC): The amount that the Council would have to pay to replace the asset at the present time, according to its current worth.

Annualised Depreciation Cost (ADC): The value that the asset depreciates in one year.

7. Asset Investment Strategies

The strategies in this section have been determined using predictions of future condition over a 20-year period. The predictions enable strategies to be created to look at the whole life cost of maintaining the asset. Using long term predictions means that decisions about funding levels can be taken with due consideration of the future maintenance funding liabilities that are being created. Investment strategies for the major asset types are summarised below. These strategies are designed to enable the service standards in section 5 to be delivered.

Investment between Asset Types

In comparison to historical investment future investment is planned to be:

- Carriageways: level of investment increased.
- Footways: level of investment increased
- Structures: level of investment maintained at similar levels
- Street lighting; level of investment maintained at similar levels, plus additional investment in “spend to save” energy efficiency initiatives
- Traffic signals; level of investment maintained at similar levels
- Cycling Infrastructure; level of investment increased.

Carriageways & On-Road Cycle Network.

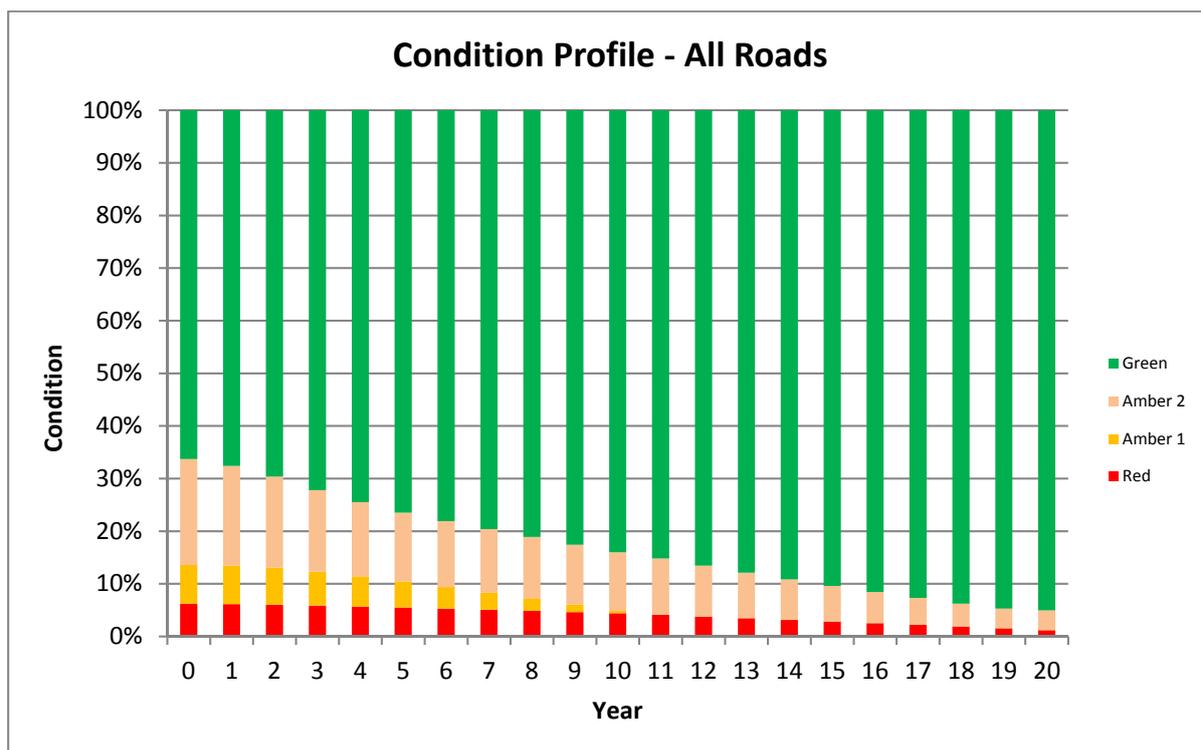
The overarching strategy for carriageways is to invest where possible in preventative maintenance in order to reduce the rate of deterioration of the asset.

The condition information indicates that the A, B, & C roads are generally in a good condition with little strengthening or resurfacing maintenance required. We will however continue to invest in carrying out these repairs in order to improve public perception of the condition of the road network given that these classes of road include the busier routes.

The unclassified roads will require larger investment across all level of works (over 61% of the budget in year 1) in order to bring them up to the target standards prior to focussing on the preventative maintenance strategy. It is anticipated that after 10 years however there will be no roads requiring resurfacing allowing the budget to be split between preventative measures and repairing the sections of the network which require strengthening.

Routine and reactive repairs are expected to continue at current levels and will require continued investment.

This graph shows the predicted improvement of the Road Condition Index (RCI) for entire road network across the next 20 years if the investments levels remain as currently forecast.



Category	Strategy	Comments				
Routine and Reactive Repair	Repair of defects to current intervention standards and response times.	The strategy requires the deployment of works gangs on emergency and non-emergency repairs such as patching.				
Planned Maintenance Preventative	To catch roads in the initial stages of deterioration and prevent further deterioration.	The strategy is predicted to require the following annual approximate lengths of surface treatment:				
		Road Class	2018/19	2019/20	2020/21	2021/22
		A	£740k	£840k	£840k	£840k
		B	£187k	£187k	£187k	£187k
		C	£374k	£374	£374	£374
		U	£1,075k	£2,969	£2,969	£2,969
Planned Maintenance Corrective	Programme of resurfacing where the carriageway condition means a preventative treatment cannot be applied	The strategy is predicted to require the following annual approximate lengths of resurfacing:				
		Road Type	2017/18	2018/19	2019/20	2020/21
		A	£394k	£394	£394	£394
		B	£32k	£32k	£32k	£32k
		C	£56k	£56k	£56k	£56k
		U	£421k	£592	£592	£592
	Programme of strengthening where the carriageway condition requires a more substantial repair	The strategy is predicted to require the following annual approximate lengths of strengthening:				
		Road Type	2017/18	2018/19	2019/20	2020/21
		A	£60k	£60k	£60k	£60k
		B	£56k	£56k	£56k	£56k
		C	£40k	£40k	£40k	£40k
U		£630k	£630k	£630k	£630k	

Footways & Off-Road Cycle Network

The overarching strategy for footways is to invest where possible in preventative maintenance of bituminous footways in order to reduce the rate of deterioration of the asset.

The condition information indicates that the Flagged footways are generally in a good condition with only a small amount of resurfacing maintenance required in order to remain within the target standards.

The bituminous footways will require an initial investment in resurfacing works in order to bring them up to the target standards prior to focussing on the preventative maintenance strategy. A small amount of strengthening works is required where constant overriding of the footway is causing severe damage and a higher standard of construction will reduce this.

Routine and reactive repairs are expected to continue at current levels and will require continued investment.

Category	Strategy	Comments				
Routine and Reactive Repair	Repair of defects to current intervention standards and response times.	The strategy requires the deployment of 4 work gangs on emergency and non-emergency repairs such as small areas of broken slab replacement and patching etc.				
Planned Maintenance Preventative	A programme of preventative treatment of bituminous footways in the initial stages of deterioration.	The strategy is predicted to require the following annual approximate lengths of footway surface treatments:				
		Footway Type	2018/19	2019/20	2020/21	2021/22
		All	£200k	£200k	£200k	£200k
Planned Maintenance Corrective	Programme of resurfacing/renewal of footways.	The strategy is predicted to require the following annual approximate areas of footway renewals:				
		Footway Material	2018/19	2019/20	2020/21	2021/22
		All	£1,820k	£1,820k	£1,820k	£1,820k

Street Lighting

The aim of the maintenance strategy is to ensure that all street lights are operating 99% of the time and all columns are in a safe condition. The night time inspection process enables 'dark lamps' to be identified and repaired within a seven day response time.

The structural testing programme enables columns in poor condition to be identified and replaced before an incident occurs.

The Council has developed a Carbon Management / Energy Reduction Plan which has highlighted major CO₂ emission savings available through improved street lighting management. All street lights which meet the appropriate criteria are turned off between midnight and 5am and a programme of lantern replacement with new energy efficient (LED) lanterns has been agreed where existing lanterns have become life expired.

Category	Strategy	Comments								
Routine and Reactive Repair	Repair of defects to current intervention standards and response times.	The strategy requires the deployment of 3 number works gangs on emergency and other non-emergency repairs.								
Planned Maintenance Corrective	Programme of structural renewal	The strategy is predicted to require the following approximate annual quantities of columns to be renewed:								
		<table border="1"> <thead> <tr> <th></th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> <th>2020/21</th> </tr> </thead> <tbody> <tr> <td>Columns Renewals</td> <td>£1.5m</td> <td>£0.5m</td> <td>£1.5m</td> <td>£1.5m</td> </tr> </tbody> </table>		2017/18	2018/19	2019/20	2020/21	Columns Renewals	£1.5m	£0.5m
	2017/18	2018/19	2019/20	2020/21						
Columns Renewals	£1.5m	£0.5m	£1.5m	£1.5m						
Carbon / Energy Reduction	Programme of lantern replacement	The strategy is predicted to require the following approximate annual quantities of lanterns to be replaced with LED units: 3 year programme of full LED replacement lanterns.								

Structures

The Council has identified 62 structures that are in poor or very poor condition which require remedial works. The strategy developed is to undertake these works over a 10-year period focussing initially on those structures that are of high priority. The scale and cost of each project will vary. The nature of the schemes means that funding requirements will change each year and this has been allowed for in the funding allocation above.

There is 1,703 retaining walls (approximately 68km) with a retained height of over 1.5m associated with the road. Ownership of a wall is only established when repair work is required and notice is served on the owner to affect a repair if necessary.

It is intended to undertake the following capital works in 2018/9

Structure	Description	Estimated Cost
North Bridge (separate budget)	Major refurbishment which will continue to 2020	£22.3m
New Burnshot (separate budget)	Investigations and Design	£300k
Market Street Bridge	Strengthening	£1m
Belford Walkway	Replacement	£125k
Morrison Street (main span only) (further investigations when on site)	Refurbishment	£425k
Great Junction Street	Investigations to develop repair contract	£50k
St Mark's Bridge	Grouting to tendon, waterproofing, bearing and joint replacement	£500k
Total		£2.1m

Routine maintenance needs are different for each structure type which will be funded for the Bridge Revenue Budget. It should be noted that structures in poor and very poor condition may also be addressed through the Revenue Budget.

Traffic Signals

The aim of the traffic signals maintenance strategy is to ensure that all traffic signals are operating 99% of the time and all equipment remains in a safe condition. Installations are replaced only following obsolescence due to life expiry or external damage.

Where possible installations are replaced as a whole rather than replacing individual items of equipment.

Category	Strategy	Comments				
Routine and Reactive Repair	Repair of defect to current intervention standards and response times.	The strategy requires the deployment of 2 work gangs/other agencies on emergency repairs and other non-emergency repairs.				
Refurbishment of signalised junctions	Refurbishment of junction that have deteriorated or the equipment has become obsolete/unreliable	The strategy is predicted to require the approximate annual quantities of junctions to be renewed:				
			2017/18	2018/19	2019/20	2020/21
		Junction Renewals	£450k	£450k	£450k	£450k
Refurbishment of signalised crossings	Refurbishment of junction that have deteriorated or the equipment has become obsolete/unreliable	The strategy is predicted to require the approximate annual quantities of pedestrian crossings to be renewed:				
			2017/18	2018/19	2019/20	2020/21
		Pedestrian Crossing Renewals	£150k	£150k	£150k	£150k

Cycling Infrastructure

Edinburgh has 308 km of cycle routes including 203 km of routes physically separated from vehicles. 52% of people on Edinburgh are familiar with the traffic-free routes in Edinburgh.

As part of the Edinburgh Street Design Guidance, new cycling infrastructure will be considered when any carriageway and footway renewal scheme is being carried out. This may result in existing infrastructure being upgraded or additional infrastructure being installed.

Once cycling infrastructure is in place the ongoing maintenance is the responsibility of the Locality Transport Teams. On-Road cycle lanes are prioritised for capital investment with carriageways. Off-Road cycleways are prioritised for capital investment with footways.

As part of the prioritisation procedures for capital carriageway investment, roads that are on the Council's Family Cycle Network or roads that have an existing cycle lane will have an additional 5% weighting applied. This results in accelerated renewal of these roads and, therefore, accelerated, improvements for cyclists.

Park and Ride Sites

There are 3 park and ride sites that are maintained by the Council: Hermiston Gate, Straiton and Ingliston.

Although the Council carries out the ongoing maintenance of the P&R car park facilities, they are not officially adopted. The rationale behind this is that once a car park is adopted, it is effectively subject to the same conditions as Council owned and maintained carriageways. Although, at this stage, no plans to charge for the facilities are in place, this does remain a possibility at some point in future. The most effective method for operating and administering car parks which are subject to a cost is through inclusion of retractable barriers at the access/egress points. If the car park was adopted it would not be legally possible deny public access, i.e. by installing retractable barriers. As such the decision has been taken not to adopt these areas at this stage.

External roads and footways are to be adopted by the Council (apart from Straiton where the external areas have been adopted by Midlothian Council); and car parks, internal roads and footways are to be maintained but not adopted (for the reasons set out previously). The lighting facilities in all three P&R sites are adopted and maintained, by the Council. Transport's Traffic Signals section, currently maintains the signals at Hermiston and Ingliston. Straiton's signals are maintained by Midlothian Council.

Ongoing maintenance for park and ride sites is the responsibility of the Locality Transport Teams. Carriageways within the park and ride sites are prioritised for capital investment with all carriageways. Footways within the park and ride sites are prioritised for capital investment with all footways.

8. Risks to the Plan

The risks that could prevent achievement of the standards specified in this plan (section 6) are:

Plan Assumption	Risk	Action If Risk Occurs
The plan is based upon historical weather patterns	Adverse weather will create higher levels of defects and deterioration than have been allowed for	Budgets and predictions will be revised and this plan updated if abnormally harsh winters occur
Available budgets have been assumed as shown in section 7	External pressures mean that government reduce the funding available for roads	Target service standards will be revised to affordable levels
Construction inflation will remain at level similar to the last 5 years	Construction inflation will increase the cost of works (particularly oil costs as they affect the cost of road surfacing materials)	Target service standards will be revised to affordable levels
Levels of defect and deterioration are based on current data which is limited for some assets (e.g. footways)	Assets deteriorate more rapidly than predicted and the investment required to meet targets is insufficient	Split between planned and reactive maintenance budgets will be revised
Resources are available to deliver the improvement actions	Pressures on resources mean that staff are not allocated to service improvement tasks such that the predicted benefits cannot be fully achieved	Target dates will be revised and reported

The risk has been evaluated in accordance with the council's corporate risk management strategy⁽⁴⁾. In addition to the risks above a Road/Highway Asset risk register is maintained recording the risks associated with each asset type. A review of this register is used annually when programmes of works are developed.

References

- 1) Edinburgh People Survey 2016
- 2) Active Travel Action Plan
- 3) Local Transport Strategy
- 4) Public and Accessible Transport Action Plan

Transport and Environment Committee

10.00am, Thursday, 6 December 2018

Roads Services Improvement Plan

Item number	7.2
Report number	
Executive/routine	
Wards	All Wards
Council Commitments	16 , 19

Executive Summary

This report provides a progress report for the Roads Services Improvement Plan. The plan identifies the different issues that impact on road asset management performance across the Council and the actions that are being taken to address them. Progress on implementing the plan and the impact it is having on performance, complaints and road condition will continue to be reported to this committee on a regular basis.

Roads Services Improvement Plan

1. Recommendations

- 1.1 It is recommended that Committee notes the progress made with implementing the actions in the Improvement Plan.

2. Background

- 2.1 The Roads Services Improvement Plan was approved on [10 August 2017](#) and sets out 36 actions that are required to help move forward the service to deliver a high-quality road network, to ensure road users can freely travel around our network and to protect the overall appearance of the city.

3. Main report

- 3.1 The Roads Services Improvement Plan contains a summary of actions and forecasted timescales for implementation and the expected impact that action will deliver. The Plan is attached in Appendix 1.
- 3.2 Approximately 50% of the actions have now been achieved. A further six actions (1, 4, 5, 9, 21 and 30) will be closed on implementation of the new organisational structure detailed below.
- 3.3 The following information provides a summary of progress to date on each section within the improvement plan.
Organisational Structure
- 3.4 Significant progress has been made to realign the structure to create a single service which will manage and maintain all elements of the road asset maintenance and renewal cycle.
- 3.5 Initial staff engagement has been carried out, and Evaluation Panel incorporating managers from all elements of the Roads and Transport functions (including Locality Teams) has been established, an activity matrix showing all activities carried out has been prepared (see Appendix 2) and an initial draft of the proposed structure has been drafted.

3.6 The following table shows a brief outline of the Activity Matrix and the resulting high-level structure.

Place Management		Locality	Place Development
Network Management	Road Maintenance	Locality Teams	Strategic Transport
Parking Road Occupation Intelligent Traffic Systems	Asset & Performance Flooding & Structures Street Lighting & Signs Road Operations Contract Design & Delivery	Locality Improvement Plans and projects Place Standard/Local Space Plan	Public Transport Active Travel & Road Safety City Centre Transformation Project Major Strategic Projects Development Management

3.7 There are 331 colleagues affected by this structural change to the new service. School Crossing Patrol staff are not included in the scope of this review.

3.8 This change will be managed through a 45-day consultation period in line with Council policy.

3.9 Arrangements for the 45-day consultation period are underway. It is hoped that staff will be in place and the new structure effective from March 2019.

3.10 The time taken to develop the new structure has been extended to take account of the number of suggestions and ideas from staff within the service. It is felt that this delay has been worthwhile to ensure that the new structure is properly designed, and the responsibilities of each team are clear.

Customer Services

3.11 As well as realigning staff within the core services, levels of business support will be reviewed to ensure support is directed to the areas of greatest need. The main shift will be customer contact moving from the Localities to the Roads Operations team to create a 'one-stop shop' where customer enquiries for faults can be resolved more efficiently and with fewer stages in the process.

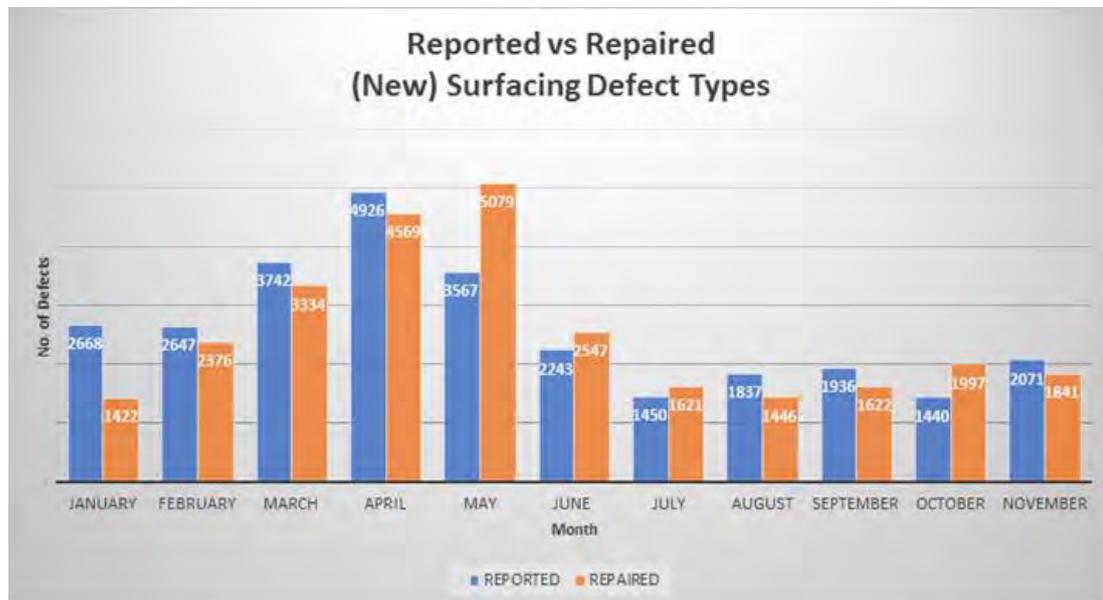
3.12 As part of the Council's Customer Digital Engagement (CDE) programme, work has also commenced to re-design the online reporting forms and their equivalents in the new Customer Relationship Management (CRM) system. Using best practice examples from other local authorities as a template, it is felt that this re-design will make customer transactions simpler and will also allow for real-time status updates to be given to citizens when they report issues to us.

Road Safety Inspections

- 3.13 The new service will transfer the responsibility for safety and defect inspections from Localities to the Roads Maintenance function, providing a more streamlined method of inspections, identifying and repairing defects.
- 3.14 The Transport Asset Management Plan (TAMP) will also develop and implement new performance indicators to monitor the effectiveness of safety inspections and defect rectifications. These will augment the existing national indicators

Road Defect Repairs

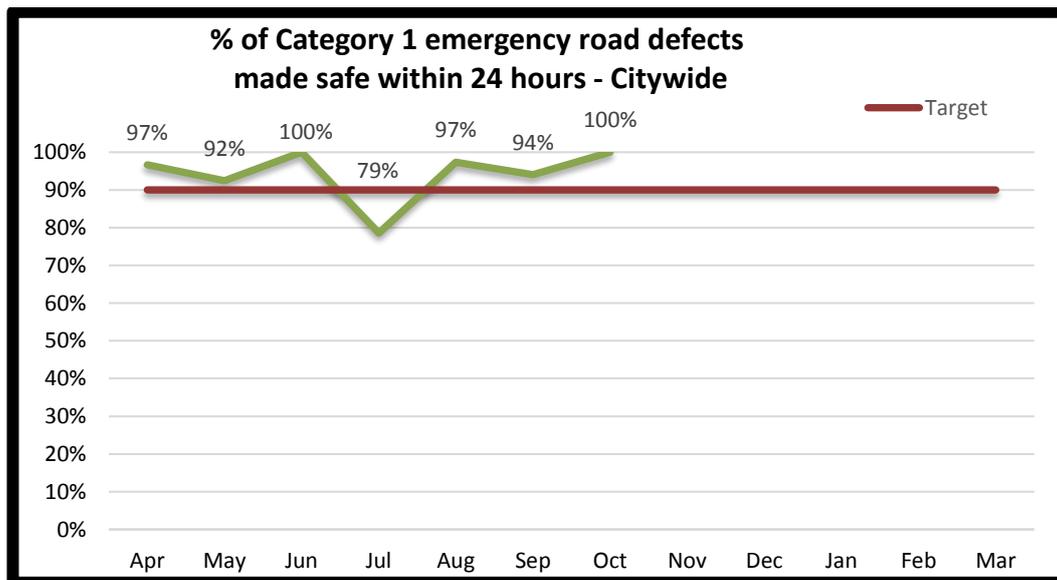
- 3.15 As part of the 2018/19 budget, funding was allocated for road and streetlighting repairs. Using this funding, a contract was awarded to undertake permanent revenue funded repairs from July 2018. This package of work used external contractors to augment the in-house resource. These arrangements provide a resource in each of the four locality areas and has provided significant progress with the outstanding defect repairs. Phase 1- South West, Phase 2 - North West, Phase 3 - South East and Phase 4 - North East. By the end of 2018/19, over 14,000m2 of permanent patching is anticipated to have taken place on the city's road network through this approach.
- 3.16 The graph below shows the performance of reported defects against defects repaired from the period January to November 2018 for new surfacing defect types which cover Categories 1 and 2 (emergency repairs) and Category 3 (programmed repairs). The number of defects is, as expected, higher over the winter months.



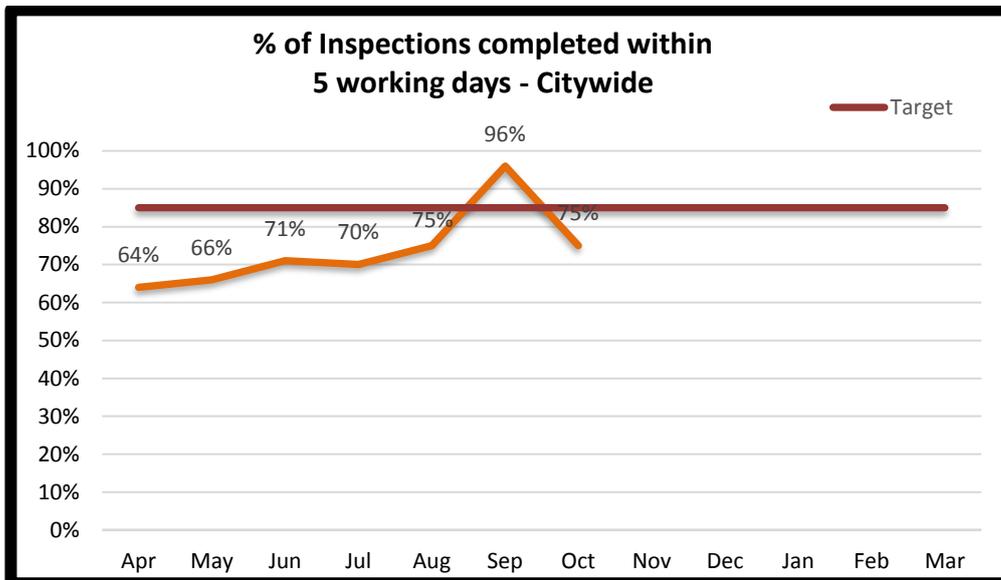
- 3.17 This staff group also provide winter operations, meaning that there is an impact on performance between January and April – as can be seen from the graph above.
- 3.18 The increase in the number of defects reported in March and April was as a result of the bad weather brought by the 'Beast from the East'. The first effects were in the first week of March and the second in the first week of April.
- 3.19 The introduction of Domain Gritting as part of the Winter Weather Improvement Plan will contribute positively on our defect repair performance. When there are

periods of mild weather throughout the winter, providing periods when city-wide treatment is not required, this will reduce the number of operatives being transferred from defect repairs to gritting duties.

- 3.20 The changes introduced as part of this improvement plan will also ensure a more pro-active approach to defect repairs.
- 3.21 Recent performance has shown good progress in the timescales being taken to repair category 1, 2 and 3 defects. Due to concerns regarding our performance in repairing category 1 defects in timescale, officers have benchmarked our own methodology for calculating repair times and found that the Council have been overly stringent in comparison to other Scottish authorities.
- 3.22 Previously, timescales for rectification of a category 1 defect had been calculated from the time of the enquiry being raised until the time the repair was completed. This made the target for repair (24 hours) impossible to achieve. Other authorities calculate their performance from the time that the inspection of the enquiry takes place until the time that the job is completed. This is due to the fact that it is not possible to know the category of the defect (if any) until such time as an inspector has visited the site in question.
- 3.23 Using this methodology, the current performance for repairing category 1 defects is shown below:



- 3.24 Alongside this repair indicator, a performance indicator has also been developed to monitor responses in inspecting enquiries passed to us from members of the public. This has also been benchmarked against other authorities and allows for an inspection of an enquiry to take place within five days from the time of reporting. Performance against this indicator is shown below:



3.25 The structural realignment, included in this plan, is also expected to provide an improvement in our performance for road defects as the inspectors, currently based in the Locality teams and responsible for identifying defects, will transfer to Road Maintenance. This change will bring together all the staff involved in defects under the same service, through from identification of defect to repair.

Street Lighting

3.26 The Energy Efficient Street Lighting Project (EESLP) has been referenced in previous reports. As part of this project, there are two key improvements. Firstly, the changing of all lanterns to energy efficient lanterns. Secondly, the rollout of a Central Management System (CMS).

3.27 The CMS has been connected to over 4,000 lights so far and is beginning to produce high quality data that will allow us to improve our maintenance approach.

3.28 Work commenced on the 12 November in Ward 7 to rollout the installation of the energy efficient lantern replacements.

3.29 Survey work is complete in Wards 2, 8 and 9, 8 and 9 and has commenced in Ward 1.

Workforce Management

3.30 The review of current working patterns in Edinburgh Road Services was placed on hold during the realignment project. The findings of the review will be reconsidered once the realignment process is complete and if the operational benefits are achievable, then a change to the working patterns will be introduced from April 2019. Thorough engagement and consultation with staff and Trade Unions will take place as part of this review.

Fleet and Depots

3.31 Following the review of Winter Weather Treatment via the Thermal Mapping project, three gritting domains have been developed for Winter 2018/19. Information on this project was provided in the Winter Maintenance Readiness report to this committee on [4 October 2018](#).

- 3.32 Using these domains, gritting routes have been optimised for Priority 1 Road Routes allowing winter weather forecasts to identify individual routes that could receive freezing conditions. Using this information Duty Managers can make decisions on which routes to treat instead of a 'one out – all out' approach to treat the city.
- 3.33 Winter operations will operate out of Bankhead and Blackford depots and a strategic salt supply of 8,000 tonnes has been established at Braehead Depot.
- 3.34 In consultation with Fleet Services, hire arrangements have been utilised to provide twelve new vehicles for winter treatment.
- 3.35 Fleet Services have cover arrangements in place to provide mechanical and fitter support 24/7 during winter operations and the new vehicles should reduce the pressure on the Fleet maintenance services.
- 3.36 The closure of Barnton Roads depot is now complete. Refurbishment works have been carried out at Bankhead Roads depot to accommodate staff from Barnton and to improve the welfare facilities there. This has allowed staff to relocate to Bankhead depot prior to the start of winter operations.
- 3.37 The workstyle refurbishment has provided additional space at Bankhead to support the staff realignment project. This will allow people who will transfer to the Roads Operations team to work more closely together and improve communication and performance. A date has not yet been identified to move staff to Bankhead Depot but as the infrastructure is now in place this move will be easily facilitated.

Improved Business Processes and Asset Management

- 3.38 The realigned inspection process, supported by better information from the Confirm system, will help to identify where investment is needed.
- 3.39 The development of the Confirm Asset Management System will continue in terms of street lighting, road and pavement defects and management of grit bins (both filling and replacement of bins).
- 3.40 Discussion have taken place with ICT and CGI to facilitate some managed services from Pitney Bowes (the supplier of the Confirm system) to improve the use of the system for Bridges and Structures, asset condition monitoring and tree maintenance. This will further enhance the level of data that we hold and improve the amount of collaboration between departments.

Capital Delivery and Contract Management

- 3.41 Through the realignment project, Capital Design and Delivery will be brought under the Roads Maintenance function. This will provide a closer working relationship with Roads Operations and a stronger link with the TAMP.
- 3.42 The Capital Design and Delivery function is key in designing, procuring and managing all re-surfacing and road improvement projects. The team have traditionally struggled to deliver all projects planned for each financial year, due to the lack of internal capacity caused mainly by staff vacancies. Over many years of recruitment drives, the vacancy rate in this team has consistently been high.

- 3.43 Whilst the team contains a high calibre of engineering resource, there is a need to augment this resource with external design capacity from engineering companies. This will allow the team to increase design output and procure more work. In order to obtain this additional support, a procurement exercise for a term design contractor has recently commenced.
- 3.44 Alongside this, the internal resource has made better use of the Council's existing Transport Infrastructure Framework to procure contracts for resurfacing and strengthening. This has already started to deliver increased output, with 314,000m² of resurfacing and strengthening scheduled to take place in 2018/19, versus 189,000m² in 2017/18.
- 3.45 As outlined in the TAMP report (also on today's agenda) the most recent Edinburgh's Road Condition Index (RCI) has improved from 42.3% in 2005/6 to 36.4% in 2017/19.

4. Measures of success

- 4.1 Moving forward, there are several key performance and management indicators that need to be created, or refreshed, to ensure that our Roads Services are fit for purpose. However, the two overarching measures of success should be that:
- 4.1.1 Customer satisfaction with roads and pavements, as measured by the Edinburgh Peoples' survey will increase; and
 - 4.1.2 The condition of Edinburgh's roads will improve, as addressed in the Roads Asset Management Plan.

5. Financial impact

- 5.1 It is expected that the actions within the Roads Services Improvement Plan will be met from existing resources.
- 5.2 The energy efficient lighting project will provide sustained reduction in electricity consumption, energy costs and costs related to Carbon Reduction Commitment fees. The financial benefits of the rollout of this type of lighting was reported to this committee on 27 October 2015. Approval of the business case and the prudential borrowing was approved by Full Council on 19 November 2015.

6. Risk, policy, compliance and governance impact

- 6.1 The Council has a duty to manage and maintain roads as prescribed in the Roads (Scotland) Act 1984. Failure to fulfil these duties effectively could result in action being taken against the Council.

7. Equalities impact

- 7.1 The improvement plan aims to improve the condition of Edinburgh's pavement, cycleways and road assets, in turn improving mobility opportunities for all users and all modes of pavement, cycleway and road transport. It ensures safer routes, free from potential hazards.

8. Sustainability impact

- 8.1 A permanent first-time fix approach will reduce works vehicle travel, reduce disruption to road, pavement users and the community, reduce the use of new material and reduce the amount of waste material that is disposed of.
- 8.2 Renewal of our road maintenance fleet will provide more efficient engines and reduce emissions.
- 8.3 The introduction of Thermal Mapping based weather forecasting will result in a reduction in the use of salt and vehicle emissions. This is dependent upon the severity of the winter weather conditions on a year to year basis.
- 8.4 The new energy efficient street lighting lanterns will last for up to 20 years compared to the existing lifespan of two to four years. These lamps use less energy and will contribute to the Council's commitment to reduce carbon emissions and meet its environmental targets.
- 8.5 Modern lanterns are manufactured in accordance with the Waste Electrical and Electronic Equipment (WEEE) Regulations taking account of all required environmental regulations and can be recycled in accordance with these regulations.

9. Consultation and engagement

- 9.1 As part of the wider improvement plan, trade union colleagues and employee representatives have, and will continue, to be engaged to ensure everyone's views are taken in to account.
- 9.2 Consultation and engagement has taken place between Corporate Finance, Fleet and Workshops, Transport Infrastructure, Transport Networks, Localities and Edinburgh Road Services in the preparation of this plan and the Transport Realignment.

10. Background reading/external references

- 10.1 [Roads Contract Management - Follow Up](#) at Governance Risk and Best Value Committee on 9 March 2017. This report was referred to [Transport and Environment Committee](#) on 21 March 2017.
- 10.2 [Roads Service Improvement Plan](#) at Governance Risk and Best Value Committee on 20 April 2017.
- 10.3 [Street Lighting - Rollout of Light Emitting Diode Lighting Across the City](#) at Transport and Environment Committee on 27 October 2015.
- 10.4 [Street Lighting - Rollout of Light Emitting Diode Lighting Across the City - referral from Transport and Environment Committee](#) at City of Edinburgh Council committee on 19 November 2015.
- 10.5 Roads Services Improvement Plan at Transport and Environment Committee on 9 August 2018.

Paul Lawrence

Executive Director of Place

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11. Appendices

- | | |
|------------|---------------------------------|
| Appendix 1 | Roads Services Improvement Plan |
| Appendix 2 | Activity Matrix |

Appendix 1 - Roads Services Improvement Plan

Forecasted							Status
Action Point	Action	Target Date	Date	Lead Team	Comments		
Organisational Structure							
1	Road Service Operations	Create a single service to manage and maintain all elements of the road asset maintenance/renewal cycle	Mar-18	Mar-19	Head of Place Management	Implementation delayed due to extensive staff engagement and structure design	Open
2	ERS Operating Model	Re-align the ERS service to respond to visible defects on the road network	Dec-17	n/a - achieved	Edinburgh Road Services (ERS)	Improved focus on defect repairs and flexible use of resource now in place	Achieved
3	ERS Budget Structure	Move the ERS budget from being a trading account to a general fund revenue account	Apr-18	Apr-19	Corporate Finance and Commercial Team	Aiming to have this in place for the start of the 2019/20 financial year	Open
4	Network Management	Create a single service to coordinate all activity on the road network (permits, TTROs, diversions etc)	Mar-18	Mar-19	Head of Place Management	Structural realignment currently underway. Links to Action Point 1.	Open
5	Locality Teams	Ensure sufficient resource remains in our Locality Teams to allow them to deliver road enhancements in consultation with Elected Members and local communities	Mar-18	Apr-19	Head of Place Management	Structural realignment currently underway. Links to Action Point 1.	Open
Customer Service							
6	Enquiry Owners	Review all enquiry types and designate responsible officers/teams for each type of enquiry	Oct-17	Apr-19	ICT Systems Roads Services Business Support	This will be influenced by the structural realignment. Linked Action Point 7 and 8.	Open

Forecasted							Status
Action Point	Action	Target Date	Date	Lead Team	Comments		
7	Customer Enquiries	Work with Customer Service colleagues to improve enquiry handling/resolution	Oct-17	Apr-19	Customer Services Roads Services Business Support	Progress linked to Action Point 6. Will be influenced by the structural realignment	Open
8	Enquiry Tracking	Investigate the potential to create a control room operation involving staff from the service, Customer Services and Business Support to ensure appropriate action on issues	Dec-17	Apr-19	Customer Services Roads Services Business Support	Progress is linked to Action Points 6 and 7. Will be influenced by structural realignment	Open
Road Safety Inspections							
9	Roads Inspector Team	Re-align the Roads Inspector function to work alongside the Roads Asset Management Plan	Nov-17	Mar-19	Head of Place Management	Required staffing resource has been assessed. Structural changes being implemented as part of the realignment process	Open
10	Inspection Recording	Improve the process for recording inspections and defects	Dec-17	n/a - achieved	RAMP Manager/Process Analyst	Confirm has been amended to support this improvement.	Achieved
11	Training	Deliver refresher training for all Roads Inspectors	Oct-17	Mar-18	RAMP Manager	Links to Action Point 10. Inspector training on Confirm is complete. Training relating to defect classification is complete.	Achieved
12	Inspection Compliance	Focus on carriageway and footway inspections to ensure they are kept up to date	Oct-17	Mar-19	RAMP Manager	Links to Action Point 11. A new dedicated inspection team will be put in place following implementation of the new structure and a series of new inspection routes is being developed. A mechanism for monitoring performance has been developed and will be used going forward. A key objective is to improve inspection compliance and reduce the costs associated with Public Liability claims for the period up to March 2019.	Open

							Status
Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments		
Defect Repairs							
13	Aim for Right First Time Road Defect Repairs	Ensure all squads are properly equipped to carry out permanent first-time repairs wherever possible	Sep-17	Mar-19	Commercial Manager	Good progress has been made but this action can not be fully completed until the structural realignment takes place. The co-location of repair teams and inspectors in one service is required to properly achieve this important action. Trial of a 'hot box' to save on non-productive journeys to collect materials has been undertaken and is being evaluated.	Open
14	Follow Up Repairs Road Defects	Develop a process to follow up with permanent repairs when temporary repairs are required in the first instance	Sep-17	n/a - achieved	Edinburgh Road Services (ERS)	Processes developed within Confirm to support scheduling of Category 3 and 4 defects and provide performance information. Contract has been awarded to undertake permanent repairs. Progress is linked to Action Point 13.	Achieved
15	Programming and Scheduling of Road Defects	Schedule defect repairs in the most efficient manner and provide key health and safety documentation to squads	Oct-17	n/a - achieved	BSS Manager/ERS Manager	Scheduling of work via Confirm continues to improve and key H&S documentation, including PU drawings, are provided by admin support staff.	Achieved

Forecasted							Status
Action Point	Action	Target Date	Date	Lead Team	Comments		
16	Guardrail Repair and Replacement	Allocate resources to repair the large number of defective guardrails across the city	Dec-17	Feb-19	Head of Place Management	The allocation of resources will be considered further following the structural realignment to ensure the 'best fit'. Reporting of guardrail defects is included in current Web developments.	Open
17	Setted Street Repairs	Ensure adequate internal capability to properly repair defects on setted streets.	Mar-18	Mar-19	RAMP Manager/Commercial Manager	Council Engineers and Designers are receiving training in setted streets. Training will be completed by December 2018. ERS currently do not have the capacity or staff expertise to deliver this in-house. Work packages will need to be issued until Council operational staff have the capacity/expertise.	Open
18	Street Lighting Defect Repairs	Reduce the number of outstanding street lighting defects	Mar-18	Ongoing	Contract and Logistics Manager/Business Support	The number of outstanding defects continues to reduce in line with annual trend. Developments with Confirm and data cleansing of the system continues to support the defect repair process. Street Lighting is being transferred back from Infrastructure to Roads Operations in the structural realignment Roll-out of EESLP and the CMS will begin to have an incremental positive impact on the number of defect repairs. Progress is linked to Action Point 23.	Open

							Status
Action Point	Action	Target Date	Forecasted Date	Lead Team	Comments		
Workforce Management							
19	Nightshift	Evaluate effectiveness of the nightshift service and consider improvements	Aug-17	n/a - achieved	Commercial Manager / Contracts & Logistics Managers	Review of Civils Nightshift operations has been completed. Findings show that the Civils Nightshift team provides a valuable service and offers flexibility for service delivery.	Achieved
20	Increased Investment in resources	Invest in training and engagement for all staff, in addition to providing equipment and leadership to support people in their role.	Sep-17	n/a - achieved	OD & Learning/ERS Manager	Training matrix established. Critical training gaps addressed, electronic training records developed. Long term training programme developed with OD&L. Plant and equipment reviewed and implemented. Bi-monthly meetings held with staff and union representatives in each depot.	Achieved with additional activities underway
21	Working Patterns	Review current working patterns to ensure the service delivery is aligned to demand	Oct-17	Apr-19	ERS Manager	Business options developed. Review has been placed on hold pending completion of the structural realignment.	Open
22	Apprenticeships	Rollout a full apprenticeship programme within Roads Services to develop young people in our workforce and ensure that we have the right skill sets in the future	Apr-18	ongoing	OD & Learning	2 x Apprentices secured for ERS in 2018. Street Lighting training will be included in Apprentice Electrician posts in Housing Property Services. Apprentices will be recruited under the Community Benefits Scheme within the Street Lighting Energy Efficient Programme.	Achieved
23	Service Contract for Street Lighting Repairs	Develop a Service Contract with appropriate suppliers to provide skilled street lighting operatives.	Apr-18	ongoing	ERS Manager	It has not been possible to secure staff via the Quick Quote process or Service Contract. Advice is being sought from Procurement on the best way forward, however availability of labour continues to be scarce.	Open

Forecasted							Status
Action Point	Action	Target Date	Date	Lead Team	Comments		
Fleet and Depots							
24	Fleet Maintenance	Consider current use of maintenance bay at Bankhead to avoid the downtime of vehicles travelling to Russell Road Depot	Oct-17	n/a - achieved	Commercial Manager/ Fleet Manager	Review of vehicle maintenance has identified the benefits that a dedicated programme of servicing would bring to Bankhead Depot's operations. Design for fleet maintenance facilities is being progressed.	Achieved
25	Depot Review	Review the requirement for three depots for roads and develop a rationalisation/improvement strategy	Dec-17	n/a - achieved	ERS Manager/ Asset Strategy Manager	Barnton Depot has now been closed and staff relocated to a new improved Bankhead Depot. This is already identifying greater opportunities for improvement and sharing of resources. Investigations into the potential for a new South East Depot (to accommodate Blackford depot resource) are continuing as part of the Depots Review.	Achieved
26	Salt Storage	Ensure that adequate arrangements are in place to provide core and contingency salt stocks to support our winter maintenance activity	Sep-17	n/a - achieved	Commercial Manager/Asset Strategy Manager	Sufficient salt stocks are arranged for next winter. Contingency stocks will be located in Braehead Depot after being moved out of Tower Street.	Achieved

Forecasted							Status
Action Point	Action	Target Date	Date	Lead Team	Comments		
Improved Business Processes							
27	Confirm Training	Extend training to staff and ensure Confirm is fully utilised	Oct-17	n/a - achieved	Confirm Board	The Confirm system is now being used routinely by frontline resource and Roads Inspectors after a rollout of re-familiarisation training.	Achieved
28	Schedule of Rates (SORs)	Develop a suite of schedule of rates for the newly established Road Service operations	Dec-17	Sep-18	Commercial Manager	Work is ongoing with discussion between Place Management and Finance on the best operating model for the service. Development of SORs will depend on the outcome of these discussions. Links to Action Point 3.	Open
29	Winter Weather Treatment	Review the winter maintenance operation and ensure that the service achieves value for money	Aug-17	n/a - achieved	ERS Manager/Locality Managers	Thermal Mapping is complete. New routes developed.	Achieved
Improved Asset Management							
30	Asset responsibility	Create a joint RAMP and Roads Inspection function	Dec-17	n/a - achieved	Head of Place Management	A list of assets and the teams responsible for their maintenance has been developed and is maintained by the RAMP Manager. Staff being transferred from Localities as part of the structural realignment.	Achieved
31	Inspection and RAMP data	Develop a system to integrate road inspection data with RAMP data to inform optimal investment in our road asset	Mar-18	ongoing	RAMP Manager	Enquiry and Confirm data is being used to support RCI information. A vehicle-mounted system is being trialled which will undertake detailed capturing of road defect and deterioration data and allow for deeper analysis using GIS software.	Open

Forecasted							Status
Action Point	Action	Target Date	Date	Lead Team	Comments		
32	Street Lighting Central Management System (CMS)	Include the provision of CMS in the energy efficient lighting contract	Sep-18	n/a - achieved	Street Lighting & Traffic Signals Manager	This has been procured and is now in implementation. C.5000 nodes already installed.	Achieved
Capital Delivery and Contract Management							
33	Prime contractor	Undertake market testing to assess the potential for the procurement of a single prime contractor to deliver all capital works	Dec-17	n/a - achieved	Infrastructure Manager	Market testing complete. Links to Action Point 34.	Achieved
34	Contract Management	Benchmark other Councils with prime contractors to determine the optimal contract management structure and roles	Feb-18	n/a - achieved	Infrastructure Manager/Commercial and Procurement	Benchmarking complete. Links to Action Point 33.	Achieved
35	Contract Management	Following market testing and benchmarking, if appropriate, seek Committee approval, develop a contract specification, advertise and procure a prime contract before implementation	Apr-19	Apr-19	Infrastructure Manager/Commercial and Procurement	Work is ongoing. Next steps will be to focus on a pilot delivery scheme with works packaged together for design and construction. Progress is linked to Action Points 33 & 34.	Open
36	Street Lighting Project	Convert existing Street Lighting to energy efficient lanterns	Dec-20	May-21	Street Lighting & Traffic Signals Manager	Works commenced November 2018 on a Ward by Ward basis.	Open

Place Management								Place	Place Development				
Network Manager			Road Maintenance Manager					Localities	Strategic Transport Manager				
1 Parking	2 Road Occupations	3 Intelligent Traffic Systems	4 Asset & Performance	5 Flooding and Structures	6 Street Lighting & Signage	7 Road Operations	8 Contract, Design & Delivery	9 Locality Transport	A Public Transport	B Active Travel & Road Safety	C City Centre Transformation Project	D Strategic input in to major projects	E Development Management
Managing the enforcement of parking restrictions, CPZ and other parking aspects	Co-ordination and planning of all works on the adopted network	New Traffic signals - delivery	Safety Inspections (mobile and walked) and associated work Includes inspection of the adopted network used by pedestrians, cyclists and horse riders.	Inspection, maintenance & funding for Council adopted bridges and structures	Temporary signage requests	Maintenance of the "hard civils" element of the adopted road network (defects, permanent repairs, vehicle restraint systems, bollards, fencing, guardrails, ironwork, gully frames). Maintenance of the "soft" elements e.g. road verges will sit with Park and Greenspace.	Design and delivery of Transport Capital schemes (excludes Street Lighting)	Locality Improvement Plans - Manage the delivery of appropriate LIP, Place and Transport actions or projects	Bus Trackers - Inspection and Maintenance	Provision of Speed Surveys	TBC	TBC	RCC - Approval, Supervision and Inspection (excludes Street Lighting and Structures)
Parking issues, concerns and assessments	Management of Symology for the co-ordination of all roadworks	Operation and maintenance of Rising Bollards	Accident claims (Inspections and provision of information)	Inspection and maintenance of adopted boundary and retaining walls	All illuminated and non-illuminated road signs (apart from signs relating to the Parking section and parking restrictions). The Bridges Team inspects and maintains low headroom signs on bridges. Vehicle Actuated Signs and Part-Time 20mph are managed by Road Safety.	Identification, installation and maintenance of Capital funded dropped kerbs (*note that other parties will feed in to this e.g. Active Travel)	Framework Management - Term Service Consultancy Contract, Transport Infrastructure Framework and Traffic Management Contract	Manage consultation, stakeholder engagement, design and delivery of local public realm or other Locality prioritised environmental projects (HRA & GF partnership working)	Bus Shelters - Inspection and maintenance. (includes Bus Stops and Bus Stop renewals)	Road Safety issues - Core will lead the planning, development, design of active travel schemes and road safety interventions in accordance with the Active Travel Plan and Road Safety Plan. On a project by project basis within the design framework of the Street Design Guidance, any other relevant guidance project teams will be established with appropriate membership as required. Work activities will be allocated to enable effective project delivery.			RCC & Adoption enquiries (excludes Street Lighting and Structures)

1 Parking	2 Road Occupations	3 Intelligent Traffic Systems	4 Asset & Performance	5 Flooding and Structures	6 Street Lighting & Signage	7 Road Operations	8 Contract, Design & Delivery	9 Locality Transport	A Public Transport	B Active Travel & Road Safety	C City Centre Transformation Project	D Strategic input in to major projects	E Development Management
Disabled Bays	Road Occupation Permits - S58, S85 and other Road Occupation permits. Section 56 and 109 not related to development.	Traffic signals and associated work	Gather data from service teams to compile and submit APSE returns	Statutory Noticing of privately owned boundary and retaining walls	Street Lighting Maintenance and repairs	Delivery of Surface Enhancements (*note that other parties will feed in to this)		Identifying funding streams both internal and external - S75, Sustrans, grants etc.	Bus - Provision and maintenance of all bus stop infrastructure. Provide advice and direction to bus operators to facilitate services and associated registrations	Assessment for the provision of Pedestrian Islands (excludes installation)			Determination of and management of Road Bonds
Access Protection Markings (APMs)	Administration of Street Traders Licences / Table & Chairs including licensing advice and enquiries	Overhead Vehicle Detection Apparatus	Performance Monitoring	Flood Defences - Inspection, maintenance and operation of Council owned flood defences including walls, bunds, flood gates	Zebra Crossings - Inspection and maintenance of belisha beacons and poles.	Renewal of Bus Stop surfaces		Facilitate and lead in early engagement with the Planning Authority and key stakeholders to deliver well designed and sustainable development or regeneration. Influence the scope, programme and delivery of Section 75 development gain infrastructure	Tram - Management of all tram maintenance contracts and monitor tram operator performance	Speed reduction requests			S75 and S76
Parking Ticket Machines (TIMs)	Events - Management, planning and co-ordination of all events (includes all associated TTROs)	VMS Traffic Information Signs	Identification of the need for tree cutting, foliage & verge cutting which is encroaching on to the adopted network	Coastal Defences - Inspection of all Coastal structures and maintenance of Council owned sections	Processing Developer Sign applications, checking and removing	Maintenance of adopted roads and walkways on completion of flood defence schemes with "soft" landscape elements being the responsibility of Parks & Greenspace		Engagement & Consultation with all stakeholders and groups to ensure that LIP and strategic plans are realised. Act as an ambassador with Councillors, Community Groups and Resident Associations to ensure that Locality priorities are outcome driven and tracked	Park & Ride sites - responsible for CCTV Cameras, Cycle Racks, Lockers, Security Fencing, and VMS Signs	Management of requests for Cycling facilities			S56 and S109 permits relevant to development

1 Parking	2 Road Occupations	3 Intelligent Traffic Systems	4 Asset & Performance	5 Flooding and Structures	6 Street Lighting & Signage	7 Road Operations	8 Contract, Design & Delivery	9 Locality Transport	A Public Transport	B Active Travel & Road Safety	C City Centre Transformation Project	D Strategic input in to major projects	E Development Management
Bus Lane Cameras	Inspection of Public Utility works as a statutory function to ensure compliance with NRSWA Legislation, Specifications and Codes of Practice. Arranging /chairing Local RAUC and Liaison meetings to discuss specific issues relating to Utilities.	Management of SCOOT/ Control Room	Maintaining and updating the Public Roads Register	Reservoirs - Inspection, maintenance and operation of Council owned reservoirs	Design and Delivery of Street Lighting Capital Schemes.	<p>Park & Ride sites - maintenance of roads and pavements, barriers/railings (to be assessed for Capital Investment first then included in the work being covered by the maintenance of the adopted road network) (Facilities Management is responsible for inspecting and maintaining building. Parks, Greenspace& Cemeteries inspect and maintain all landscaping. Cleansing is responsible for litter clearance)</p> <p>Network Public Transport are responsible for CCTV Cameras, Cycling Racks, Lockers, Security Fencing, and VMS Signs.</p>		Lead and participate in engagement and consultation with all Council Services to ensure that priority locality projects are delivered and work in partnership with external agencies to secure additional funding	Management of Coach Parking issues	Road Safety and Active Travel Officers - Liaison Officers will assist with liaison between Core/Localities and communities			
Processing of all Traffic Regulations, Speed, Redetermination Experimental, Stopping-Up Orders and associated work	NRSWA performance, Committee report PU performance and Annual Roadworks Commissioner report	Traffic Information Office - Edin Travel (Management and provision of information)	Safety inspections of Park and Ride Sites (inspected as part of the road network)	Reservoirs - Administration and Enforcement Legislation	RCC approval, supervision and inspection in relation to Street Lighting	<p>Will react to known maintenance issues of all earthworks relating to the road network, including drainage and ground maintenance) and fund repairs. It will be necessary to check ownership of land to establish responsibility of adjacent landowners. This would be included in the work being covered by the maintenance of the road network</p>		Lead in the delivery of Place Standard/Local Place Plan assessments and support action planning with strategic partners to achieve positive outcomes	Management of Bus Station (excludes maintenance of buildings and which is FM issue)	Intrusive Traffic in Residential Areas - Core will assess road safety implications; speed profile and historic accident record and may consider mitigation measures to address evidenced road safety issues. Following above, if issue needs to be passed to other teams, Road safety will advise. Core will assess pedestrian crossing requests.			

1 Parking	2 Road Occupations	3 Intelligent Traffic Systems	4 Asset & Performance	5 Flooding and Structures	6 Street Lighting & Signage	7 Road Operations	8 Contract, Design & Delivery	9 Locality Transport	A Public Transport	B Active Travel & Road Safety	C City Centre Transformation Project	D Strategic input in to major projects	E Development Management
Inspection and maintenance of all signs and road markings relating to parking restrictions, bus lanes (enforceable and non-enforceable) e.g. parking bays, yellow lines, greenways, bus stops, clearway markings/APMs	Arrange/Chair Local RAUC and Liaison meetings to discuss specific issues relating to Utilities	ANPR Cameras and Traffic Counters	Capital Assessments and Capital Budget Monitoring	Watercourses - Inspection of all watercourses, assessment of flood risk and maintenance in line with legislation	RCC and adoption enquiries relating to Street Lighting	Maintenance of the adopted network used by pedestrians, cyclists and horse riders. The inspection function is the responsibility of RAMP Team		Manage delivery of LIP and Place Plan projects with specific delegated budget responsibility to deliver Locality regeneration projects/outcomes (Top sliced budgets not transport allocation)		Vehicle Activated Signs and Part-Time 20mph signs			
Processing of Taxi Card Applications	Review/approve community and event features erected on/from Street Lighting apparatus (e.g. gala bunting and banners etc)	Deal with street furniture enquiries relating to this service area	Road Markings - inspection function relating to all road markings, give way, stop lines, yellow box junctions and zig zags. (The Parking Team will inspect and maintain all markings associated with parking restrictions i.e. bays, yellow lines, greenways bus stop, clearway markings/APMs)	Flood and Emergency Resillience	Pop-Up Power Outlets	Road Markings - Inspection and maintenance of all road markings (i.e. lane markings, give way, stop lines, yellow box junctions and zig zags etc). The Parking Team inspects and maintains all markings associated with parking restrictions (i.e. bays, yellow lines, greenways, bus stops, clearway markings/APMs). The Inspection function is the responsibility of the RAMP team. (*Note - Roads Operations will deal with all Clearance enquiries)				Road Safety - Enquiries including Active Travel and School Crossing Patrols			
Management of City Car Club	City Wide Traffic Management - assessment/ approval of impact of roadworks			Flood Planning Consulation	New Street Lighting requests	Responsibility for recovering costs for damaged caused to the network by accidents lies with the asset holder who will initiate the recovery process and therefore will straddle a number of functions (this will be linked with BSS workstream for the administration element of the recovery)							

1 Parking	2 Road Occupations	3 Intelligent Traffic Systems	4 Asset & Performance	5 Flooding and Structures	6 Street Lighting & Signage	7 Road Operations	8 Contract, Design & Delivery	9 Locality Transport	A Public Transport	B Active Travel & Road Safety	C City Centre Transformation Project	D Strategic input in to major projects	E Development Management
	Port Facility Security Officer (PFSO)			Flood Risk Management - Strategic approach and compliance with legislation	Structural assessment of assets for attachments to columns	Winter Maintenance including gritting, provision, filling and maintenance of grit bins							
	Playing Out Events			Hawes and Longcraig Piers - Inspects and maintains		Management of water ingress / egress on or from the adopted road network							
				Technical approval of road bridges and structures		Drainage - including routine cleaning, camera surveys, repair, capacity and replacement of damaged gully systems							
				Management of abnormal loads		Maintenance of civils infrastructure for pedestrian crossings (Zebras, Pelicans, Puffins etc)							
				RCC and adoption enquiries relating to Structures									
				RCC approval, supervision and inspection in relation to Structures									
Budget Monitoring													
Inspection of "reactive" customer enquiries and complaints relating to roads maintenance													
Process and income dealing with damage to council property - Budget holders responsibility, where appropriate													
Street furniture enquiries realting to service area, where appropriate													
Approval of Temporary Traffic regulation Orders (TTROs and TTRNs). Implementation of TTROs and TTRNs will be managed by respective function													
Management of Roads (Scotland) Act issues and offences relating to servcie area, where appropriate													
Graffiti - Service teams will arrange for the removal of graffiti on their assets. They will need to liaise with Cleansing section for removal. TRAM are responsible for grafitti on their infrastructure.													

Transport and Environment Committee

10.00am, Thursday, 6 December 2018

A8 Cycleway Upgrade, Traffic Regulation Order

Item number	7.3
Report number	
Executive/routine	Executive
Wards	Almond
Council Commitments	16 , 17 , 18

Executive Summary

The Council, in partnership with Sustrans, is progressing a scheme to upgrade the A8 Cycleway, enhancing walking and cycling provision between Newbridge and South Gyle. This scheme supports walking and cycling policies detailed in the Council's Local Transport Strategy and Active Travel Action Plan.

To allow these improvements to be made, it is proposed to reduce the speed limit on the A8 between Ratho Station and Gogarburn Golf Club, from the national speed limit of 70mph to 40mph.

A report on the Traffic Regulation Order (TRO) required to reduce the speed limit was considered by the Transport and Environment Committee on 9 August 2018. The report detailed two objections and three expressions of support that had been received in response to advertising the TRO. The Committee decided to set aside the two objections to the TRO that were detailed in the report.

Unfortunately, due to an administrative oversight, details of three more objections that had been received were not included in the report. This report therefore details all five objections and the Council's responses.

A8 Cycleway Upgrade, Traffic Regulation Order

1 Recommendations

- 1.1 It is recommended that the Committee:
- 1.1.1 notes the three additional objections that were received in relation to the advertised Traffic Regulation Order and the Council's comments in response;
 - 1.1.2 confirms its previous decision to set aside the two objections detailed in the report on 9 August 2018; and
 - 1.1.3 sets aside the three additional objections and makes the Traffic Regulation Order as advertised.

2 Background

- 2.1 The Council, in partnership with Sustrans, is progressing a scheme to upgrade the A8 Cycleway, enhancing walking and cycling provision between Newbridge and South Gyle. This scheme supports walking and cycling policies detailed in the Council's Local Transport Strategy and Active Travel Action Plan.
- 2.2 The A8 Cycleway upgrade is being delivered on a section by section basis between Newbridge and South Gyle Park. A plan showing the location of each section is appended to this report as Appendix 1.

3 Main report

- 3.1 Phases 1 and 2 of the project were completed in summer 2016 and summer 2017. These involved widening and resurfacing the existing paths along the A8 between:
- 3.1.1 Lochend Road and Ratho Station;
 - 3.1.2 Middle Norton and the Norton House Hotel; and
 - 3.1.3 Hallyards Road and Ingliston Road.
- 3.2 Path widening, lighting upgrades and large scale drainage improvements were also carried out in South Gyle Park.
- 3.3 Phase 3 designs are now being progressed that include significant upgrades to the junctions on the A8 at Ingliston Road and Gogarstone Road. The entrance to the access road to Easter Norton Farm at Eastfield Road Roundabout will also be improved.

- 3.4 It is proposed to alter the layout of the junction at Ingliston Road and to introduce traffic signal control, including toucan pedestrian and cycle crossing facilities across both roads. This will allow alighting bus passengers, walkers, and cyclists to cross the A8 on the desire line and at grade, instead of having to use the grade separated junction 500m further east at Eastfield Road. The new junction will incorporate a facility to allow right turn manoeuvres into and out of Ingliston Road during large events at the Ingliston Showground. These manoeuvres will not be permitted at other times.
- 3.5 It is also proposed to alter the junction at Gogarstone Road to make it easier and safer for walkers and cyclists to cross. To do this, it is necessary to remove the acceleration and deceleration slip lanes at the junction. During consultation for this project, crossing Gogarstone Road safely on a bike was highlighted as a concern.
- 3.6 In addition, Phase 3 includes improvements to the existing paths running parallel to the A8 between Newbridge and South Gyle. It is proposed that improvements will be made to the running surfaces and that path widths will be increased to 3.0m along the length of this section, wherever possible.
- 3.7 Reducing the speed limit to 40mph is required to:
- 3.7.1 allow signalisation of the junction of the A8 and Ingliston Road and the introduction of pedestrian and cycle crossing facilities; and
 - 3.7.2 allow the removal of the acceleration and deceleration lanes at the junction at Gogarstone Road.
- 3.8 Reducing the speed to 40mph will also:
- 3.8.1 reduce the likelihood of a bus being rear ended while turning into a bus layby as well as making it safer for buses to re-join the main traffic flow;
 - 3.8.2 provide similar safety benefits at other lay-bys along the A8;
 - 3.8.3 provide a consistent speed limit along the whole length of the A8 between Newbridge and Gogar Roundabouts;
 - 3.8.4 provide a safer environment for pedestrians and cyclists attending events at the Ingliston Showground; and
 - 3.8.5 reduce the risk of collisions and make crossing movements safer at existing side road junctions and accesses.
- 3.9 During large events at the Ingliston Showground, the speed limit on this section of the A8 is temporarily reduced to 40mph to allow event traffic to cross the carriageway at Ingliston Road and the main show ground field accesses. A permanent reduction in the speed limit would negate the requirement for Temporary Traffic Regulation Orders to be promoted for this purpose throughout the year.
- 3.10 Outwith busy traffic periods, when traffic on the A8 is relatively free flowing, the difference in journey times between travelling along this section of the A8 at 70mph and at 40mph is approximately one minute.

- 3.11 A plan showing the section of road to be reduced to 40mph is appended to this report as Appendix 2.
- 3.12 The Traffic Regulation Order (TRO) to reduce the speed limit was advertised between 23 March and 17 April 2018. Eight representations were received. Five of these were objections, while three were expressions of support.
- 3.13 A report on the TRO was considered by the Transport and Environment Committee on 9 August 2018. The report detailed two of the objections and the three expressions of support. The Committee decided to set aside the two objections that were detailed in the report. Unfortunately, due to an administrative oversight, details of the three other objections that had been received were not included in the report.
- 3.14 These three objections and the Council's responses are appended to this report as Appendix 3. The main concern raised by the three objectors was a concern over perceived increases to journey times. The contents of two of these objections, and therefore the Council's responses, were identical.
- 3.15 This report recommends that the Committee sets aside these three objections and makes the Traffic Regulation Order as advertised.
- 3.16 It is regrettable that details of these three objections were not included in the previous report to the Committee on 9 August 2018 and administrative procedures have been amended to prevent such an oversight occurring in the future. In the last year the Council has processed 101 TROs, involving amendments to 386 locations, and this is the first time that objections have been omitted from a report to Committee in this manner.
- 3.17 The two objections previously reported to the Committee and the Council's responses are appended to this report as Appendix 4.
- 3.18 This report recommends that the Committee confirms its previous decision to set aside these two objections.

4 Measures of success

- 4.1 Should the Order be approved; the measures of success will be increased levels of cycling and walking along the A8 Cycleway and reduced risk of collisions.

5 Financial impact

- 5.1 The costs associated with the Traffic Regulation Order are estimated at £2,000.
- 5.2 The costs to implement the proposed Phase 3 improvements will be approximately £300,000. These costs will be met from the block funding allocation for Cycling Improvements within the Transport Capital Investment Programme, which is being supplemented by an external funding award from Sustrans and possible 3rd party investment.

6 Risk, policy, compliance and governance impact

- 6.1 There are not expected to be any risk, governance, compliance or regulatory implications arising from the proposals set out in this report.

7 Equalities impact

- 7.1 It is expected that the proposals set out in this report will advance equality of opportunity by improving Edinburgh's cycling infrastructure, and making it more attractive and accessible for less confident cyclists, including children.
- 7.2 There will also be positive impacts on rights to standard of living and health through improving the attractiveness of walking and cycling and promoting healthier forms of travel.

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, and the outcomes are summarised below. Relevant Council sustainable development policies have been considered.
- 8.2 The proposals set out in this report will reduce carbon emissions by contributing towards 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 through the promotion of healthier forms of travel.

9 Consultation and engagement

- 9.1 Statutory consultation was undertaken as part of the Traffic Regulation Order process. The draft Order was advertised between 23 March and 17 April 2018.

10 Background reading/external references

- 10.1 Active Travel Action Plan
http://www.edinburgh.gov.uk/info/20037/policies_plans_and_strategies/341/transport_policy

Paul Lawrence

Executive Director of Place

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11 Appendices

Appendix 1	Plan showing the sections of the A8 Cycleway Upgrade
Appendix 2	Plan showing the section of A8 to be reduced from the national speed limit of 70mph to 40mph
Appendix 3	Additional Objections and the Council's responses
Appendix 4	Objections and the Council's responses Reported Previously

Bryan Mackie

From: [REDACTED]
Sent: 12 April 2018 19:03
To: Traffic Orders
Cc: Scott Douglas; [REDACTED]
Subject: TRO/17/90

OBJECTION to TRO/17/90 - A8 Glasgow Road, Edinburgh

I wish to add my name to the list of objectors against this TRO.

Having read the reasons for this TRO it beggars belief that no detail is given as to where the cyclist path will go and where the crossing will be placed. I had heard this would be at the BP Station. Is this the case?

I am a cyclist as I am a motorist and pedestrian and also a user of the 900 bus.

Why would you inconvenience the majority of road users for a few folks that desire to cross a road when there is a perfectly adequate method of crossing provided by the underpass at the Airport turn-off.

There exists already a perfectly adequate cycle-way on the south side of the A8. The north side stops at the airport but could easily be extended on the north side. This is what should be done. Personally I cycle on the road without any fear what-so-ever even with a 70mph speed limit. However, the total lack of road maintenance has reduced this road surface to near rubble. The money should be spent to maintain the roads for the majority of users.

Moreover, as the peak times for cyclists co-incides with the peak road traffic times you would be lucky to drive at 10 mph out of Edinburgh. This is the real deterrent to cycling out on the A8 and why the south side cycle path is necessary. Furthermore there is a very good alternate cycle-route that runs near parallel with the A8. This road provides a perfect (for CEC that is) surface for riding on, is quiet and actually quite scenic. I took to using this route instead as it a) presepted more of a challenge and b) was very pleasant cycling indeed. It also connects directly to the Gyle – well almost. That last bit needs sorting out and then you have a great route into and out of Edinburgh.

In summary. Instead of the usual thinking of stuffing everybody along a single corridor as is the CEC way then widen thinking to look at better options – as above. And stop persecuting the road travelling motorist.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Date 5 September 2018

Your ref

Our ref TRO/17/90

Dear [REDACTED]

TRAFFIC REGULATION ORDER TRO/17/90 - A8 GLASGOW ROAD

I refer to your email of 12 April 2018 objecting to the above Traffic Regulation Order (TRO), under which it is proposed to reduce the speed limit on the 1.6 mile section of the A8 between Ratho Station and Gogarstone to 40mph.

The proposed crossing of the A8 forms part of a wider upgrade of the junction at Ingliston Road. This upgrade would include pedestrian/cycle crossings across both roads as well as facilities to allow vehicles to make the 'right in' 'right out' manoeuvre at Ingliston Road during large events at the show ground. Outwith these events, the junction would perform as it currently does but with the extra provision for crossing pedestrians and cyclists.

The A8 crossing would give bus passengers, walkers, and cyclists the opportunity to cross the A8 on the desire line and at grade instead of having to use the grade separated junction 500m further east at Eastfield Road. The crossing of Ingliston Road would provide walkers and cyclists with a controlled crossing to the airport and park and ride site.

These crossings, along with improvements at Gogarstone Road, would form the missing links for safe traffic free cycle and walking trips between Newbridge and Gogar Roundabout and would benefit less confident cyclists, who otherwise might not be prepared to choose active travel as a mode of transport.

Constructing a new cycleway on the north side of the carriageway could potentially happen as part of future development in the area, however it is beyond the scope of this project. The funding that would be used for this project is specifically identified for active travel improvements and cannot be used instead for general road maintenance. The Council has, however, committed to invest £100m in roads and pavements over a 5 year period.

Bryan Mackie, Transport Officer, (Active Travel), Road Safety and Active Travel
Place Development, G4, Waverley Court, 4 East Market Street, Edinburgh EH8 8BG
Tel 0131 469 5678 activetravel@edinburgh.gov.uk

Due to existing congestion on the A8 corridor during peak traffic periods, we do not expect the proposed reduction in the speed limit to have any significant impact on journey times during these periods. At quieter times, when traffic flows more freely, we estimate that the proposal will add just over a minute to journeys.

I hope that this explains more clearly why the Council is proposing to reduce the speed limit on this section of the A8. If you wish to now withdraw your objection, can you please let me know by 21 September 2018. If I do not hear from you by this date I will assume that you wish to maintain your objection.

It is intended to report on all unresolved objections to the TRO to the Council's Transport & Environment Committee on 6 December 2018. The Committee will consider these objections and will then decide how to proceed. The report will be available to view on the Council's website approximately one week prior to the Committee meeting.

Following the Committee, I will contact all those who have maintained their objections to notify them of the Committee's decision.

Yours sincerely

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

Bryan Mackie
Transport Officer (Active Travel)



RECEIVED 17 APR 2018

For the attention of:
Traffic Orders
City Chambers
High St
Edinburgh EH1 1YJ

12/04/2018

REFERENCE TRO/17/90 – The City of Edinburgh Council (A8, Glasgow Road, Edinburgh) (40 mph Speed Limit) Order 201_

Dear Sir/Madam

The City of Edinburgh Council proposes to make an Order under the Road Traffic Regulation Act 1984 as amended to extend the 40mph speed limit on A8 Glasgow Road from a point 180 metres or thereby east of the extended east kerbline of Gogarstone Road to a point 288 metres or thereby east of the east kerbline of Station Road (Ratho Station).

I write in connection with the above TRO proposal. I have examined the plans and I know the road well. I wish to object strongly to the change of the speed limit to 40mph.

The reasons for this are as follows:

- The TRO states that the reason for the speed limit change to 40mph is "to permit the introduction of a toucan crossing and to assist in road safety". The proposal does not include plans indicating the placing and the layout of the said toucan crossing and therefore does not afford the public the appropriate level of scrutiny of the proposal.
- One of the possible reasons for implementing a TRO is avoiding danger to persons or traffic. While the proposal does not cover the toucan crossing itself and provides no information on its placing, layout etc., it is not unreasonable to assume that the change of speed limit and the crossing itself may be an inappropriate solution for the locus, given the present traffic levels, and lead to increased danger to persons and traffic.
- The current layout, in particular the median of the road, provides limited space for a toucan crossing – physical changes leading to extensive and costly construction, less viable than alternative options, may be required to build a crossing that is safe for everyone and meets all standards.
- Due to the numbers of vehicles using the road, in particular during the rush hour, the speed limit change and the crossing will likely have a detrimental effect on the traffic flow, travel times, congestion and emission levels. This will also have a negative effect on the amenity of the Middle Norton residential area adjacent to the road. While temporary, similar negative effect will be achieved during any construction period required to implement the toucan crossing.

- The road network in the surrounding area has no spare capacity, especially during rush hour (in particular Gogar Roundabout-Maybury Junction in the eastbound direction, M8 J1 to J2, M9 southbound offslip at J1, Newbridge Roundabout and A89 eastbound) – the proposal may lead to further strain on those roads, with negative effect on travel times, traffic flow and emission levels.
- The accident records for this stretch of the road provide no basis for the proposed changes.
- The section of the road in question is an important public transport corridor; the proposed changes will impede the attractiveness and punctuality of bus services to Edinburgh Airport and into the city, leading to a loss of fares and increased dependency on private vehicles.
- The proposed changes will also impede accessibility of Ingliston Park & Ride, further diminishing the public transport amenity in the area. This is against the City of Edinburgh Local Transport Strategy, which states that public transport “must be accessible to all”.
- The proposed changes and their results on travel times will also have a detrimental effect on the amenity of Edinburgh Airport.
- The decision made on this proposal will affect thousands of people from Edinburgh as well as other areas west and north of Edinburgh, who use the A8 as their main corridor into the city; therefore, the consultation should reflect it in its scope and length; I believe that in its current form it currently does not provide enough of a chance for a meaningful discussion between the road users and the decision makers.

Alternative solutions to the proposed TRO include:

- a) Dedicated pedestrian and cyclist overpass at Middle Morton and elsewhere along the route where appropriate, while maintaining and improving the road’s capacity and traffic flow within the A8 corridor with retained 70mph speed limit,
- b) Reducing the speed limit to 50mph which will still allow for the at-grade toucan crossing to be built without harshly impeding the amenity of the road and the area,
- c) Implementing a variable speed limit (depending on traffic flow and user demand for the toucan crossing) during rush hour, connected to the toucan crossing operation.

I trust that you can take the above points into your consideration while making a decision on TRO/17/90.

Finally, please note that this submission is in respect of the proposed Traffic Regulation Order. While I have taken every effort to present accurate information for your consideration, as I am not a decision maker or statutory consultee, I cannot accept any responsibility for unintentional errors or omissions and you should satisfy yourselves on any facts before reaching your decision.

Yours sincerely,

[Redacted signature]

[Redacted contact information]

Date 5 September 2018

Your ref

Our ref TRO/17/90

TRAFFIC REGULATION ORDER TRO/17/90 - A8 GLASGOW ROAD

I refer to your letter of 12 April 2018 objecting to the above Traffic Regulation Order (TRO), under which it is proposed to reduce the speed limit on the 1.6 mile section of the A8 between Ratho Station and Gogarstone to 40mph.

The primary reason for the proposed reduction in the speed limit is to assist in the introduction of a programme of improvements to pedestrian and cycling facilities along the route. While the proposed speed limit change is not being pursued specifically in response to concerns over the level of collisions on the route, it will contribute to improving road safety for all users by:

- Allowing a toucan crossing to be introduced on the A8 at the BP Service Station (design advice on signal control on high speed roads recommends that, before installing stand-alone crossings on roads where 85th percentile traffic speeds exceed 50mph, serious consideration should be given to speed reduction measures).
- Allowing signalisation of the junction of the A8 and Ingliston Road (design standards and advice also recommend that signal control junctions are not introduced where 85th percentile traffic speeds exceed 65mph).
- Allowing the removal of the acceleration and deceleration lanes at Gogarstone Road junction to make it easier and safer for walkers and cyclists to cross.
- Reducing the likelihood of a bus being rear ended while turning into a bus layby, as well as making it safer for them to pull back out into traffic.
- Augmenting safety at other lay-bys.

Bryan Mackie, Transport Officer (Active Travel), Road Safety and Active Travel
Place Development, G4, Waverley Court, 4 East Market Street, Edinburgh EH8 8BG
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- Tying into the current 40mph limits on the remainder of the A8 between Newbridge and Gogar Roundabout, providing a consistent speed limit along the whole route.
- Providing a safer environment for visitors to events at Ingliston Show Ground and for event staff and Police officers, who are currently required to manage traffic access and egress arrangements under a temporary 40mph speed limit during large events.
- Reducing the risk of road traffic accidents and make crossings safer at the existing side road junctions and accesses.

The proposed toucan crossing across the A8 forms part of a wider upgrade of the junction at Ingliston Road. This upgrade would include pedestrian/cycle crossings across both roads as well as facilities to allow vehicles to make the 'right in' 'right out' manoeuvre at Ingliston Road during large events at the show ground. Outwith these events, the junction would perform as it currently does but with the extra provision for crossing pedestrians and cyclists.

The A8 crossing would give bus passengers (including the residents of Middle Norton), walkers, and cyclists the opportunity to cross the A8 on the desire line and at grade instead of having to use the grade separated junction 500m further east at Eastfield Road. The crossing of Ingliston Road would provide walkers and cyclists with a controlled crossing to the airport and park and ride site.

These crossings, along with improvements at Gogarstone Road, would form the missing links for safe traffic free cycle and walking trips between Newbridge and Gogar Roundabout and would benefit less confident cyclists, who otherwise might not be prepared to choose active travel as a mode of transport.

As part of the development of the design of the junction upgrade, there will be an opportunity at a later date for members of the public to view and comment on the proposals.

Due to existing congestion on the A8 corridor during peak traffic periods, we do not expect the proposed reduction in the speed limit to have any significant impact on journey times during these periods. At quieter times, when traffic flows more freely, we estimate that the proposal will add just over a minute to journeys. We do not therefore consider that the changes will have significant impacts on either public transport or the accessibility of nearby facilities. No objections were received to the proposals from public transport operators or from the operators of Edinburgh airport.

The consultation undertaken for this TRO has been undertaken in full accordance with relevant statutory requirements.

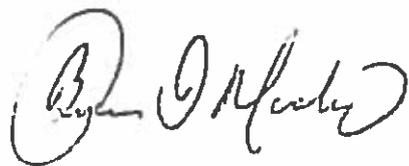
I hope that this explains more clearly why the Council is proposing to reduce the speed limit on this section of the A8. If you wish to now withdraw your objection, can you please let me know by 21 September 2018. If I do not hear from you by this date I will assume that you wish to maintain your objection.



It is intended to report on all unresolved objections to the TRO to the Council's Transport & Environment Committee on 6 December 2018. The Committee will consider these objections and will then decide how to proceed. The report will be available to view on the Council's website approximately one week prior to the Committee meeting.

Following the Committee, I will contact all those who have maintained their objections to notify them of the Committee's decision.

Yours sincerely

A handwritten signature in black ink, appearing to read "Bryan Mackie". The signature is written in a cursive style with a large initial 'B'.

Bryan Mackie
Transport Officer (Active Travel)



RECEIVED 17 APR 2018

For the attention of:
Traffic Orders
City Chambers
High St
Edinburgh EH1 1YJ

12/04/2018

REFERENCE TRO/17/90 – The City of Edinburgh Council (A8, Glasgow Road, Edinburgh) (40 mph Speed Limit) Order 201_

Dear Sir/Madam

The City of Edinburgh Council proposes to make an Order under the Road Traffic Regulation Act 1984 as amended to extend the 40mph speed limit on A8 Glasgow Road from a point 180 metres or thereby east of the extended east kerbline of Gogarstone Road to a point 288 metres or thereby east of the east kerbline of Station Road (Ratho Station).

I write in connection with the above TRO proposal. I have examined the plans and I know the road well. I wish to object strongly to the change of the speed limit to 40mph.

The reasons for this are as follows:

- The TRO states that the reason for the speed limit change to 40mph is "to permit the introduction of a toucan crossing and to assist in road safety". The proposal does not include plans indicating the placing and the layout of the said toucan crossing and therefore does not afford the public the appropriate level of scrutiny of the proposal.
- One of the possible reasons for implementing a TRO is avoiding danger to persons or traffic. While the proposal does not cover the toucan crossing itself and provides no information on its placing, layout etc., it is not unreasonable to assume that the change of speed limit and the crossing itself may be an inappropriate solution for the locus, given the present traffic levels, and lead to increased danger to persons and traffic.
- The current layout, in particular the median of the road, provides limited space for a toucan crossing – physical changes leading to extensive and costly construction, less viable than alternative options, may be required to build a crossing that is safe for everyone and meets all standards.
- Due to the numbers of vehicles using the road, in particular during the rush hour, the speed limit change and the crossing will likely have a detrimental effect on the traffic flow, travel times, congestion and emission levels. This will also have a negative effect on the amenity of the Middle Norton residential area adjacent to the road. While temporary, similar negative effect will be achieved during any construction period required to implement the toucan crossing.

- The road network in the surrounding area has no spare capacity, especially during rush hour (in particular Gogar Roundabout-Maybury Junction in the eastbound direction, M8 J1 to J2, M9 southbound offslip at J1, Newbridge Roundabout and A89 eastbound) – the proposal may lead to further strain on those roads, with negative effect on travel times, traffic flow and emission levels.
- The accident records for this stretch of the road provide no basis for the proposed changes.
- The section of the road in question is an important public transport corridor; the proposed changes will impede the attractiveness and punctuality of bus services to Edinburgh Airport and into the city, leading to a loss of fares and increased dependency on private vehicles.
- The proposed changes will also impede accessibility of Ingliston Park & Ride, further diminishing the public transport amenity in the area. This is against the City of Edinburgh Local Transport Strategy, which states that public transport “must be accessible to all”.
- The proposed changes and their results on travel times will also have a detrimental effect on the amenity of Edinburgh Airport.
- The decision made on this proposal will affect thousands of people from Edinburgh as well as other areas west and north of Edinburgh, who use the A8 as their main corridor into the city; therefore, the consultation should reflect it in its scope and length; I believe that in its current form it currently does not provide enough of a chance for a meaningful discussion between the road users and the decision makers.

Alternative solutions to the proposed TRO include:

- a) Dedicated pedestrian and cyclist overpass at Middle Morton and elsewhere along the route where appropriate, while maintaining and improving the road’s capacity and traffic flow within the A8 corridor with retained 70mph speed limit,
- b) Reducing the speed limit to 50mph which will still allow for the at-grade toucan crossing to be built without harshly impeding the amenity of the road and the area,
- c) Implementing a variable speed limit (depending on traffic flow and user demand for the toucan crossing) during rush hour, connected to the toucan crossing operation.

I trust that you can take the above points into your consideration while making a decision on TRO/17/90.

Finally, please note that this submission is in respect of the proposed Traffic Regulation Order. While I have taken every effort to present accurate information for your consideration, as I am not a decision maker or statutory consultee, I cannot accept any responsibility for unintentional errors or omissions and you should satisfy yourselves on any facts before reaching your decision.

Yours sincerely,

[Redacted Signature]

[Redacted Contact Information]

Date 5 September 2018

Your ref

Our ref TRO/17/90

Dear [REDACTED]

TRAFFIC REGULATION ORDER TRO/17/90 - A8 GLASGOW ROAD

I refer to your letter of 12 April 2018 objecting to the above Traffic Regulation Order (TRO), under which it is proposed to reduce the speed limit on the 1.6 mile section of the A8 between Ratho Station and Gogarstone to 40mph.

The primary reason for the proposed reduction in the speed limit is to assist in the introduction of a programme of improvements to pedestrian and cycling facilities along the route. While the proposed speed limit change is not being pursued specifically in response to concerns over the level of collisions on the route, it will contribute to improving road safety for all users by:

- Allowing a toucan crossing to be introduced on the A8 at the BP Service Station (design advice on signal control on high speed roads recommends that, before installing stand-alone crossings on roads where 85th percentile traffic speeds exceed 50mph, serious consideration should be given to speed reduction measures).
- Allowing signalisation of the junction of the A8 and Ingliston Road (design standards and advice also recommend that signal control junctions are not introduced where 85th percentile traffic speeds exceed 65mph).
- Allowing the removal of the acceleration and deceleration lanes at Gogarstone Road junction to make it easier and safer for walkers and cyclists to cross.
- Reducing the likelihood of a bus being rear ended while turning into a bus layby, as well as making it safer for them to pull back out into traffic.
- Augmenting safety at other lay-bys.
- Tying into the current 40mph limits on the remainder of the A8 between Newbridge and Gogar Roundabout, providing a consistent speed limit along the whole route.

Bryan Mackie, Transport Officer (Active Travel), Road Safety and Active Travel
Place Development, G4, Waverley Court, 4 East Market Street, Edinburgh EH8 8BG
Tel 0131 469 5678 activetravel@edinburgh.gov.uk

- Providing a safer environment for visitors to events at Ingliston Show Ground and for event staff and Police officers, who are currently required to manage traffic access and egress arrangements under a temporary 40mph speed limit during large events.
- Reducing the risk of road traffic accidents and make crossings safer at the existing side road junctions and accesses.

The proposed toucan crossing across the A8 forms part of a wider upgrade of the junction at Ingliston Road. This upgrade would include pedestrian/cycle crossings across both roads as well as facilities to allow vehicles to make the 'right in' 'right out' manoeuvre at Ingliston Road during large events at the show ground. Outwith these events, the junction would perform as it currently does but with the extra provision for crossing pedestrians and cyclists.

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These crossings, along with improvements at Gogarstone Road, would form the missing links for safe traffic free cycle and walking trips between Newbridge and Gogar Roundabout and would benefit less confident cyclists, who otherwise might not be prepared to choose active travel as a mode of transport.

As part of the development of the design of the junction upgrade, there will be an opportunity at a later date for members of the public to view and comment on the proposals.

Due to existing congestion on the A8 corridor during peak traffic periods, we do not expect the proposed reduction in the speed limit to have any significant impact on journey times during these periods. At quieter times, when traffic flows more freely, we estimate that the proposal will add just over a minute to journeys. We do not therefore consider that the changes will have significant impacts on either public transport or the accessibility of nearby facilities. No objections were received to the proposals from public transport operators or from the operators of Edinburgh airport.

The consultation undertaken for this TRO has been undertaken in full accordance with relevant statutory requirements.

I hope that this explains more clearly why the Council is proposing to reduce the speed limit on this section of the A8. If you wish to now withdraw your objection, can you please let me know by 21 September 2018. If I do not hear from you by this date I will assume that you wish to maintain your objection.

It is intended to report on all unresolved objections to the TRO to the Council's Transport & Environment Committee on 6 December 2018. The Committee will consider these objections and will then decide how to proceed. The report will be available to view on the Council's website approximately one week prior to the Committee meeting.

Following the Committee, I will contact all those who have maintained their objections to notify them of the Committee's decision.

Yours sincerely



Bryan Mackie
Transport Officer
(Active Travel)

Bryan Mackie, Transport Officer (Active Travel), Road Safety and Active Travel
Place Development, G4, Waverley Court, 4 East Market Street, Edinburgh EH8 8BG
Tel 0131 469 5678 activetravel@edinburgh.gov.uk





APPENDIX 4 – OBJECTIONS AND THE COUNCIL’S RESPONSES REPORTED PREVIOUSLY

Bryan Mackie

From: Traffic Orders
Sent:
To:
Subject:

Follow Up Flag:
Flag Status:

03 April 2018 11:40

RE: TRO/17/90 A8 Glasgow Road Edinburgh

Follow up
Flagged

Dear [REDACTED]

Thank you for your email objecting to the proposed reduction in speed limit from 70mph to 40mph on part of A8 Glasgow Road, Edinburgh.

Your comments have been passed to the officer in charge of the project and a response shall be sent to you in due course. In the meantime, the proposal shall remain on hold pending the outcome of the matter.

Kind regards

Sharon Lansdowne
Transport Officer, Traffic Orders, Place
City Chambers, Room 10.19, Planning & Transport, Edinburgh, EH1 1YJ Tel
0131 469 3290 or TrafficOrders@edinburgh.gov.uk

From: [REDACTED]
Sent: 30 March 2018 19:58
To: Traffic Orders <TrafficOrders@edinburgh.gov.uk>
Subject: TRO/17/90 A8 Glasgow Road Edinburgh

I am writing to OBJECT STRONGLY to the proposed change in speed limit to 40 mph along the length of the A8 from Ratho Station to Gogar roundabout.

The statement of reasons provided by the council is nothing other than yet another poorly thought out attempt at providing cycle track provision that will be used by, at best, a tiny fraction of the people who use the route daily.

I hope that serious consideration will be given to withdrawing this order.

APPENDIX 4 – OBJECTIONS AND THE COUNCIL’S RESPONSES REPORTED PREVIOUSLY

Regards,

[REDACTED]
[REDACTED]
[REDACTED]

03 April 2018 11:43

[REDACTED]
RE: OBJECTION to TRO/17/90 A8 Glasgow Road, Edinburgh

Follow up
Flagged

Dear [REDACTED]

Thank you for your email objecting to the proposed reduction in speed limit from 70mph to 40mph on part of A8 Glasgow Road, Edinburgh.

Your comments have been passed to the officer in charge of the project and a response shall be sent to you in due course. In the meantime, the proposal shall remain on hold pending the outcome of the matter.

Kind regards

Sharon Lansdowne

Transport Officer, Traffic Orders, Place City Chambers, Room 10.19, Planning & Transport, Edinburgh, EH1 1YJ Tel 0131 469 3290 or TrafficOrders@edinburgh.gov.uk

-----Original Message-----

From: [REDACTED]

Sent: 01 April 2018 23:24

To: Traffic Orders <TrafficOrders@edinburgh.gov.uk>

Subject: OBJECTION to TRO/17/90 A8 Glasgow Road, Edinburgh

I would like to formally object to the proposal to reduce the speed limit from 70 mph to 40 mph on the A8 Glasgow Road.

This proposal is absolutely farcical and is entirely at odds with a council that is allegedly working on behalf of residents and commuters in the west side of Edinburgh.

Both Edinburgh council and West Lothian council continue to sanction the building of more houses with no thought to the traffic infrastructure in the area which means a journey from Uphall to Edinburgh on a working day between 7-8am now takes 15 minutes more than it did 5 years ago.

To then propose to reduce the limit by 30 mph at all times including non peak times makes no sense whatsoever.

APPENDIX 4 – OBJECTIONS AND THE COUNCIL’S RESPONSES REPORTED PREVIOUSLY

I would therefore ask that I receive a full written response from the person responsible for this nonsense proposal fully detailing the rationale for this along with their thoughts on how they feel this will have any benefits to the long suffering daily commuters into the 'anti car driving' Edinburgh area.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED]

Thank you for your email supporting the reduction of speed limit from 70mph to 40mph on part of the A8 Glasgow Road, Edinburgh. I have passed your email to the officer in charge of the project for their information.

Kind regards

Sharon Lansdowne
Transport Officer, Traffic Orders, Place
City Chambers, Room 10.19, Planning & Transport, Edinburgh, EH1 1YJ Tel
0131 469 3290 or TrafficOrders@edinburgh.gov.uk

From: [REDACTED]

Sent: 03 April 2018 15:33

To: Traffic Orders <TrafficOrders@edinburgh.gov.uk>

Subject: TRO/17/90

Dear Sir/Madam

I fully support the proposal to introduce a 40 mph limit between South Gyle and Newbridge. I have always found this section of road difficult and dangerous, because different parts are subject to different speed limits, and these limits are sometimes difficult to see particularly when traffic are overtaking. I can see little advantage to having variable limits, and a great deal of additional safety will come from having a uniform limit.

Many thanks

APPENDIX 4 – OBJECTIONS AND THE COUNCIL’S RESPONSES REPORTED PREVIOUSLY

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



Bryan Mackie

From: Traffic Orders
Sent: 05 April 2018 09:55
To: [REDACTED]
Subject: RE: TRO/17/90 - A8 40mph

Follow Up Flag: Follow up
Flag Status: Flagged
[REDACTED]

Thank you for your email supporting the reduction of speed limit from 70mph to 40mph on part of the A8 Glasgow Road, Edinburgh. I have passed your email to the officer in charge of the project for their information.

Kind regards

Sharon Lansdowne

Transport Officer, Traffic Orders, Place City Chambers, Room 10.19, Planning & Transport, Edinburgh, EH1 1YJ Tel 0131 469 3290 or TrafficOrders@edinburgh.gov.uk

-----Original Message-----

From: [REDACTED]
Sent: 03 April 2018 18:55
To: Traffic Orders <TrafficOrders@edinburgh.gov.uk>
Subject: TRO/17/90 - A8 40mph

Please let it be noted I support this TRO unconditionally

My details are

[REDACTED]

--

[REDACTED]

Bryan Mackie

From: Traffic Orders
Sent: 05 April 2018 10:59
To: [REDACTED]
Subject: RE: Traffic Order TRO/17/90, A8 Glasgow Road

Follow Up Flag: Follow up
Flag Status: Flagged

Dear [REDACTED]

Thank you for your email supporting the reduction of speed limit from 70mph to 40mph on part of the A8 Glasgow Road, Edinburgh. I have passed your email to the officer in charge of the project for their information.

Kind regards

Sharon Lansdowne
Transport Officer, Traffic Orders, Place
City Chambers, Room 10.19, Planning & Transport, Edinburgh, EH1 1YJ Tel
0131 469 3290 or TrafficOrders@edinburgh.gov.uk

From: [REDACTED]
Sent: 04 April 2018 16:01
To: Traffic Orders <TrafficOrders@edinburgh.gov.uk>
Subject: Traffic Order TRO/17/90, A8 Glasgow Road

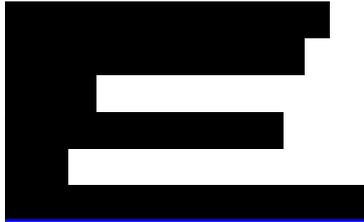
THE CITY OF EDINBURGH COUNCIL
A8, GLASGOW ROAD, EDINBURGH (40 MPH SPEED LIMIT) ORDER 201_ - TRO/17/90

I use this route for cycling and occasionally driving. Cycling safety and enjoyment would be increased by a 40mph limit for motor vehicles.

As a driver I see no problems with a 40mph limit on the full stretch of road. Much of it is 40mph already. Housing at Ratho Station would benefit from noise reduction as well.

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]



Date May 2018
Your ref
Our ref TRO/17/90

Dear 

TRAFFIC REGULATION ORDER TRO/17/90 - A8 GLASGOW ROAD

I refer to your email of 1 April 2018 objecting to the above Traffic Regulation Order (TRO), under which it is proposed to reduce the speed limit on the 1.6 mile section of the A8 between Ratho Station and Gogarstone to 40mph.

There have been several reports in recent years of near misses, arising from pedestrians attempting to cross the A8 at Ingliston Road. Unfortunately, there has also been one incident in which a pedestrian sustained a serious injury. At present the only safe provision for pedestrians to cross the A8 near this location is to make a ½ mile journey down the slip roads to Eastfield Road.

In addition, during a 2015 consultation on proposals to improve the paths along the A8, the junction of Gogarstone Road and the A8 was identified by those who walk and cycle as the most dangerous junction between Newbridge and Gogarburn.

A reduction in speed limit to 40mph will allow the Council to make various improvements along this stretch of road, including the introduction of signalised 'at grade' crossings over the A8 and Ingliston Road, along with path widening, improvements to sightlines and improved crossing provision at Gogarstone Road.

These improvements will benefit:

- those who choose to walk or cycle along this route
- those with mobility impairments or who use push chairs
- those visiting Ingliston Show Ground by foot or bike
- those visiting Ingliston Show Ground by car during large events
- pedestrians wishing to use the facilities at the BP garage

- bus passengers alighting at this location
- the residents of Middle Norton

We also believe that the proposed reduction in speed limit will reduce problems with vehicles exceeding the existing 40mph speed limit in Ratho Station.

The speed limit on the A8 is already temporarily reduced to 40mph during large events at Ingliston Show Ground and while verge maintenance operations are underway.

Due to existing congestion on the A8 corridor during peak traffic periods, we do not expect the proposed reduction in the speed limit to have any significant impact on journey times during these periods. At quieter times, when traffic flows more freely, we estimate that the proposal will add just over a minute to journeys.

The promotion of this TRO is in line with established Council policy *to increase the numbers of people in Edinburgh walking and cycling, both as means of transport and for pleasure*, as outlined in its [Active Travel Action Plan](#).

If you wish to now withdraw your objection, can you please let me know by Sunday 3 June 2018. If I do not hear from you by this date I will assume that you wish to maintain your objection.

It is intended to report on all objections received to the TRO, and not subsequently withdrawn, to the Council's Transport & Environment Committee on 9 August 2018. The Committee will consider the objections and will then decide how to proceed. The report will be available to view on the Council's website approximately one week prior to the Committee meeting.

Following the Committee, I will contact all those who have maintained their objections to notify them of the Committee's decision.

Bryan Mackie
Transport Officer (Active Travel)

cc TrafficOrders@edinburgh.gov.uk

Bryan Mackie, Transport Officer (Active Travel), Planning and Transport
C2, 4 East Market Street, Edinburgh EH8 8BG
Tel 0131 469 3778 bryan.mackie@edinburgh.gov.uk

[REDACTED] Date May 2018

[REDACTED] Your ref

[REDACTED] Our ref TRO/17/90

[REDACTED]

TRAFFIC REGULATION ORDER TRO/17/90 - A8 GLASGOW ROAD

I refer to your email of 30 March 2018 objecting to the above Traffic Regulation Order (TRO), under which it is proposed to reduce the speed limit on the 1.6 mile section of the A8 between Ratho Station and Gogarstone to 40mph.

There have been several reports in recent years of near misses, arising from pedestrians attempting to cross the A8 at Ingliston Road. Unfortunately, there has also been one incident in which a pedestrian sustained a serious injury. At present the only safe provision for pedestrians to cross the A8 near this location is to make a ½ mile journey down the slip roads to Eastfield Road.

In addition, during a 2015 consultation on proposals to improve the paths along the A8, the junction of Gogarstone Road and the A8 was identified by those who walk and cycle as the most dangerous junction between Newbridge and Gogarburn.

A reduction in speed limit to 40mph will allow the Council to make various improvements along this stretch of road, including the introduction of signalised 'at grade' crossings over the A8 and Ingliston Road, along with path widening, improvements to sightlines and improved crossing provision at Gogarstone Road.

These improvements will benefit:

- those who choose to walk or cycle along this route
- those with mobility impairments or who use push chairs
- those visiting Ingliston Show Ground by foot or bike
- those visiting Ingliston Show Ground by car during large events
- pedestrians wishing to use the facilities at the BP garage
- bus passengers alighting at this location
- the residents of Middle Norton

We also believe that the proposed reduction in speed limit will reduce problems with vehicles exceeding the existing 40mph speed limit in Ratho Station.

The speed limit on the A8 is already temporarily reduced to 40mph during large events at Ingliston Show Ground and while verge maintenance operations are underway.

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Tel 0131 469 3778 bryan.mackie@edinburgh.gov.uk

Date 5 September 2018

Your ref

Our ref TRO/17/90

Dear [REDACTED]

TRAFFIC REGULATION ORDER TRO/17/90 - A8 GLASGOW ROAD

I refer to your letter of 12 April 2018 objecting to the above Traffic Regulation Order (TRO), under which it is proposed to reduce the speed limit on the 1.6 mile section of the A8 between Ratho Station and Gogarstone to 40mph.

The primary reason for the proposed reduction in the speed limit is to assist in the introduction of a programme of improvements to pedestrian and cycling facilities along the route. While the proposed speed limit change is not being pursued specifically in response to concerns over the level of collisions on the route, it will contribute to improving road safety for all users by:

- Allowing a toucan crossing to be introduced on the A8 at the BP Service Station (design advice on signal control on high speed roads recommends that, before installing stand-alone crossings on roads where 85th percentile traffic speeds exceed 50mph, serious consideration should be given to speed reduction measures).
- Allowing signalisation of the junction of the A8 and Ingliston Road (design standards and advice also recommend that signal control junctions are not introduced where 85th percentile traffic speeds exceed 65mph).
- Allowing the removal of the acceleration and deceleration lanes at Gogarstone Road junction to make it easier and safer for walkers and cyclists to cross.
- Reducing the likelihood of a bus being rear ended while turning into a bus layby, as well as making it safer for them to pull back out into traffic.
- Augmenting safety at other lay-bys.

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- Tying into the current 40mph limits on the remainder of the A8 between Newbridge and Gogar Roundabout, providing a consistent speed limit along the whole route.
- Providing a safer environment for visitors to events at Ingliston Show Ground and for event staff and Police officers, who are currently required to manage traffic access and egress arrangements under a temporary 40mph speed limit during large events.
- Reducing the risk of road traffic accidents and make crossings safer at the existing side road junctions and accesses.

The proposed toucan crossing across the A8 forms part of a wider upgrade of the junction at Ingliston Road. This upgrade would include pedestrian/cycle crossings across both roads as well as facilities to allow vehicles to make the 'right in' 'right out' manoeuvre at Ingliston Road during large events at the show ground. Outwith these events, the junction would perform as it currently does but with the extra provision for crossing pedestrians and cyclists.

The A8 crossing would give bus passengers (including the residents of Middle Norton), walkers, and cyclists the opportunity to cross the A8 on the desire line and at grade instead of having to use the grade separated junction 500m further east at Eastfield Road. The crossing of Ingliston Road would provide walkers and cyclists with a controlled crossing to the airport and park and ride site.

These crossings, along with improvements at Gogarstone Road, would form the missing links for safe traffic free cycle and walking trips between Newbridge and Gogar Roundabout and would benefit less confident cyclists, who otherwise might not be prepared to choose active travel as a mode of transport.

As part of the development of the design of the junction upgrade, there will be an opportunity at a later date for members of the public to view and comment on the proposals.

Due to existing congestion on the A8 corridor during peak traffic periods, we do not expect the proposed reduction in the speed limit to have any significant impact on journey times during these periods. At quieter times, when traffic flows more freely, we estimate that the proposal will add just over a minute to journeys. We do not therefore consider that the changes will have significant impacts on either public transport or the accessibility of nearby facilities. No objections were received to the proposals from public transport operators or from the operators of Edinburgh airport.

The consultation undertaken for this TRO has been undertaken in full accordance with relevant statutory requirements.

~~I hope that this explains more clearly why the Council is proposing to reduce the speed limit on this section of the A8. If you wish to now withdraw your objection, can you please let me know by 21 September 2018. If I do not hear from you by this date I will assume that you wish to maintain your objection.~~

It is intended to report on all unresolved objections to the TRO to the Council's Transport & Environment Committee on 6 December 2018. The Committee will consider these objections and will then decide how to proceed. The report will be available to view on the Council's website approximately one week prior to the Committee meeting.

Following the Committee, I will contact all those who have maintained their objections to notify them of the Committee's decision.

Yours sincerely

A handwritten signature in black ink, appearing to read "Bryan Mackie". The signature is written in a cursive style with a large initial 'B'.

Bryan Mackie
Transport Officer (Active Travel)





Date 5 September 2018

Your ref

Our ref TRO/17/90

Dear [REDACTED]

TRAFFIC REGULATION ORDER TRO/17/90 - A8 GLASGOW ROAD

I refer to your email of 12 April 2018 objecting to the above Traffic Regulation Order (TRO), under which it is proposed to reduce the speed limit on the 1.6 mile section of the A8 between Ratho Station and Gogarstone to 40mph.

The proposed crossing of the A8 forms part of a wider upgrade of the junction at Ingliston Road. This upgrade would include pedestrian/cycle crossings across both roads as well as facilities to allow vehicles to make the 'right in' 'right out' manoeuvre at Ingliston Road during large events at the show ground. Outwith these events, the junction would perform as it currently does but with the extra provision for crossing pedestrians and cyclists.

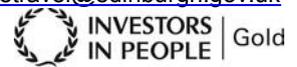
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Constructing a new cycleway on the north side of the carriageway could potentially happen as part of future development in the area, however it is beyond the scope of this project. The funding that would be used for this project is specifically identified for active travel improvements and cannot be used instead for general road maintenance. The Council has, however, committed to invest £100m in roads and pavements over a 5 year period.

Bryan Mackie, Transport Officer, (Active Travel), Road Safety and Active Travel

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105224 [REDACTED] - TRO-17-90 - A8 Glasgow Road

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105224 [REDACTED] - TRO-17-90 - A8 Glasgow Road

Date 5 September 2018

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Our ref TRO/17/90

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(Active Travel)

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Transport and Environment Committee

10.00am, Thursday, 6 December 2018

Decriminalised Traffic and Parking Enforcement (Update)

Item number	7.4
Report number	
Executive/routine	Executive
Wards	All
Council Commitments	18 , 19

Executive Summary

Two previous reports have been submitted to the Committee, on [17 May 2018](#) and [17 March 2015](#), regarding Decriminalised Parking Enforcement (DPE) in Edinburgh.

A motion from Councillor Booth at the Committee on [17 May 2018](#) requested a further report examining the issue of parking enforcement in more detail and focusing on a number of specific issues. These are described in the background section of this report.

This report outlines the Council's current approach to issues raised as well as details of some proposals to improve DPE in Edinburgh.

Decriminalised Traffic and Parking Enforcement (Update)

1. Recommendations

- 1.1 It is recommended that the Committee:
 - 1.1.1 notes that Parking Operations are constantly reviewing the service being delivered by the Council's enforcement contractor, NSL, and are implementing service improvements where appropriate;
 - 1.1.2 notes that NSL have been tasked with monitoring social media and to liaise with the Council's social media team as a means of improving response times to any requests for enforcement;
 - 1.1.3 notes that there are no plans to change the current observation periods for loading and unloading contraventions;
 - 1.1.4 notes the improvements made in the maintenance of parking lines and signs by the Parking Operations team; and
 - 1.1.5 notes that a new removal priority will be created for vehicles classed as Persistent Offenders.

2. Background

- 2.1 In response to a motion by Councillor Booth, Committee agreed to receive a further report within two cycles examining the issue of parking enforcement in more detail, specifically in relation to the following issues:
 - 2.1.1 That members of the public would like a quick, real time method to report parking violations that can swiftly be passed to Parking Attendants for possible enforcement action, should they be in the area;
 - 2.1.2 That while Council policy is currently to give those parking in contravention of the rules a 'grace period' of five minutes for cars and 10 minutes for commercial vehicles, nonetheless to examine whether this grace period is appropriate in all circumstances and specifically to examine whether the grace period could be shortened in areas of persistent parking violations;
 - 2.1.3 That, where there are no valid lines and signs, the parking enforcement contractor cannot operate, and therefore reviewing the timetable for installing new lines and signs where they are required; and

2.1.4 That while some drivers regard the cost of a parking ticket as a reasonable price to pay for the ability to park in the city centre, the majority do not want their vehicle to be towed, and therefore agrees to consider the capacity to tow vehicles to the pound and tightening the rules which allow this to be done.

3. Main report

3.1 This report will consider each of the issues raised by Councillor Booth in turn.

Reporting parking violations

3.2 The deployment of enforcement resources by NSL is currently managed in accordance with the street visit requirements that are set by the Council, whereby many streets require a minimum number of enforcement visits each day.

3.3 The visit requirements that have been adopted are changeable and based on historical contravention levels, parking demand levels and the volume and type of restrictions that are present in each street. These requirements are also flexible, in that they may be varied as required in response to, for example, changing street conditions and levels of customer complaints.

3.4 These street visits form a contractual KPI, and are one of the main measures for the contract performance, helping to ensure that we offer a fair and equitable enforcement service across all streets and parking zones and for all customers and permit holders.

3.5 In addition to the street visit requirements outlined above, we also utilise NSL's mobile team to respond to any requests for enforcement that are received.

3.6 Parking Operations receive around 80 requests for parking enforcement each month. These come through the following channels: Twitter and Facebook (from the Social Media team), e-mail, telephone calls and complaint letters.

3.7 All requests for enforcement are then passed to NSL, who then allocate a nearby Parking Attendant (PA) or one of the mobile team to attend the incident.

3.8 Unfortunately, of the 80 or so requests that are received each month, 90% result in no action being taken due to the vehicle having moved away before we can attend the scene. This is because many of the requests we receive are for short term parking contraventions, where somebody has stopped their vehicle in an area they know they should not whilst they visit a nearby shop/premises. Approximately 94% of the requests we receive each month are related to short term parking, such as parking on yellow lines outside a shop, or delivery vehicles.

3.9 NSL endeavour to act straight away on all enforcement requests they receive, however, the nature of the incident and its location will determine the actual response time.

- 3.10 Delays to response times can often be down to the time it takes between the request being received by the Council and it being passed on to NSL. We have therefore tasked NSL to take steps to monitor all social media channels themselves in order that they can identify issues relating to parking earlier and respond accordingly.
- 3.11 NSL will liaise closely with the Council's communications and social media teams to improve our overall service delivery and customer communications. The Council's internal teams will provide guidance to NSL and determine the levels and types of interaction that they can have with members of the public on behalf of the Council.
- 3.12 In order to improve our ability to react to this type of incident, we are also investigating the following areas:
- 3.12.1 The potential to increase the number of mobile Parking Attendants to provide a greater ability to respond to ad hoc enforcement requests.
 - 3.12.2 Reviewing existing shift patterns and beat distributions to ensure that there are adequate numbers of PAs on-street at the busiest times of the day.
 - 3.12.3 Reviewing the scheduled street visits for mobile Parking Attendants with a view to reducing the frequency of non-productive visits, thereby creating the capacity for increasing the number of ad hoc enforcement visits.
 - 3.12.4 Continuing discussions with the Scottish Government regarding how CCTV enforcement might be used for DPE in Scotland.
- 3.13 Unfortunately, PAs cannot be in attendance at all locations where parking restrictions are in place, during all the hours of operation. There are over 33,000 parking places in Edinburgh and over 530km of yellow and red line restrictions to patrol.
- 3.14 The resource limitations and the scale of the area we are covering means that there will always be occasions when vehicles are parked in contravention of the regulations because there are no Parking Attendants in the area to take enforcement action.
- 3.15 It is therefore important that we ensure we have the correct deployment of enforcement staff and provide better methods for our customers to report issues to us and monitor these channels appropriately so that we can mobilise enforcement resources quickly and improve our response times for reported issues.

Reviewing 'grace periods'

- 3.16 Grace periods, or observation periods as they are commonly known, are used by Councils operating DPE across the UK to determine if loading or unloading activity is taking place at a vehicle. In 2006, Committee approved a change to loading and unloading observation periods for goods vehicles from 5 to 10 minutes.
- 3.17 This change was deemed necessary because it was considered that the Council had to strike a balance when providing for the needs of different road users when they were parking or loading.

- 3.18 During consultation carried out prior to the Committee approval in 2006, many businesses made representations stating that, for large loads and for the paperwork associated with them, a five minute observation period was not enough time and often resulted in a parking ticket being issued when legitimate loading and unloading was continuing. It should be noted that all vehicles are entitled to up to 30 minutes of loading and unloading time on a yellow line restriction.
- 3.19 The issue of parking tickets to goods vehicles was also creating additional work for the Council's Parking Services team, who were having to consider a large volume of challenges against these parking tickets and who were ultimately cancelling many of them due to evidence of loading and unloading activity being provided. In 2017/18, even with a 10 minute observation period in place, 665 parking tickets were cancelled because evidence of loading/unloading activity was provided. This was our eighth highest cancellation reason.
- 3.20 The experience of parking operations and NSL is that the majority of goods vehicles that are stopped on yellow line restrictions are lawfully engaged in genuine loading and unloading activities, which they are fully entitled to do in accordance with national legislation and our Traffic Regulation Order.
- 3.21 It should also be noted that:
- 3.21.1 large areas of Edinburgh are comprised of tenements, which can have a significant impact on loading/unloading and delivery times; and
 - 3.21.2 the Council has removed significant amounts of yellow lines over the years to keep up with the increased demand for parking bays, thereby significantly reducing the availability of loading areas across the city. This can have a considerable impact on the time it takes to walk to and from premises with goods and deliveries.
- 3.22 Benchmarking with other Councils across Scotland confirms that they follow a similar approach to the one we use in Edinburgh for goods vehicles. Glasgow City Council allows a 10 minute observation period for both commercial and private vehicles undertaking loading activities from yellow lines. In London, Westminster Council allows a 20 minute observation period for all commercial vehicles loading/unloading from yellow lines during the controlled hours.
- 3.23 Parking Operations are satisfied that the observation periods we have in place at present are appropriate and allow loading and unloading to be undertaken to businesses and private residences across the city without having a disproportionately negative impact on other road users.
- 3.24 To prevent confusion and allegations of unfairness or bias, it is therefore recommended that we retain this consistency of approach on a citywide basis.

Lines and Signs

- 3.25 There are two elements to lining and signing works, the maintenance of existing lines and signs and the introduction of new lines and signs. Each element has been considered in turn below:
- 3.26 Lines and signs maintenance is a significant part of the service provided by NSL, as enforcement action should only take place if the restrictions are correct. The Council first asked NSL to provide lining and signing services in 2007 so that we could respond to issues affecting parking enforcement more quickly and focus on priority areas where required.
- 3.27 Faults are reported in a number of ways: by Parking Attendants on-street, through calls/e-mails from members of the public to our Parking Services team and also from the Parking Services team themselves during the course of investigating parking ticket disputes. NSL have a maintenance schedule which all faults are fed into and then prioritised in accordance with Council priorities. Higher priority is given to anything that causes a safety hazard, such as damaged poles or loose signs, and NSL aim to make these safe within 24 hours.
- 3.28 Utilities Contractors are responsible for their own line/sign reinstatements when work is done on the carriageway. It is often the case that instances of perceived inaction by the Council are caused by delays to the provision of permanent reinstatement by the Utility company responsible.
- 3.29 In 2017/18 parking operations spent £520,000 on lines and signs maintenance, which is almost treble the budget spent ten years ago.
- 3.30 The steadily increasing provision for lines and signs maintenance in the contract budget reflects the importance of clear and correct parking restrictions when trying to encourage compliance with the parking restrictions and take enforcement action.
- 3.31 The number of parking tickets that are cancelled due to lines and signs issues has reduced significantly over the past ten years. In 2007/8 we cancelled 2,569 parking tickets due to missing lines and signs, however, in 2017/18 we only cancelled 556 parking tickets for this reason.
- 3.32 Reduced cancellation rates are clear evidence that an increased recognition of the need for effective signs and lines maintenance, coupled with an increased maintenance budget and improved reporting can have a significant and positive impact on the enforceability of on-street restrictions.
- 3.33 In addition to the Council lining and signing teams, NSL are also sometimes asked to undertake the installation of new road markings and signage in relation to new parking restrictions and TROs. The scheduling of these works is often the responsibility of the Council client team who are requesting the works and NSL provide different lining and signing squads for these jobs, separate from those working on maintenance, in order to ensure that they are delivered in line with the works schedule.

- 3.34 As things currently stand, Parking Operations are responsible for the provision of parking restrictions within the Controlled Parking Zones (CPZs) and Priority Parking Areas. Outside of these areas, the Localities are responsible for all aspects of community engagement and the development and design of any new parking restrictions, such as new Double Yellow Lines for road safety reasons.
- 3.35 Parking Operations are aware that there is currently a large backlog of outstanding jobs across all Locality teams which is a cause of concern for some Councillors. The responsibility for these jobs will transfer to Parking Operations as part of the transport realignment, however budget allocation and staff resourcing have yet to be finalised.
- 3.36 For approved works, both in the case of maintenance and new works, the perceived delay to lining and signing work can often be due to the need for works to be registered, which can immediately add one month to the work schedule. Certain types of work are legally required to be registered with the road works commissioner, particularly if underground services may be present. There is also a waiting period before works can be undertaken on certain routes which are deemed to be traffic sensitive. Weather can also have a significant impact on when lining works can be carried out.

Vehicle Removals

- 3.37 The main functions of the Car Pound are to carry out vehicle removals to the Car Pound and also to undertake vehicle relocations; ensuring that events, Temporary Traffic Regulation Orders (TTROs) and parking suspensions are cleared on time.
- 3.38 The Pound also assists greatly in helping us manage persistent evaders, those motorists who incur large numbers of parking tickets and do not pay them, by providing us with a mechanism by which we can target removal of these vehicles in order to obtain address details for the owner.
- 3.39 Currently demand for removals and relocations is greater than the resources that are available. The Council has a duty to clear all TTROs so that the associated works or events can proceed on time, meaning that vehicle relocations for these TTROs generally have to be prioritised over vehicle removals.
- 3.40 There is no charge to the vehicle owner when their vehicle is relocated. This is because the vehicle was considered to have been parked before the temporary restrictions came into effect, and potentially before the temporary restrictions were even advertised. Only vehicles which park in the affected area after it has been cleared of vehicles are issued with a parking ticket and removed to the Car Pound.
- 3.41 Any vehicle parked in contravention of the parking restrictions may be removed to the Car Pound. However, vehicle removals are an emotive issue and to ensure that as many of our removals as possible are proportionate to the parking restriction contravened, we use Key Performance Indicators and a removal priorities list to ensure that we are targeting the correct contraventions.

- 3.42 Unfortunately, the cost of a parking ticket does not always act as a sufficient deterrent to some drivers, who regularly park in contravention of the parking restrictions and accept a parking ticket in order to park close to their desired location. As these parking tickets are paid quickly, no further action is currently being taken against these drivers or their vehicles.
- 3.43 Vehicles which are seen regularly parking in contravention of the regulations can be upsetting to members of the public and generate a high number of complaints to the Council. In order to address this problem, Parking Operations are proposing to introduce a new removal priority for Persistent Offenders - ie vehicles which regularly receive parking tickets.
- 3.44 Should a Persistent Offender receive a parking ticket for any reason, the vehicle would be classed as a high priority removal by NSL.

4. Measures of success

- 4.1 The enforcement contract will continue to be managed using a set of dynamic, quality based KPIs. Achievement of these increasingly challenging KPIs will result in quality performance payments being made to the contractor.
- 4.2 The KPIs are reviewed regularly and made more challenging on at least an annual basis, meaning that the contractor's performance will have to improve throughout the contract's lifespan.

5. Financial impact

- 5.1 There is anticipated to be no financial impact as a result of the recommendations contained within this report.

6. Risk, policy, compliance and governance impact

- 6.1 It is considered that there are no known risk, policy, compliance or governance impacts arising from this report.

7. Equalities impact

- 7.1 Consideration has been given to the Council's Public Sector Duty in respect of the Equalities Act 2010.
- 7.2 Enforcement of the parking restrictions and improved communication between the Council and our enforcement contractor will improve accessibility for residents, businesses and visitors to the city, providing enhancements in terms of Individual, Family and Social Life, Age and Disability by helping people to park closer to their destinations or their homes.

- 7.3 Enforcement of the parking restrictions and continued communication of how enforcement is carried out will assist residents to participate in public life. Enforcement and communication improves access for all residents and visitors, helping to minimise the disadvantage for people with mobility difficulties or those with children. Enforcement of the parking restrictions and continued communication ensures that there is an equality of opportunity for all road users.
- 7.4 Protection measures for vulnerable groups have been included, ensuring that all personnel involved in the delivery of the contract have basic disclosure certification and suppliers will have appropriate procedures in place for dealing effectively with children and vulnerable adults.

8. Sustainability impact

- 8.1 The proposals in this report are not expected to impact negatively on carbon emissions. The continued enforcement of parking restrictions will encourage people not to park incorrectly and to consider their parking options. It is considered that without proper enforcement carbon emissions would increase greatly and to a level above those produced from enforcement activities.
- 8.1.1 The proposals in this report are not expected to impact negatively on the city's resilience to climate change impacts. Without effective parking controls and enforcement, incorrectly parked vehicles would slow down public transport and this could encourage more people to use their private vehicles; and
- 8.1.2 It is possible that future improvements to the provision of parking enforcement could have beneficial impacts on carbon emissions.
- 8.2 The impacts of this report in relation to the duty on sustainability have been considered and the outcomes are summarised below.
- 8.2.1 The proposals in this report are not expected to impact negatively on social justice. The enforcement of parking restrictions ensures that; disabled persons' parking places are used correctly, ensures clear access to public transport stops, improves road safety by removing dangerously parked vehicles from junctions and encourages walking and cycling in the city. Good access to transport helps reduce the negative effects of social exclusion;
- 8.2.2 The proposals in this report are not expected to impact negatively on economic wellbeing. Parking enforcement ensures that there are good parking opportunities outside local businesses for their customers and for their deliveries. Parking permits are also available for local businesses to help them operate efficiently and enforcement keeps places free for their use and not occupied all day by vehicles which do not contribute to the local economy. Enforcement also ensures that trams can run effectively such as removing incorrectly parked vehicles. The Tram is a significant economic link between the Airport, Edinburgh Park, Haymarket and the city centre; and

8.2.3 The proposals in this report are not expected to impact negatively on the city's environmental good stewardship.

9. Consultation and engagement

- 9.1 This report is an update on of Decriminalised Traffic and Parking Enforcement in Edinburgh and was written as a result of an intervention by Councillor Booth.
- 9.2 Parking Operations have met with the Transport Spokesperson's from each political party to discuss the concerns that are addressed in this report.
- 9.3 There was no need for any further consultation with any other stakeholder.

10. Background reading/external references

- 10.1 Item 7.5 [Decriminalised Traffic and Parking Enforcement in Edinburgh](#) heard by the Transport and Environment Committee on 17 March 2015.
- 10.2 Item 7.6 [Decriminalised Traffic and Parking Enforcement in Edinburgh](#) heard by the Transport and Environment Committee on 17 May 2018.
- 10.3 Motions, amendments and addendums; [Motion by Councillor Booth](#), at the Transport and Environment Committee on 17 May 2018

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11. Appendices

None

Transport and Environment Committee

10.00am, Thursday, 6 December 2018

Smarter Choices, Smarter Places Programme

Item number	7.5
Report number	
Executive/routine	
Wards	All
Council Commitments	18 , 19

Executive Summary

The Council has been running annual programmes of behaviour change initiatives, to encourage the uptake of active and sustainable travel and reduce single car occupancy trips, each year since 2015. These are externally funded by the Smarter Choices, Smarter Places (SCSP) grant, which is Paths for All's active and sustainable travel behaviour change programme.

This report provides an update on the Council's 2017-18 and 2018-19 programmes and presents a proposed outline programme for 2019-20, based on current expectations around Paths for All funding.

It also seeks authority for the Service Manager – Transport Network, in consultation with the Convener and Vice Convener, to further develop and deliver the proposed outline programme for 2019-20 and to develop and deliver programmes annually for future financial years, on an ongoing basis.

Smarter Choices, Smarter Places Programme

1. Recommendations

- 1.1 It is recommended that the Committee:
 - 1.1.1 notes the updates on the 2017-18 and 2018-19 programmes;
 - 1.1.2 agrees to delegate powers to the Senior Manager – Roads Network, in consultation with the Convener and the Vice Convener as appropriate, to further develop and deliver the proposed outline programme for 2019-20, and to develop and deliver programmes annually for future financial years; and
 - 1.1.3 discharges the motion put forward by Councillor Corbett in relation to item 8.6 'Award of Workplace Travel Planning Contract 2018-19' at the Finance and Resources Committee on 16 August 2018.

2. Background

- 2.1 The Council has been running annual programmes of behaviour change initiatives, to encourage the uptake of active and sustainable travel and reduce single car occupancy trips, each year since 2015. These are externally funded by the Smarter Choices, Smarter Places (SCSP) grant, which is Paths for All's active and sustainable travel behaviour change programme.
- 2.2 SCSP funding is revenue funding which is allocated to Local Authorities across Scotland, based on population size. Previous allocations have been based on £1 per head of population. Additional funding may be available, if other Local Authorities choose not to take up all or part of their allocation.
- 2.3 The proposed outline programme for 2019-20, as set out in Appendix 2 to this report, is based on an anticipated funding award of £450,000. It also allows for potential additional projects to a total value of £100,000, which could be funded by any additional funding which is allocated to the Council.
- 2.4 SCSP funding has provided us with the opportunity to run new types of initiatives, to engage with people regarding their travel choices, and to encourage people to make sustainable travel choices. These have included public engagement events, awareness raising campaigns and research projects to enable the Council to gain knowledge and insight regarding the reasons for travelling by different modes of transport.

3. Main report

Update on 2017-18 Programme

- 3.1 A post completion monitoring and evaluation report for the 2017-18 programme was submitted to Paths for All in June 2018. This outlined the outcomes and outputs of the programme, in accordance with the monitoring and evaluation plan which was submitted with the bid for funding. These outcomes and outputs are summarised in Appendix 1 to this report.
- 3.2 A key project in the 2017-18 programme was undertaking a series of travel planning activities in workplaces, working with major employers in the city. In February 2018, the project won the award for Partnership Working at the Scotland Excel Supplier Excellence Awards, and has recently been shortlisted for an award in the Chartered Institution of Highways and Transportation (CIHT) Scotland Amalgamated Construction (AMCO) Environmental Award category.
- 3.3 The programme also involved organising a series of events to promote walking and cycling, including the first Let's Ride event in September 2017, led by a partnership between HSBC UK and British Cycling, which involved the temporary closure of roads to allow for cycling within the city centre in a traffic free environment for one day. Fourteen other cities across the UK also hosted Let's Ride events, where combined, 100,000 people attended, cycling 1.5 million kilometres in total. Across all fourteen events, 56% of people were taking part in their first British Cycling mass participation cycling event, 91% of people enjoyed a positive experience, 79% of people were encouraged to take part in a City Ride because it offered a traffic-free route, 59% took part in a City Ride to spend time with their family, and 41% of participants took part in a City Ride to encourage their kids to be active. Due to the event's success and popularity with members of the public, Edinburgh hosted a second Let's Ride event in June 2018. The Council offered a funding contribution from the SCSP programme, and on both occasions, these events attracted thousands of people. The Council offered travel planning advice to members of the public at both events, to offer additional support to enable people to have confidence to continue cycling for everyday journeys following the event.
- 3.4 A series of social marketing campaigns promoting the QuietRoutes network were also undertaken, which included paid-for advertising on Facebook and Twitter. A campaign in Summer 2017 targeted families, and a campaign in Autumn 2017 targeted university and college students, promoting routes connecting into major campuses. A campaign then followed in Spring 2018, which focused on targeting families around the South Gyle area. An example of the effectiveness of these campaigns is the Spring 2018 campaign which ran for a total of five weeks and reached a total of 209,593 people on Facebook and 47,510 people on Twitter, generating 2,619 clicks to the website, equating to a weekly average of 523 and a daily average of 75. Pre-campaign, visits to the web pages were very low, and so this type of initiative has demonstrated an effectiveness in driving people to visit the pages, download maps of the city showing QuietRoutes and view the Council's plans to improve active travel infrastructure this financial year.

Update on 2018-19 Programme

- 3.5 The projects within the 2018-19 programme are currently being delivered and monitoring data is being collected for each project as per the monitoring and evaluation plan which was approved by Paths for All. A post completion monitoring and evaluation report will be submitted to Paths for All in May/June 2019.
- 3.6 Major progress to date includes:
- 3.6.1 award of a travel planning contract, which is offering travel planning advice to large workplaces across the city to encourage a greater number of employees to walk, cycle and take public transport to work. This programme is engaging with 33 organisations over 53 locations so far, and this number is expected to rise as more initiatives are offered to organisations during project delivery;
 - 3.6.2 the recent appointment of a Travel Planning and Research/Monitoring Officer;
 - 3.6.3 delivery of a series of walking and cycling festivals in each of the city's Localities;
 - 3.6.4 delivery of the Clean Air Day Summer Summit in June 2018, involving a temporary road closure and street activation on George Street;
 - 3.6.5 delivery of the second Let's Ride event in June 2018, following on from the success of the event in September 2017;
 - 3.6.6 delivery of the annual 'Be Bright, Be Seen' campaign, encouraging a greater awareness of the importance of wearing high visibility clothing and lights when cycling at night, and of the need for all road users to be conscious of people not being as visible as expected, to coincide with Autumn beginning. This has included a series of awareness raising events undertaken in partnership with Police Scotland, Lothian Buses, and the city's universities and colleges. The campaign has been expanded this year to offer drop-in advice sessions in workplaces in a range of sectors, as part of the workplace travel planning contract. At time of writing, 34 roadshow events have been booked to take place throughout November 2018, and this is expected to rise to meet the target of 50;

- 3.6.7 delivery of the 'On Foot, by Bike' active travel campaign to promote the QuietRoutes network to families during the Summer holidays, which spanned four weeks on social media, reaching 121,280 people, and resulting in 1,877 click-throughs to the Council's walking and cycling web pages;



- 3.6.8 distribution of sustainable travel packs to each household in new 21st Century Homes sites at Clermiston, West Pilton, and Calder Gardens, where 110 travel packs have been handed over at time of writing; and
- 3.6.9 delivery of focus group market research to explore commuter and resident views, as part of the development of the City Mobility Plan. There were six groups comprising residents (where approximately 50% were car owners/drivers) and four groups comprising of commuters, who travel to different parts of the city for work. Each group comprised eight participants.

Bid for 2019-20 Funding

- 3.7 Paths for All funding for SCSP in 2019-20 has not yet been confirmed. We expect to be invited to bid in December 2018. We also expect the method of allocation used previously, based on £1 per head of population, to continue. The amount we expect to be allocated initially is therefore approximately £450,000.
- 3.8 A proposed outline programme for 2019-20 is set out in Appendix 2 to this report. This programme has been developed following consultation with members of the

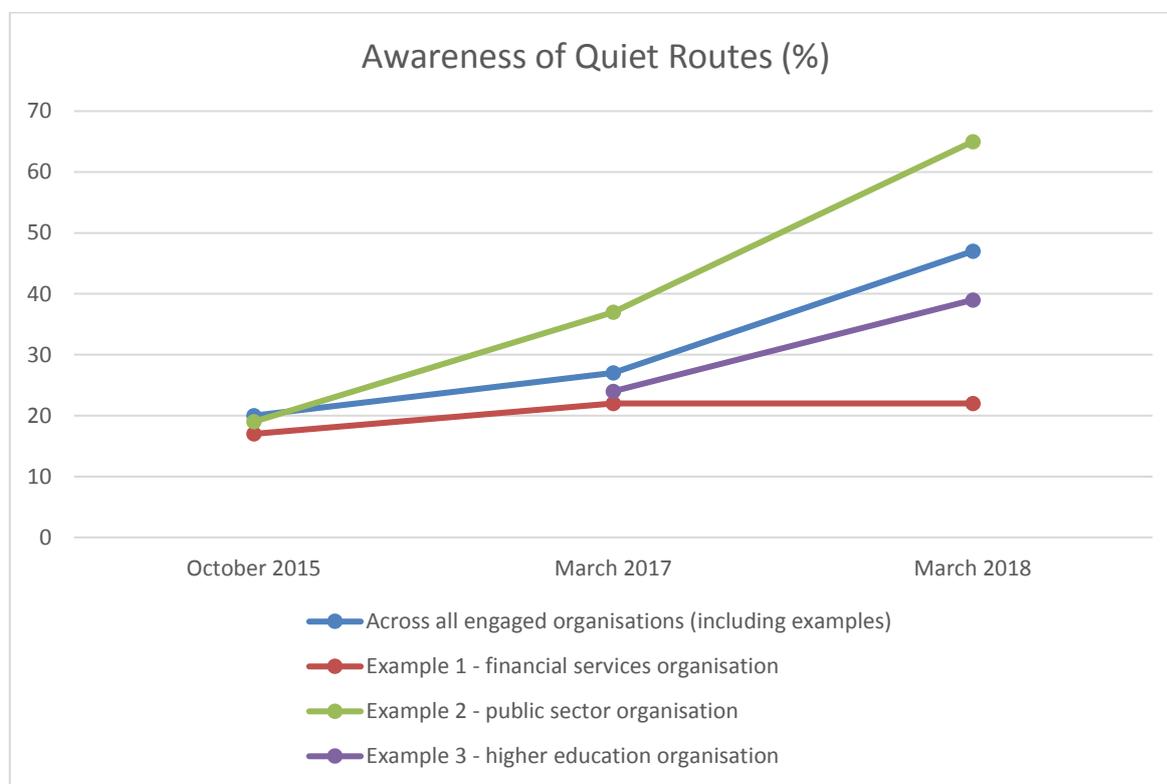
Committee, Council officers and key stakeholder organisations. Further details of this consultation are provided in paragraphs 9.1 to 9.7.

- 3.9 In previous years, the Council has been successful in bidding for additional funds, when other Local Authorities have chosen not to take up all or part of their allocation. The proposed outline programme therefore also allows for potential additional projects to a total value of £100,000.
- 3.10 The Council will submit its funding bid in December 2018 or January 2019 and we expect to receive confirmation of the funding award around March 2019. The period for delivery of the 2019-20 programme will be from 1 April 2019 to 31 March 2020.
- 3.11 Six and twelve month progress reports will be submitted to Paths for All, in September 2019 and June 2020 respectively, which will outline the outcomes which have been achieved in delivery of initiatives. More information on expected outcomes is in provided in Appendix 3 to this report.

Workplace Travel Planning, as part of wider strategy

- 3.12 At the Finance and Resources Committee on 16 August 2018, Councillor Corbett put forward the following motion: “to report to Transport and Environment Committee within 6 months on the barriers identified in translating awareness-raising activity into significant levels of modal shift and recommendations as to how those barriers could be overcome” (moved by Councillor Corbett, seconded by Councillor Miller).
- 3.13 There are a range of barriers to increasing modal shift towards sustainable modes of transport, which relate to 1) infrastructure and services eg public transport; 2) information availability regarding the travel options available to an individual; and 3) social and behavioural influences. Travel planning activities seek to address the information and social/behavioural aspects. The Active Travel Action Plan and Local Transport Strategy contain a suite of actions around infrastructure, services and information provision, which complement travel planning.
- 3.14 To give the greatest potential for changing travel behaviour, it is necessary to implement a co-ordinated programme of infrastructure improvements, information and marketing. Individual elements of the programme can have positive impacts when carried out in isolation, but the potential for behaviour change is greatest when all the elements are co-ordinated. The Council is progressively integrating all of these elements, and is achieving success in securing external funding for projects which complement one another; for example information provision through offering travel planning with employers in West Edinburgh and the developing West Edinburgh Active Travel Network infrastructure. The Council has established links with employers over the past few years in delivering workplace travel planning, and networks are therefore in place to begin to start engaging with an already engaged audience as the plans for the West Edinburgh Active Travel Network develop. In this way, workplace travel planning is laying good groundwork for the upcoming infrastructure improvements, which should help with uptake of the infrastructure when it is delivered.

3.15 Mode share changes are a snapshot of how people are travelling, but no context is given through looking at mode share alone of how aware individuals are of other options available to them, and how likely they might be to make alternative travel choices from origin to destination. In this regard, monitoring data shows this impact more fully when looking at other ways of measuring change, for example the following chart shows that there has been a demonstrable improvement in awareness of the QuietRoutes over the three years. Similarly, following the active travel challenge which was held in Summer 2017 (engaging with 761 people), 17% of people reported they would be more likely to walk to commute, and 43% of people reported that they would be more likely to walk for leisure. In addition, 14% of people reported they felt they would be more likely to cycle to commute, and 31% of people felt this way regarding cycling for leisure following the challenge. The Edinburgh Commuter Challenge (engaging with 1,022 people), which took place in January 2018, reported that 34% of people were more likely to travel by foot, bike or public transport as a result of the challenge.



3.16 In light of the above, it is recommended that Committee discharges Councillor Corbett’s motion.

4. Measures of success

4.1 Paths for All have prepared a set list of draft outcomes that all 2019-20 SCSP programmes should set out to achieve. Each project within the programme should set out to achieve one of these outcomes:

4.1.1 More people choose to walk or cycle for short local journeys;

4.1.2 More people choose sustainable transport options for longer journeys;

- 4.1.3 People develop more positive attitudes towards sustainable transport choices;
 - 4.1.4 People's knowledge about sustainable transport choices increases; and
 - 4.1.5 Increases evidence base for sustainable transport interventions.
- 4.2 Projects will be delivered in accordance with a monitoring and evaluation plan, which will be submitted along with the funding bid. Subject to approval by Paths for All, the monitoring and evaluation plan will be followed during project delivery and outcomes will be reported after six and twelve months.

5. Financial impact

- 5.1 50% match funding is required for the Council to bid for these funds.
- 5.2 It is proposed to continue to match the SCSP funding against the Council's Capital spending on footway renewals and improvements, as has been done for previous year's programmes and agreed with Paths for All.

6. Risk, policy, compliance and governance impact

- 6.1 It is important that the programme can be managed and adjusted effectively during the financial year. It is therefore proposed that the Committee delegates powers to the Senior Manager – Roads Network, in consultation with the Convener and the Vice Convener as appropriate, to further develop and deliver the proposed outline programme for 2019-20, and to develop and deliver programmes annually for future financial years.
- 6.2 The SCSP programme provides a positive impact in delivering the Council's Local Transport Strategy and allows progress to be made in delivering a key component of the Active Travel Action Plan (ATAP), to improve active travel marketing. Without the SCSP funding, there would be little or no progress on this important aspect of the ATAP.

7. Equalities impact

- 7.1 An Equalities and Rights Impact Assessment is in progress for SCSP and this will continue into 2019-20.
- 7.2 There are likely to be positive impacts on enhancing the range of human rights. In particular, the programme encourages participation in active travel and promotes an increased awareness of vulnerable road users and the health and social benefits associated with active travel.

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, and the outcomes are summarised below. Relevant Council sustainable development policies have been considered.
- 8.2 The proposals in this report will reduce carbon emissions and help achieve a sustainable Edinburgh, as the project will help develop and contribute towards the outcomes of the Active Travel Action Plan and Local Transport Strategy 2014-2019.
- 8.3 Sustainability risk is low. The project itself is centred around promoting sustainable travel and transport by employers that are based in the city.

9. Consultation and engagement

- 9.1 To assist with the development of the proposed outline programme for 2019-20, two surveys were distributed in October 2018 to solicit feedback on priorities for the SCSP programme. Online surveys were sent to members of the Transport and Environment Committee and the Active Travel Forum, relevant Council Officers and representatives of key stakeholder organisations that have been closely involved in the delivery of the Council's SCSP programme.
- 9.2 The survey asked stakeholders to identify which types of initiatives they consider to be the most important to delivering our SCSP programme and to rate the effectiveness of the delivery of each of the individual SCSP-funded initiatives undertaken to date in Edinburgh. The survey also gave people the opportunity to suggest other comments regarding an SCSP programme for 2019-20.
- 9.3 The following initiatives were reported as the types of initiatives which are most important to the programme:
 - 9.3.1 Public opinion gathering for three major projects undertaken in parallel: Low Emission Zones, Local Transport Strategy (City Mobility Plan) and City Centre Transformation.
 - 9.3.2 Events creating vehicle-free parts of the city centre.
 - 9.3.3 Street design guidance training sessions for relevant Place officers.
 - 9.3.4 Events creating vehicle-free parts of residential areas.
 - 9.3.5 Grants for schools to run own active travel/road safety campaigns and events.
 - 9.3.6 Bikeability level 3 tuition ('Bike4ever') in secondary schools.
- 9.4 The following were reported to be the initiatives which the Council has been most effective in delivering to date:
 - 9.4.1 Drop-in 'Dr Bike' bicycle safety checks and quick repairs for members of the public.
 - 9.4.2 Events creating vehicle-free parts of the city centre.

- 9.4.3 Events creating vehicle-free parts of residential areas.
- 9.4.4 Offering sustainable travel roadshows to organisations which include Dr Bike sessions, representation from public transport operators and information about site-specific offers eg Bike to Work schemes.
- 9.4.5 Tram/cycle safety awareness raising campaign.
- 9.4.6 Street design guidance training sessions for relevant Place officers.
- 9.4.7 Contribution to Bike Life study undertaken jointly with Sustrans, producing a snapshot account of public opinion on cycling in the city.
- 9.5 Suggestions for the use of SCSP funding in the future fell into the following themes:
 - 9.5.1 Travel planning for members of the public, travelling to major events.
 - 9.5.2 Additional research co-ordinated with the emerging City Mobility Plan.
 - 9.5.3 Continuing to offer workplace travel planning.
- 9.6 Officers recommend continuing with workplace travel planning because the programme is continuing to reach a wide range of employers and, in particular, continuing to engage with those where investments are being made in new infrastructure for example in Edinburgh Park and South Gyle. Continuing to engage with these employers is beneficial as plans develop for upcoming infrastructure improvements.

10. Background reading/external references

- 10.1 External review of SCSP programmes across Scotland, commissioned by Paths for All and undertaken by Social Value Lab
<https://www.pathsforall.org.uk/mediaLibrary/other/english/14615.pdf>

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11. Appendices

- 11.1 Appendix 1 - Summary of Outcomes and Outputs of 2017-18 Programme
- 11.2 Appendix 2 - Proposed Outline Programme for 2019-20
- 11.3 Appendix 3 – Expected Outcomes from Proposed 2019-20 Programme

Summary of Main Outcomes and Outputs of 2017-18 Programme

A post completion monitoring and evaluation report for the 2017-18 programme was submitted to Paths for All in June 2018. This outlined the outcomes and outputs of the programme, in accordance with the monitoring and evaluation plan which was submitted with the bid for funding. The below table is a summary of the data submitted in the report.

Work Package	Summary of Outputs	Summary of Outcomes
WP 1 Travel Planning	<ul style="list-style-type: none"> • 56 sustainable travel roadshows within 27 organisations, engaging with 1,550 people, and distributing 3,800 active travel maps • 1 active travel challenge engaging with 761 staff members, from organisations across Edinburgh, resulting in 17% of respondents reporting to be more likely to walk to commute, and 43% for leisure, and 14% more likely to cycle for commuting and 31% for leisure as a result of taking part in the challenge • 1 more public transport-centred challenge engaging with 1022 staff members, from organisations across Edinburgh, resulting in 34% of respondents reporting to be more likely to travel by foot, bike or public transport more regularly as a result of taking part in the challenge. 91% of respondents would take part in a similar challenge again 	<ul style="list-style-type: none"> • Overall increase in awareness of On Foot by Bike campaign from 17% to 35% • Overall increase in awareness of QuietRoutes from 20% to 47% • 77% of organisation contacts felt they had been encouraged to continue travel planning for their organisation as a result of the programme • Respondents were asked about their thoughts on their travel behaviour changes over the past few months, in April 2018: <ul style="list-style-type: none"> ○ 51% had walked more ○ 18% had cycled more ○ 39% had used public transport more ○ 39% had driven less • Respondents were asked about their likelihood of using more active/sustainable travel modes after taking part in the initiatives: <ul style="list-style-type: none"> ○ 24% likely ○ 33% already travel this way

<p>WP 2 Route Marketing</p>	<ul style="list-style-type: none"> • Five events in Autumn 2017 over the course of five days organised in partnership with Streets Ahead, and universities and colleges to promote 'Be Bright, Be Seen' • Delivery of the third annual Inverleith festival of walking and cycling • Buggy Walks, which had approx 1,000 members of an online networking group, and weekly walks resulted in 444 participants in total over the financial year • Offered Bikeability level 3 cycle tuition in the form of a small group bike club over the course of Spring 2018, to two secondary schools per Locality of the city • Four 'A Path for Everyone' community engagement events, and a promotional campaign to encourage people to use shared use paths with consideration for others • Delivery of led cycle rides over the course of four weeks, offering tuition to 350 people who were previously not confident when cycling • Delivery of three QuietRoutes promotional campaigns, in Summer 2017, Autumn 2017 and Spring 2018 	<ul style="list-style-type: none"> • Valuable engagement opportunities with students and employees of universities and colleges • Inverleith festival involved a series of information stalls, interactive activities for all ages, including a guided cycle ride, where the majority felt that this was an enjoyable experience, and that they would consider cycling more as a result of the cycle ride • 60% of respondents felt that their level of walking had increased outwith the guided buggy walks • Offering Bikeability level 3 tuition in this format has received positive feedback, teachers at one of the participating schools have taken the offer of cycle ride leader tuition, to continue delivering led rides as part of school activities • Feedback showed that 91% of people noticed signage on the North Edinburgh Path Network, and 36% of people said that the signage was making a difference to people's attitudes towards others when in shared use space • Guided cycle ride routes were a combination of 20mph roads, and the QuietRoutes network, opening up the opportunity to cycle on roads with slower traffic to those who would
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		<p>prefer to do this in a group setting</p> <ul style="list-style-type: none"> • QuietRoutes campaigns have been effective ways to drive traffic to the web pages, and enable people to download maps of off-road routes in their area. The web pages are demonstrably more well-used during campaign delivery than outwith these times.
WP 3 Research and Development	<ul style="list-style-type: none"> • Living Streets' 'Walk once a Week' sustainable travel rewards programme was able to engage with nine primary schools throughout 2017-18 	<ul style="list-style-type: none"> • The WOW programme has resulted in positive feedback from teachers and pupils, with both groups noting that the events which go alongside the programme are engaging, and are offering encouragement towards greater active travel numbers to school
WP4 20mph and Active Travel Street Management	<ul style="list-style-type: none"> • Community engagement has been a large part of promoting the 20mph roll-out, and the Council has arranged a number of events such as the 'Glow Ride' inspired by events in New Orleans • A social media page has been set up, which had over 200 followers in June 2018, when monitoring data on the 2017-18 programme was prepared 	<ul style="list-style-type: none"> • Information regarding the effectiveness of advertising shows that 20mph speed signs and markings are the main way people had heard about 20mph (63%), followed by lamp post banners (42%), newspaper (37%), TV news stories (25%), word of mouth (24%) and bus advertising (17%)

Note:

An output is defined as something which took place (eg an awareness raising event) during project delivery.

An outcome is defined as a change in awareness, attitude, opinion, or behaviour, as result of the initiative.

Proposed Outline Programme for 2019-20

The table below contains an indication of how the budget might be allocated, under the assumption that the Council is invited to bid for funding in the region of £450,000 for the period 2019-20.

The Council was able to secure £98,000 of additional funding in 2018-19, above its original allocation of £456,000, and so the table outlines how an additional sum in the region of £100,000 might be allocated between work packages.

Work Package	Allocated Sum from Core Bid (£k)	If additional funding were available, additional bid to support delivery of projects within work package (£k)
WP 1 – Workplaces <ul style="list-style-type: none"> • Offering travel planning services to large workplaces • Travel planning for Council staff 	150	50
WP 2 – Schools <ul style="list-style-type: none"> • School travel planning and sustainable travel rewards programmes 	50	20
WP 3 – Communities <ul style="list-style-type: none"> • Lets Ride event • Guided cycle rides • Community travel planning • Road safety education in partnership with Police Scotland • Travel packs for social housing • Active travel behaviour change campaigns • Travel planning for major events 	150	20
WP 4 – Research and Development <ul style="list-style-type: none"> • Contribution to Bike Life study, undertaken in partnership with Sustrans • Building knowledge base 	100	10
Totals	450	100

Expected Outcomes from Proposed 2019-20 Programme

As noted in paragraph 4.1, each project should cover one of the following expected outcomes:

- More people choose to walk or cycle for short local journeys;
- More people choose sustainable transport options for longer journeys;
- People develop more positive attitudes towards sustainable transport choices;
- People's knowledge about sustainable transport choices increases; and
- Increases evidence base for sustainable transport interventions.

Work Package	Expected outcomes (one per initiative as per guidance from Paths for All)
WP 1 – Workplaces <ul style="list-style-type: none"> • Offering travel planning services to large workplaces • Travel planning for Council staff 	<ul style="list-style-type: none"> • More people choose to walk or cycle for short local journeys; or more people choose sustainable transport options for longer journeys
WP 2 – Schools <ul style="list-style-type: none"> • School travel planning and rewards 	<ul style="list-style-type: none"> • More people choose to walk or cycle for short local journeys; or more people choose sustainable transport options for longer journeys
WP 3 – Communities <ul style="list-style-type: none"> • Lets Ride event • Guided cycle rides • Community travel planning • Road safety education in partnership with Police Scotland • Travel packs for social housing • Active travel behaviour change campaigns • Travel planning for major events 	<ul style="list-style-type: none"> • People's knowledge about sustainable transport choices increases
WP 4 – Research and Development <ul style="list-style-type: none"> • Contribution to Bike Life study, undertaken in partnership with Sustrans • Building knowledge base 	<ul style="list-style-type: none"> • Increases evidence base for sustainable transport interventions

Transport and Environment Committee

10am, Thursday, 6 December 2018

Fields in Trust Active Spaces Programme

Item number	7.6
Report number	
Executive/routine	
Wards	Forth; Portobello/Craigmillar;
Council Commitments	43

Executive Summary

The City of Edinburgh Council has an opportunity to secure Active Spaces funding from Fields in Trust and strengthen its commitment to protect and improve its public parks by supporting the creation of a Minute of Agreement with Fields in Trust for West Pilton Park and Little France Park.

Fields in Trust Active Spaces Programme

1. Recommendations

- 1.1 That Committee supports the execution of a Minute of Agreement with Fields in Trust for West Pilton Park and Little France Park to enable Active Spaces funding and protect both parks as recreational open spaces for current and future generations.

2. Background

- 2.1 Using a Minute of Agreement, the independent charity Fields in Trust works in partnership with local authorities to protect parks and green spaces in perpetuity for current and future generations to enjoy. It is a robust yet flexible way of legally safeguarding a space, making it necessary that the owner seeks permission from Fields in Trust before unsympathetic developments can take place.
- 2.2 To date, the City of Edinburgh has registered 32 public parks with Fields in Trust, or under its previous operating name, the National Playing Fields Association, via a series of memorial or celebratory programmes: 3 King George V Memorial Parks (1930s-1950s), 3 Millennium Fields (2000), a Golden Jubilee Field (2002), 24 Queen Elizabeth II Diamond Jubilee Fields (2011), and a Centenary Field (2014).
- 2.3 Fields in Trust is now seeking to secure new Fields in Trust protected sites across the UK as part of its “Active Spaces” programme.

3. Main report

- 3.1 Parks are important public health solutions in urban communities. Research evidence confirms that nearby parks, gardens, and other green spaces support human health and wellness. Active living opportunities that reduce the likelihood of obesity and chronic diseases (such as diabetes, heart disease and respiratory problems) are particularly improved where people can enjoy walking, cycling, play, and other physical recreation in their local park or green space.
- 3.2 Fields in Trust’s Active Spaces programme aims to secure the protection of parks and green spaces across the UK and increase participation in many different physical activities within these. It focuses on funding projects that inspire the most inactive communities to get active in their local parks and green spaces.

- 3.3 Working in partnership with the Edinburgh and Lothians Greenspace Trust, the Council has secured Active Spaces funding from Fields in Trust to run a series of exercise and recreational activities in West Pilton Park, and has been invited to submit an additional funding application for similar activities in Little France Park, Craigmillar. However, this and future Fields in Trust funding for park activities is dependent upon them receiving protection through a Minute of Agreement between landowner (the Council) and funder (Fields in Trust).
- 3.4 West Pilton Park and Little France Park are both situated in deprived areas that have high levels of obesity and ill-health as reflected in the latest Scottish Index of Multiple Deprivation figures. Active Spaces funding will therefore be used to run a programme of outdoor fitness activities aimed at families and single parents. Healthy lifestyle development officers, who are specialist fitness trainers and have experience in working with families and young people, will organise a series of exercise activities and taster sessions, including boxercise, green gym, and gentle keep fit in both parks.
- 3.5 West Pilton Park is situated in Pilton, and is also close to Muirhouse. Spread over two levels, the upper level has three children's play areas for toddlers, juniors, and teens. The lower section is a large grassy open space which is given over to games and a football pitch. There are four small woodlands located to the edges of the park. An all-weather pitch to the north-east edge of the park is run by the West Pilton Neighbourhood Centre.
- 3.6 Little France Park, between Craigmillar, Bioquarter, and the Edinburgh Royal Infirmary, is Edinburgh's latest public park, officially opened by Cllr MacInnes on 28 September 2018. To date, an Active Travel cycle route and linking footpath network has been laid-out across the park. Extensive fly-tipping has been removed, invasive non-native species tackled, diseased trees felled, and boundaries defined and made safe. A management plan is now being drafted, which will identify and programme the next phase of improvement works and engagement activities.

4. Measures of success

- 4.1 Being awarded Active Spaces grants to support local communities develop active lifestyles.
- 4.2 The protection of West Pilton Park and Little France Park as valued community green spaces via a Minute of Agreement with Fields in Trust.

5. Financial impact

- 5.1 Internal legal administration costs. These will be met from the Parks, Greenspace and Cemeteries revenue budget.

- 5.2 £50,000 of secured Active Spaces grant funding is subject to the completion of Fields in Trust Memoranda of Understanding: £25,000 for Little France Park and £25,000 for West Pilton Park.

6. Risk, policy, compliance and governance impact

None

7. Equalities impact

None

8. Sustainability impact

- 8.1 Protection of these public parks in perpetuity will realise multiple environmental, social and economic benefits for this and future generations.

9. Consultation and engagement

- 9.1 A recent consultation in Pilton seeking views on how to improve West Pilton Park generated 152 responses. Most people wanted more fitness activity sessions, fun days and sports. The Moving Forward report based on a participatory review into physical exercise in North Edinburgh summarised opinion from 170 local people who took part in listening activities, interviews and focus groups to identify the common issues in the area. The process reiterated the need to encourage, support and develop a community led approach to increase physical activity participation in the area.
- 9.2 Building on the extensive community engagement programme delivered in Spring 2018, a community engagement officer is presently discussing future features and activities with residents and other user groups living and working close to Little France Park. Facilitated walks and related activities are now taking place, and further environmental art focussed activities and workshops are planned for Autumn 2018. All of these will help garner opinions to influence future site improvements.

10. Background reading/external references

- 10.1 <http://www.fieldsintrust.org/active-spaces>

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11. Appendices

- Appendix 1 West Pilton Park Location Plan
- Appendix 2 Little France Park Location Plan

West Pilton Park Location Plan



Little France Park location plan



Transport and Environment Committee

10.00am, Thursday, 6 December 2018

Annual Air Quality Update

Item number	7.7
Report number	
Executive/Routine	
Wards	All
Council Commitments	

Executive Summary

This report provides an annual update on 2017 air quality monitoring data, trends and emerging issues.

In general, long term trends show concentrations are going down for both Nitrogen Dioxide (NO₂) and particles (PM_{2.5} and PM₁₀), however there remains, a number of hot-spot areas where legal standards are breached.

The report also outlines progress with actions to improve air quality which are predominately based on promoting cleaner transport, improving traffic flow and easing congestion (by use of intelligent traffic signalling) and promoting modal shift away from car use.

In terms of Low Emission Zone (LEZ) development, a consultation will be undertaken on a proposed LEZ scheme in 2019.

Nationally, the Scottish Government has committed to a full review of the air quality (Cleaner Air for Scotland) strategy by 2020, to take account of other sources, such as domestic wood burning and agriculture, as well as transport.

Annual Air Quality Update

1. Recommendations

- 1.1 It is recommended that the Committee notes the contents of this report.

2. Background

- 2.1 Under the Environment Act 1995 and the associated Local Air Quality Management (LAQM) framework, all local authorities are duty bound to review and assess air quality in their areas against national pollution objectives. When a pollutant fails to comply with an objective, 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 Edinburgh has declared six Air Quality Management Areas (AQMAs) - five for the pollutant nitrogen dioxide (NO₂) and one for fine particulates (PM₁₀).
- 2.3 The Council's current Air Quality Action Plan for NO₂ requires to be revised to reflect national and local policy direction and investigate new measures. A draft PM₁₀ Air Quality Action Plan for the Salamander Street AQMA is expected in early 2019.
- 2.4 The Council produces an Annual Progress Report (APR) under the terms of the aforementioned Act which contains monitoring data, data trends, emerging issues and an update on progress which has been made with respect to actions that may improve air quality. The report, described herein, is undertaken in accordance with the Technical Guidance (TG16) issued by the Department of Environment Food and Rural Affairs (DEFRA) and approved by the Scottish Government following peer reviewed by DEFRA and Scottish Environment Protection Agency (SEPA). The previous annual update was presented to the Transport and Environment Committee on 5th October 2017.
- 2.5 In February 2018 the Environment Climate Change and Land Reform committee of the Scottish parliament reported on its inquiry into air quality in Scotland, particularly in respect to the Cleaner Air for Scotland (CAfS) strategy. This is a national cross-government strategy that sets out how the Scottish Government and its partner organisations propose to reduce air pollution further to protect human health and fulfil Scotland's legal responsibilities as soon as possible. A series of actions across a range of policy areas are outlined, a summary of which is available at the link below. Progress by the Council against relevant actions within this strategy is also demonstrated in the Annual Progress Report. Some of the findings of the inquiry are presented in the main body of this report.

- 2.6 The Scottish Government has committed to work with Scotland's four biggest cities Glasgow, Edinburgh, Aberdeen and Dundee, to introduce LEZs in those cities between 2018 and 2020. The Council has confirmed its intention to support this commitment to a LEZ in a report to the Transport and Environment Committee in May 2018.
- 2.7 In June 2018 the Transport (Scotland) Bill was introduced to the Scottish Parliament. This will provide legislation that enables the creation and civil enforcement of low emission zones in Scotland. The Bill will allow the government to set consistent national standards for a number of key aspects of LEZs including vehicle emissions, penalties, certain exemptions and parameters for grace periods. Local authorities will then have the powers to create, enforce, operate or revoke a LEZ in their areas. The Bill is currently progressing through Parliament and is expected to be enacted by Summer 2019.
- 2.8 LEZ design and development is currently being considered alongside two other major transport related strategies; the City Mobility Plan (a revised Local Transport Strategy), and the City Centre Transformation Project, which aims to re-imagine how people move around and use the city centre. In respect to these three projects, a substantial public consultation process was undertaken in Autumn 2018, which will help inform plans for each project as they are developed during 2019.

3. Main report

Monitoring Regime

- 3.1 Nitrogen Dioxide (NO₂) and Particulate Matter (PM₁₀), are typically the pollutants of concern in most urban areas in the UK. In Scotland it also became a statutory requirement for local authorities to review and assess the smaller fraction of particles (PM_{2.5}) in April 2016.
- 3.2 Edinburgh has a well-established regime for monitoring NO₂ and PM₁₀ pollutants, by approved automated analysers housed in air quality stations (at roadside and background sites) and additional NO₂ non-automated monitoring at 132 sites across the city (in 2017).
- 3.3 PM_{2.5} has been monitored at St Leonards (background station) since 2003, however a wider network is currently being developed following the recent legislative changes. This includes a new monitor in the St John's Road station, of which the first full year of results are reported herein; and development of two other sites, one in Tower Street, Leith, within the boundary of the PM₁₀ AQMA and the other in the newly established Nicolson Street station. PM₁₀ will also be monitored at these sites.
- 3.4 The first full year of data from the new Nicolson Street station, which was set up in conjunction with DEFRA to monitor NO₂, will be reported in the next Annual Progress Report. This station forms part of the national Automatic Urban and Rural Network (AURN).

Monitoring Data

- 3.5 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.
- 3.6 In 2017, NO₂ monitoring data shows there are still a number of locations within some of the AQMAs that exceed the legal standards, although long-term trends show concentrations are going down.
- 3.7 A summary of locations where monitoring results are at or exceed the annual mean nitrogen dioxide objective is illustrated in Appendix 1.
- 3.8 The Central AQMA has the highest concentration of sites that exceed the standards, however other locations in the St John's Road and Glasgow Road (Newbridge) AQMAs also exceed. For the first time since the declaration of the Great Junction Street and Inverleith Row AQMAs there are no breaches of NO₂ objectives. Good practice required this trend to be sustained for a number of years before revocation of the AQMAs.
- 3.9 NO₂ trend data is shown in Appendix 2. Appendix 3 details the legal standards for NO₂ (and particles).
- 3.10 Scotland has set tighter standards for particulates (PM₁₀ and PM_{2.5}) compared with the rest of the UK and Europe, as shown in Appendix 3.
- 3.11 In respect to PM₁₀, data from all monitoring locations in 2017 meets the UK National Objectives, however concentrations at Queensferry Road and Salamander Street station show breaches of the Scottish standard.
- 3.12 At Queensferry Road data is temporarily being affected by the demolition and construction work associated with the development of a 60-bed care-home.
- 3.13 At Salamander Street, which is within the PM₁₀ AQMA the levels are just above the objective. They have reduced in recent years and are showing a downward trend, likely due to changes in industrial and fugitive sources in the vicinity of this site. Work ongoing to devise an Air Quality Action Plan will need to consider how this trend is sustained, as there is residential development proposed for the area. The Action Plan, being developed in conjunction with SEPA, Forth Ports and relevant stakeholders will be published for consultation in early 2019.
- 3.14 PM₁₀ and PM_{2.5} long term trends from measured data across all sites generally show a decrease in concentrations with time, as shown in Appendix 4, although at Glasgow Road concentrations are more stable.

Progress with actions

- 3.15 The main actions in the current NO₂ Air Quality Action Plan and Local Transport Strategy to improve air quality are based on;
 - promoting cleaner transport, especially buses via a voluntary means,
 - adoption of a fleet recognition efficiency scheme for reducing emissions from road freight vehicles,

- improving traffic flow and easing congestion by use of intelligent traffic signalling, 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.

Promoting Cleaner Transport

- 3.16 Generally, the bus companies operating in Edinburgh continue to improve their fleet, however it is recognised that substantial financial support is needed to deliver continued improvement.
- 3.17 Lothian Buses is the largest bus service provider in the city and is committed to reducing the emissions of its fleet and investing in low emission vehicles as a part of its fleet replacement strategy.
- 3.18 In August 2018 78 % of the fleet was Euro V (engine standard) or better. The number of Euro III buses was reduced to 21% of the total fleet, from 31% in 2017. The bus company deploys its highest Euro Standard vehicles on high frequency services and those routes which transit AQMAs, e.g. Airlink 100 and Service 22 which both pass through the Central AQMA and St John's Road and Great Junction Street AQMAs respectively. The company also continues to add to the electric vehicle charging infrastructure to support the operation of electric buses in the city.
- 3.19 All other major bus companies operating in Edinburgh have practically eradicated Euro III vehicles from their fleets.
- 3.20 There are 71 buses in the Stagecoach East Scotland fleet operating on services into Edinburgh. The majority of these buses (65) pass through the Queensferry Road corridor into the city centre, while the others, the JET Airport Service from Fife, goes along the Glasgow Road AQMA. The delivery of 19 new coaches during May and June 2018 resulted in all the city centre bound fleet being better than Euro V standard. In November 2017, a fleet renewal of the JET service, brought all of those buses up to Euro VI standard.
- 3.21 Data for City-link and First Bus is that previously presented to Committee in 2017. In summary, 73% of First's bus fleet operating in the City were Euro V standard or better in 2017 and in 2016, the majority (86%) of the 51 buses operating on the City-link services entering Edinburgh, were also Euro V standard or better.
- 3.22 Leading by example through the acquisition of lower emission vehicles for its own fleet, 75% of the Council's own operational fleet is Euro V or better.

Adoption of a Fleet Recognition Efficiency Scheme

- 3.23 ECO Stars is a voluntary, free to join fleet recognition scheme that provides bespoke guidance on environmental best practice to operators of goods vehicles, buses and coaches whose fleets regularly serve the Edinburgh area.
- 3.24 The scheme was launched in January 2012 and recently celebrated the 200th operator member, totalling 8,001 vehicles. Most members are goods vehicle operators (102), followed by passenger transport (27) and public-sector fleets (4). Sixty-seven members' fleets are ancillary to the main use of their business.

- 3.25 Funding for the ECO Stars scheme to continue during 2018/2019 has been secured from the Scottish Government Air Quality Action Plan grant.
- 3.26 The freight sector is traditionally a more demanding group for local authorities to co-ordinate.

Intelligent Traffic Signalling

- 3.27 Improving traffic flow and reducing vehicle idling times are also measures which help to improve air quality. As per previous annual reports the following updates are given in respect to two types of traffic management systems that are installed;
- Split 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 many road networks in the city. However, due to ongoing utility works and road improvements, many of the inductive loops get damaged and require repair. Maintenance work is ongoing. In 2018 new infrastructure was installed on the Bridges and the Ardmillan triangle including Gorgie Road/Dalry, Angle Park Terrace and Slatford Road, became fully operational.
 - MOVA (Microprocessor Optimised Vehicle Actuation) was installed at the Newbridge Roundabout (Glasgow Road AQMA) in April 2016 and resulted in significant reductions in waiting time on the A8 westbound corridor. Subsequently NO₂ concentrations measured at the junction showed some improvement. Transport Scotland are currently re-designing lane integration from the M9 off-slip at this junction. Recommendations have been made to carry out an air quality impact assessment in relation to the proposals to ensure there is no adverse impact on air quality.

Progress with Other Actions

- 3.28 In 2015 the Council updated the Active Travel Action Plan which aims to deliver significant increases in the number of pedestrian and cycling journeys travelled within Edinburgh. As well as bringing health benefits, the Active Travel Action Plan will assist in encouraging modal shift away from car use. The Plan has set targets of 35% for walking and 10% for cycling for all trips in the City by 2020.
- 3.29 As a part of Council's parking permit pricing review, there was a consultation between October 2017 and January 2018 on the possible introduction of a surcharge issued to diesel vehicles. The Council received a positive response to the consultation with 5,412 responses to the online questionnaire. The majority (88%) of respondents recognise the impact air quality has on their health and agree (82%) that it is important to tackle air pollution. Nearly half (47%) agreed that the Council should charge more for permits issued to the most polluting vehicles. The Council will now introduce a surcharge on residents' permits for diesel-fuelled vehicles, with a view to encouraging owners to consider the impact of their vehicle choice, on both the wider-environment and local air quality. The new surcharge will come into force with new permits holders or existing permit holders changing to

diesel vehicles, but omit those who currently own a diesel car, to compensate for purchases that were made in good faith at a time when diesel vehicles were incentivised.

- 3.30 The conditions for taxis and private hire cars licences have been altered to help improve air quality. Emissions reduction is expected through the introduction of an age limitation and vehicle emission (engine) standard policy. As of 1 October 2018, any new taxi licensed vehicle (or a replacement vehicle under an existing taxi licence) will require to be Euro 6 engine standard.
- 3.31 The Council has also agreed to develop a programme to hold vehicle-free days in the city centre on a regular basis. The overall aim is to ensure residents experience the city in a quieter, more people-focussed environment and will enable the Council to monitor congestion and travel behaviours to inform future plans for transforming the city centre.

Electric Vehicles

- 3.32 In December 2017, the Council approved Edinburgh's first Electric Vehicle (EV) Action Plan, with the key purpose of developing a strategic and co-ordinated approach to electric vehicle charging hubs. This is to encourage the uptake of EVs, while reducing carbon emissions, improving air quality and unlocking wider economic benefits.
- 3.33 The Department of Transport's vehicle licensing statistics show that plug-in (electric) vehicles are steadily increasing in Edinburgh, where, in 2011 there were 9 plug-in vehicles registered in the City and as of March 2018 there were 659.
- 3.34 The Council continues to administer Transport Scotland's Switched on Fleets grant on behalf of the Edinburgh Community Planning Partners. Over 2016-17 there were eight plug-in vehicles procured by four organisations. In 2018-19 a total of 23 plug-in vehicles are earmarked for five organisations.
- 3.35 Additionally, Transport Scotland's 'Charge Place Scotland' grant which provides grant funding for EV charging infrastructure is also administered by the Council. Over the financial year 2017-18, the Council installed two additional 50kW Rapid charging units and one 22kW Fast charging unit. A further six charging units (12 charging points) were upgraded with new more innovative technology across six sites which included the University of Edinburgh and Queen Margaret University sites.

LEZ Development

- 3.36 The National Modelling Framework (NMF) introduced as a part of the Cleaner Air for Scotland Strategy 2015 will provide a significant proportion of the quantitative evidence for the development of a LEZ in Edinburgh. The Council continues to work with SEPA on Edinburgh specific inputs to the model development. Some initial findings, reported to the Transport and Environment Committee in May 2018, showed predicted roadside concentrations across the city that will be in excess of an annual mean of 40µg/m³ in 2019. Another scenario also showed exceedences when all vehicles were of the best available engine standard (Euro 6/VI),

highlighting the need for other measures that will improve air quality. The modelling work to date also supports the findings of historic Local Air Quality Management work, which recognises the need to consider all vehicle classes, including cars, when exploring measures to improve air quality.

- 3.37 Revised vehicle emission factors have recently been incorporated into the model and the Council has committed to providing traffic model outputs, that will include the assessment of wider traffic management changes relating to other strategy development i.e. the City Centre Transformation and the City Mobility Plan. SEPA will provide an initial modelling summary and technical report before the end of 2018.
- 3.38 Following this, a detailed LEZ proposal will be developed in early 2019 and a specific consultation process will be undertaken.
- 3.39 Funding to support the delivery of LEZs has been made available from the Scottish Government for a one-year period for 2018/19. An application for part of this funding has been successfully made by the Council.
- 3.40 To support the introduction of LEZ's across the different fleets there are other funding streams being developed. BEAR, Transport Scotland's Bus Emissions Abatement Retrofit Programme, will provide a second phase of funding (2018/19) for buses, and for other vehicle owners there is to be a Low Emission Zone Support Fund that will target specific cohorts of both commercial and private vehicle owners affected by the introduction of LEZs. The detail of this is to be developed by the Scottish Government in 2018/19.

Cleaner Air for Scotland (CAfS) Strategy

- 3.41 Following the air quality inquiry by the Environmental, Climate Change and Land Reform committee of Scottish Parliament this year, the Scottish Government has reconfirmed the importance for CAfS to be kept under review and has committed to a full review of the strategy by 2020.
- 3.42 The initial version of the strategy focuses very much on transport, as this remains the most significant source of local air pollution. However, a key consideration of the review will be to give greater attention to other emissions sources such as domestic wood burning, and also to focus in more detail on effective co-ordination between air quality and climate change policies. Scottish Government recognise that the protection of both human and environmental health is central to the current strategy and this will continue to be the case.

Local Priorities and Challenges

- 3.43 Continuing economic growth in the city and wider region presents a challenge for air quality. Population growth has inevitable demand for all modes of transport and supported infrastructure.
- 3.44 The Council has recently begun preparing a new Local Development Plan for Edinburgh called the City Plan 2030. This will set out policies and proposals for development in Edinburgh between 2020 and 2030. The main consultation

document will be presented to Planning Committee in January 2019. Early engagement on topics such as housing development, employment space, retail and leisure, with relevant industry/development sectors and community representatives has begun. Alignment with local air quality management and developing local and national air quality strategies will be crucial to ensuring a sustainable economic growth.

3.45 Priorities for the Council in terms of air quality in 2018/19, will be:

- Revise the current (NO₂) Air Quality Action Plan in conjunction with the development of the new City Mobility Plan and the review of the national Cleaner Air for Scotland Strategy;
- Develop LEZ-specific proposals in early 2019 with partner organisations, SEPA, Transport Scotland and SEStran, as well as the Scottish Government;
- Produce an Air Quality Action Plan for the Salamander Street AQMA with relevant stakeholders; and
- Ensure the new City Plan 2030 takes cognisance of air quality policies and objectives for successful and sustainable economic growth.

4. Measures of success

4.1 An improvement in air quality based on long term trend data within each of the AQMAs.

4.2 Revocation of the Air Quality Management Areas.

5. Financial impact

5.1 This report is a statement of facts regarding the results of ambient air quality monitoring and improvements achieved to date regarding progress with actions. The report has no direct financial impacts.

6. Risk, policy, compliance and governance impact

6.1 This Annual Air Quality Progress Report (2018) discharges the council's statutory duty to report on the monitoring and assessment of air quality, as specified under the terms of the Environment Act 1995 and the associated Local Air Quality Management framework.

6.2 The European Commission launched infraction proceedings against the UK Government (Member State) for breach of NO₂ 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. 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.

7. Integrated Impact Assessment

- 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. An Integrated Impact Assessment (IIA) is not required, however a such an assessment will be undertaken for the development of Action Plans (for NO₂ and PM₁₀) in the future.

8. Sustainability impact

- 8.1 The content of this report is a statement of facts and does not in itself promote any environmental impact.

9. Consultation and engagement

- 9.1 The 2018 Air Quality Annual Progress Report reports is published on the Council's website.
- 9.2 Formal public consultation and engagement will be undertaken for development of Action Plans for NO₂ and PM₁₀.

10. Background reading/external references

- 10.1 2018 Air Quality Annual Progress Report (APR) for City of Edinburgh Council
http://www.edinburgh.gov.uk/downloads/download/117/local_air_quality_management_reports
- 10.2 The maps of the AQMAs are available online at;
<http://www.edinburgh.gov.uk/airquality>
- 10.3 Cleaner Air for Scotland Strategy Actions and Progress Report 2018
<https://www.gov.scot/Publications/2018/08/9935>
<http://www.gov.scot/Publications/2015/11/5671/17>
- 10.4 Report from the Environment Climate Change and Land Reform committee on the inquiry into air quality in Scotland, February 2018
<https://digitalpublications.parliament.scot/Committees/Report/ECCLR/2018/2/28/Air-Quality-in-Scotland-Inquiry>

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11. Appendices

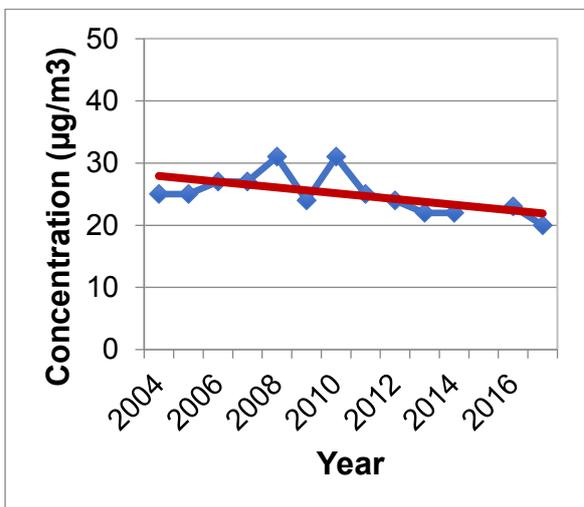
Appendix 1	Locations where 2017 monitoring results for NO ₂ are at or exceed legal standards
Appendix 2	Summary of NO ₂ Trend Data.
Appendix 3	NO ₂ , Particle PM ₁₀ and PM _{2.5} Standards
Appendix 4	Particle PM ₁₀ and PM _{2.5} Trends

Summary of the locations where 2017 monitoring results are at or exceed the annual mean Nitrogen Dioxide Objective

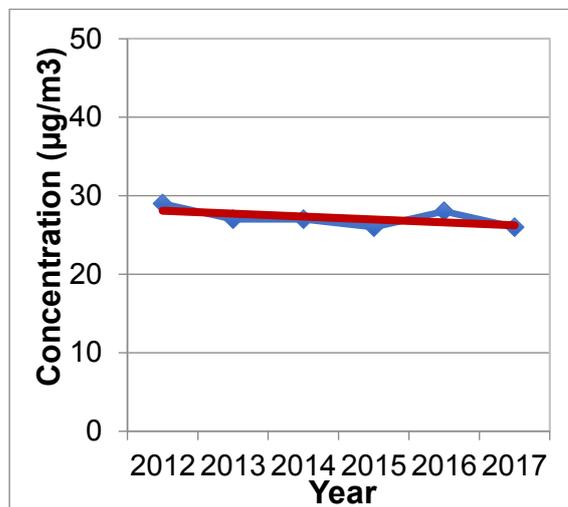
Site ID	Site address	In AQMA (NO ₂)?	Data Capture	Annual mean concentration µg/m ³ (Bias adjusted 0.82)
138	Clerk Street 15	Y Central	100	41
48c	Cowgate Blackfriars	Y Central	100	41
48e	Cowgatehead 2	Y Central	67	48
37a*	Grassmarket 41	Y Central	83	50
HT1	Haymarket Terrace	Y Central	92	41
81	London Rd/E. Norton Pl	Y Central	75	41
46	London Road/Easter Rd	Y Central	83	40
135	Nicolson Street 69	Y Central	100	44
27	North Bridge – South	Y Central	67	43
47	Princes Street Eastbound	Y Central	75	43
24	Princes Street/Mound	Y Central	67	44
33	Queen Street	Y Central	67	40
144	South Bridge 59	Y Central	100	43
3b	Torphichen Place 1	Y Central	92	41
3	Torphichen Place CH	Y Central	92	42
28d	West Port 42	Y Central	83	47
15	Glasgow Rd Newbridge	Y Glasgow Rd	100	41
58*	Glasgow Rd Newbridge	Y Glasgow Rd	100	44
1d	St John's Road 131	Y St John's Rd	83	42
ID5	St John's Road (Auto)	Y St John's Rd	97	53
55	Inverleith Row	Y Inverleith Row	83	40
64	Queensferry Road 550	No	100	41

Nitrogen Dioxide (NO₂) Trends

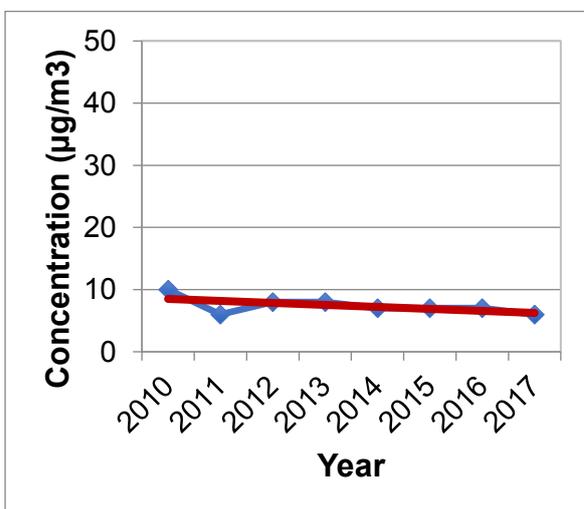
Trend in Annual Mean NO₂ Concentrations at St Leonard's - Background site



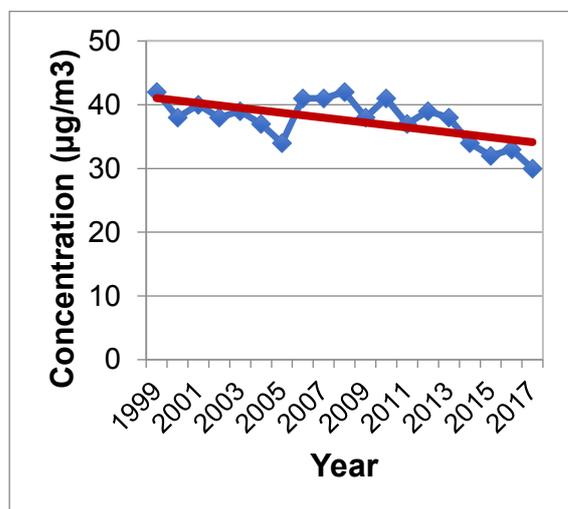
Trend in Annual Mean NO₂ Concentrations Glasgow Road (Newbridge) - Roadside site



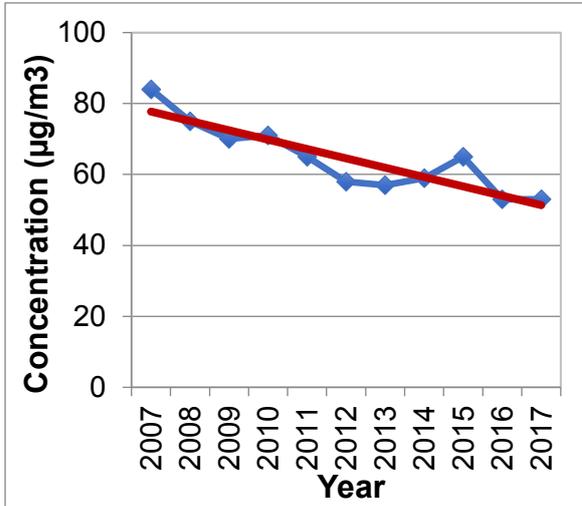
Trend in Annual Mean NO₂ Concentrations at Currie - Suburban site



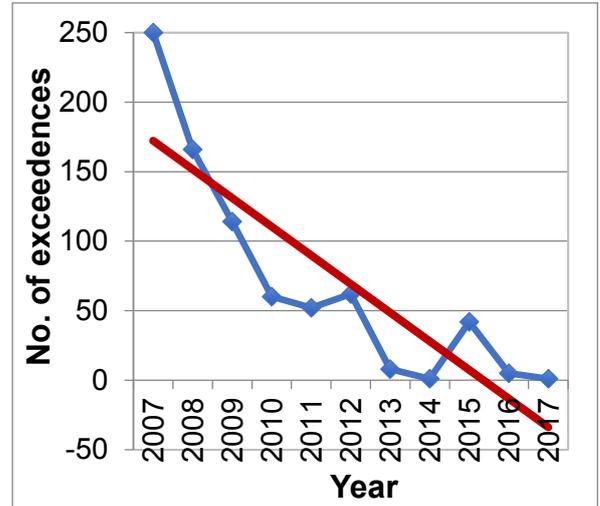
Trend in Annual Mean NO₂ Concentrations at Gorgie Road - Roadside site



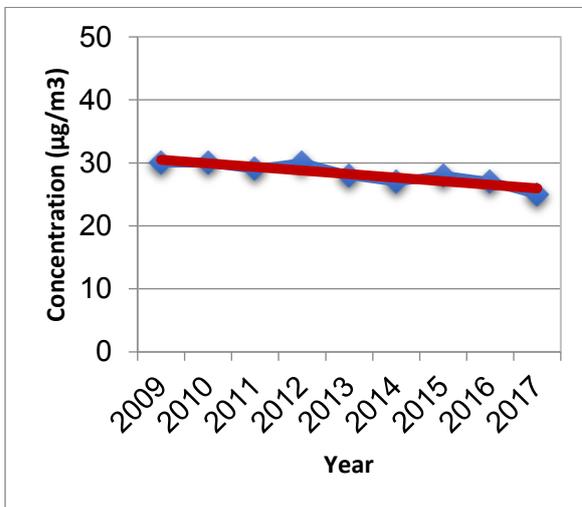
Trend in Annual Mean NO₂ Concentrations at St John's Road - Roadside site



Trend in the Number of Exceedances of the Hourly Mean NO₂ Objective at St John's Road - Roadside site



Trend in Annual Mean NO₂ Concentrations at Salamander Street - Roadside site



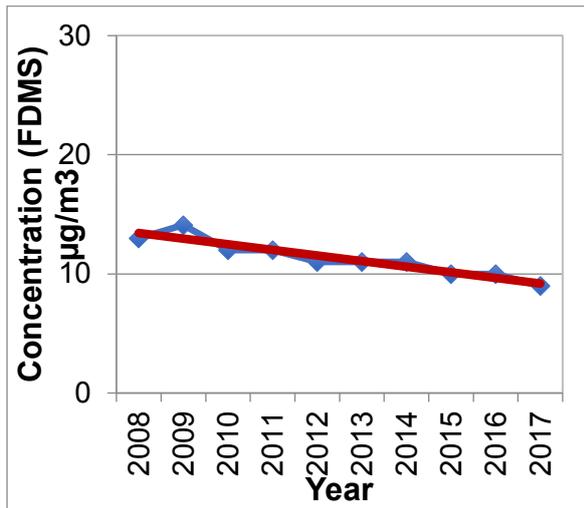
Nitrogen Dioxide (NO₂), Particle PM₁₀ and PM_{2.5} Legal Standards

Pollutant	Status	Concentration in Ambient air	Measured as	To be achieved by
PM ₁₀	Scottish Statutory Air Quality Objective	18 µg/m ³	Annual mean	2010
		50 µg/m ³ not to be exceeded more than 7 times a year	Daily mean	2010
	Statutory UK Objective and EU limit values	40 µg/m ³	Annual mean	2004
		50 µg/m ³ not to be exceeded more than 35 times a year	Daily mean	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
NO ₂	Scottish & UK Statutory Air Quality Objective and EU limit values	200 µg/m ³ not to be exceeded more than 18 times a year	1-hour mean	31.12.2005*
		40 µg/m ³	Annual mean	31.12.2005*

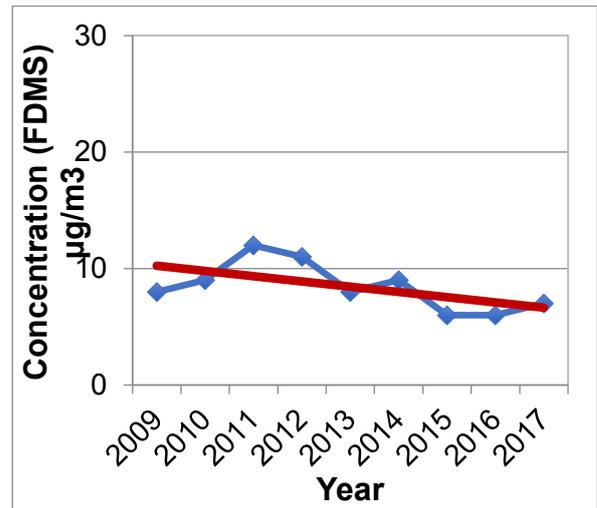
* The European Commission allowed an extension until 1 January 2015 for compliance.

PM₁₀ and PM_{2.5} Annual Mean Trends all monitoring sites

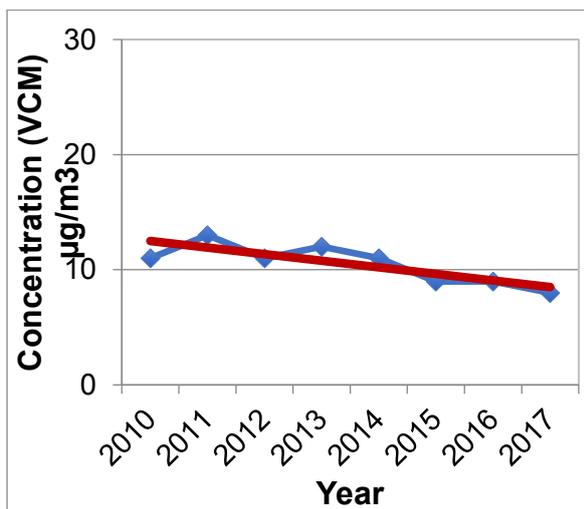
Trend in Annual Mean PM₁₀ Concentrations (µg/m³) at St Leonard's



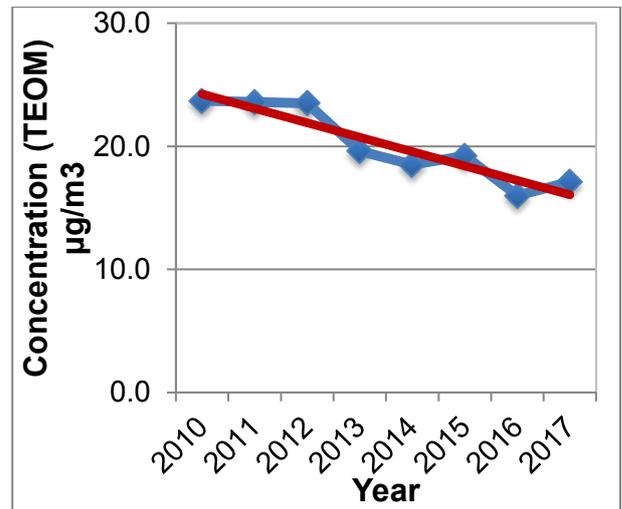
Trend in Annual Mean PM_{2.5} Concentrations (µg/m³) at St Leonards



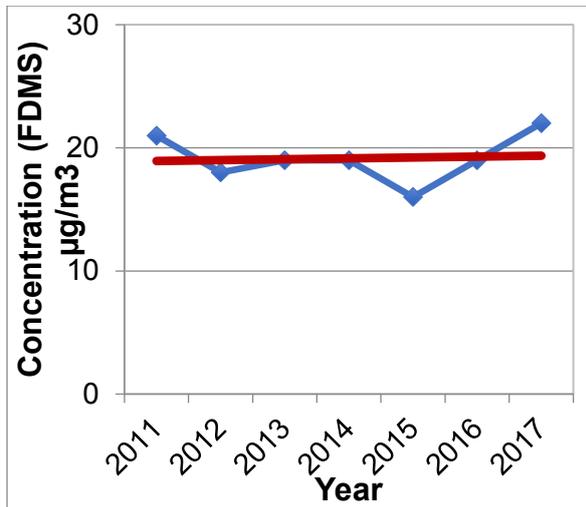
Trend in Annual Mean PM₁₀ Concentrations (µg/m³) at Currie



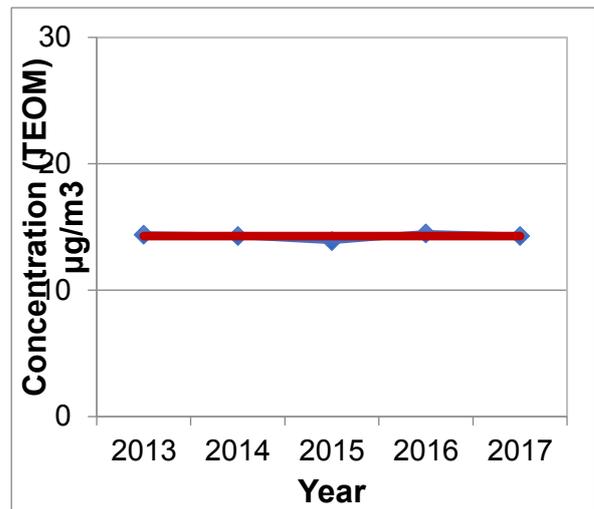
Trend in Annual Mean PM₁₀ Concentrations (µg/m³) at Salamander Street



Trend in Annual Mean PM₁₀ Concentrations ($\mu\text{g}/\text{m}^3$) at Queensferry Road



Trend in Annual Mean PM₁₀ Concentrations ($\mu\text{g}/\text{m}^3$) at Glasgow Road



End/..

Transport and Environment Committee

10.00, Thursday, 6 December 2018

The Management of Presentation Seats in Public Parks, Gardens, and Streets

Item number	7.8
Report number	
Executive/routine	
Wards	All
Council Commitments	None

Executive Summary

Individuals and organisations have donated Presentation Seats to the City of Edinburgh for nearly seventy years. These seats can be found throughout the city's public parks, gardens, streets and other outdoor spaces.

Due to budget savings over the last decade and consequent reductions to the number of staff available to maintain the seats, the Council is no longer able to sustain the current maintenance specification for its wooden Presentation Seats.

This report details the scale of the issue and proposes changes to the maintenance programme for existing and future Presentation Seat donations.

The Management of Presentation Seats in Public Parks, Gardens, and Streets

1. Recommendations

- 1.1 That the revised maintenance programme and specification for refurbishment of the Council's Presentation Seats, as outlined in paragraph 3.8, and proposals for a broader donation programme be approved.

2. Background

- 2.1 The Council has accepted donations of public seats with personalised inscription plaques in its parks, gardens, streets, and other outdoor locations since the 1950s. These are referred to as Presentation Seats. Initially, organisations donated seats to commemorate specific occasions and dates. Since then, organisations and members of the public have donated seats to the city in remembrance of loved ones, to mark significant events, or to commemorate visits to the city.
- 2.2 There are currently two models offered, a hardwood timber seat for a donation of £3,738 and a black galvanised metal seat for £1,869. The siting of these seats is co-ordinated by the Parks, Greenspace & Cemeteries Service in consultation with Locality officers, and the model of seat is dictated by the specific location.
- 2.3 Until 2010 the seats were, in effect, maintained in perpetuity. However, due to the increasing numbers of seats requiring maintenance and repair, at its meeting of 9 February 2010 the Transport, Infrastructure and Environment Committee approved a reduction in the Council's maintenance liability to a maximum period of 20 years and an increase in the purchase price. This resulted in a reduction in the number of wooden seats being donated and an increase in the easier to maintain metal variety. In 2017 six wooden seats and 27 metal seats were donated to the City.
- 2.4 Seats that are no longer considered economically viable to maintain are de-commissioned. Where possible the donors are contacted and given the option of funding a new replacement seat. When contact with the donor fails, or when they do not wish to replace the seat, the plaques are removed and stored and can be returned to the donors. The Parks, Greenspace & Cemeteries Service currently holds 354 such plaques in storage.

3. Main report

- 3.1 There are currently 1,552 Presentation Seats within Edinburgh's public parks, gardens, and other outdoor spaces; 1202 are wooden and 350 are metal. These are condition-assessed every 2-3 years; the last survey being completed in summer 2017. The condition of these seats varies, as detailed in Appendix 1.
- 3.2 Increases to the donation fee over recent years has meant that wooden seat donations have declined and those for metal seat donations increased. Appendix 2 lists donations over the past ten years.
- 3.3 Charges for seats include a sum intended to cover the maintenance burden. However, there is no current mechanism to allow the ring fencing of monies specifically to maintain the seats over their lifetime. Income raised goes towards the general revenue budget.
- 3.4 Seats that require refurbishment are serviced by the Council's Fleet & Workshop service to a high-standard specification. However, because of successive budget savings and staffing reductions, the timescale required to refurbish a seat has lengthened significantly; especially for wooden seats, which, due to the demands of regular sanding and varnishing, are far costlier to maintain to a good condition than metal seats. Consequently, there are a significant and increasing number of wooden Presentation Seats across the city in poor structural and aesthetic condition.
- 3.5 It is estimated that the average cost of refurbishing a wooden seat is approximately £475, and a seat over a lifetime of 20 years will require refurbishment 3-6 times. Details of maintenance figures and projected costs are shown in Appendix 1.
- 3.6 Alternative maintenance options for the wooden seats have been explored. However, none have proved sustainable. Other organisations have either volunteered or been approached by the Council to trial whether seats could be refurbished externally, e.g. via Community Pay Back, charities, prison workshops, Friends of Parks groups. These projects have proved unsuccessful due to the onerous specification demands, health and safety issues, storage and equipment requirements.
- 3.7 The wooden seats are made from teak which is an extremely durable hardwood. If left unvarnished natural teak will gradually weather to silver grey over a period of 6 – 9 months.
- 3.8 It is therefore proposed that the approach to the management and maintenance of wooden Presentation Seats be updated, as follows:
- 3.8.1 It is suggested that the wooden seats are divided into three categories:
- Those donated over 20 years ago (775 seats)**
- 3.8.1.1 Donors will be contacted when their seat requires refurbishment and offered the opportunity to purchase a metal seat as a replacement. Where we are unable to contact the donor, the seat will be removed and stored for 12 months. In the event of the donor not responding

within this period the plaque will be removed, stored and the seat de-commissioned. A range of ideas of how to display these plaques are currently being investigated.

Those donated within the past 20 years (373 seats)

- 3.8.1.2 The Council will refurbish these seats to a new specification standard, repairing any structural faults and sanding them back to their natural state. Varnishing will be discontinued to reduce the maintenance burden. This will result in the seats becoming more “weathered” or “silvered” in appearance (images of seats treated in this way are shown in Appendix 3). Once over twenty years of age donors will be contacted when their seat requires refurbishment and offered the opportunity to purchase a metal seat as a replacement.
- 3.8.1.3 The only exceptions to this will be in two of the Council’s botanic gardens, Princes Street Gardens and Saughton Gardens, and in the City Chambers Quadrangle, where seats will continue to be maintained to the current standard. Once over twenty-years old donors will be contacted when their seat requires refurbishment and offered the opportunity to purchase a wooden seat as a replacement.

Future donations

- 3.8.1.4 Apart from the three sites stated above, the option of donating a wooden seat will be discontinued, only the metal seat will be available (for image see Appendix 4).
- 3.9 Additional donor opportunities have or are currently being developed for those wishing to commemorate loved ones, specific occasions, or significant dates by means other than a Presentation Seat. There will be a range of options that will incorporate products at different price points, making a commemorative donation more affordable for everyone. These options will include:

Commemorative Trees/ Edinburgh Tree Dedication Products

- 3.10 A partnership between the City of Edinburgh Council, Edinburgh and Lothian Greenspace Trust and the Woodland Trust will allow members of the public to pay for the planting of a tree, selecting from a range of different trees of varied sizes. There will also be an opportunity to sponsor an existing tree or to donate to general tree planting in the city. The long-term goal of this programme is to offer citizens an affordable commemoration or celebration option, which will also help finance new tree planting across Edinburgh. For example:

Adopt a Tree

- 3.11 A selection of trees will be offered in a range of locations (streets, parks, cemeteries and woodlands). However, a donor could select any tree owned by the Council. A plaque would be placed on the tree, a certificate issued and details of the donation recorded in a Celebration Journal.

Plant a Tree

3.11.1 Various species of trees, from whips to more mature specimens, will be offered in a variety of sites (parks, streets and other green spaces) and at a variety of prices. Donation of the younger, smaller trees will be recorded in the Celebration Journal and for the more mature variety a plaque, certificate and record will be available. Final details are currently being developed in anticipation of a launch early next year.

Donation for tree planting

3.11.2 Donations will be sought to support an annual tree planting and establishment programme.

Defibrillators

- 3.12 Working with St. John Scotland, the Council will liaise with individuals wishing to donate defibrillator equipment to a specific park or sports area. The equipment will be purchased by the Council, St. John Scotland will then install it and carry out the monthly maintenance checks at no cost. There will be no profit to the Council and administration costs will be covered by reclaiming the VAT. St John Scotland has been running a programme of installation of defibrillators for two years, and in that time 120 units have been installed, only one having been stolen (it was handed in to the Police the same day). The batteries in defibrillator units require changing every five years (which would be undertaken by St. John Scotland) and the unit itself has an approximate lifetime of fifteen years. This information will be made clear to each donor.
- 3.13 This scheme will initially be promoted through the City of Edinburgh Council and St. John Scotland websites, social media and via community groups. We aim to launch the pilot scheme early in 2019.
- 3.14 Each defibrillator installed would have a presentation and unveiling with the donor. St. John Scotland are currently planning to host a “donor stories” page on their website, a QR code displayed on the equipment will allow members of the public to read about the person and their story.

Additional equipment for parks

- 3.15 A range of products to enhance parks, such as play equipment, cycle racks, interpretation boards and wildlife boxes are also being considered. The Parks, Greenspace & Cemeteries Service will work on behalf of the Council to liaise with donors on an individual basis to identify meaningful additions to particular sites. These donations will be recognised in a variety of ways in agreement with the donors.

4. Measures of success

- 4.1 The Presentation Seats in Edinburgh are well maintained and fit for purpose.
- 4.2 The financial burden for maintaining Presentation Seats is reduced.
- 4.3 A greater number of donation options are available for commemoration and support of public parks, green spaces, and other outdoor locations.

5. Financial impact

- 5.1 It costs approximately £475 to restore a wooden Presentation Seat and £150 to restore a metal model. The wooden seats require restoration every 3-5 years, whereas the metal seats require restoration every 10-15 years. Metal seats are more easily refurbished, allowing third parties such as Community Payback, Friends of Greenspaces and other voluntary groups to undertake the work.
- 5.2 The burden of ongoing maintenance of wooden seats is an unsustainable pressure on the Place Management budget. A solution is required to reduce these costs. The recommendations outlined in this report go some way to address the financial pressure.

6. Risk, policy, compliance and governance impact

- 6.1 For seats donated prior to the change in the Council's maintenance policy (i.e. prior to 2010) the letter confirming the donation of the seat to the City of Edinburgh may be construed as a contract, and as such, any breach in this agreement could be viewed as a potential risk.

7. Equalities impact

- 7.1 Seating is an asset to the city's parks, green spaces and streets. The health benefits of open spaces are well known and understood. Presentation Seats provide the opportunity to sit and enjoy the outdoors; especially for those who have mobility difficulties.
- 7.2 The ability to offer the customer a different range of products at different price points makes the programme far more accessible to all customers and removes any financial barriers that may have been experienced in the past.

8. Sustainability impact

- 8.1 There is no significant sustainability impact arising as a result of these proposals, although it is anticipated that more trees will be planted as a result of introducing tree sponsorship opportunities.

9. Consultation and engagement

None.

10. Background reading/external references

None.

Paul Lawrence

Executive Director of Place

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11. Appendices

Appendix 1	Presentation Seat Statistics
Appendix 2	Historical Donation of Presentation Seats
Appendix 3	Images of Traditional and Proposed Presentation Seat Appearance
Appendix 4	Black Metal Seat Offered

Presentation Seat Statistics

Income Generated

Year	Wooden Seats Donated	Donation Value	Total Donations	Actual cost to CEC	Balance remaining for maintenance
2018	3	£3,738	£11,214	£2,847 (£949 per seat and plaque)	£8,367
2017	6	£3,560	£21,360	£7,500	£13,860
2016	4	£3,500	£14,000	£5,000	£9,000
Year	Metal Seats Donated	Donation Value	Total Donations	Actual cost to CEC	Balance remaining for maintenance
2018	20	£1,869	£37,380	£15,200 (£760 per seat and plaque)	£22,180
2017	27	£1,780	£48,060	£29,700	£18,360
2016	24	£1,710	£41,040	£26,400	£14,640
Total Maintenance Balance for 2016 & 2017					£55,860

Cost of Maintenance of Wooden Seats 2016 & 2017

Seats Maintained (Wooden)		Approximate cost based on £475 per seat
2018	94	£44,650
2017	135	£64,125
2016	105	£49,875
Total spent over 2 years		£158,650

Decommissioned Seats

Wooden Seats Decommissioned January 2018 – October 2018	27
Metal Seats Decommissioned January 2018 – October 2018	0
Wooden Seats Decommissioned January 2016 – December 2017	27
Metal Seats Decommissioned January 2016 – December 2017	0

Condition and Maintenance Requirements using current specification

Wooden Seats	Urgent	Desirable	Total	Approximate cost based on £475 per seat
Structural Repairs Required	17	76	93	£44,175
Refurbishment Required	17	703	720	£342,000
Metal Seats	Urgent	Desirable	Total	Approximate cost based on £150 per seat
Structural Repairs Required	0	1	1	£150
Refurbishment Required	2	159	161	£24,150

Historical Donation of Presentation Seats

Year	Wooden	Cost to Donor	Metal	Cost to donor
2018	3	£3,738	20	£1,869
2017	6	£3,560	27	£1,780
2016	4	£3,500	24	£1,710
2015	4	£3,300	16	£1,550
2014	1	£3,100	18	£1,500
2013	2	£3,000	26	£1,500
2012	3	£2,750	15	£1,500
2011	4	£2,750	7	£1,500
2010	5	£1,500	14	£1,000
2009	9	£1,100	29	£850
2008	14	£1,100	15	£850

Traditional Varnished



Proposed specification appearance



Black Metal Seat Offered



Transport and Environment Committee

10.00am, Thursday, 6 December 2018

Annual Review of Major Events in Parks 2017/2018

Item number	7.9
Report number	
Executive/routine	
Wards	
Council Commitments	

Executive Summary

The Edinburgh Parks Events Manifesto was presented to and approved by the Transport and Environment Committee on [26 August 2014](#). The Committee requested that a review of events held in Edinburgh's parks be carried out and the results reported back to the Transport and Environment Committee on an annual basis. This report presents the findings of this year's review (2017/2018). It notes comments from consultees and details mitigating actions which will be considered to ensure continual improvement in the planning and management of future events.

Annual Review of Major Events in Parks 2017/2018

1. Recommendations

- 1.1 It is recommended that the report is noted by Committee and that improvements are adopted for future events.

2. Background

- 2.1 The annual review of large events was undertaken in October 2018. This was publicised to a wide range of stakeholders including local residents, business's, Friends of Green Space groups and internal service areas.

3. Main report

- 3.1 The consultation was published on 9 October and closed on 2 November. We received seventy-five responses which equated to:

Respondent	Responses
Local Residents	39
Local Business	1
Event Attendee	4
"Friends of Green Space" Groups	4
Event Organisers	0
Other	3
No Answer	24

- 3.2 Eighteen large events featured in the survey were held in seven of the city's parks:
- 3.2.1 Calton Hill;
 - 3.2.2 Inverleith Park;
 - 3.2.3 Lauriston Castle Gardens;
 - 3.2.4 Leith Links;
 - 3.2.5 The Meadows;
 - 3.2.6 Princes Street Gardens; and
 - 3.2.7 Sighthill Park.
- 3.3 Participants were also given the opportunity to comment on an event out with this list.

Calton Hill; Dusherra (October 2017) and Beltane (April/May 2018) - 12 & 11 responses respectively

- 3.4 Generally, results showed a good level of satisfaction with the management of these two events, the only negative point raised was in relation to Beltane and was regarding crowd control arrangements prior to the event. This will be passed onto the Events Planning Operations group for future management arrangements.

Inverleith Park; The Foodies Festival (August 2018) - 10 responses

- 3.5 The Foodies Festival has been held in Inverleith Park for a number of years and 2018 was the second year of its current three-year contract. Responses through the consultation indicate a general improvement in the management of the festival over previous years however, during the weekend of the event the council received twelve complaints about noise levels from the music. The format of the 2018 show was altered which included an increase in the live music offering. The problem with noise was discussed at the Events Planning Operations Group de-brief, the organiser is committed to maintaining good relations with the local residents and stakeholders and agreed to revert to the same event format as in previous years (a reduced music programme) for 2019's event.

Lauriston Castle Gardens; Jurassic Kingdom (April 2018) - 27 responses

- 3.6 This event attracted the second highest level of responses. Positive comments indicated that it was beneficial for the City of Edinburgh Council to earn income and that holding an event on the site was a positive idea. Some pointed out that the weather was particularly bad, causing excessive damage to the ground but that it recovered relatively quickly. They disagreed with the comments and complaints about reduced public access.
- 3.7 There were however more negative comments than positive. These referred to several areas; the context of the event within the location, restricted access for regular park users and local residents, damage to the ground and infrastructure, the impact on parking around the area, litter, general communication problems with the organisers, toilet provision and the quality of the event.
- 3.8 As a result of the damage and complaints, the Parks, Greenspace and Cemeteries Service declined an application to hold the event in the same site next year.

Leith Links; Moscow State Circus (June/July 2018) - 5 responses

- 3.9 A lack of toilet provision was the only negative comment and the overall scores showed a good level of satisfaction with the general management of the circus.

The Mela (September 2018) - 8 responses

- 3.10 Two comments were made regarding The Mela, one referred to the event space noting that they felt it was too small, the other asking that the event itself should be more inclusive and accessible. Both these points will be shared with the event organisers prior to any future event.

The Meadows; Gung Ho (May 2018) - 11 responses

- 3.11 There were a couple of low scores for satisfaction regarding deliveries, the use of tracking, post-event clear-up, and noise. One supportive comment and one concerned with the general recovery of event site following events.

Underbelly Circus Hub (August 2018) - 18 responses

- 3.12 The Underbelly Circus Hub is another event that is under contract (2018 being the second of a three-year agreement). Traffic management, flyers and damage to the ground were the main areas of concern. Over the years, significant problems have occurred with the event site during the August festival. Management arrangements have evolved since then and the past couple of years have seen significant improvements in ground conditions, reinstatement timescales and community engagement. The site is pre-treated using a growth retardant, scarifying and over seeding one month before occupation. This goes some way to protecting the ground and once the infrastructure has been removed any holes are filled, the site is scarified and over seeded (this can be repeated a number of times if required). This year the site recovered within four weeks (although it needs to be left to rest and establish for the rest of the year).
- 3.13 Comments regarding litter, noise, traffic management and visibility for cyclists due to large billboards will be noted and addressed prior to next year's event.

Princes Street Gardens (West); Oktoberfest (October 2017) - 10 responses

- 3.14 Congestion around the Ross Fountain area and obstructed views were flagged up as well as general concerns about the use of Princes Street Gardens for alcohol centric events and the use of the site for events in general. Princes Street Gardens did not host Oktoberfest in 2018 and there are no plans for it to return.

Sleep in The Park (December 2017) - 10 responses

- 3.15 Two positive comments; good use of a public park and supporting a worthy cause and two negative, the gardens closing early to the public and security on the night. These will be passed to the organisers prior to this year's event.

Hogmanay (Dec/Jan 2017/18) - 14 responses

- 3.16 The ten comments received indicated concerns that the event was too busy and there was a lack of crowd control, too many events in the gardens that are focussed on alcohol, it was detrimental to other local businesses, there was one person who said that although the event was good they were concerned by structures compromising the stability of the railings, and that the ground was damaged and not repaired quickly enough.

Summer Festival Wheel (June – September 2018) - 16 responses

- 3.17 Ten comments questioning the appropriateness of the summer wheel in Princes Street Gardens, overuse of the gardens, the restriction of public access, problems with crowd control, lack of protection for the tree root systems and damage to the ground were the main concerns.

Summer Sessions (August 2018) - 26 responses

- 3.18 The comments illustrated a general concern about the use of Princes Street Gardens for ticketed events. The aesthetic appearance of the site, the closure of the gardens to the public, impact on existing concessions, the use of insufficient ground protection, litter and noise and the use of boards to restrict views of the gardens were all issues raised. In addition, one person complained that the content of the initial consultation did not reflect the actual event.

Virgin Fireworks (August 2018) - 11 responses

- 3.19 One participant complained that the trees were obstructing the view of the castle and fireworks, one that the fireworks were too loud, one said it was the best event held in Edinburgh and one suggested that extra buses could be put on at the end to reduce travelling time at the end of the performance.

Fly Music (September 2018) - 9 responses

- 3.20 Noise seemed to be the main problem for the people who responded. Local residents complained that the sound generated was unacceptable.

Princes Street Gardens (East) Edinburgh's Christmas (November-January 2017/18) - 30 responses

- 3.21 The highest number of comments were related to Edinburgh's Christmas. The majority were concerned about over commercialisation of the gardens, the damage experienced to the fabric of the park and how long it took to repair. Other issues such as overcrowding, noise, diminished quality of the stalls, the level of alcohol on sale and its disappointing overall visual appeal.

Sighthill Park; Gandey's Circus (March/April 2018) - 4 responses

- 3.22 Three comments were submitted via the consultation, all of which were concerned about the condition that the park was left in once the infrastructure had been removed. At the time, the council received numerous complaints regarding ground conditions. Traffic management was highlighted as a problem as were the routes used by the organiser to leave the site. Exit for the event began very early in the morning and no official was present. If the event is to return there will be extra charges made to ensure an officer is on site to oversee set up and break down periods, a much more detailed event and traffic management plan will be expected and an increased reinstatement bond will be charged.

Sighthill Park; Colour Bomb Festival (June/July 2018) - 4 responses

- 3.23 Only one comment received about an issue which cannot be directly linked to the event.

Conclusions

- 3.24 Information regarding specific events will be shared with the Event Planning and Operations Group for use in future management arrangements. The general theme of the consultation is a perceived over commercialisation of public parks with Princes Street Gardens being the main concern. Questions about the restriction of

public access to the park and the suitability of some types of events appear to be increasing.

4. Measures of success

4.1 The management of major events are improved year on year.

5. Financial impact

5.1 There is no financial impact resulting from this report.

6. Risk, policy, compliance and governance impact

6.1 N/A

7. Equalities impact

7.1 There is no relationship between the matters discussed in this report and the public sector general equality duty.

8. Sustainability impact

8.1 There is a requirement to ensure a balance between the requirements of event operators, the protection of park infrastructure and the wishes of park users, local residents and businesses.

9. Consultation and engagement

9.1 The report details the results of a public consultation which was issued to a wide range of stakeholders (both internal and external) and included Community Councils, Friends of Greenspaces, sports clubs, event organisers and internally with those services forming the Events Planning and Operations Group (Public Safety, Licensing, Locality Services, Noise Team etc).

10. Background reading/external references

10.1 [The Edinburgh Parks Events Manifesto](#)

Paul Lawrence

Director of Place

David Jamieson

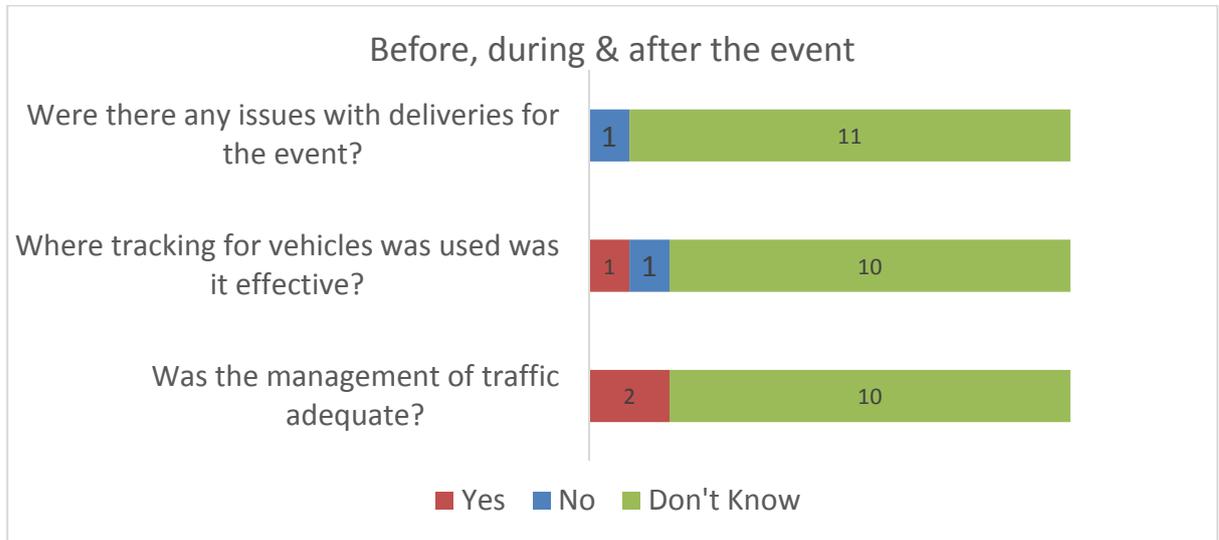
E-mail: david.jamieson@edinburgh.gov.uk | Tel: 0131 529 7005

11. Appendices

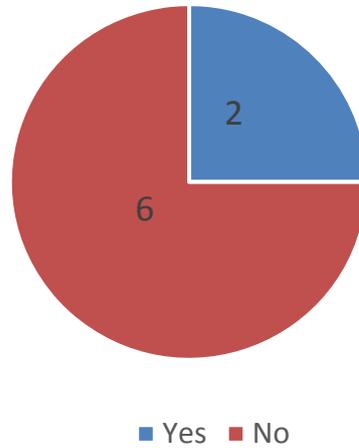
Appendix 1 Consultation details

Consultation Details

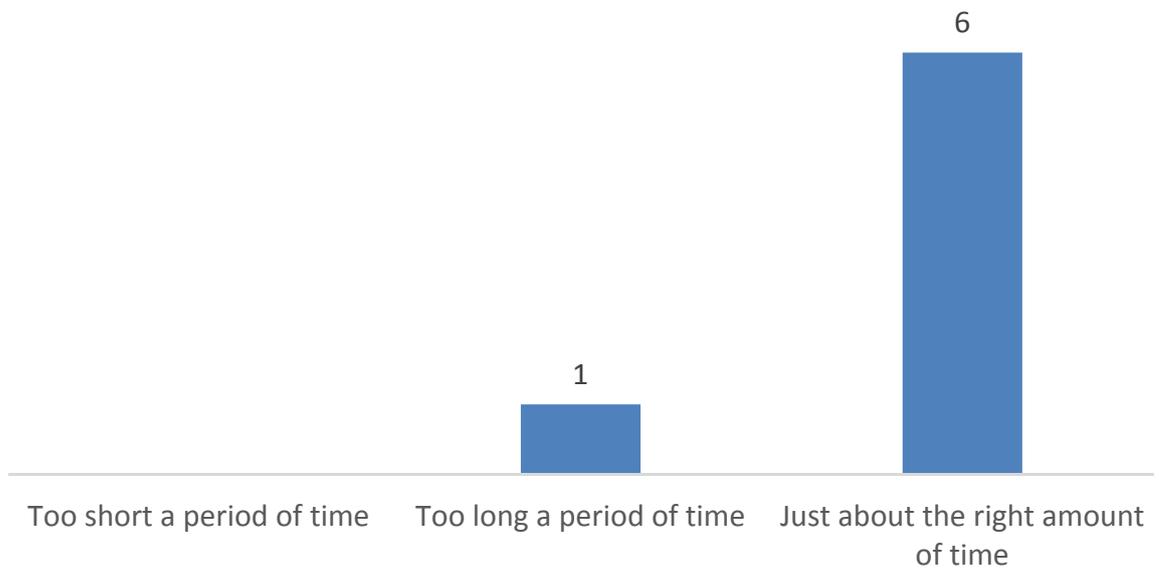
1. Calton Hill, Dusherra (12 responses)



Was it clear who you would go to if you had a complaint about the event?



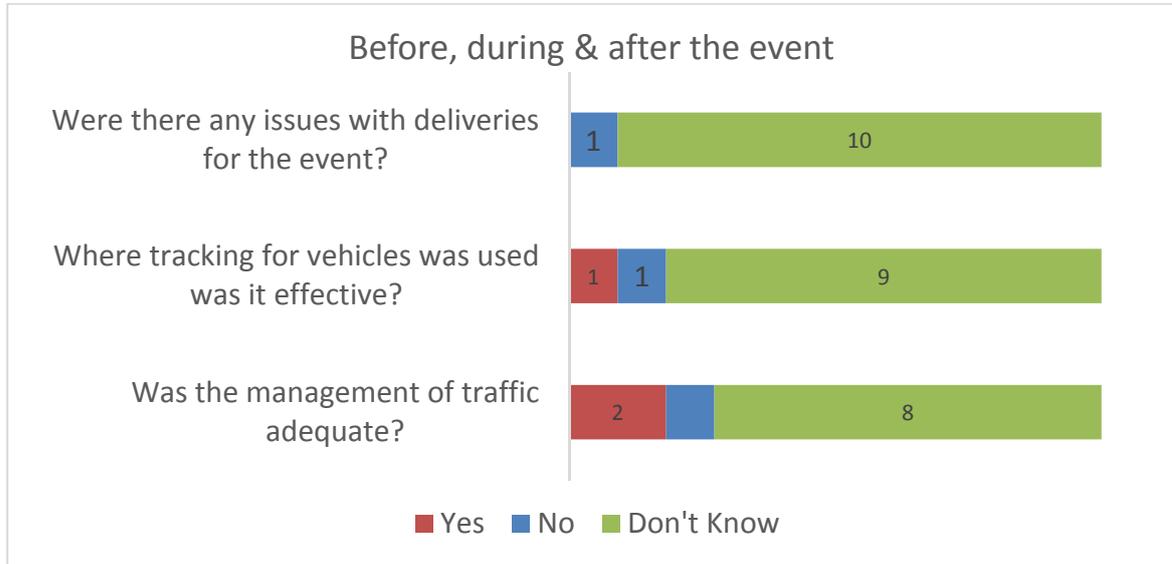
Do you feel the event was on site for: - Dusherra: Length of event



Additional Comments

There were no additional comments regarding Dusherra.

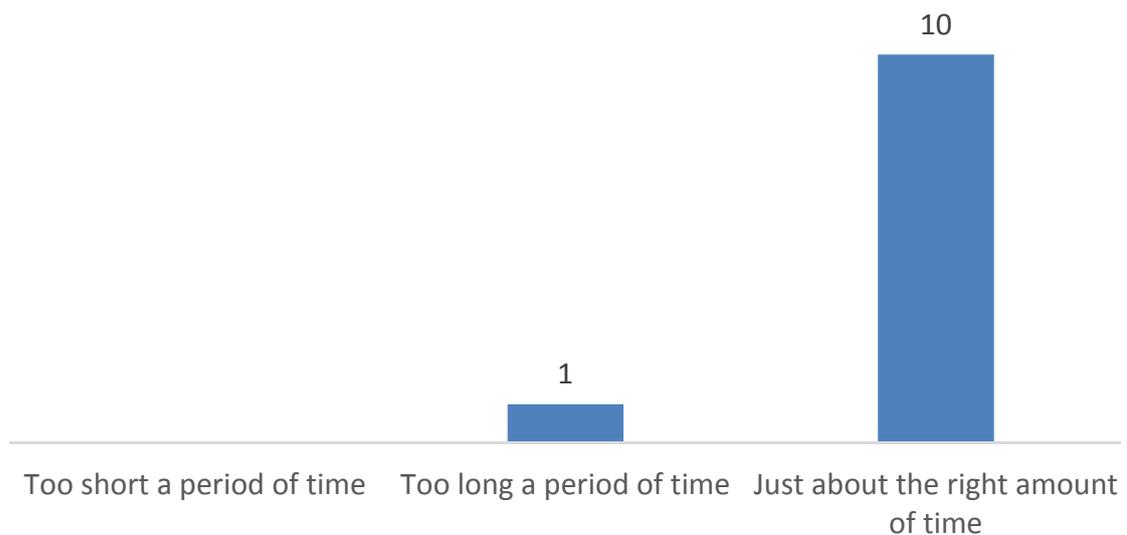
2. Calton Hill, Beltane Fire Festival (11 responses)



Was it clear who you would go to if you had a complaint about the event?



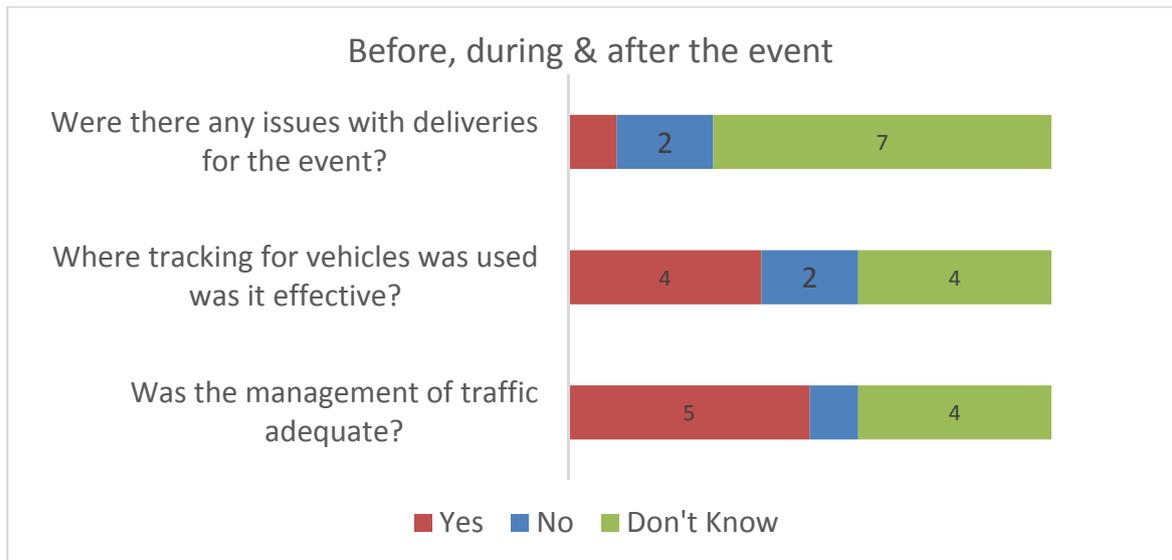
Do you feel the event was on site for:



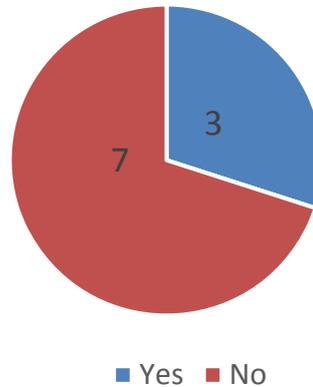
Additional Comments

- The city should support this event
- Queues to enter Calton Hill were extremely long and resulted in the footpath being congested. The road may needed to have been blocked off to vehicular traffic to accommodate the large volume of people waiting to enter so that pedestrians are unobstructed when walking past.

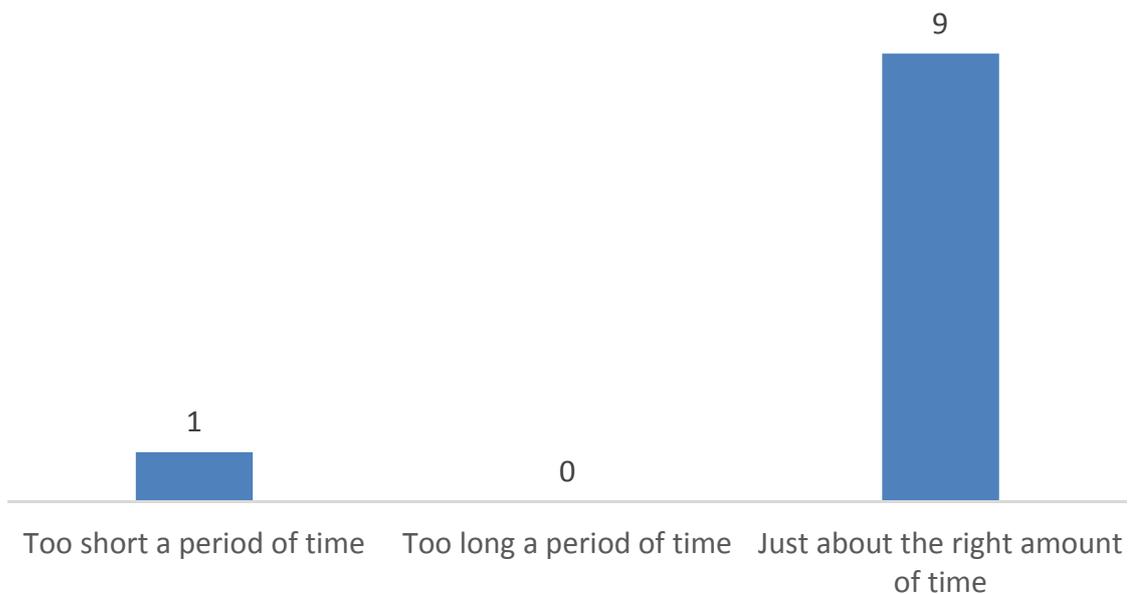
3. Inverleith, Foodies Festival (10 responses)



Was it clear who you would go to if you had a complaint about the event?



Do you feel the event was on site for:



Additional Comments

- The noise levels, caused by the live music was unacceptable so close to residential areas
- Well done!

Comments received independently

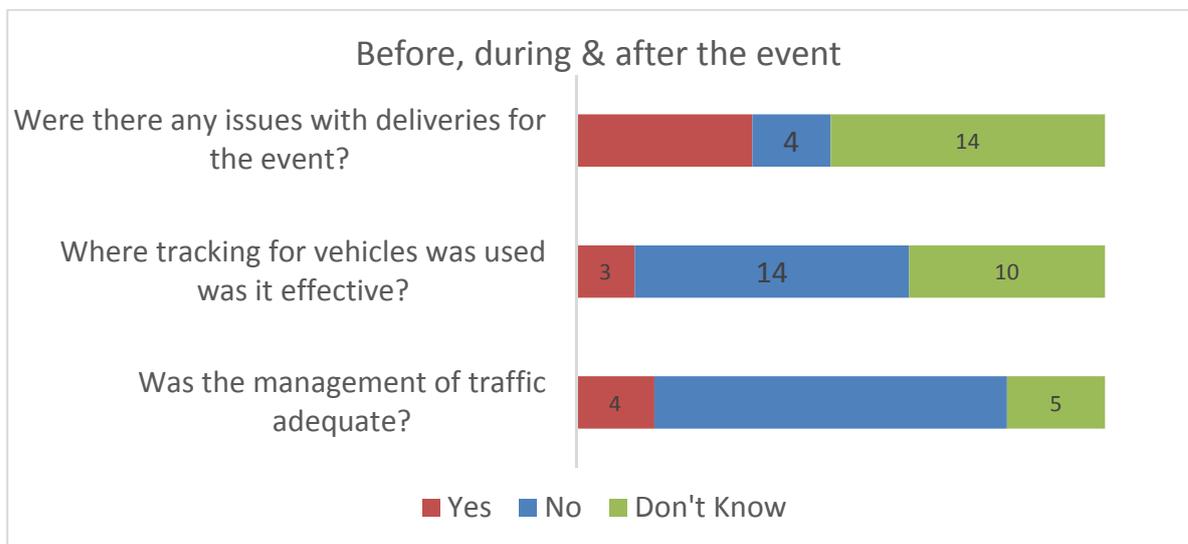
- I just wanted to say that I appreciate you having chased this up with the council, as the noise from the Inverleith Park event was driving me crazy over the weekend while I was at home. The music was unnecessarily loud in my opinion and incredibly intrusive even in the flat with the windows closed. I knew that everyone else living within a similar

radius of the event (and we are not all that close to it in the colonies) would also be disturbed by the noise, and so I couldn't understand why the council was (presumably) permitting it. Before I had figured out where the noise was coming from, I was walking home (on Friday I think) via Saxe Coburg, and the music was so loud even from up there that I assumed that there was a band playing in the colonies somewhere with amplifiers. I appreciate you chasing this up with the council on behalf of colonies residents and very much hope that they listen and prevent a repeat of the disturbance next year. I imagine that there may be other residents who, like me, were disturbed by the noise but aren't finding an email address to respond to in your Grapevine post (and may not know that you run the Grapevine, as I didn't) - and may in the end decide not to bother commenting because of this (I almost didn't), so it may be that you will receive more responses if you send a follow-up email clarifying that folk should respond directly to the Grapevine. Just a thought.

- We agree that the noise which was constant and unavoidable lasted too long and too late.
- My feedback would be that actually I found no problem with the noise. It didn't keep me up at night, I only heard it when I was walking around the colonies during the day and I found it enjoyable to hear such festivities going on close by. I find the noise of lawn mowers and strimmers to be much more of a noise pollutant than music from a festival! I'm giving this feedback to balance the view a bit as I think it is a shame to put a stop to such festivities in our local area.
- The noise WAS invasive- no doubt about it. The Colonies is a quiet gentle place to live and this was organised by someone not seeing the full picture- perhaps a sign of our times sadly. Hopefully next year it will be rectified.
- I would like to express my disquiet about it and also am concerned that it sets a precedent for when the accused development comes out not action.
- The whole "Foodies" event seems to have increased in size, scope and length and volume of music contribution. Last year and possibly the year before that, I recall there was a cool, lively music session of just a couple of hours in the afternoon. There are many young children in the Colonies, so difficult to get them to sleep with the volume of music from Abba to Madness tributes et al .I do wonder what consultation occurred between the festival organisers and the Council.
- It was indeed very noisy at the weekend but tolerable if just once a year in the festival my neighbour commented on the fact that the stage had been moved and maybe it was it's new location which caused the sound to drift so much. If this was a regular weekend noise from the Accies development however it would be totally intolerable!
- The noise from the music at the Food Festival was indeed extremely intrusive, and as far as I can recall wasn't an issue in previous years. It seemed surprising that there was live music at all, since the event is more about food than music, and it may have even have interfered with the main event i.e. made it hard for stallholders and demonstrators to be heard. My own feeling is that it would be no disadvantage to the festival and considerable advantage to neighbours if live music was dropped from future festivals – it would certainly be welcomed by residents in the local area if that was to be the case.
- It wasn't good, I had been out all day at the European Championships in Glasgow so unaware of the disruption during the day. When I got home around 7:30pm the noise was so loud that I thought that someone in a Street very nearby was having a party. It put a dampener on my evening as I had to be up at 5am to travel to Glasgow to volunteer at the Euro Road Race & could hear the noise when I was trying to relax. Unfortunately I can't remember what time the noise stopped. It's a foodie festival which is usually fine but they made it into a music festival which is unacceptable in a residential area without consultation.

- Just wanted to add our comments in, that we actually enjoyed listening to the music during the Foodies Festival while sitting in our garden - it felt like our area was part of the Edinburgh Festival vibe for a few days, and was far preferable to the sound of barking dogs which usually drives us out of our garden. Also wish to log that we are supportive of the Accies development plans too.
- I'd certainly support the complaints made. I was entertaining family on Friday evening and even inside the house the music was intrusive and disturbing. For much of the following days the volume was higher than radio or other media i attempted to listen to. By Sunday evening, having endured the high volume music quite at odds with what I would have chosen for myself for 3 days virtually non-stop, I was headachy and irritable. It completely dominated my weekend.
- I think we should make it clear that the volume was excessive and, more crucially, the duration....3 days is just too much, especially when it was for most of the day. When I ran past, there were very few people actually sitting listening to the music and I do wonder whether it is really needed for such an event...music is nice, but the stalls could just play their own – to their customers not to the whole neighbourhood!! I thought it was out of order for such a long time.
- My feeling is that the sound system was unnecessarily far too loud and whilst I have nothing against occasional activities of this kind in the park as has happened before with the food festival, I see no need to have a sound system that would cover Glastonbury.

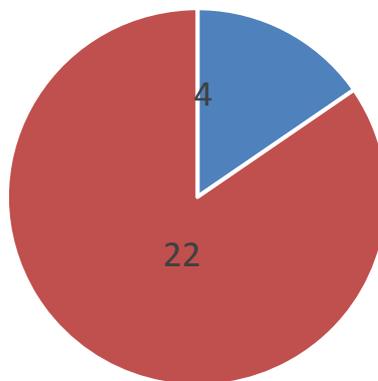
4. Lauriston Castle, Jurassic Kingdom (27 responses)



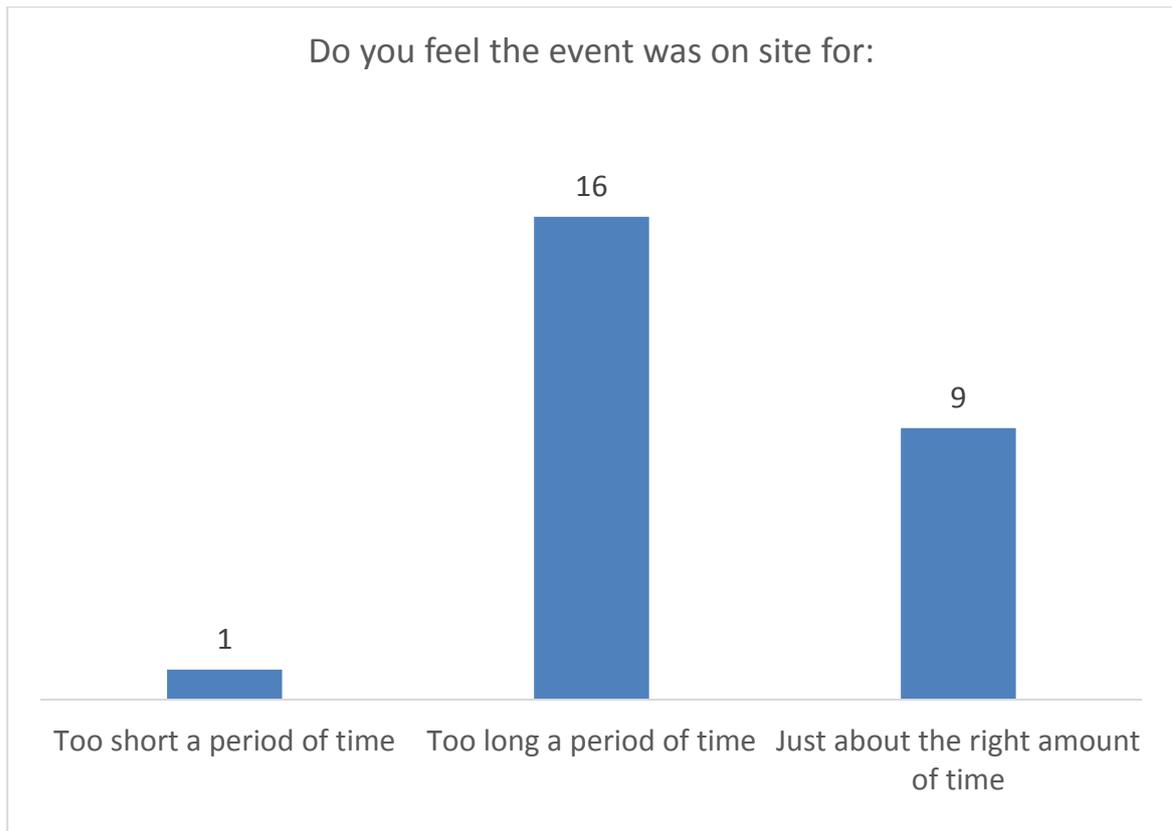
Satisfaction with...



Was it clear who you would go to if you had a complaint about the event?



■ Yes ■ No



Additional Comments

- An absolute nightmare to deal with WELI Creative. Poor communication, bad planning and awful service standards were not helped by weather conditions, but no adequate forward planning was made by WELI site Supervisors, contractors and security. Really disappointing and well below standard.

However, despite initial set backs this event has helped develop better communication between Parks and Museums & Galleries. The implementation of a joint Lauriston Castle & Parks working group is really beneficial to everyone involved at the venue.
- Overpriced and completely out of context to hold this event in such a beautiful setting. The exhibits were shoddy, not worth the entrance fee and left the gardens looking like a building site. Please do not hold this event here ever again!
- Totally unsuitable venue for this event.
- The litter dropped by people along with the appalling parking issues in our streets was awful....and the weather was poor...how bad would it have been in good weather. We were prevented accessing our popular park because of a paying event that paid no heed to locals.
- A public area was closed to locals. People who walk there every day no longer being able to go other than to a tiny section. Parking in the streets was horrific. Luckily no emergency vehicles were required throughout the time period as they would not have got through. People littering every where around their cars and blocking drive ways. Should not of been hosted without providing parking (Tesco's back car park).
- The event meant that the grounds were not really accessible at all during the course of the event. Normally we make good use of the grounds but had to avoid during this time.

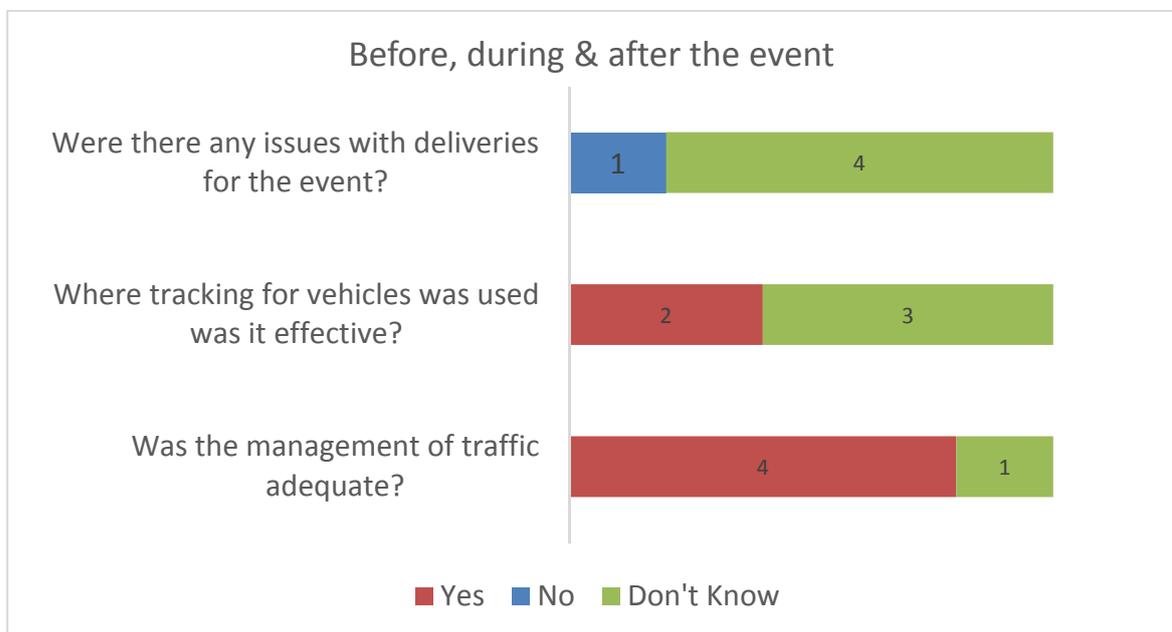
Not sure that the event was of a high enough quality to justify using the public space. I understand the reasons the council are hiring out space but I think thought needs to be given to whether the public can still reasonably access space (eg. At meadows or inverleith the events don't take up the entire parkland). Also as a local resident the lack of parking at the site meant local streets were inundated. I don't think it was realistic to expect such large numbers to all use public transport.

- Thought it was a good event to have in the area. Obviously there was increased traffic & parking in surrounding streets but the main thoroughfares were kept clear. There was also damage to some areas of the park due to weather and the number of people walking over parts causing it to become very muddy. However, i was pleased to see that the site was tended to after the event and there was little long term damage.
- I have already provided extensive feedback on issues affecting residents in the local streets in West D. Mains, as neighbourhood watch coordinator. Major issues related to:
 - visitors parking in surrounding streets causing congestion, blocking residents, and leaving litter (including some very insanitary litter) on the streets and stuffed into residents' hedges. Really need to use neighbouring fields to provide parking if an event of this scale is considered again.
 - damage to surface of Cramond Road South and the grass verge opposite the entrance to Lauriston Castle as delivery vehicles were too large to negotiate the entrance. Several other issues were raised in the feedback via DMSA, but the ones above were the ones that affected me most as an individual.
- There was no adequate parking so people blocked residents' driveways. There is no safe crossing from Silverknowes & Barnton neighbourhoods to the castle so families had to take risks crossing busier than normal roads. The castle grounds were a mess afterwards (mud, worn grass, litter).
- There was no direct telephone contact and difficult to find any on site official so calls and complaints directly to Lauriston Castle rather than Jurassic Kingdom or Parks.
- The event was very suitable for an event like the Dinosaurs. Lauriston Castle has big, beautiful grounds, and the strange creatures were able to look really good in amongst the trees and bushes.
- This was a shoddy badly planned event. The displays were tired and badly presented and there was no traffic planning or any car parking arrangements. A consequence of which was the local streets were jammed. For the duration of the event local people were unable to access the park.
- There was excessive parking congestion on surrounding residential streets, with people attending Lauriston Castle blatantly flouting parking measures, eg. moving cones that had been placed to prohibit parking on certain streets.
- Parking was an issue on local streets throughout Silverknowes area. I use Lauriston Castle grounds every day to walk my dog and was unable to do so during this event due to volume of people and also food littered around the paths made controlling a Labrador very difficult!
- I consider it an excellent and , for the local authority, a financially beneficial event which seems to have been well attended. As a frequent walker in the grounds, I do not consider that much damage was done e.g. to grass. In fact, considerably more damage is done by cars regularly abandoned on grassy areas and by youth vandals who enter the grounds in late evenings. Given that there are many other areas which can be used for

walks, I do not agree with those who object to having been unable to walk in the grounds of Lauriston Castle during the event.

- Jurassic Kingdom was a great way to use the public space and generate revenue. The cost was high and may have excluded groups. The event suffered from unseasonal levels of rain which affected the ground conditions and this should not preclude repeating similar events with provision for ground covering.
- The wet weather did nothing to enhance this event. That aside, the organisers were ill prepared, resulting in large areas of parkland destroyed for months. Health and Safety wise, cables were lying in large pools of water, toilets were inadequate, as was parking. Lauriston Castle did not benefit, as the visitors with small children were not going to be interested in a tour. The event was a gross insult to the character of Lauriston.
- The toilet facilities were not adequate and the castle facility outside was used to excess as a result. The cables to the exhibits were lying in pools of water and mud etc. The whole concept of holding this at Lauriston was a big mistake and if it was to encourage visitors to visit inside the castle, that was a non starter. The castle and the grounds are described as a peaceful gentile setting and that is how it should remain. Never again !!
- Excluded me from quiet use of the park and caused traffic congestion in and around the area.

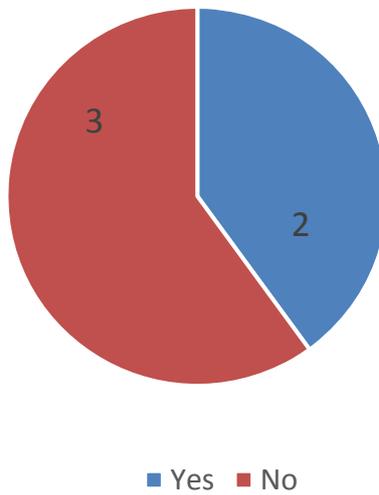
5. Leith Links, Moscow State Circus (5 responses)

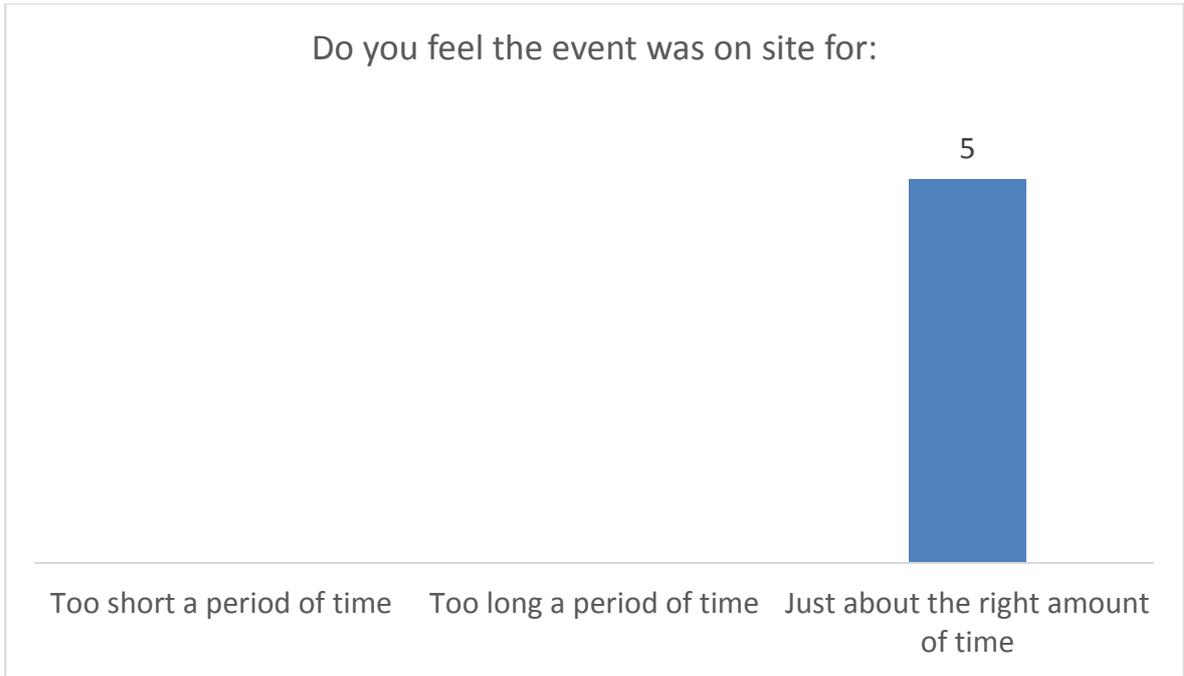


Satisfaction with...



Was it clear who you would go to if you had a complaint about the event?

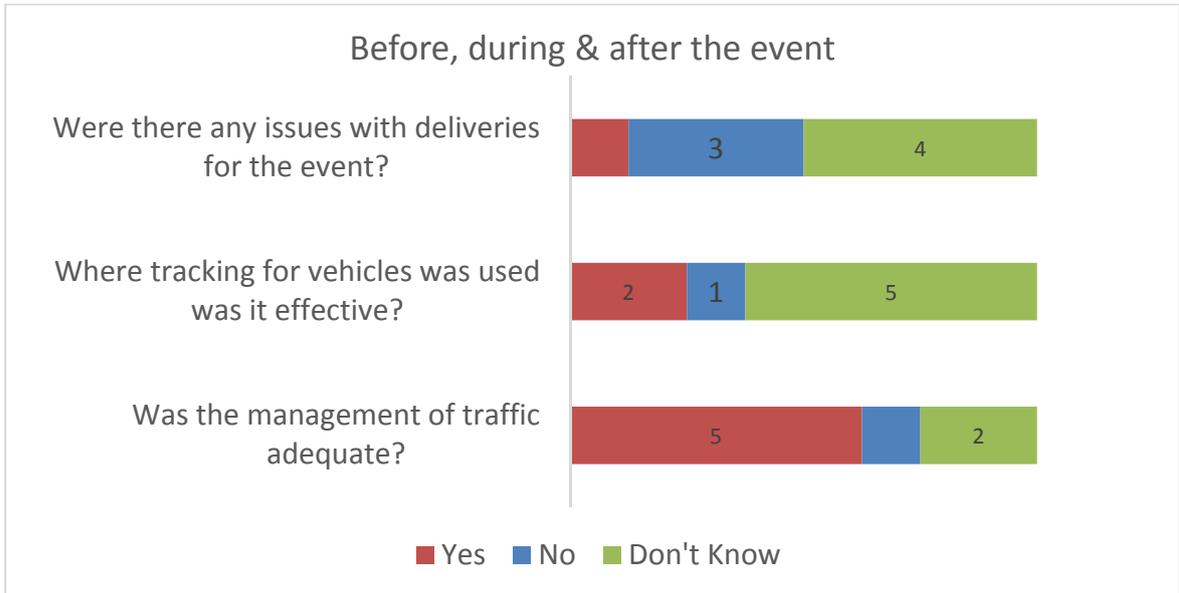




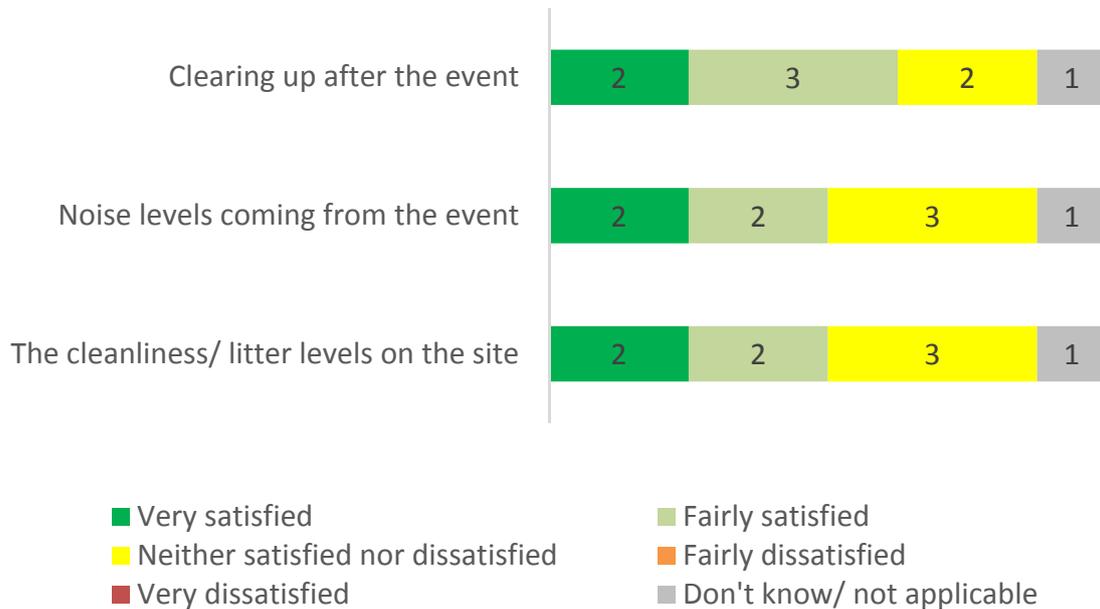
Additional Comments

- Lack / reduction of public toilets means that some inconsiderate visitors use our side streets instead

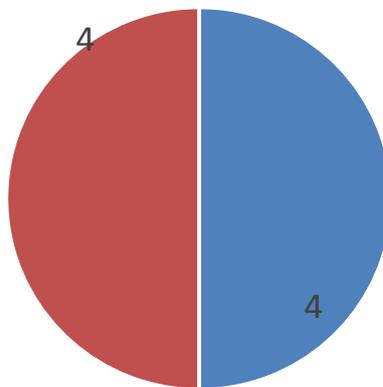
6. Leith Links, The Mela (8 responses)



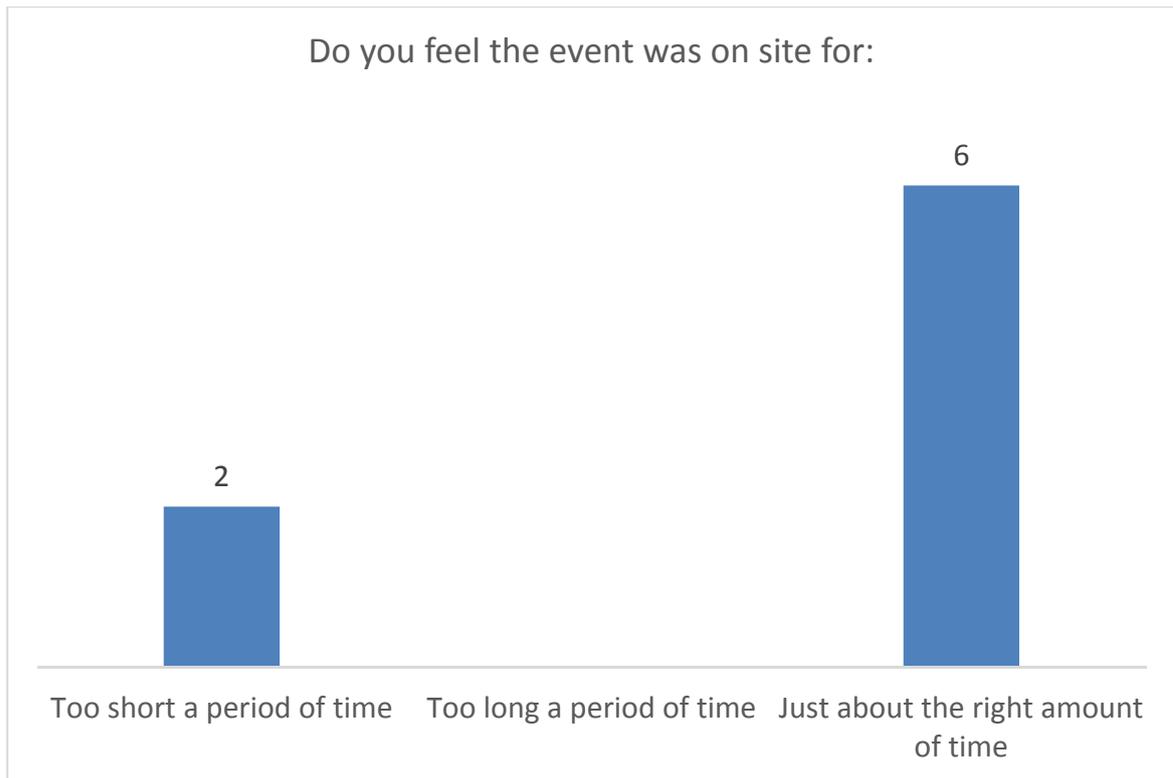
Satisfaction with...



Was it clear who you would go to if you had a complaint about the event?



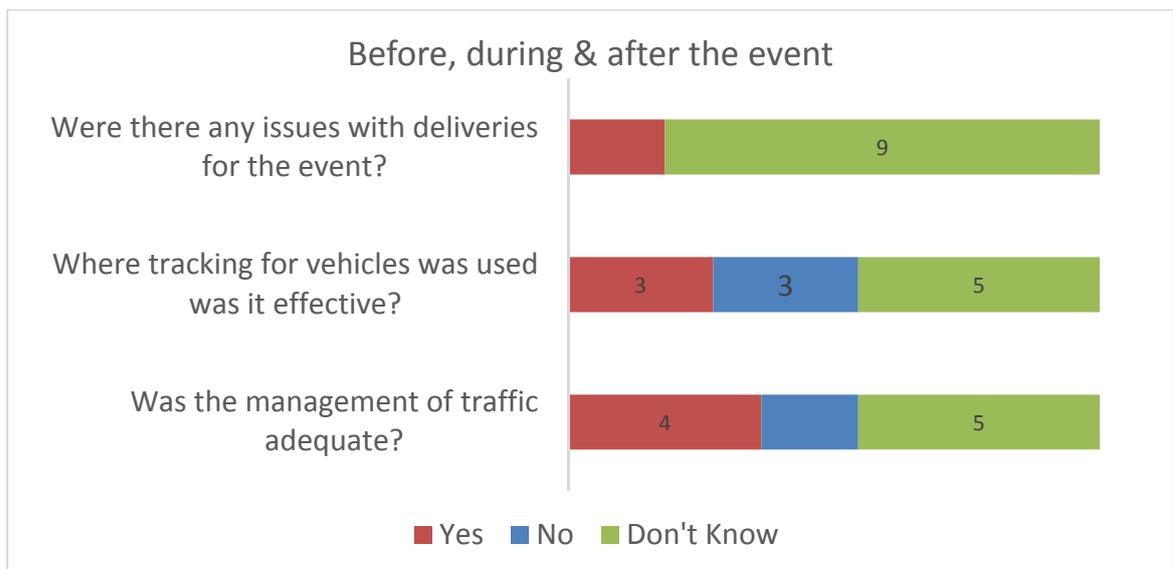
■ Yes ■ No



Additional Comments

- It would be better if the event was back at the West end of the Links and was bigger
- The Mela should be more accessible and inclusive

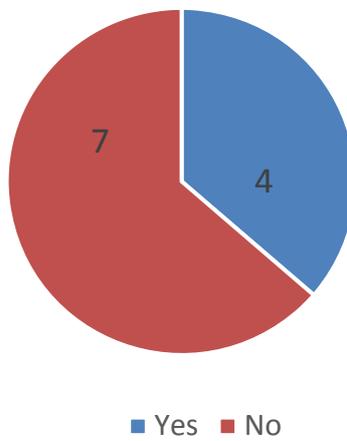
7. The Meadows, Gung Ho (11 responses)

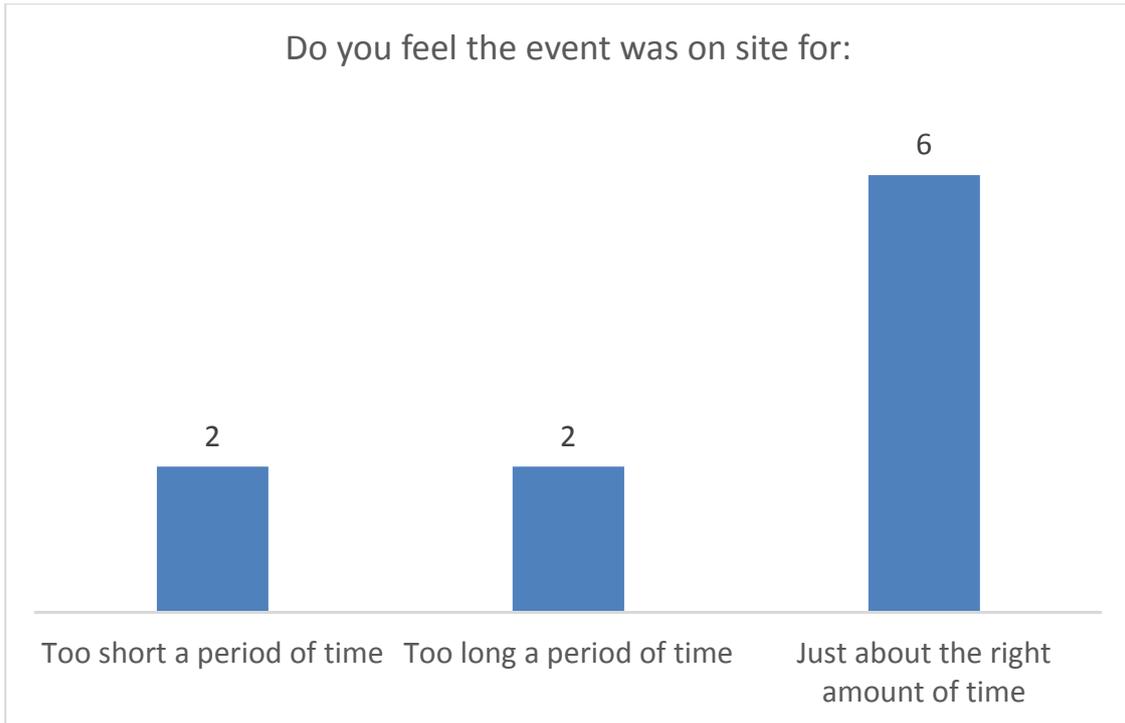


Satisfaction with...



Was it clear who you would go to if you had a complaint about the event?

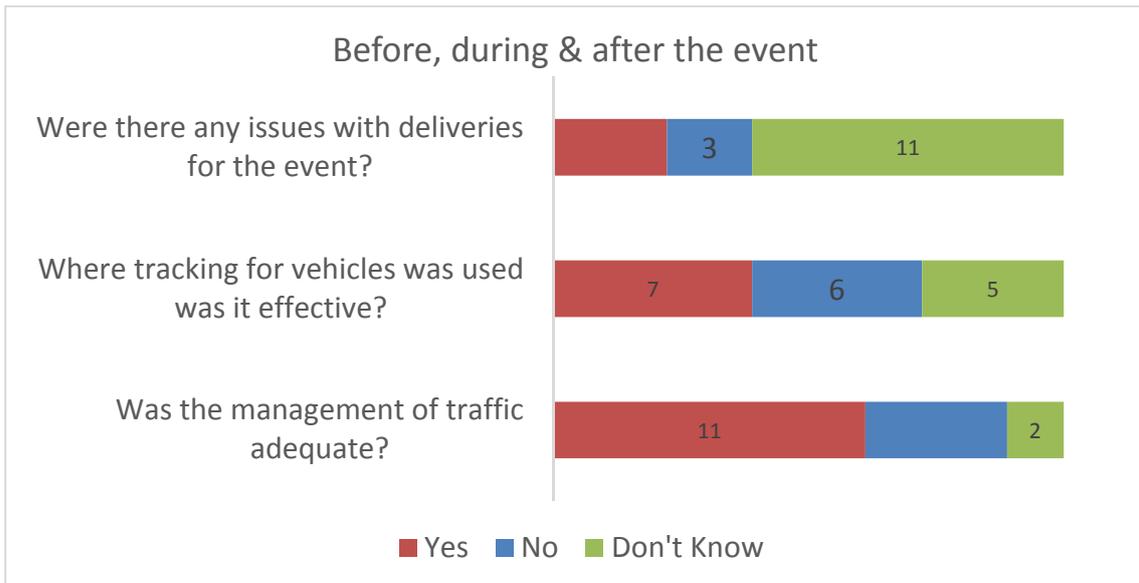




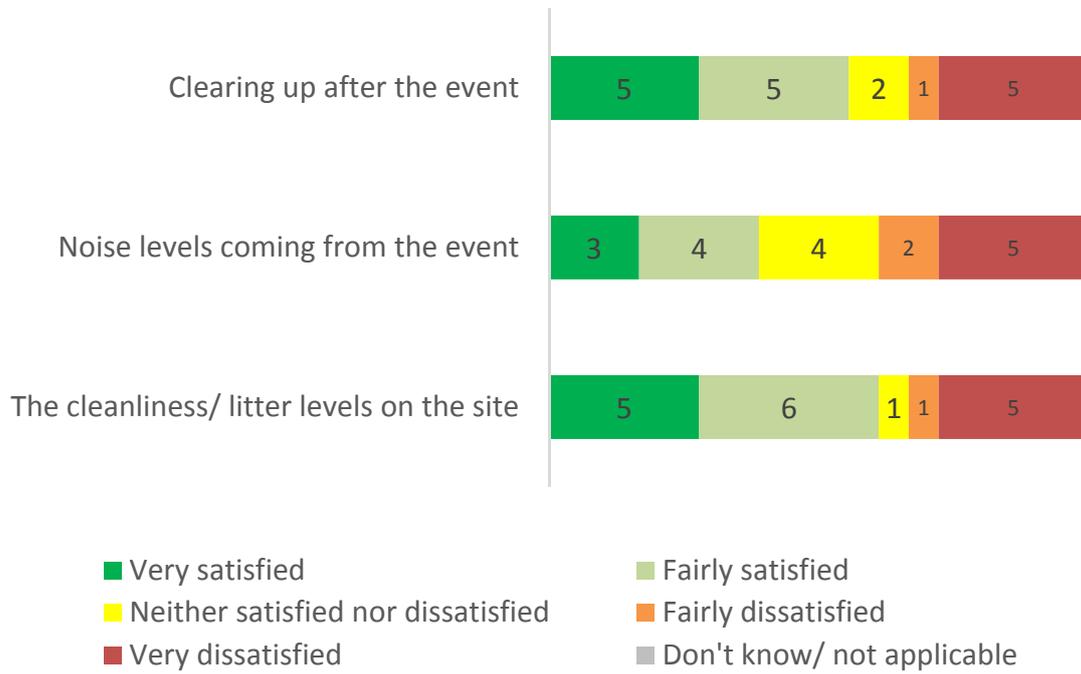
Additional Comments

- I did not have any complaints to me
- Similar to other events on the Meadows, the grass and surrounding area is not returned to either its previous position or a good state of repair. If this is not enforced, no events should take place.

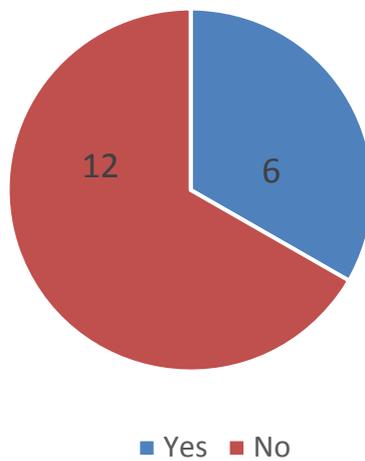
8. The Meadows, Underbelly Circus Hub (18 responses)

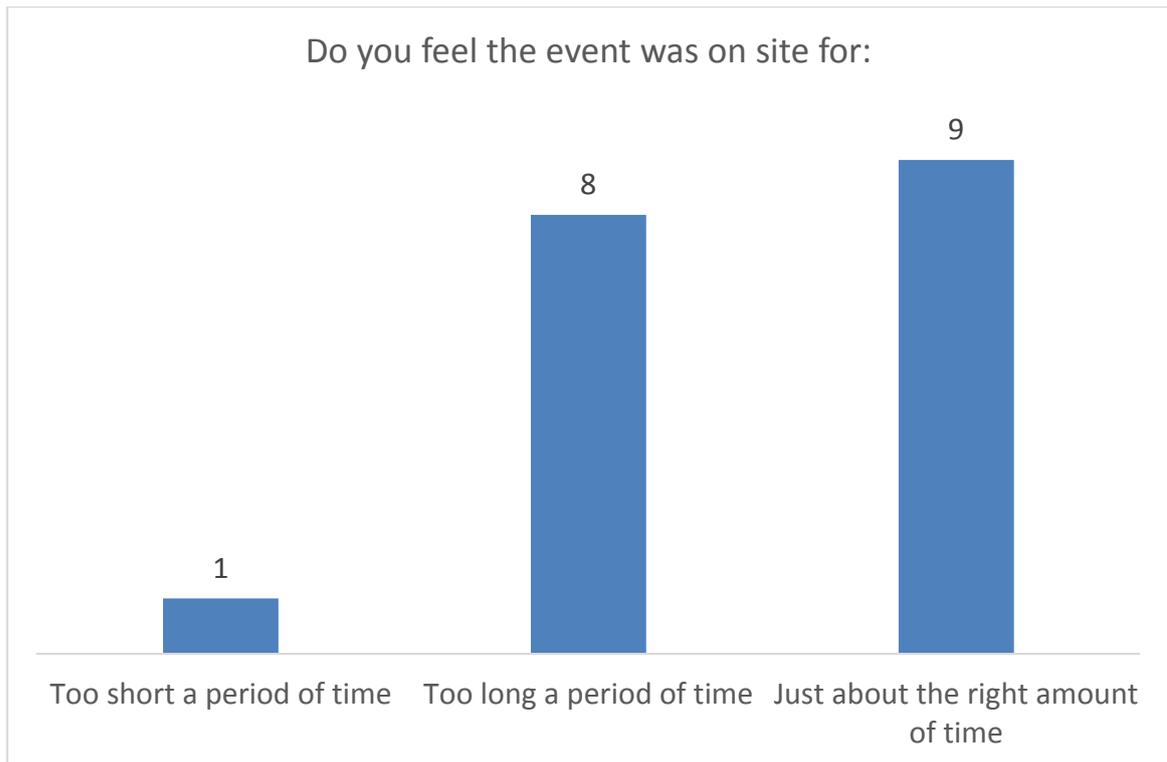


Satisfaction with...



Was it clear who you would go to if you had a complaint about the event?

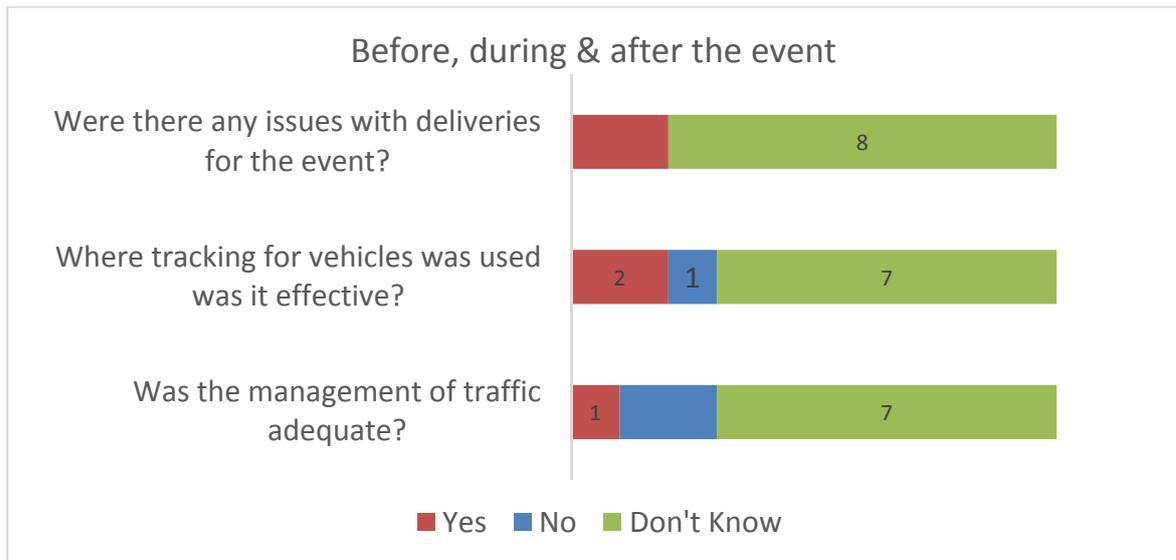




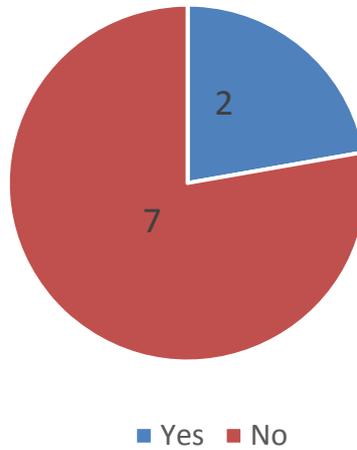
Additional Comments

- Cars accessing this site were using the Meadows as a long term car park. The access to the Meadows from George Square Lane was dangerous and not regulated enough. Due to the large billboards advertising Fringe shows, there was limited visibility for cyclists
- I had hardly any negative comments
- Flyers need to be removed after events finished
- Similar to other events on the Meadows, the grass and surrounding area is not returned to either its previous position or a good state of repair. If this is not enforced, no events should take place.
- The area was left looking like a swamp. Disgraceful!
- Large areas out of commission for months including before during and after Fringe. Grassy area so mutilated unusable for weeks caused by tents and vehicles driving across Meadows. Cycle lanes footpaths dangerous for cyclists dogs children due to vehicles. The residents want our Meadows back.
- This is a fantastic addition to the festival
- The venue seems to be well managed and the noise levels are acceptable. However, the traveling FunFair is placed very close to the Underbelly site and is extremely loud and there are diesel fumes from generators and I expect Underbelly are disrupted by the FunFair. I would hope the Funfair will not be located there in future years.

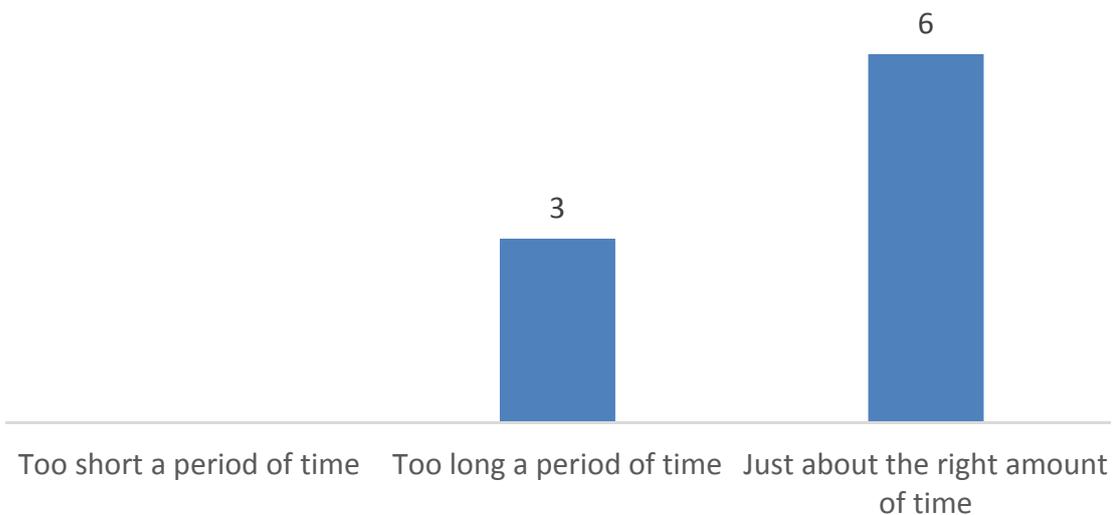
9. West Princes Street Gardens, Oktoberfest (10 responses)



Was it clear who you would go to if you had a complaint about the event?



Do you feel the event was on site for:

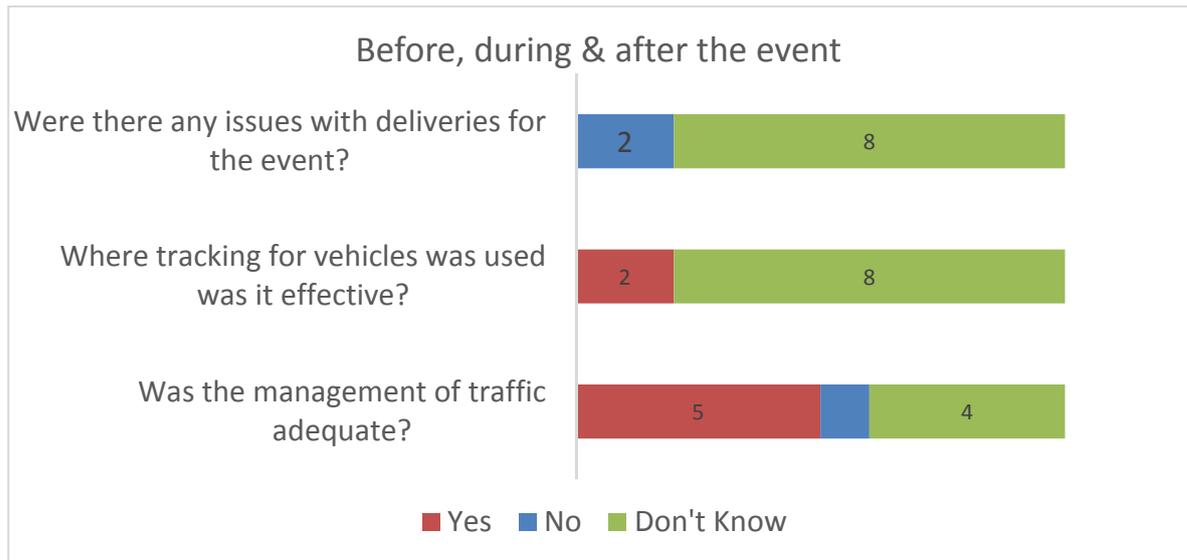


Additional Comments

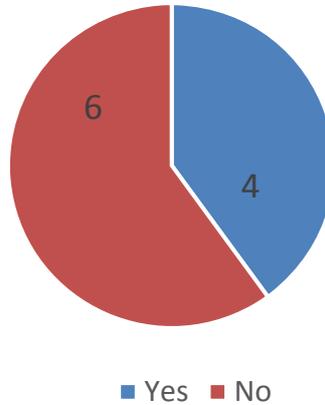
- Caused congestion around the Ross Fountain Area and obstructed the access and views for normal daytime visitors to the Gardens and Children's Play Area
- The park is continually closed to accommodate set up and break down of events. This should be designed to keep the park open to visitors, it's unacceptable to keep closing it off, often for weeks at a time
- A drunken booze up. Whole area of Gardens unusable. Drunks everywhere. Grass and plant destruction. This is a commercial jamboree without any tradition in Scotland. These Gardens are the spaces for residents visitors workers to get a bit of space and relaxation. You are the custodians of these PUBLIC spaces not to make money

- Alcohol based events should not be held in public parks. Restaurants, hotels and bars pay substantial business rates and are fairly strictly regulated. They suffer when pop-up bars take away their trade at peak times of year
- Too much stuff in the city centre. Can we please have 6 months of the year with our parks please

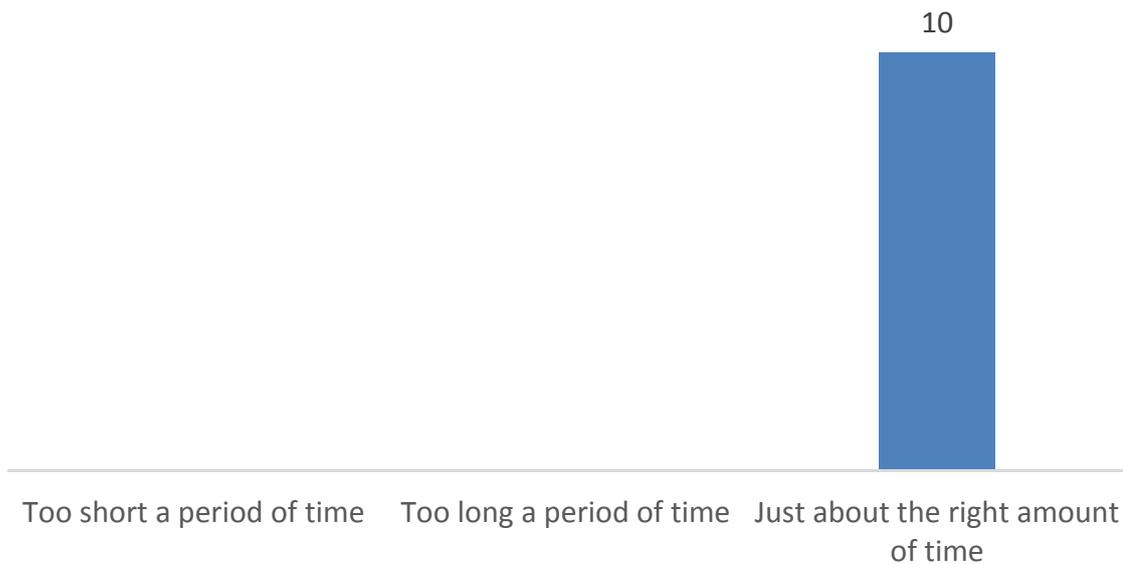
10. West Princes Street Gardens, Sleep in The Park (10 responses)



Was it clear who you would go to if you had a complaint about the event?



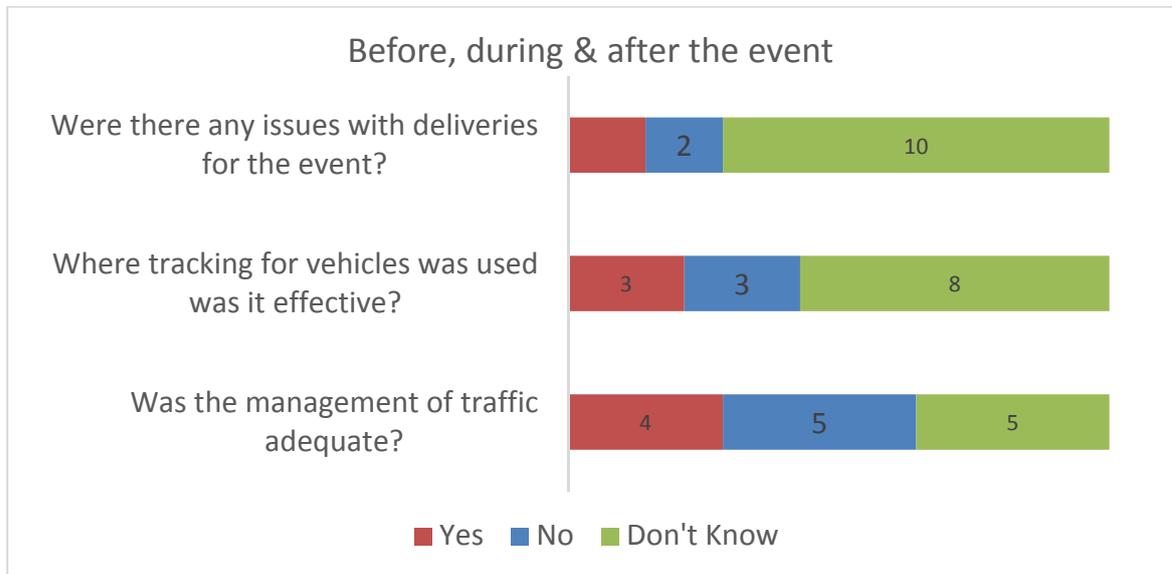
Do you feel the event was on site for:



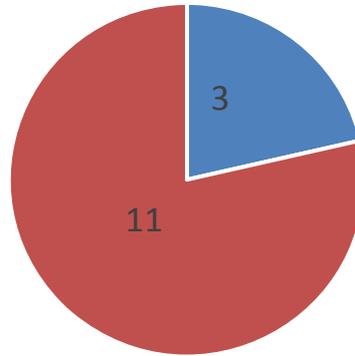
Additional Comments

- The park is continually closed to accommodate set up and break down of events. This should be designed to keep the park open to visitors, it's unacceptable to keep closing it off, often for weeks at a time
- A very worthy cause and well managed too
- A good use of a public park
- it took too long to get through the security on the night. It was (obviously) freezing and I had to go sit in Welfare when I got in as my feet were so cold from standing waiting so long to get down into the Gardens

11. West Princes Street Gardens, Hogmanay (14 responses)

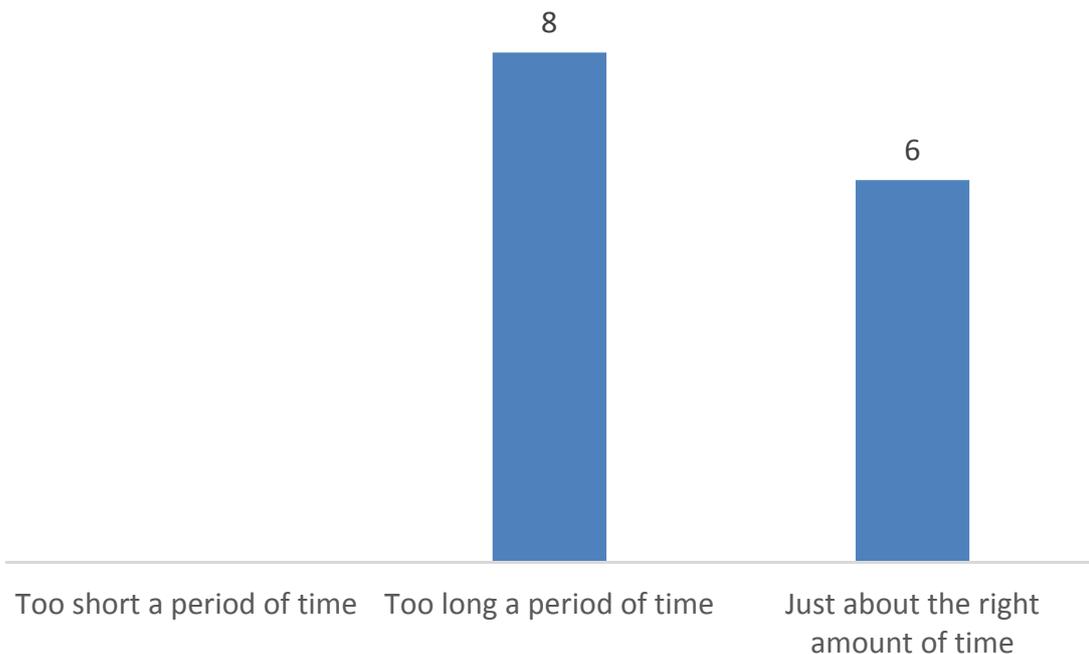


Was it clear who you would go to if you had a complaint about the event?



■ Yes ■ No

Do you feel the event was on site for:



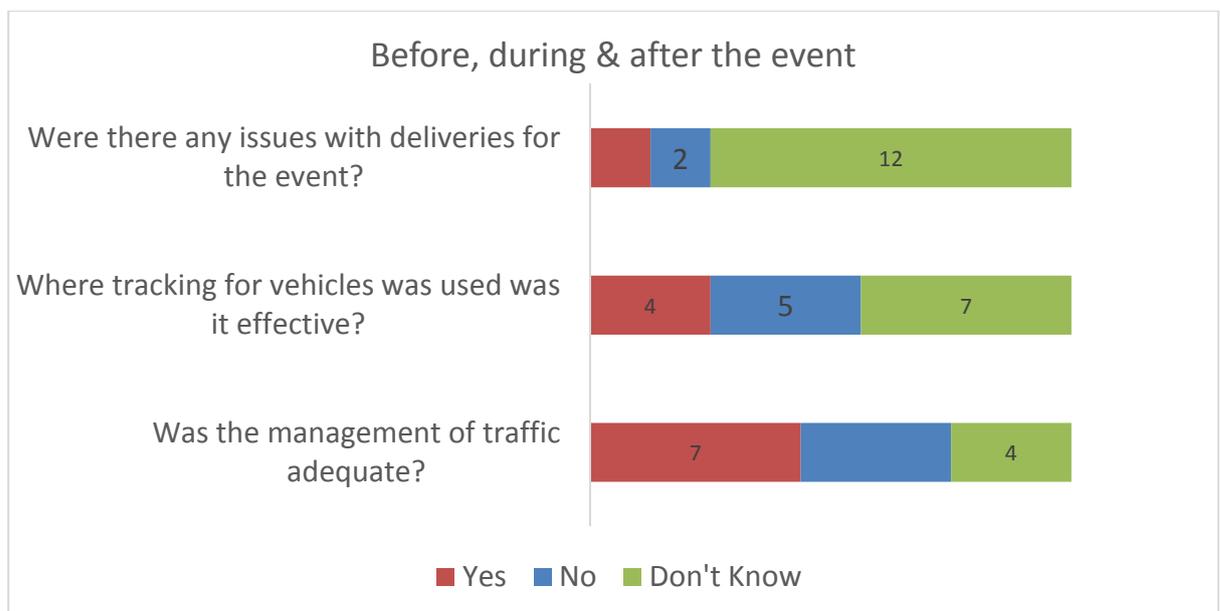
Additional Comments

- The park is continually closed to accommodate set up and break down of events. This should be designed to keep the park open to visitors, it's unacceptable to keep closing it off, often for weeks at a time. The Park was closed for over 12 weeks on the grass and was no put back to good condition quick enough
- All of Edinburgh's Hogmanay events have been good. But the 2017/18 event was so much better. Lots and lots of plus points. My only gripe were how some of the temporary scaffolding structures seemed to be resting on the railings surrounding

Princes Street Gardens. My worry was that they could compromise the sturdiness of the railings

- I think it is a great shame that Edinburgh markets itself so brazenly as a heavy-drinking place to go to.
On Castle Terrace, the fireworks are so loud that car alarms go off, pet dogs are so traumatized they defecate indoors, and walls shudder. We don't think we can cope this Hogmanay and will try and go and stay with friends or family to get away from it
- Similar to other events in Princes Street Gardens, the grass and surrounding area is not returned to either its previous position or a good state of repair. If this is not enforced, no events should take place
- Hogmanay starts in November and isn't cleared up till late January. This is another money making jamboree for tourists and has ruined Hogmanay for us locals
- The space simply was overwhelmed by people. It would be more helpful if there were multiple sights throughout the city, rather than such a concentration near the castle
- Time to put a stop to having any pop-up bars during this event. There are plenty of businesses in town paying rates. These pop-ups simply take trade away from established businesses. Like many Edinburgh residents, I avoid going in to the centre of the city during these 'festivals'. The Hogmanay one particularly disrupts bus services and has become so unpleasantly crowded that my family have stopped wanting to go to any of the events associated with it
- More needs to be done to ensure crowd control measures are suitable
- Yes. Give me my city back for Hogmanay and stop ruining the city centre and the park with these events which have no relationship to Edinburgh or serve the residents
- Too big and on for too long, making too much mess of the gardens

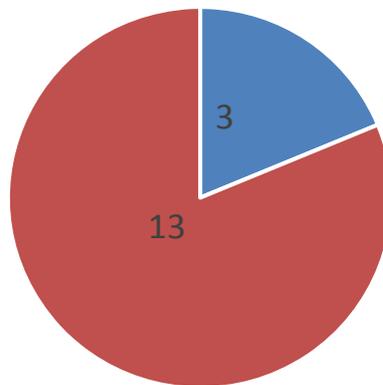
12. East Princes Street Gardens, Summer Festival Wheel (16 responses)



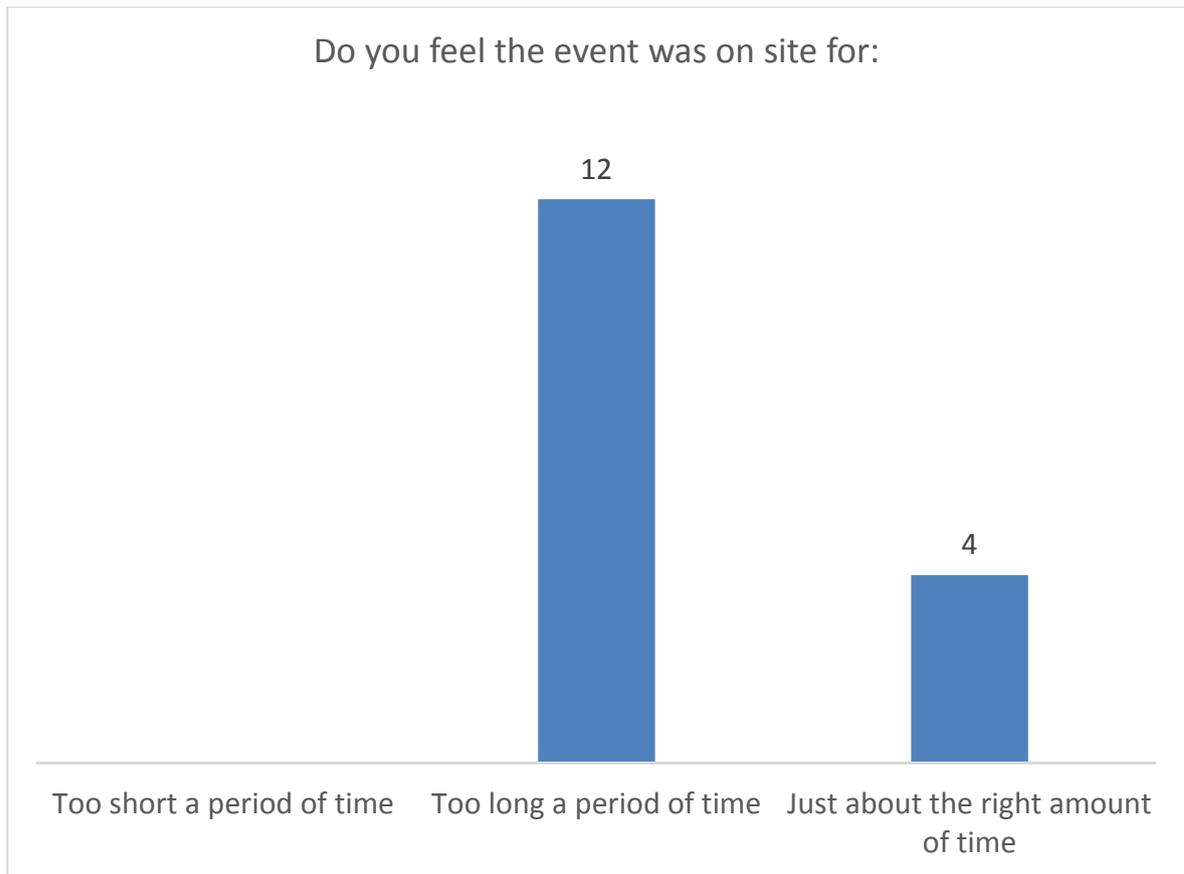
Satisfaction with...



Was it clear who you would go to if you had a complaint about the event?



■ Yes ■ No

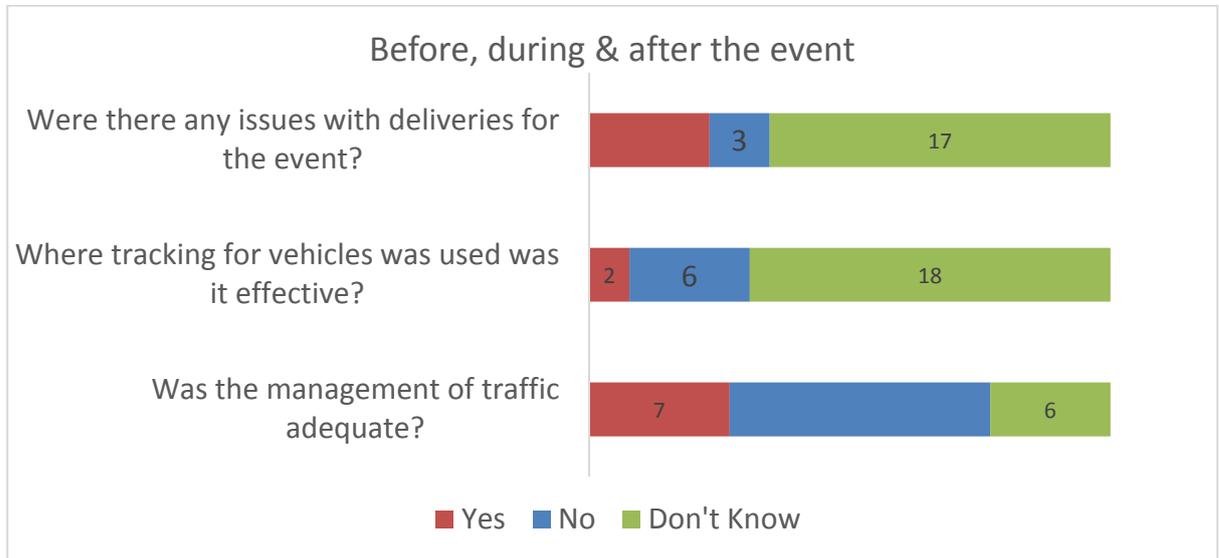


Additional Comments

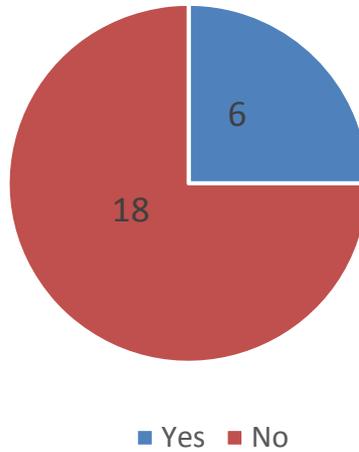
- Why are we allowing Edinburgh's Princes Street Gardens be turned into an funfare; damage to the grass and constant heavy machinery is very damaging
- The park is continually closed to accommodate set up and break down of events. This should be designed to keep the park open to visitors, it's unacceptable to keep closing it off, often for weeks at a time
- The big wheel shouldn't be positioned next to the Scott Memorial. It is tacky and gives the wrong impression to visitors (see also my comments re Christmas at EPSG)
- This isn't really an appropriate venue for such a feature. Gardens should be peaceful. This was far too close to main public (and crowded) pavements and the main road. It adds to already crowded areas. It is an asset, I understand that, but it should be relocated to an alternative area such as Festival Square - more space, and a hard surface where grass and plants are not annually disrupted
- The continual trashing of Princes Street needs to be stopped
- The area looks utterly tacky and full of filth and permanently overflowing bins
- Hideous piece of fairground tat next to Scott Monument. Tree route systems being ruined by the foundations for this ghastly machine. Area out of commission before and for weeks after due to surface damage
- Crowd control in this space needs to be improved
- i do not like this appearing in the Summer as well as during the Christmas period. It's too much of an infringement on our public space. At Christmas it can form part of the greater festival feeling but during summer it just seems tacky, unsightly, and not appropriate for our park

- Locate the wheel elsewhere. This is a park and a public amenity for residents and visitors alike

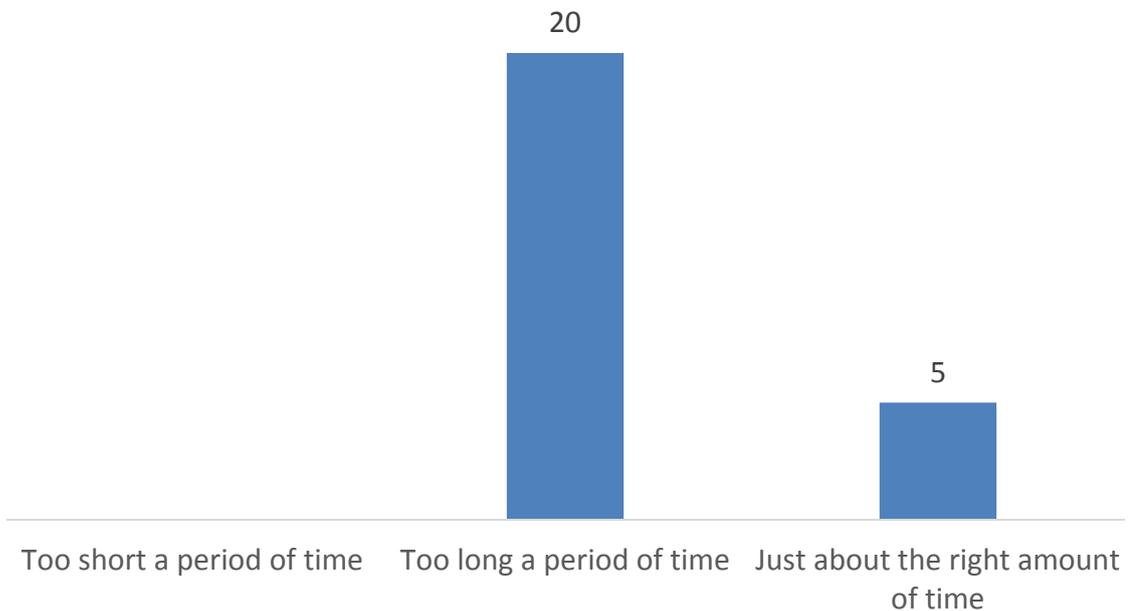
13. West Princes Street Gardens, Summer Sessions (26 responses)



Was it clear who you would go to if you had a complaint about the event?



Do you feel the event was on site for:



Additional Comments

- someone made a lot of cash but not edinburgh city
- same as before; people were locked out of the Gardens because of preparations for events; black hoardings put up to totally block views from Princes Street; Absolutely horrified by the way that both East and West gardens are treated
- We had many complaints from regular local customers as well as Festival visitors who could not the access the Gardens via Kings Stables road for most of August and the

Festival period as they normally did.

The loss of visual amenity and the closure of the gardens completely to the many tourists visitors as well as locals during the Festival was deplorable. Financially it was devastating to our business in the West Gardens to lose trading days during our main time operating period, but the closure of the access through Kings Stables Rd for the month affected business just as much.

We would also point out that the initial consultation notes we were sent mentioned less concert days, no details of the entrance road closures was made or that we would have to stop serving at 1pm on the day of concerts so we had no chance to object after the goalposts had been moved by the event organisers. All we had was notification from them directly that we would be required to close so as not to compete with own caterers they were bringing in for the series of concerts.

On a personal note the fact the concert organisers brought in an extra 11 catering stances for the month and left them on site between concert dates made the Gardens look like a construction site despite all efforts of the Parks and Greenspaces had put in previously to getting it looking good .

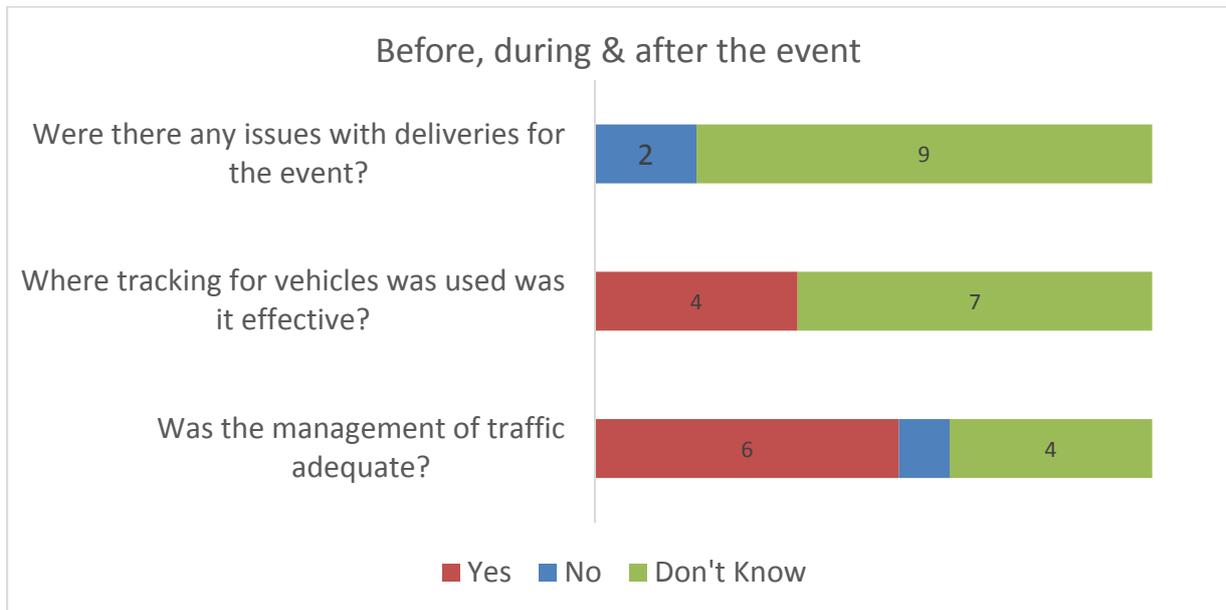
The council have obviously lost the rent revenue they would have received from the proposed extended event on the red baize area with the Edinburgh Jazz and Blues Festival and the loss of the Carousel that came for many years whilst we ourselves are now left looking to be compensated via rent reduction. I assume the payment received from DF concerts was lucrative enough for the council to accept these losses?

Perhaps in future we can have more inclusive policy that see's financial and amenity gains and detriments to the Council as whole on 12 month basis that results in allowing profiteering private business to exploit the Gardens natural resources at this already congested time of year rather than viewing a single letting arrangement in isolation

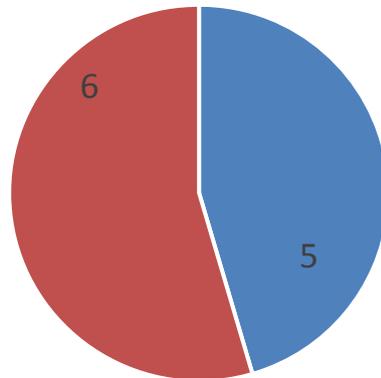
- Summer Sessions notoriously boarded up the Princes Street railings with black panels. They took over too large a part of the gardens, erected an overlarge stage over the bandstand, and arranged events that were not appropriate in scale to the bandstand venue. They establish unexplained "VIP areas" within a public park
- I cannot comment on the other questions as I had no intention of going. Events in Princes Street Gardens should be discouraged to leave one green space in the city centre for everyone to enjoy. Also locals are inconvenienced by the long time that the Gardens are closed for erecting and uninstalling hardware etc as the route from King's Stables Road. Some of the events like the Wheel are tacky for a city like Edinburgh These comments apply to all events held in Princes St Gardens
- Gardens should not be used for private concerts when gardens are then closed off to public and even worse they erect black fences to stop people seeing in and seeing whole view of gardens and castle. That view is Edinburgh and council/ promoters have no right to stop anyone seeing it for a profit show. Scandalous use of common good land
- The blocking off views of the castle from Princes Street was a complete shambles
- It's outrageous that CEC believe it's okay to block off views of Princes Street Gardens so that a privately owned entity can hold money-making events in a publicly owned part of the city

- These type of events should not be allowed. The council has no right to rent out the gardens to a private enterprise.
Blocking off sight-lines to the gardens during these events is totally out of order!
- Disliked and resented the barriers which blocked view of gardens and sights so that promoter could make money at expense of residents and tourists. Lost my previous goodwill
- Unless these concerts are free to the public (as they are using a public space), it seems entirely inappropriate for the one season a year that the gardens are most used that they should be restricted. Concerts can happen elsewhere
- The screening off of the bandstand and the diversion of buses was ridiculous
- Covering the railings to prevent people getting a view of the gardens was not acceptable, it was also highly annoying that the benches and part of the pavement on Princes' Street were fenced off
- I do not feel like our public park should be appropriated for this purpose for this length of time. The hoardings blocking the sight were deplorable. This was one step too far in the monopolisation of public spaces for private use. Unacceptable
- This is a park. Stop ruining it with these tacky events.
- I can understand wanting to make use of such an iconic site for concerts at this time of year, but the disruption was way over the top. Not ok to close off so much of the gardens at the busiest time of year - summer concerts are generally a good idea but need to find a better venue.
- Unacceptable to close Princes St Gardens so much and to block views from Princes St
- The Management of this event was a travesty. Large sections of the gardens were not accessible to the public for some time in preparation for the event. The erection of shields to stop people watching and thus shutting off Edinburgh's most iconic view for several days was completely unacceptable. The amount of security on the performance nights was ridiculous. If there is a case for having events of this sort in an outdoor arena in a public garden in the middle of a City then the promoters should accept that the event will be in view and earshot of people outwith the performance area. If they want a private performance - use a venue.
- Barriers blocking views of the gardens should not have been erected. If this was for financial considerations to 'protect' the exclusivity of the events, these events should not be held in the gardens at all.
- Blocked views of the gardens until the panels were removed. Damaged the grass and probably the trees from compaction. Rows of portals necessary but unsightly before and after the event.

14. West Princes Street Gardens, Virgin Festival Fireworks (11 responses)

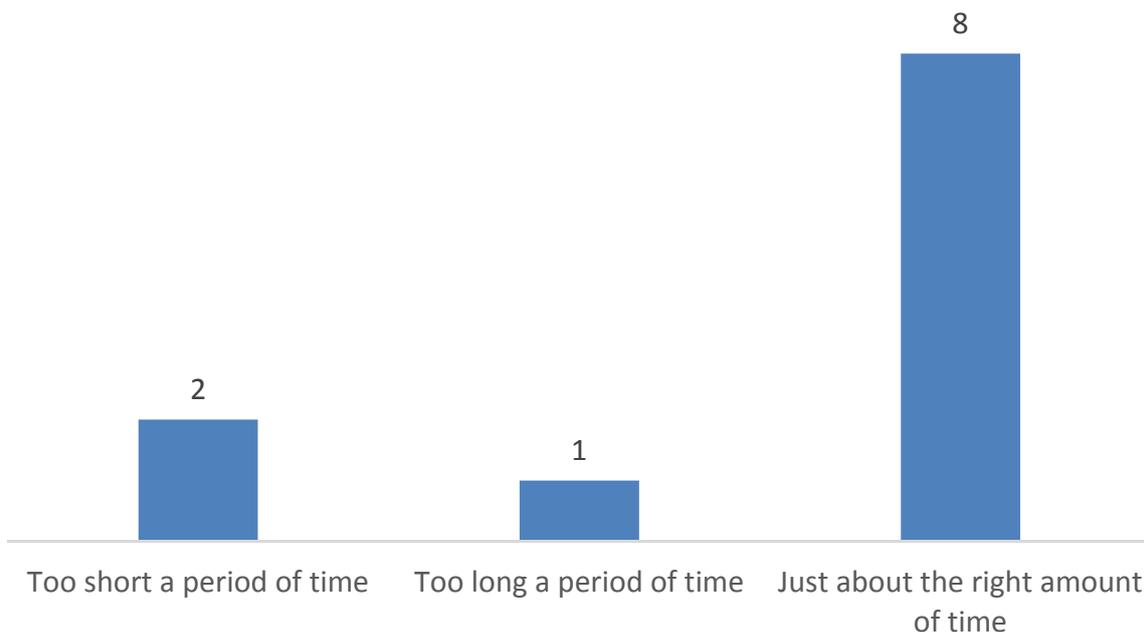


Was it clear who you would go to if you had a complaint about the event?



■ Yes ■ No

Do you feel the event was on site for:

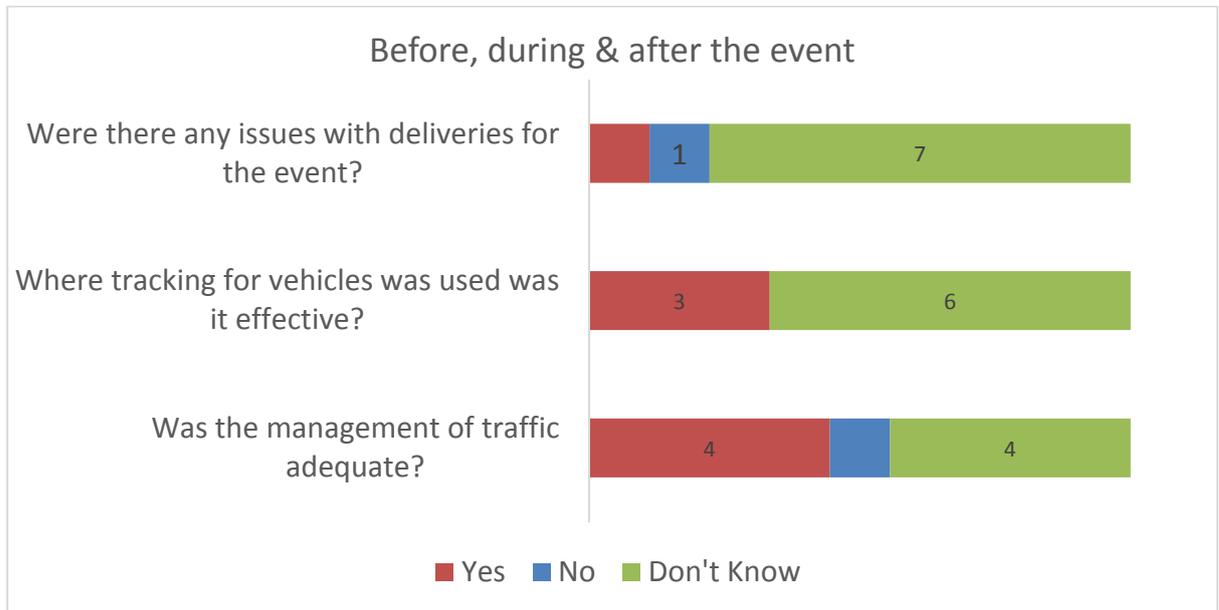


Additional Comments

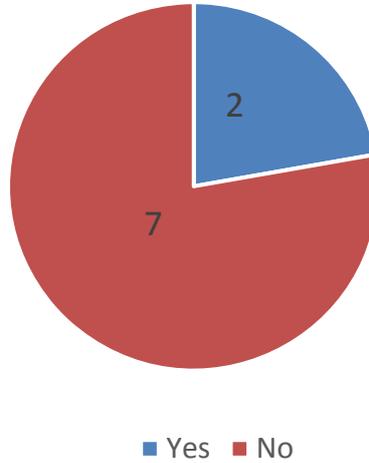
- the best event in edinburgh (and there are a few)
- The trees are obstructing the view from the gardens of the castle, bandstand and fireworks. It is getting more and more difficult to get a clear spot to view the concert.
- In the same way that the Hogmanay Fireworks and the Tattoo for a whole month, the fireworks are far too loud - it is really unpleasant to live in Castle Terrace every night of the Festival. Please find fireworks which do not make any noise!!!

- Beautiful! but getting home took me two hours due to the amount of people waiting to get a bus. Could these be lined up ready at egress points e.g. Shandwick place, Regent Road for the end of the fireworks.

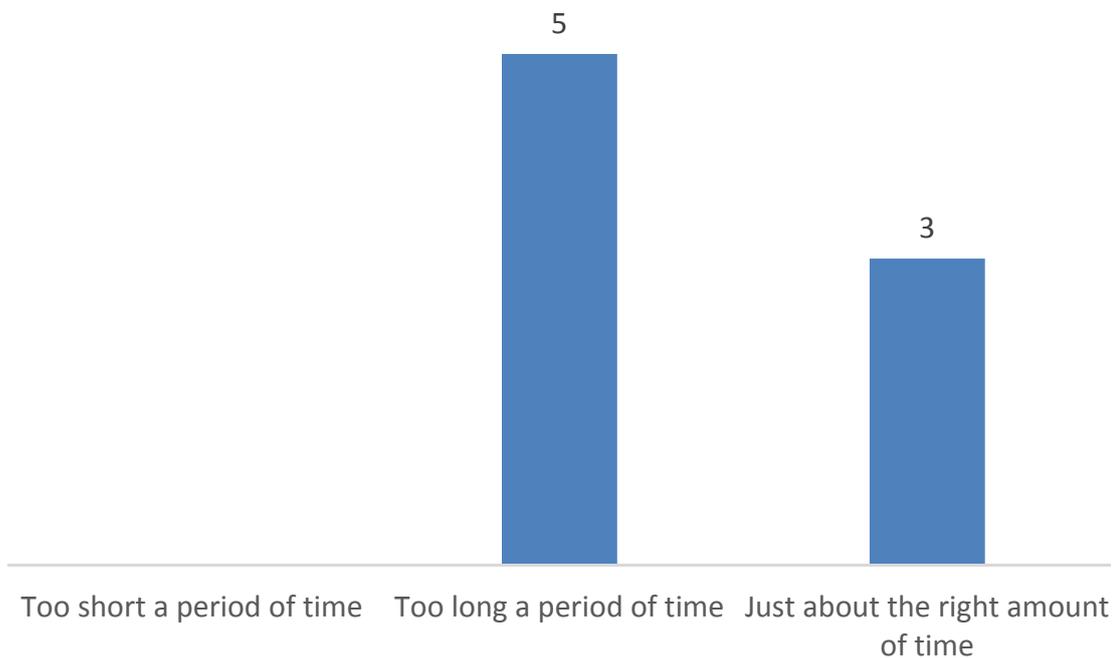
15. West Princes Street Gardens, Fly Music (9 responses)



Was it clear who you would go to if you had a complaint about the event?



Do you feel the event was on site for:

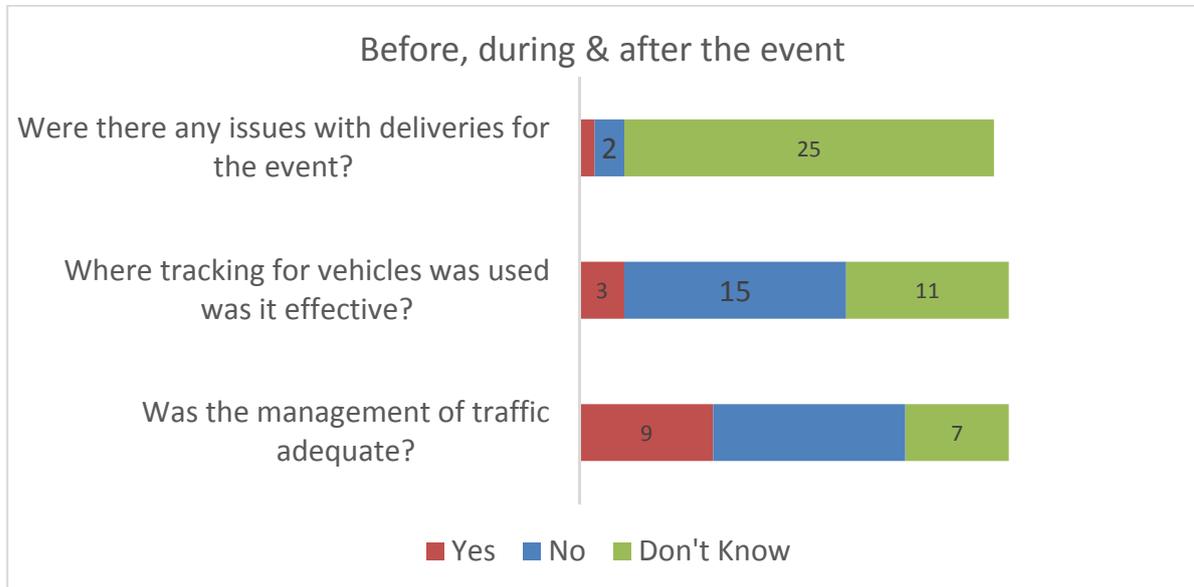


Additional Comments

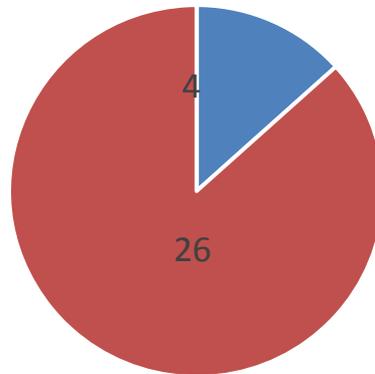
- Just too noisy and not in keeping for the Gardens!
The closure of the walk through the upper paths over the weekend was major deterrent to visitors to the Gardens
- 16 hours of pulsating music made me literally queasy over the entirety of this two day event. The queasiness evaporated within 15 minutes of the event ending !

- This event was the worst ever in the gardens. The noise imposed on shoppers, workers and residents throughout the first new town was totally unacceptable. I live in Frederick Street, and had to leave my flat after a few hours as I could not tolerate staying there.

16. East Princes Street Gardens, Christmas Festival (30 responses)

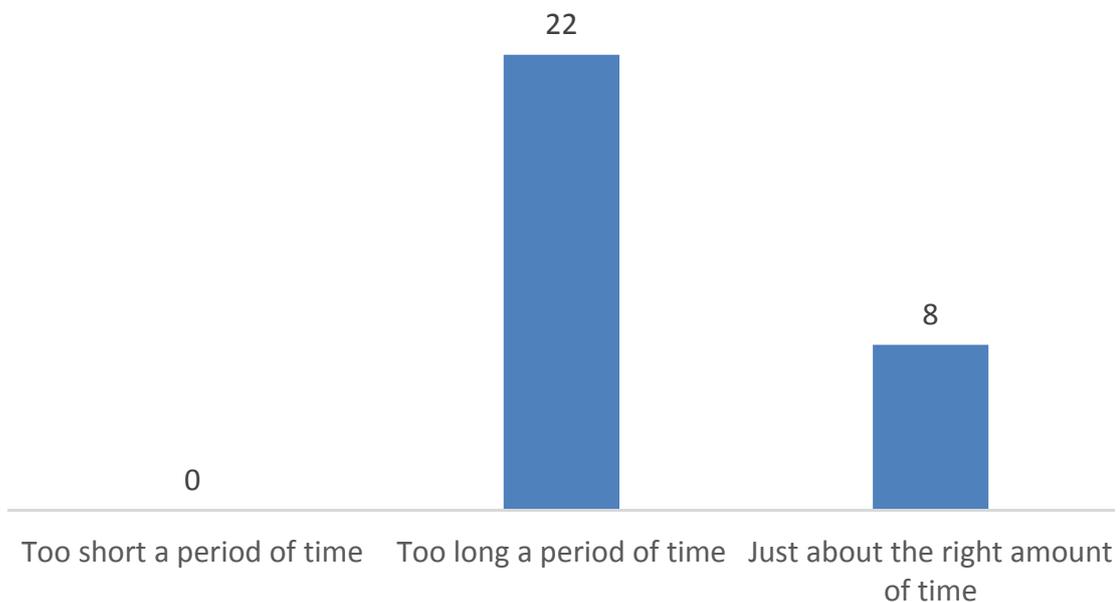


Was it clear who you would go to if you had a complaint about the event?



■ Yes ■ No

Do you feel the event was on site for:



Additional Comments

- A lot of people feel squeezed into a small space for these events. I don't enjoy visiting and it is starting to feel like it is solely a tourist attraction
- The park is continually closed to accommodate set up and break down of events. This should be designed to keep the park open to visitors, it's unacceptable to keep closing it off, often for weeks at a time. The Park was closed for over 12 weeks on the grass and was no put back to good condition quick enough.

- I don't like the commercialization of East Princes Street Gardens. A lot of the stalls are trashy, have nothing to do with Edinburgh or Scottish traditions and are basically tacky. EPSG becomes an area to avoid during the holiday season. The big wheel is a particular eyesore which should be allowed next to the Scott Memorial.
- I do like the christmas markets and I must say that the grass was left in much better condition after the 2017/18 event than previous events.
- The event has become incredibly tacky and including rides ruins the atmosphere of the market.
- When the event covered the Mound Precinct, it was lovely - it felt cosy. It has become far too big, it covers too much ground and there is no 'Gardens' left at all in the East Gardens. The Big Wheel dominates the landscape and is far too close to the Scott Monument. The grass embankment has still not repaired itself from last year in time for the next season. After Christmas, it takes far too many weeks to reinstate the Gardens and relay the grass. All in all, very disappointing that the overall impression that too much is squeezed in to too small a space and too near public pavements and main roads.
- It's filthy, crowded event that ruins the grassy area it's based on.
- Similar to other events in Princes Street Gardens, the grass and surrounding area is not returned to either its previous position or a good state of repair. If this is not enforced, no events should take place.
- This event set up in November and the Gardens were not repaired till May. This gets bigger and longer every year. It's a German favela.
- The event is too crowded with stalls rides, too crowded. Not comfortable or pleasant experience. Aim seems to be to extract as much money from tourists as possible
- The timing was fine, but the blaring music was very distracting. If it was instrumental Christmas music, it would have been fine, but the music that was playing was unrelated to the season.
The space was not nearly of adequate size for the amount of people expected.
- Please reduce the number of outlets selling alcohol and takeaway food. An exception could be made for mulled wine and specialist Christmas food (i.e. no burgers).
Businesses in town pay substantial rates and those selling alcohol are regulated. There is no need for pop-up bars. People wanting a drink can go to outlets in Rose Street and George Street.
- Traffic management sadly lacking during the festive season. Some consideration could be given to diverting some buses to George Street and Queen Street
- This gets too crowded and can be inaccessible for disabled people. More needs to be done about crowd control and safety
- This is a park. Stop ruining it twice a year with these tacky events
- The space is too small for the number of people who now attend. The pavements and streets surrounding this are dangerously overcrowded given the narrowness of the pavements.
After the event the state the grass is left in is a disgrace and ruins much of that area for months afterwards. The turf may eventually be relaid but will only last a few weeks before the next event does exactly the same. Not the right venue for this event any more.
- This event has a massive impact on the pedestrian thoroughfare onto the Mound - to quite frankly a dangerous extent. It is poorly located, and blocks pedestrian access

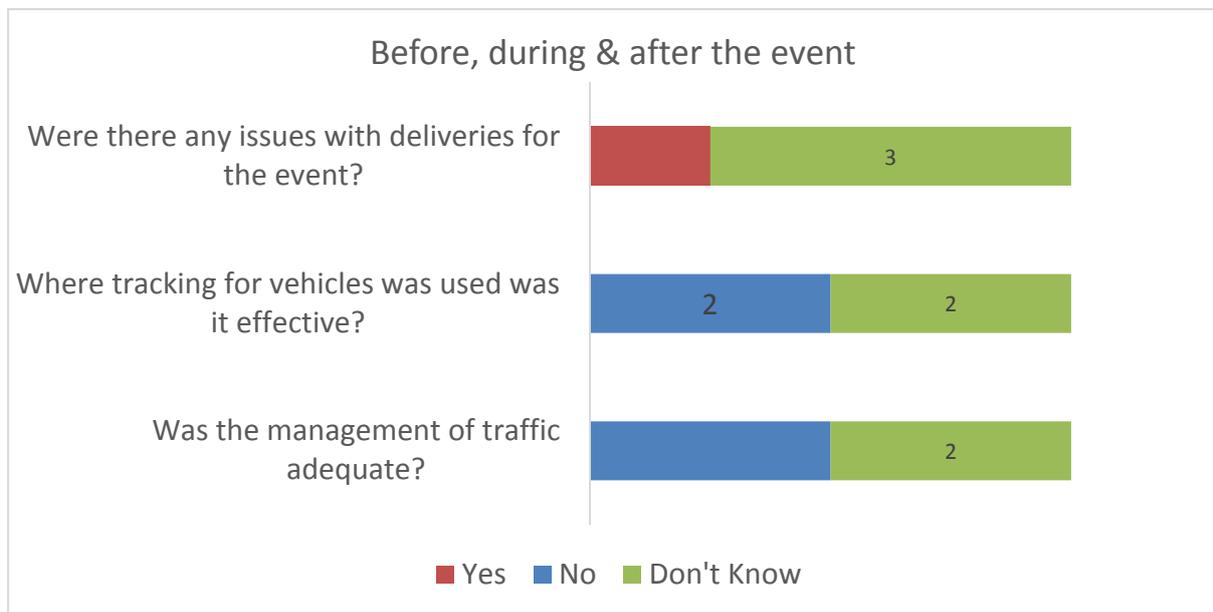
through and around the park. Serious consideration should be given to re-locating it, or better siting the access point so that it does not block pedestrian passage

- This event was far too busy. It was poorly managed. It has an unpleasant atmosphere and looks and feels ' tacky'. It is not appropriate for a World heritage site.
- Too much stuff in the city centre. Can we please have 6 months of the year with our parks please.

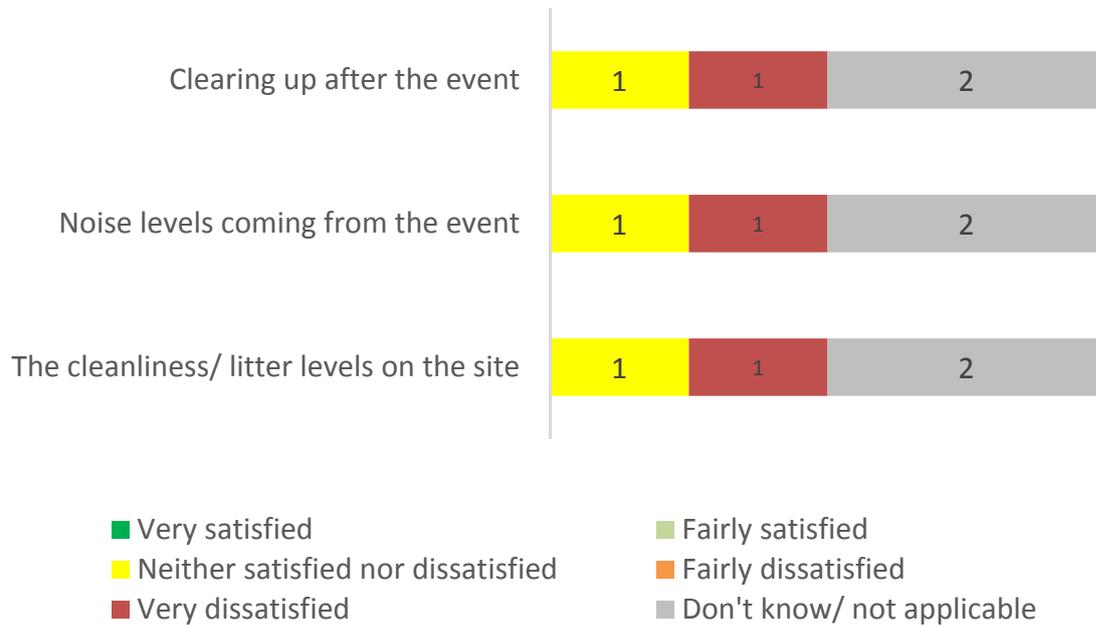
This goes on for three months! Christmas is christmas. The foot traffic management is awful.

You also leave it in such a state you've got to returf it again and again. Why not have it for december only?

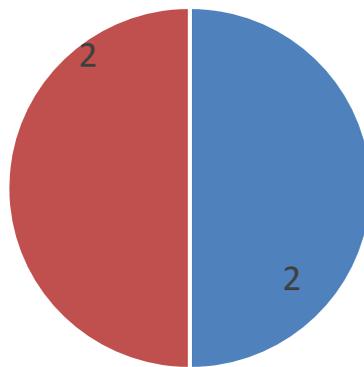
17.Sighthill Park, Gandeys Circus (4 responses)



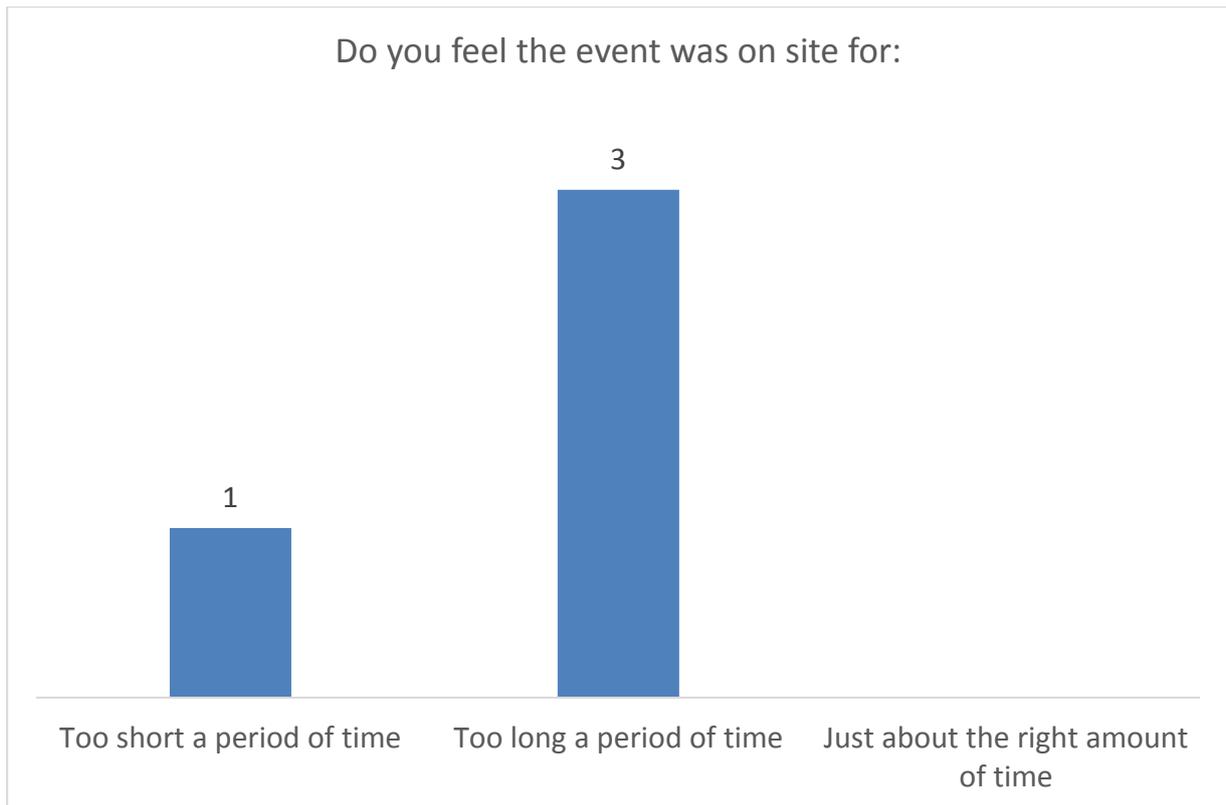
Satisfaction with...



Was it clear who you would go to if you had a complaint about the event?



■ Yes ■ No



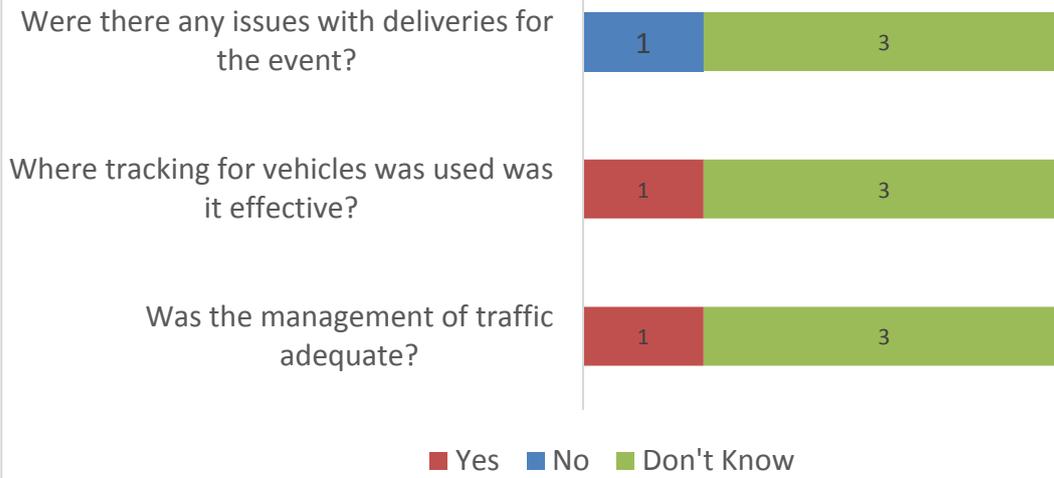
Additional Comments

There were no comments through the consultation process however the City of Edinburgh Council received three complaints independently:

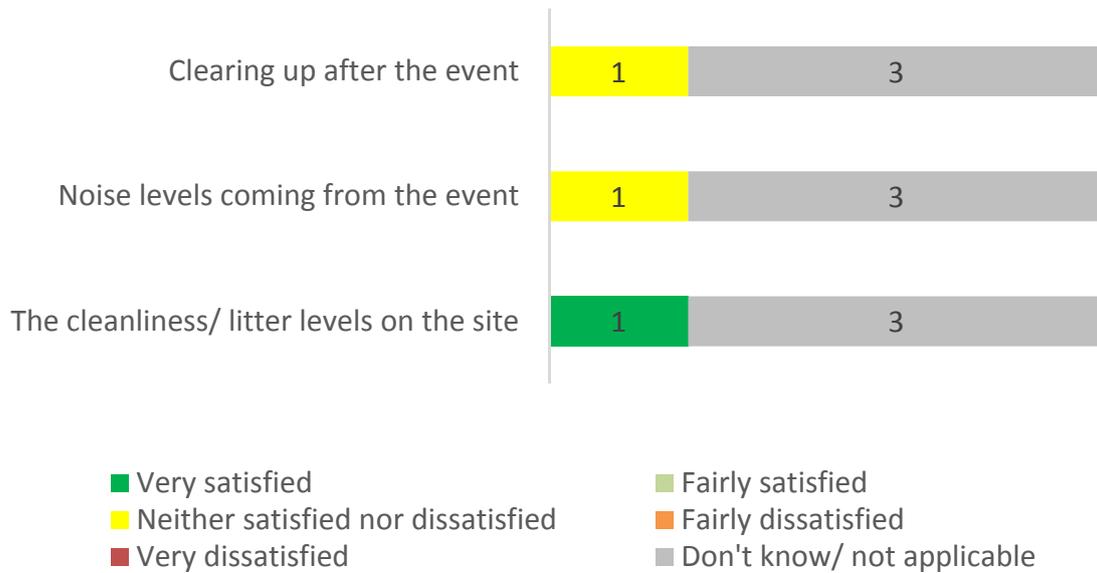
- Passed park not long ago. The area is in a very bad state due to the heavy vehicles is use for the circus. Whole area is cut up very badly. Access to childrens park horrendous.. cant even walk down pavement as covered in thick mud from vehicle tyres..
- I thought I'd write to you to let you know how appalled I am at the state of Broomhouse Road and Sighthill Park after the circus. Tractors reversing down the wrong side of the road. Telehandlers crossing the grass verge between the road to get water from a fire hydrant.
As a local business owner and resident I'd like to know who will be paying for the street sweepers and the major repair to the park.
- Since the circus has been at Sighthill Park no one has been down to check it and it looks like a state at the moment. It is muddy and children have to walk over this to get to the play park.

18.Sighthill Park, Colour Bomb Carnival (4 responses)

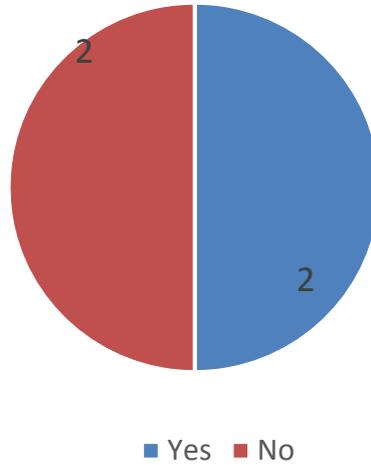
Before, during & after the event



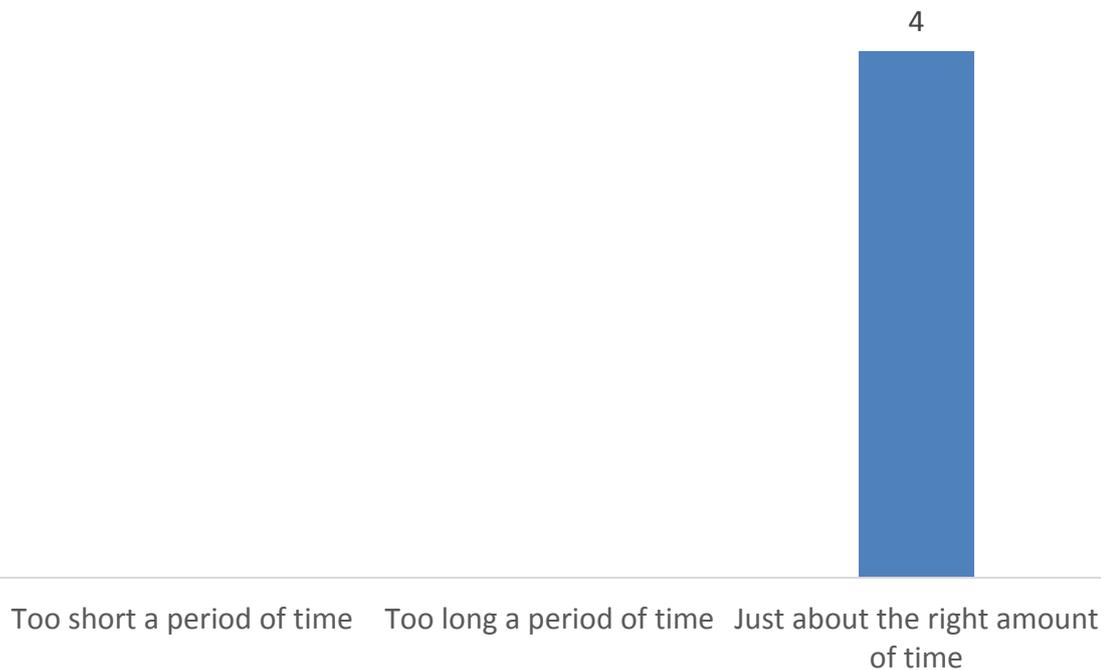
Satisfaction with...



Was it clear who you would go to if you had a complaint about the event?



Do you feel the event was on site for:



Additional Comments

There were no comments through the consultation process however the City of Edinburgh received this complaint at the time:

- My dog has been rolling in human waste starting Monday last week and again today. I've been trying to avoid the spot where it was happening but there seems to be more. I see this as a health hazard as the kid's park is very nearby.

19. Comments relating to events not included in the consultation (16 responses)

1. Halloween Party at Starbank Park:

It was a fabulous community party

2. Edinburgh Marathon:

It was well organised and was great to see the runners going through the gardens path. There were marshals there helping people cross the route where they needed to, but most people were watching and cheering on the runners. It was nice to see so many people out taking part and lots raising money for charity. Such a positive thing to see on a Sunday morning!

3. Funfair in the Meadows for 10 days during the Fringe/Festival:

The event was close to the Sick Kids and to residential houses in Melville Terrace and Millerfield Place - with audibility levels also significant further afield.

The managers of this event were unfortunate in that it was rained off for a couple of afternoons. However, I and residents had to attend several times to ask them to turn down some of the music from some of the rides. It was particularly (though not exclusively) the base thumping which was a problem. It is so unnecessary. I understand it also caused a problem to the events ongoing at Underbelly further north in the East meadows - though I think it unlikely they would have lodged a complaint.

The event seemed to be very child friendly - with the provision of play areas for young children.

Best not have them unless they can guarantee muted noise levels.

4. This event should not happen on the Meadows in such proximity to a residential area. The noise was far too loud on most days. I had to make many complaints via my local Councillor and in person at the event, but the noise level was not reduced sufficiently on any occasion. The smell of fumes from the generators is unpleasant and extremely unhealthy for the users of the park and nearby residents. This is not a suitable event for the Meadows Park.

5. Fringe:

I am a big fan of the Fringe but it really is time that other parts of Edinburgh experiences the benefits (shares the load) of the sheer volume of Fringe Events in Old Town. I would like to see a maximum of 50% of Fringe events taking place in Old Town with the remaining 50% shared across the rest of the City

6. Lauriston Castle Programme of Activities:

Publicity has been able to create more awareness of this programme of events. More use of this public space would be great for the community and to raise revenue.

7. The Fringe and Festival:

Stop expanding the Fringe and Festival events throughout the city. The Festival rightly brings acclaim to Edinburgh, and the Fringe should provide everyone with lower-cost

and more varied access to arts events... But the constant expansion is diluting the events, and the Fringe is becoming so large (and expensive) that it is not providing the access it should. Plus, there are areas of the city - for example Leith - that are now suffering from the downsides of the Festival/Fringe (e.g. over-parking) without a commensurate upsurge in benefit. A re-think is required.

8. Doors Open Day in NW Edinburgh:

Although this takes place all over Edinburgh, I am commenting on the events at Madelvic House and Granton Castle Walled Gardens. This is late summer early autumn (last weekend in September) and allows us to view the community gardens which are all over this area of (perceived) deprivation in Granton, Muirhouse and Pilton. As it happened over 300 people came to the walled garden and as well as enjoying the site had artistic events and a band playing as well as jam with bread and lovely plum tarts, all locally grown. Hope to have a composting toilet on site (if permission granted) as a disabled person had to use the adjoining Social Bite toilets.

Traffic was a problem and ensuring people did not wander through the SB village peering in windows. These are lessons for next year.

9. HSBC City Ride, The Meadows:

With these events there has been significant traffic disruption and far too little information. Last time I carefully checked various websites for transport disruptions and they were not accurately predicted resulting in being stuck on a bus in a traffic gridlock for 35 minutes while the cyclists passed. The bus driver confirmed that he was being told from his controllers that they had not been informed that the route would include that area.

10. Events on Waverley Mall

Having this area as a constant pub makes it very difficult to get past on the pavement. It makes the area very busy. The music is annoying. Can we have more quiet down time in the city centre please.

11. 2018 Christmas

Disgusted with the tree felling to make way for extra Christmas market space and the total lack of communication from the council about cutting down the trees. Unfortunately, it doesn't seem they care about the trees or about people's views.

12. Royal Edinburgh Military Tattoo:

I don't think the Council has a stake in the running of the Tattoo but I would like the Council to know how much disruption it causes to local people.

- The Security barriers at the bottom of Johnston Terrace make the place look like a drive-thru Mc Donalds when it is supposed to be a World Heritage Site.
- The event clutters up our streets with even more polluting coaches than ever.
- Every night the fireworks are loud enough to rattle around the tenement, freaking out pets and small children, rattling windows and keeping us awake on Saturday nights.

Please can you slap a noise enforcement restriction on them!

Transport and Environment Committee

10.00am, Thursday, 6 December 2018

Cremation Policy Update

Item number	7.10
Report number	
Executive/routine	
Wards	All
Council Commitments	None

Executive Summary

Recently there have been significant drivers for change in the Bereavement Services industry. These drivers include competitive markets, changes to the regulatory framework and consumer/political interest around funeral poverty.

This report outlines the provision of a shared cremation of pregnancy loss service and the creation of a small garden of remembrance in Mortonhall Cemetery for the interment (burial) of babies' ashes. The report also identifies a number of measures to improve family choice, ensure legal compliance of the service and introduce use of the Courtyard Entrance and a 'Simple Service' at Mortonhall Crematorium to assist with combating funeral poverty.

An update is provided on plans to unveil the baby elephant Mortonhall Crematorium babies' ashes memorial sculpture by Andy Scott in west Princes Street Gardens.

Cremation Policy Update

1. Recommendations

- 1.1 It is recommended that the Committee
 - 1.1.1 note the contents of this report;
 - 1.1.2 approve the provision of a shared cremation of pregnancy loss service on a chargeable basis to healthcare providers that request it;
 - 1.1.3 approve the creation of a small garden of remembrance in Mortonhall Cemetery for the interment (burial) of babies' ashes;
 - 1.1.4 approve the use of the Courtyard Entrance for coffins entering the crematorium at Mortonhall;
 - 1.1.5 approve the introduction of a 'Simple Service' at Mortonhall Crematorium at reduced charge to assist with combating funeral poverty; and
 - 1.1.6 approve the enforcement of management rules to protect the baby elephant memorial sculpture in Princes Street Gardens.

2. Background

- 2.1 In the last few years there have been significant drivers for change in the Bereavement Services industry. These drivers include competitive markets, changes to regulatory framework and consumer/political interest around funeral poverty.
Competitive Markets
- 2.2 In June 2018 the UK Competition and Markets Authority launched an investigation into segments of the £2bn per annum funeral industry. Areas in scope include fee charging and competition in both crematoria and funeral director businesses. Link to [investigation](#).
- 2.3 The number of cremation services held at Mortonhall Crematorium has trended gently down since 2010 - see Appendix 1 for chart. The main reason for this is the introduction of new private crematoria in Livingston, West Lothian and Melrose, Scottish Borders. There are also two private crematoria at Seafield and Warriston operated by Edinburgh Crematorium Company Ltd. Also having an impact is the lower death rate in Edinburgh which over 20 years has fallen 14% from 5,008 in 1997 to 4290 in 2017 – see Appendix 2 for chart.

Regulatory Framework

- 2.4 Following an initial investigation into historical practices around babies' ashes at Mortonhall Crematorium a national inquiry led by Dame Angiolini found significant unacceptable practices at some other crematoria in Scotland. This very unfortunate event has led to significant and welcome positive change to the regulatory framework in Scotland. The Committee of Lord Bonyon defined for the first time what cremated remains or ashes were. The Burial and Cremation (Scotland) 2016 Act was passed by Scottish Parliament and an Inspector of Crematoria was appointed to oversee the industry.
- 2.5 The Equalities Act 2010 prohibits direct or indirect discrimination against a person who has a protected characteristic of which religion or lack of religion is one. The Council, which operates Mortonhall Crematorium, unlike private crematoria has a duty as a public authority under section 149 of the Act to have due regard to the need to eliminate discrimination, advance equality and foster good relations between persons who share a relevant characteristic. Officers have reviewed the current provision at Mortonhall Crematorium in light of this duty and have two measures to bring forward for Committee approval to ensure ongoing compliance.

Funeral Poverty

- 2.6 Insurance companies Royal London National Funeral Cost Index 2018 and Sun Life Cost of Dying report 2018 have published annual reports which show an increasing trend in the cost of a funeral. The Scottish Government are consulting on bringing forward measures to address funeral poverty.

3. Main Report

- 3.1 The Bereavement Services industry is going through a period of rapid change to adapt to new regulations, competitive pressures, and demand for greater customer choice and affordability. The crematorium at Mortonhall has been through significant change due to the adverse findings of a national investigation into historical practices around babies' ashes.
- 3.2 A quality management system has been introduced which documents processes and procedures in written form. The quality system ensures consistency of approach to service delivery and staff training, provides a standard against which to audit and allows benchmarking with other crematoria.
- 3.3 Since every funeral is unique to the family and not repeatable the service has to strive to achieve 100% customer satisfaction. Staff have one chance to get things right which puts pressure on them, but they do this very well delivering a high quality of service.
- 3.4 The Scottish Government Inspector of Crematoria at his more recent annual inspection said "*Staff have [...] demonstrated that they are a creative, enthusiastic and efficient team, who can now focus on the future rather than the past.*"

Overall, the inspection found Mortonhall Crematorium to be operating to a good standard with no shortcomings identified to any aspect of the cremation process.”

- 3.5 Changes that have been put in place will not be able to stop the occasional one-off failure but will help avoid a future systemic process failure.

Shared Cremation

- 3.6 In Scotland pregnancy losses that occur at 24 weeks gestation or less may be cremated in a shared casket. The number of crematoria that provide a service for the shared cremation of pregnancy losses to healthcare providers is falling in Scotland as private sector crematoria withdraw. It is understood reasons for this include reduction in reputational risk. During the closure of Mortonhall Crematorium, pregnancy losses from NHS Lothian were cremated at Fife Council Dunfermline crematorium and ashes returned to Mortonhall for interment.
- 3.7 Mortonhall Crematorium provides a shared cremation of pregnancy loss service to NHS Lothian and Spire Healthcare. Service is now also provided to NHS Borders due to the withdrawal of their local private provider.
- 3.8 There is no statutory duty for the Council to provide a shared cremation service to the NHS and most local authorities do not have their own crematoria. In the absence of the City of Edinburgh Council providing this service it is unclear if any other organisations would be capable of doing so. Therefore, Committee is asked to approve the provision of a shared cremation of pregnancy loss service on a chargeable basis to healthcare providers that request it.
- 3.9 The cremated remains or ashes from an NHS Lothian shared cremation are currently interred in the Garden of Remembrance situated in the grounds of Mortonhall Crematorium. The architect Sir Basil Spence when designing the crematorium for the then Edinburgh Corporation took inspiration for the garden from the UNESCO World Heritage Site cemetery and crematorium at Skogskyrkogården in Stockholm.
- 3.10 The granite cross is described “*Skogskyrkogården is a multi-ethnic cemetery serving faiths other than Protestant Christianity, the cross is not intended to represent a symbol of faith, but rather a symbol of the circle of life and death.*”
- 3.11 Notwithstanding the above, it is recognised that the cross in the Mortonhall Garden of Remembrance may be viewed as a Christian symbol. As ashes from a shared cremation are interred together, there is the potential for the current area where shared ashes are interred to be incompatible with the beliefs of families that have non-Christian religious beliefs, or a lack of religious belief.
- 3.12 The Equality Act 2010 prohibits direct or indirect discrimination against a person who has a protected characteristic, of which religion or lack of religion is one. The Council, which operates Mortonhall crematorium has a duty as a public authority under section 149 of the Act to have due regard to the need to eliminate discrimination, advance equality and foster good relations between persons who share a relevant characteristic.

- 3.13 To comply with the Equality Act 2010 the Council has considered alternatives to interring ashes in Mortonhall Garden of Remembrance. This has included exploring the options of scattering or strewing ashes rather than interring them and interring ashes in a different location or cemetery. Officers have visited South Lanarkshire Council baby memorial garden to see how others provide a suitable area.
- 3.14 Numerous stakeholders have been consulted including SANDS Lothian and the Scottish Government Inspectors of Crematoria and Funeral Directors as well as the Scottish Government itself. Since the shared cremation service is provided for NHS Lothian numerous meetings and site visits have been held to ensure that a solution meets their requirements and that of future families that suffer loss. Legal advice was obtained to the effect that in consideration of the Council's duties under section 149 of the Equality Act 2010 the Council should give consideration to how facilities that might be more inclusive could be provided. The proposed solution has been devised in consultation with the Legal Services team.
- 3.15 The solution that best meets the requirements of stakeholders is to use a piece of ground at the north-west corner of Mortonhall Cemetery near the Baby Rose Garden. Having a range of baby memorials in the same area has a particular poignancy and allows Bereavement Services staff to be near at hand to assist families that require it. It is therefore proposed to create a new small Baby Garden of Remembrance for the interment of babies' ashes. Individual family arranged burial or ashes interment will also continue to be offered at Craigmillar Castle Park Cemetery or other appropriate place of the family's choosing.
- 3.16 The Baby Garden of Remembrance will be a seasonal garden so that there are some attractive plantings and colour at whatever time of the year that families visit. NHS Lothian Bereavement Services and SANDS Lothian have agreed to work with officers on the exact detail of the garden.
- 3.17 Local neighbours were consulted by letter copied to four Liberton / Gilmerton ward councillors for information. One resident responded expressing full support for the proposal, whilst a few others expressed concern that historically protected ground in the cemetery may be being used and there was a potential for loss of visual amenity. Officers have assured residents that no protected ground is being utilised. The proposed Baby Garden of Remembrance will be on a slope facing into the cemetery. It was established by officers during a site visit that the proposed Baby Garden of Remembrance would not be visible by residents facing into the cemetery. It is intended to plant a row of beech hedging between the proposed Baby Garden of Remembrance and the cemetery boundary wall to provide additional screening. See appendix 3 for site plan.
- 3.18 When the new Baby Garden of Remembrance is available the current interment site will be closed and marked with an inscribed flat stone. It is proposed that this be unveiled at the annual Child Bereavement Service at Mortonhall in Spring 2019.
- 3.19 The Committee is asked to approve the creation of a small Baby Garden of Remembrance in Mortonhall Cemetery for the interment (burial) of babies' ashes.

Choice of Crematorium Entrance

- 3.20 In 2017 the Federation of Burial and Cremation Authorities (FBCA) without wider consultation amended their UK wide Code of Practice to state that all coffins entering a crematorium must enter through the chapel and if present via a catafalque (raised central resting place for a coffin). At the choice of the family of the deceased coffins were received at Mortonhall either through one of the two chapels or alternatively through the Courtyard Entrance into the crematory room.
- 3.21 Council has previously agreed that it must follow the FBCA Code of Practice so practices at Mortonhall were amended to comply with the code. However, this change was unsatisfactory on two accounts
- 3.21.1 It restricted family choice where a service had been held elsewhere perhaps in a Sikh or Hindu place of worship; and
- 3.21.2 Since a catafalque has historical symbolism associated with Christian faith those with no faith may suffer indirect discrimination.
- 3.22 The Equality Act 2010 places a duty on the Council as a public authority under section 149 of the Act to have due regard to the need to eliminate discrimination. Therefore, representations were made to FBCA to amend their guidance to take account of the duties placed on local authority crematoria. The FBCA executive have agreed with officers and amended the UK Code of Cremation Practice.
- 3.23 Consultation has taken place with the Scottish Government Inspector of Crematoria and funeral director representatives to ensure that the Courtyard Entrance as a public space exceeds the requirements for a dignified and appropriate entrance to the crematorium.
- 3.24 As noted in 2.2 above the UK Competition and Markets Authority are investigating the crematorium market looking at consumer choice, competition, and pricing. The Scottish Government and others have a strong interest in increasing customer choice at a difficult time for them on the loss of a loved one and reducing funeral poverty. For some family's this can mean that a cremation without service or direct cremation is their preferred choice. It is estimated that around 6% of funerals choose the direct cremation route. It is proposed this new Courtyard Entrance service is offered at £344 which is consistent with that offered by both Glasgow and Falkirk Councils. The revised charge list is at Appendix 4.
- 3.25 Entrance to the crematorium via the Courtyard Entrance will be a welcome addition for families that do not wish to endure the trauma of a coffin arriving in a hearse and passing through them in the chapel. Instead the coffin is delivered discreetly to the crematorium in advance of the service and is ready in position when the family arrive at the chapel. This is called an "up in position" instruction.
- 3.26 In consideration of the Council's duties under the Equality Act 2010, to offer greater customer choice and an option to assist with reducing funeral poverty Committee is asked to approve the use of the Courtyard Entrance for coffins entering the crematorium at Mortonhall.

Choice of Cremation Service

- 3.27 As highlighted in 3.23 above the Scottish Government, CoSLA, UK Competition and Markets Authority and others have an interest in measures that will assist combating funeral poverty.
- 3.28 Dignity, the largest provider of crematoria and funeral directors in the UK, have introduced a Simple Service in an early timeslot which provides an opportunity for a small family group to have a short service and the opportunity to say a few words.
- 3.29 To assist with combating funeral poverty, it is proposed that the Council introduces a similar Simple Service in a new 9:00am time slot in the Pentland Chapel. This will be of 30 minutes duration rather than the standard one hour. The small family group can say goodbye with their choice of intro and outro music and the time for a family member or celebrant to say a few words of comfort. The new Simple Service will be offered at £554, which is a discount of £210 on the standard full-service charge.
- 3.30 The Registration Service have a number of Civil Celebrants who normally officiate at wedding ceremonies in venues across the city. Working in partnership with Bereavement Services a short funeral service has been developed which will be delivered by a Council Civil Celebrant. This new service which covers staff cost and travel will be offered to families at £89 which may be a lower cost choice for them helping to reduce the total costs of a funeral and thus addressing funeral poverty. The revised charge list is at Appendix 4.
- 3.31 Committee is asked to approve the introduction of a Simple Service at Mortonhall Crematorium at reduced cost to assist with combating funeral poverty.

Scottish Government Consultation on Funeral Costs.

- 3.32 The Scottish Government has launched a short consultation on funeral costs which closed on 8 November 2018. Areas of focus included transparency on charging, visible price lists and clear choices and options for families.
- 3.33 It is felt prudent to start implementing some of these items since the direction of travel is clear. The service price list will be displayed in the rolling information screen in the waiting room at Mortonhall Crematorium. A "Cremation Choices" brochure attached as appendix 5 has been created which includes the two new proposed "Courtyard Entrance" and "Simple Service" options so that families via their funeral director have a clear description and understanding of the choices that they make.

Princes Street Garden Babies' Ashes Memorial

- 3.34 Following the investigation into historical practices at Mortonhall it was agreed that a memorial garden would be created in the Garden of Remembrance. For those families unable to return to Mortonhall it was further agreed that a second memorial would be created in Princes Street Gardens. Renowned sculptor of Kelpies fame Andy Scott was commissioned to sculpt a baby elephant to be cast in bronze and erected in West Princes Street Gardens.

- 3.35 The bronze cast is in final phase of finishing at Powderhall Bronze Foundry keeping a local input from skilled artisans into this amazing piece of public art.
- 3.36 To ensure that the sculpture can be enjoyed by all equally the same, management rules as for the Mortonhall memorial which were approved at the full Council meeting on [2 June 2016](#) will be introduced.
- 3.37 The laying of wreaths, memorials, tributes, keepsakes, or trinkets will not be allowed and will be removed by Council staff. Committee is asked to approve the enforcement of management rules to protect the baby elephant memorial sculpture in Princes Street Gardens.
- 3.38 Delivering on a promise made by the Council to affected parents in recognition of the hurt and pain they have suffered the baby elephant which never forgets should be a fitting memorial.
- 3.39 The unveiling of the sculpture has been arranged for Saturday, 2 February 2019, at 11:00am in West Princes Street Gardens.

4. Measures of success

- 4.1 Creation of a new Baby Garden of Remembrance for babies' ashes in Mortonhall Cemetery in consideration of the Council's duties under the Equality Act 2010.
- 4.2 Introduction of Courtyard Entrance into Mortonhall Crematorium to enhance customer choice.
- 4.3 Introduction of a Simple Service at reduced charge to assist with reducing funeral poverty.
- 4.4 Unveiling of Baby Elephant Sculpture in Princes Street Garden in recognition of historical practices regarding baby's ashes at Mortonhall Crematorium.

5. Financial impact

- 5.1 The direct cost excluding employee costs for the Mortonhall Cemetery Babies Ashes Memorial Garden is estimated at £10-20k depending on types of plants and ornamental features purchased. This will be funded from the charges levied on NHS Lothian for whom the shared cremation service is provided.
- 5.2 Capital funding of £240k has been allocated for the elephant sculpture.

6. Risk, policy, compliance and governance impact

- 6.1 The actions and outputs described in this report adhere to the risk compliance policy and governance arrangements.

7. Equalities impact

- 7.1 In consideration of the Council's duties under section 149 of the Equality Act 2010 measures are brought forward in this report to create a new Baby Garden of Remembrance and use of Courtyard Entrance to address funeral poverty.

8. Sustainability impact

- 8.1 There are no significant sustainability implications arising from this report.

9. Consultation and engagement

- 9.1 A number of organisations were consulted on the content of this report. These included SANDS Lothian, Scottish Government Inspectors of Crematoria and Funeral Directors, Scottish Government officials, NHS Lothian, Institute of Cemeteries and Crematorium Managers (ICCM), Federation of Burial and Cremation Authorities (FBCA) and some resident's local to Mortonhall Cemetery.

10. Background reading/external references

- 10.1 <https://www.gov.uk/government/news/cma-investigates-funerals-sector>
- 10.2 <https://www.royallondon.com/Documents/PDFs/2018/National-Funeral-Costs-Index-2018.pdf>
- 10.3 <https://www.sunlife.co.uk/siteassets/documents/cost-of-dying/cost-of-dying-report-2018.pdf>
- 10.4 <https://skogskyrkogarden.stockholm.se/in-english/heritage/>
- 10.5 <https://skogskyrkogarden.stockholm.se/in-english/architecture/landscape/granite-cross/>
- 10.6 http://www.edinburgh.gov.uk/download/meetings/id/50872/item_81_-_mortonhall_action_plan_-_update

Director's name

Paul Lawrence

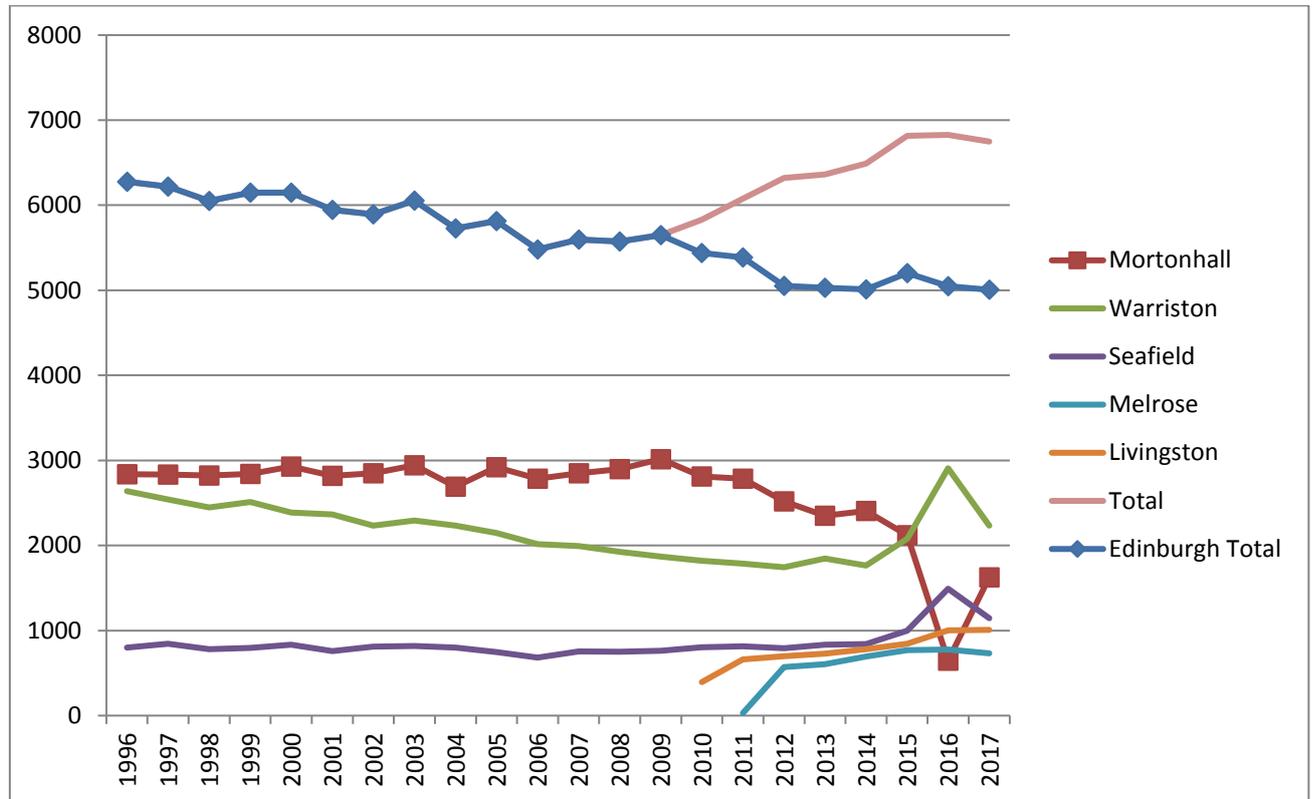
Contact: Robbie Beattie, Scientific Bereavement and Registration Senior Manager

E-mail: robbie.beattie@edinburgh.gov.uk | Tel: 0131 555 7980

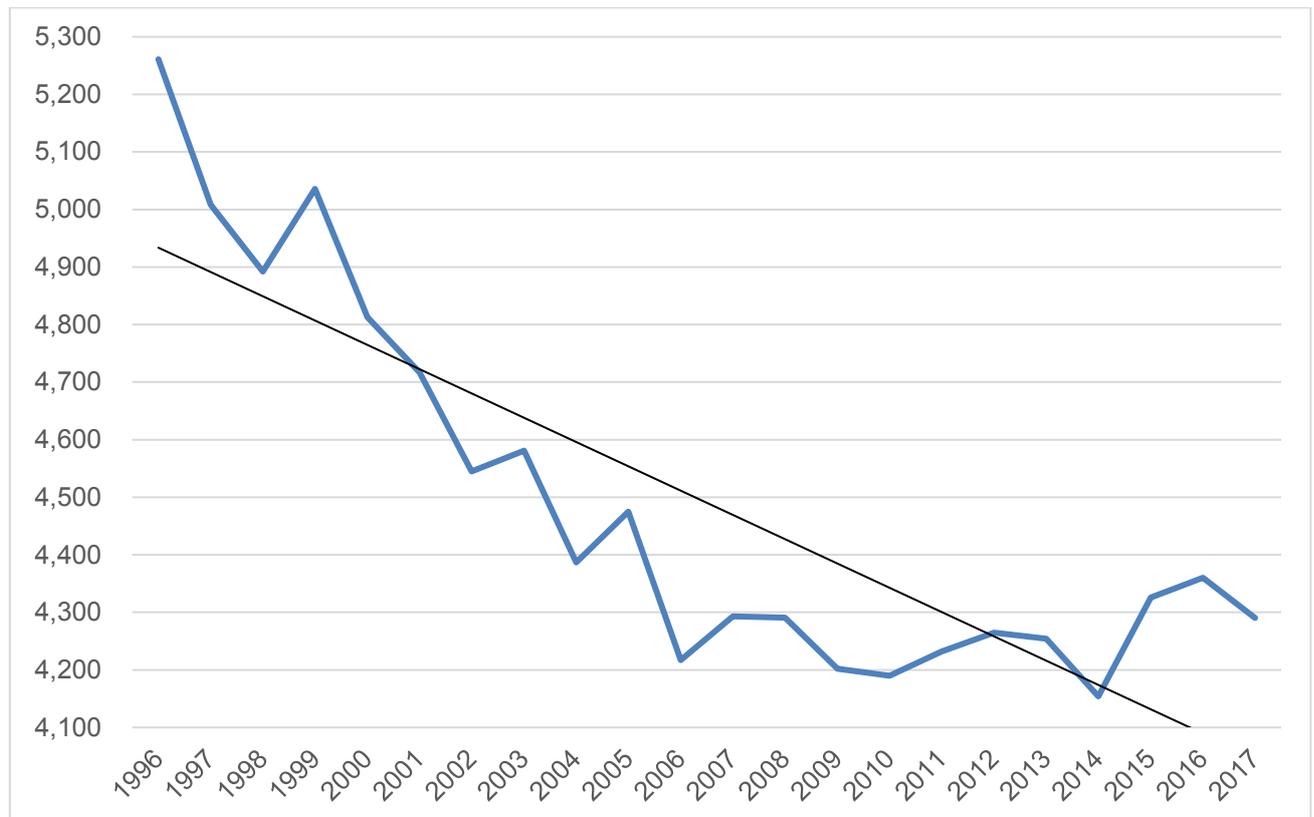
11. Appendices

Appendix 1	Number of Cremations in Local Crematoria 1996 to 2017
Appendix 2	Annual Number of Deaths in Edinburgh 1996 to 2017
Appendix 3	Plan of Memorial Garden Location at Mortonhall Cemetery
Appendix 4	Mortonhall Crematorium Charges
Appendix 5	Cremation Choices Leaflet

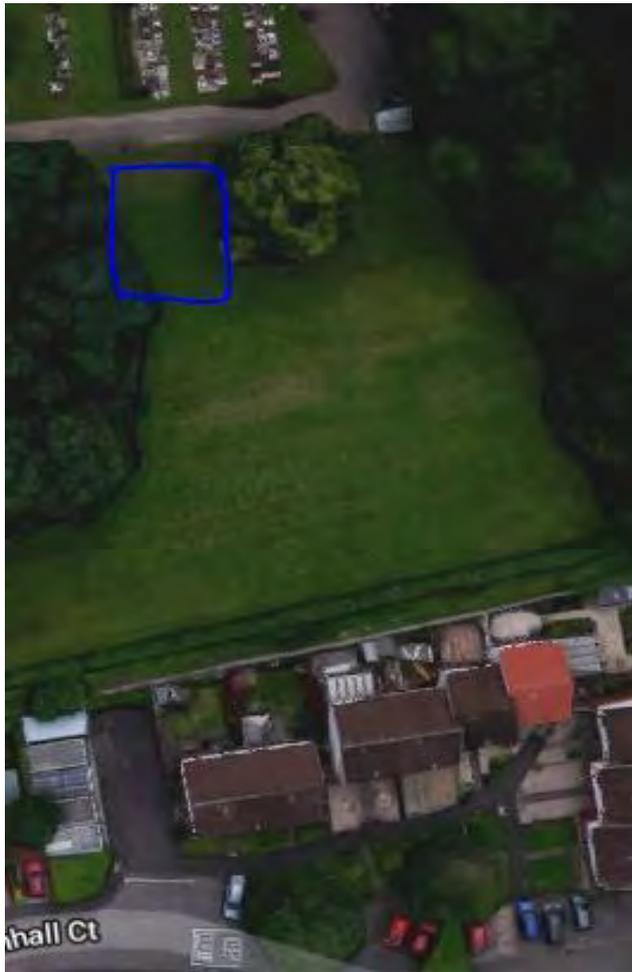
Number of Cremations in Local Crematoria 1996 to 2017



Annual Number of Deaths in Edinburgh 1996 to 2017



Plan of Memorial Garden Location at Mortonhall Cemetery



Mortonhall Crematorium Charges

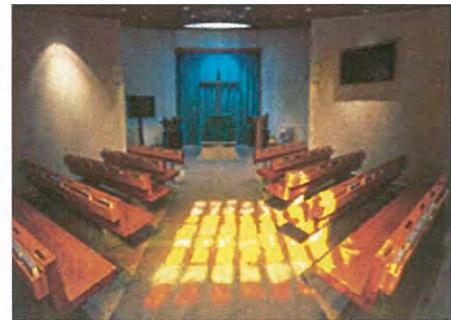
Cremation Charges - Updated Autumn 2018	Charge
Adult - Full Service in Main or Pentland Chapel	£764.00
Adult - Early Full Service in Main (9:00am) or Pentland Chapel (9:30am)	£634.00
Adult - Saturday Full Service in Main or Pentland Chapel	£917.00
Adult - Sunday Full Service in Main or Pentland Chapel	£1,017.00
NEW Adult - Simple Service in Pentland Chapel (9:00am)	£554.00
Adult - Direct through Chapel without Service or Ceremony	£490.00
NEW Adult - Direct through Courtyard without Service or Ceremony	£344.00
Child under 18 - Full Service in Main or Pentland Chapel	No Fee
Memorial Service Only	£383.00
Additional Service Time per Hour	£267.00
Disposal of Cremated Remains from other Crematoria	£229.00
NEW Council Civil Celebrant per service	£89.00
Organist hire per service	£45.00

MORTONHALL CREMATORIUM CREMATION CHOICES

Mortonhall Crematorium is situated on the south side of Edinburgh in an attractive mature woodland setting with the Stenhouse Burn providing a peaceful backdrop.

At Mortonhall Crematorium we offer a range of funeral services to suit all. When considering cremation for a loved one families can choose a full ceremony and service in either our Main or Pentland chapels. The service can be personalised with a choice of music including organist if required and photo or video tributes on our screens for an additional charge. Some families prefer just a smaller shorter less formal gathering which we offer as our Simple Service at the start of the day in our Pentland Chapel.

It is also popular to have a funeral service in another location chosen by the family such as a church, faith centre or funeral directors rooms either before or after the cremation. We offer cremation without service or ceremony, sometimes called a direct cremation. Families can choose for their loved one to enter the crematorium through a chapel onto the catafalque or be delivered direct to our Courtyard Entrance.



Full Service in Main Chapel

Our main chapel is a spectacular setting for a respectful and dignified full service for your loved one. The ceremony can be bespoke to suit the wishes of the family. We offer a full range of music and an organist on a pipe organ but some families like to bring their own musicians or singers to provide that special tribute. We use screens to reduce the size of the chapel to suit, but for larger services we can accommodate 360 with 310 seated and 50 standing – with space for more at the entrance where speakers relay the service.



Full Service in Pentland Chapel

Our Pentland Chapel is the smaller of our two chapels which offers a respectful and dignified backdrop for a full service for your loved one. The chapel can accommodate 80 with 65 seated and 15 standing with space for more at the entrance and speakers to relay the service.

Simple Service in Pentland Chapel

Some families prefer a smaller shorter less formal gathering which we offer as our Simple Service at the start of the day in our Pentland Chapel. Families have the opportunity with up to 12 people to say a few words and witness the committal with their choice of intro and outro music.



Direct Cremation without Service or Ceremony Chapel Entrance

Some families have a funeral service in another location chosen by the family such as a church, faith centre or funeral directors rooms. Or some families prefer not to have any ceremony or service at all. With this option families can choose for their loved one to enter the crematorium through a chapel onto the catafalque. Ashes can be returned to family or interred in our Garden of Remembrance

Direct Cremation without Service or Ceremony Courtyard Entrance

Families can choose for their loved one to enter the crematorium with no ceremony or service through our respectful and discrete Courtyard Entrance. Ashes can be returned to family or interred in our Garden of Remembrance.



Our Services

- ~ a welcome from uniformed staff dressed in a funeral dark grey tartan
- ~ an accessible public toilet in the waiting room and crematorium office
- ~ an induction deaf aid loop in both chapels for those with impaired hearing
- ~ a removable pew for wheelchairs in both chapels and a wheelchair
- ~ a car park in the grounds with disabled parking outside the chapels
- ~ music from a state of the art system with access to an online library
- ~ display of your photo or video tribute on a large screen or live webcast
- ~ religious symbols representing Buddhism, Christianity, Hinduism, San, Sikhism and Tao - all symbols can be covered for non-religious services



Mortonhall Crematorium, Howdenhall Road Edinburgh, EH16 6TX
Tel: 0131 664 4314 email: bereavement@edinburgh.gov.uk

Transport and Environment Committee

10.00am, Thursday, 06 December 2018

Implementing the Programme for the Capital: Coalition Commitments six monthly progress update

Item number	7.11
Report number	
Executive/routine	
Wards	
Council Commitments	

Executive Summary

The Council Business Plan (A Programme for the Capital: The City of Edinburgh Council's Business Plan 2017-22) was approved by the Council in [August 2017](#). The plan has been built around 52 commitments the Council Administration have pledged to deliver over the next five years. This report sets out the progress against the 13 coalition commitments where Transport and Environment has responsibility.

Implementing the Programme for the Capital: Coalition Commitments six monthly progress update

1. Recommendations

- 1.1 It is recommended that Transport and Environment:
 - 1.1.1 note the progress against the 13 coalition commitments; and
 - 1.1.2 note that the coalition commitments form part of the wider Council Performance Framework, which includes corporate performance indicators covering corporate performance and council service delivery;

2. Background

- 2.1 The Council Business Plan was approved at City of Edinburgh Council in [August 2017](#). The plan sets out the administration's priorities and what will be achieved over the five-year period.
- 2.2 Given the importance of holding ourselves to account on delivery of the commitments, a Performance Framework has been developed to support their implementation. The framework was approved by City of Edinburgh Council on [23 November 2017](#) and referred to Corporate Policy & Strategy Committee for further scrutiny.
- 2.3 As described in the Performance Framework report, Executive Committees will scrutinise performance relevant to their remit on a six-monthly basis.
- 2.4 A refined set of all commitment measures and actions was presented to Corporate Policy and Strategy Committee on [27 February 2018](#). These were agreed, on the understanding that a final set of indicators would be submitted to the relevant Executive Committees for scrutiny and approval.
- 2.5 Transport and Environment Committee considered the final set of commitments actions and measures on [17 May 2018](#).

3. Main report

- 3.1 Since the Business Plan was agreed in August 2017, work has begun to ensure that plans are in place to deliver on the commitments, a number of which are longer term and are planned to be delivered over the course of the administration.
- 3.2 The first 6 monthly progress update will be presented to the relevant Executive Committees in December 2018 and January 2019.
- 3.3 Transport and Environment has responsibility for 13 commitments:
 - 3.3.1 C16. Invest £100m in roads and pavements over the next 5 years. This will include road and pavement maintenance, installing more pedestrian crossings, increasing the number of dropped kerbs and dedicate safer foot and cycle paths as well as introducing more pedestrian zones.
 - 3.3.2 C17. Guarantee 10% of the transport budget on improving cycling in the city.
 - 3.3.3 C18. Improve Edinburgh's air quality and reduce carbon emissions. Explore the implementation of low emission zones.
 - 3.3.4 C19. Keep the city moving by reducing congestion, improving public transport to rural west Edinburgh and managing road works to avoid unnecessary disruption to the public.
 - 3.3.5 C20. Explore the introduction of a lane rental for utility companies to reduce traffic pressures.
 - 3.3.6 C21. Retain Lothian Buses and Edinburgh Tram in public ownership.
 - 3.3.7 C22. Deliver the tram extension to Newhaven by 2022 after reviewing the business case and delivery plan to ensure they are robust.
 - 3.3.8 C23. Implement improvement plans for Waste and Cleansing Services to improve street cleanliness in every ward. Reintroduce a free bulky item collection service to tackle fly tipping.
 - 3.3.9 C24. Reduce the incidence of dog fouling on Edinburgh's streets and public parks.
 - 3.3.10 C25. Increase recycling to 60% from 46% during the lifetime of the administration.
 - 3.3.11 C26. Improve parking for residents by expanding provision of park and rides for commuters.
 - 3.3.12 C27. Tackle pavement parking and reduce street clutter to improve accessibility.
 - 3.3.13 C43. Continue to upgrade our existing parks and plant an additional 1,000 trees in communities. Protect major recreational areas such as the Meadows, Leith Links and Princes Street Gardens.
- 3.4 The Appendix of this report provides a detailed update on the six monthly progress against delivery of these commitments. All of these commitments are 'on track' with relevant actions and measures in place to monitor progress.

4. Measures of success

- 4.1 A suite of performance measures and actions has been developed to assess progress towards commitments. The monitoring of commitment progress forms part of the Council's performance framework.

5. Financial impact

- 5.1 The financial impact is set out within the individual commitments and the Council Business Plan.

6. Risk, policy, compliance and governance impact

- 6.1 Risk, policy, compliance and governance impact is integrated within the commitments and the Council Business Plan.

7. Equalities impact

- 7.1 Equalities impact is integrated within the commitments and the Council Business Plan.

8. Sustainability impact

- 8.1 Sustainability impact is integrated within the commitments and the Council Business Plan.

9. Consultation and engagement

- 9.1 The commitments actions and measures have been developed and updated in collaboration with Elected Members, Senior and Service Managers.

10. Background reading/external references

- 10.1 [Programme for the Capital: City of Edinburgh Council's Business Plan 2017-22](#)
- 10.2 [Implementing in Programme for the Capital – Council Performance Framework 2017-22](#)
- 10.3 [Implementing the Programme for the Capital: Council Performance Framework 2017-22 – referral from City of Edinburgh Council](#)
- 10.4 [Implementing the Programme for the Capital: Coalition Commitments – Transport and Environment Committee 17 May 2018](#)

Paul Lawrence

Executive Director of Place

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11. Appendices

Appendix 1

Coalition Commitments progress update to December 2018



Coalition Commitments Progress Update December 2018

The Council Business Plan (A Programme for the Capital: The City of Edinburgh Council's Business Plan 2017-22) was approved by the Council in August 2017. The plan has been built around 52 commitments the Council Administration have pledged to deliver over the next five years. The commitments have been made to ensure that we continue to provide services to a high standard and quality, while still responding to the wider environment in which we operate.

The commitments are structured around six themes:

- **Delivering an economy for all** – local jobs, growth, and affordable housing
- **Building for a future Edinburgh** – a planning system that works to protect and develop our city
- **Delivering a sustainable future** – a better environment and transport system that works for all
- **Delivering for our children and families** – improving lives and futures
- **Delivering a healthier city for all ages** – strong and vibrant communities
- **Delivering a Council that works for all** – more empowered, transparent, and improved public services

The Council Performance Framework describes the reporting approach with commitment progress updates presented to Executive Committees every six months and to Council and Corporate Policy and Strategy Committee annually. Thirteen commitments out of 52 are within Transport and Environment Committee remit and these are on track.

Commitments – Transport and Environment Committee



Convener:
Councillor Lesley Macinnes



Vice-Convener:
Councillor Karen Doran

The Transport and Environment Committee is responsible for: Strategic Transport Planning, Traffic management, roads and parking, Public transport, Public Realm, Sustainability, carbon reduction and energy issues, Flood prevention, Waste services, Environmental health and trading standards, Parks and green space, Street Cleaning and open space maintenance

Lead Committee for:

- C16. Invest £100m in roads and pavements over the next 5 years. This will include road and pavement maintenance, installing more pedestrian crossings, increasing the number of dropped kerbs and dedicate safer foot and cycle paths as well as introducing more pedestrian zones.
- C17. Guarantee 10% of the transport budget on improving cycling in the city.
- C18. Improve Edinburgh's air quality and reduce carbon emissions. Explore the implementation of low emission zones.
- C19. Keep the city moving by reducing congestion, improving public transport to rural west Edinburgh and managing road works to avoid unnecessary disruption to the public.
- C20. Explore the introduction of a lane rental for utility companies to reduce traffic pressures.
- C21. Retain Lothian Buses and Edinburgh Tram in public ownership.
- C22. Deliver the tram extension to Newhaven by 2022 after reviewing the business case and delivery plan to ensure they are robust.
- C23. Implement improvement plans for Waste and Cleansing Services to improve street cleanliness in every ward. Reintroduce a free bulky item collection service to tackle fly tipping.
- C24. Reduce the incidence of dog fouling on Edinburgh's streets and public parks.
- C25. Increase recycling to 60% from 46% during the lifetime of the administration.
- C26. Improve parking for residents by expanding provision of park and rides for commuters.
- C27. Tackle pavement parking and reduce street clutter to improve accessibility.
- C43. Continue to upgrade our existing parks and plant an additional 1,000 trees in communities. Protect major recreational areas such as the Meadows, Leith Links and Princes Street Gardens.

Commitment 16

Invest £100m in roads and pavements over the next 5 years. This will include road and pavement maintenance, installing more pedestrian crossings, increasing the number of dropped kerbs and dedicate safer foot and cycle paths as well as introducing more pedestrian zones.

Commitment Status

On track

Summary

The first draft of the [Roads Asset Management Plan \(RAMP\)](#) was approved by Transport and Committee on 9 March 2018. The RAMP has now been expanded to include additional transport assets (i.e. cycling infrastructure) and will be re-named as the Transport Asset Management Plan (TAMP). The TAMP will be presented to this Committee on 6 December 2018. The purpose of the TAMP is to establish future maintenance and management of the overall road network and set out options considered to take forward the management of the Council's road assets.

Key Actions	Achievements	Status
Create and monitor Transport Asset Management Plan (TAMP)	The TAMP has been expanded and now includes cycling infrastructure and park and ride sites. This will allow better implementation of renewal schemes, taking consideration of all transport network users.	Ongoing

Key Measures	Current data	Target	Achievements
Road Condition Index (RCI)	36.4%	Continual Improvement	The official two year average 2017/19 RCI for Edinburgh is 36.4%. This is the same as the previous 2016/18 figure, meaning a steady state has been maintained. Analysis of the 2017 data shows that the figure has reduced from 39.8% in 2017 to 34.4% in 2018, showing an improvement in the condition of Edinburgh's road network.
Level of total road investment	£20.747m	£100m by 2022	The level of investment takes into account capital and revenue spend across transport assets: carriageway and footway renewals, carriageway and footway repairs, street lighting and traffic signals, road safety and active travel. It is forecast that

Key Measures	Current data	Target	Achievements
Residents satisfaction with roads	51%	Increasing trend	<p>spend on carriageway and footway renewals will be higher in 2018/19.</p> <p>The Scottish average for satisfaction with roads is 45%. Additional revenue investment in 2018/19 has allowed the rollout of a targeted road repair programme, significantly increasing the number of defect repairs being carried out.</p>
Residents satisfaction with pavements and footpaths	53%	Increasing trend	<p>Edinburgh continues to invest at some of the highest levels of footway investment in Scotland. 30% of the total carriageway and footway renewal budget is apportioned to footways each financial year with an aim of improving resident satisfaction.</p>

Commitment 17

Guarantee 10% of the transport budget on improving cycling in the city.

Commitment Status

On track

Summary

The Councils budget for 2018/19 has set aside 10% of the Transport budget (capital and revenue) for cycling. Performance on this is reported annually to the Transport and Environment Committee. The last update was presented on [9 August 2018](#) and reported on the financial year 2016/17.

Key actions	Achievements		Status
Develop the cycling capital programme for 2018/19	The full cycling capital programme for 2018/19 was contained within the report to committee on 9 August 2018 . Key projects include the City Centre West East Link and the Meadows to Union Canal.		Delivered

Key measures	Current data	Target	Achievements
Percentage of investment guaranteed	10%	10%	10% of the net transport budget is allocated to cycling.
Residents perception of cycling in the city – cycle routes are good	54%	Increasing trend	The Bike Life report, released every two years and last reported in 2017 indicates increased levels of cycling and a majority of feedback which supports increases in funding and amount of cycling infrastructure across the city.
Residents perception of cycling in the city – condition of cycle routes is good	47%	Increasing trend	

Commitment 18

Improve Edinburgh's air quality and reduce carbon emissions. Explore the implementation of low emission zones.

Commitment Status

On track

Summary

On 17 May 2018 the Transport and Environment Committee agreed the approach to developing [Low Emission Zones](#) and improving air quality in the city. The zones are being developed in conjunction with the City Mobility Plan and the Edinburgh City Centre Transformation project.

The third annual report on progress of the Sustainable Energy Action Plan was presented to Corporate Policy and Strategy Committee on 15 May 2018 and highlighted the progress in reducing carbon emissions across the city. Between 2005 and 2016, carbon emissions reduced by 33% against a target of a 42% reduction by 2020. Per capita emissions have also reduced from 7.3 tonnes to 4.3 tonnes across the same period. The report also detailed the progress of key projects in energy efficiency in buildings (domestic and non-domestic), renewables and sustainable transport. A number of initiatives have successfully secured funding from Scottish Government or grants that have enabled resources to be secured. The Committee agreed to receive update reports every two cycles on progress.

Key actions	Achievements	Status
Improve and reduce the number of the Air Quality Management Zones and revise the current Air Quality Action Plan	Long term trends show concentrations are going down for both Nitrogen Dioxide (NO ₂) and particles (PM _{2.5} and PM ₁₀), although there continues to be hot-spot areas where legal standards are breached. The Central Air Quality Management Area (AQMA) has the highest concentration of sites that exceed the NO ₂ standards, however other locations in the St John's Road and Glasgow Road (Newbridge) AQMAs also exceed. For the first time since the declaration of the Great Junction Street and Inverleith Row AQMAs there are no breaches of NO ₂ standards. This trend will have to be sustained for a number of years before considering revocation.	Ongoing
Establish Edinburgh's first low emission zone by 2020	Work is underway to develop and fully test LEZ options in Edinburgh. Options to be tested in include a city-wide boundary and a city-centre focussed boundary. LEZs are being developed in conjunction with	Ongoing

Key actions	Achievements	Status
Actions contained within the Sustainable Energy Action Plan	<p>the City Mobility Plan and the Edinburgh City Centre Transformation project. Detailed LEZ proposals are expected to be available early in 2019. Edinburgh intends to progress its LEZs using the LEZ specific legislation, expected to pass by Scottish Parliament in mid-2019. Complimentary measures (such as development of sustainable transport options, park and ride facilities, and wider placemaking interventions) as part the other projects will help to ensure LEZs are effective in improving air quality and ensuing we provide for the needs of Edinburgh’s businesses and residents.</p> <p>Work continues to progress the actions contained within the SEAP programme. There are over 100 actions being taken forward by service areas and other partners. These include projects to reduce the energy efficiency in buildings both domestic and non-domestic properties, the development of renewable energy schemes, sustainable transport initiatives including the installation of electric vehicle charging infrastructure and circular economy projects. Reporting on progress is carried out annually to Committee with the next report scheduled for May 2019. An update report is due to Corporate Policy and Strategy Committee in December 2018.</p>	Ongoing

Key measures	Current data	Target	Comment
City of Edinburgh Council’s carbon emissions (measured in kilotonnes)	151kt	Decrease to 112kt by 20/21 (42%)	The Council’s carbon emissions were 151kt in 2017/18, an 8% increase on the 139kt emitted in 2016/17. In order to achieve the 42% target by 2020-21, there needs to be a total emissions reduction of 7% every year over the next three years.
City Wide Carbon emissions (in kilotonnes)	3,277kt	1,901kt	Emissions in Edinburgh have now decreased by 33% against a target of 42% by 2020. If current trends are maintained then the Council should be on course to meet the 42% target.

Key measures	Current data	Target	Comment
CEC and Lothian Buses Green fleet	68%	75% meeting Euro V standard by 2018	Work is underway with Lothian Buses to ensure that Lothian Buses' fleet upgrade plans align with future LEZ requirements. The same approach is underway with the Council's own fleet.
Air Quality Management Zones improvement	6 Air Quality Management Areas	Decreasing long term trend	Long term trends show concentrations are going down for both Nitrogen Dioxide (NO2) and particles (PM2.5 and PM10), although there continues to be hot-spot areas where legal standards are breached.

Commitment 19

Keep the city moving by reducing congestion, improving public transport to rural west Edinburgh and managing road works to avoid unnecessary disruption to the public.

Commitment Status

On track

Summary

A report detailing a Public Transport Priority Plan was presented and agreed on [9 August 2018](#) by the Transport and Environment Committee. This is a 5 year plan and short and medium term delivery priorities have been agreed with Lothian Buses. Early actions are being focussed at prioritising public transport on the A90 corridor.

A new bus operator framework has been procured. Consultation/discussion is underway with west Edinburgh local communities and stakeholders to examine route options.

Key actions	Achievements	Status
Create Congestion Action Plan with Lothian Buses, Edinburgh Trams and other public transport providers	The plans to help reduce congestion were agreed by Transport and Environment Committee on 9 August 2018.	Delivered
Identify improvement actions to public transport in rural west Edinburgh	New framework contract is now in place and community consultation is underway.	Ongoing
Increase in bus provision in rural west	An additional £100,000 has been added to the Transport Budget. Current options being explored include how to re-establish a link from Balerno/Currie to St John's Hospital.	Ongoing

Key measures	Current data	Target	Achievements
Establish congestion measure and action plan	To be developed	March 2019	Measures have been identified to tackle the impact of congestion on public transport and an implementation programme is currently being developed.
Increase in satisfaction with public transport	90%	Steady state	Satisfaction with public transport remains high. Lothian Buses and Edinburgh Tram regularly undertake their own monitoring of customer satisfaction.

Commitment 20

Explore the introduction of a lane rental for utility companies to reduce traffic pressures.

Commitment Status

On track

Summary

A report on the feasibility of introducing a lane rental for utility companies will be presented to Transport and Environment Committee by summer 2019.

Key actions and measures	Achievements	Status
Identify legal requirements	Investigations, including analysis of the current legal framework, in to the feasibility of introducing a lane rental are still ongoing.	Ongoing
Produce a business case Reduced traffic pressures measures to be established as part of a business case if progressed.	Production of a business case is dependent on the legal framework allowing this to be progressed.	Awaiting the outcome of the legal investigations.

Commitment 21

Retain Lothian Buses and Edinburgh Tram in public ownership.

Commitment Status

On track

Summary

The political commitment to retain public ownership of Transport for Edinburgh remains in place.

Key actions and measures	Achievements	Status
Governance arrangements ensure public ownership for Transport for Edinburgh.	The Council wholly owns Transport for Edinburgh, which in turn holds the Council's shares in Lothian Buses and Edinburgh Trams Limited.	Maintained

Commitment 22

Deliver the tram extension to Newhaven by 2022 after reviewing the business case and delivery plan to ensure they are robust.

Commitment Status

On track

Summary

In September 2017, the City of Edinburgh Council approved the outline business case for taking Edinburgh Trams to Newhaven. The final decision on whether or not to proceed with the Trams to Newhaven project will now be decided in early 2019. Tenders for the project were received in early September and evaluations are ongoing. The final stage in this process is to seek the best and final offers from the bidders and to clarify specific elements of the bids received. This will then be used to complete the Final Business Case for consideration.

Key actions and measures	Achievements	Status
Actions contained within the Final Business Case	The final business case will now be considered in early 2019.	Ongoing
Decision to deliver the Tram extension to Newhaven by early 2019	The Council has undertaken extensive consultation with residents and businesses in Leith and Newhaven to inform the final design of the proposed route.	Ongoing
Delivery of the Tram extension if decision made by 2022		

Commitment 23

Implement improvement plans for Waste and Cleansing Services to improve street cleanliness in every ward. Reintroduce a free bulky item collection service to tackle fly tipping.

Commitment Status

On track

Summary

[The final progress update on the Waste Improvement Plan](#) was considered by the Transport and Environment Committee on 9 March 2018. Regular performance reports have been discussed at Committee with the latest report detailing performance up to September 2018. The Waste and Cleansing service is undergoing a number of changes in order to improve performance. These include:

- Staff structure and kerbside collection model changes
- Policy and procedure, including the introduction of the garden waste charging
- Infrastructure investment, such as the opening of the new Energy from Waste plant at Millerhill
- Technological developments, including implementation of the new Routesmart system

Committee has also agreed to postpone further changes to the special uplift pricing structure until a pilot collection service to encourage the reuse of materials has been complete. The report highlighted that there was limited evidence to support the introduction of free special uplifts based on our own experience of reducing the cost of the uplifts, as well as Glasgow's experience of providing a free service. The service intends to seek a third sector partner or partners to instead deliver the pilot. This would be a more customer focussed service designed to maximise reuse and recycling of materials.

Key actions	Achievements	Status
The final Waste and Cleansing Improvement Plan was reported to T&E in March 2018	Committee noted the progress made with implementing the actions in the Waste Improvement Plan.	Delivered
Examine cost and service impact of reintroduction of free bulky item uplift	The intention is to develop a procurement to pilot in one locality. Work had been delayed by the diversion of staff to work on other major service changes, i.e. major rerouting and the introduction of the garden waste charge. However prior to developing any procurement we have identified The Remakery as a potential partner and are engaging them informally to see whether they may be interested in playing a part in such a project.	Ongoing

Key measures	Current data	Target	Achievements
Reduction in communal missed bin complaints	14,441 (Jan – Sept 2018)	Decreasing trend	Prior to the service changes in October, the number of missed bin complaints between January and September 2018 was 28% lower than the same period in 2017.
Incidences of dumping and fly tipping	4,258 (Jan – Sept 2018)	Decreasing trend	The number of reported incidences of dumping and fly tipping has increased to 4,258 between January and September 2018, from 2,688 in the same period in 2017. Much of the increase can be attributed to proactive reporting from the Councils own locally based staff.
LEAMS – street cleanliness index	88.7%	95%	The LEAMs score for Edinburgh reduced to 88.7% in 2017/18 from 92.4% in 2016/2017. The improvements being implemented in the Waste and Cleansing service are expected to have a positive impact on future performance.

Commitment 24

Reduce the incidence of dog fouling on Edinburgh's streets and public parks.

Commitment Status

On track

Summary

The Council developed a behaviour change campaign to discourage anti-social behaviours such as littering, flytipping and dog fouling. The 'Our Edinburgh' campaign to focus on social responsibility and community participation is underway and this includes targeted campaigns to reduce dog fouling.

Key actions	Achievements	Status
The final Waste and Cleansing Improvement Plan was reported to T&E in March 2018	Committee noted the progress made with implementing the actions in the Waste Improvement Plan	Delivered
Development of a new monitoring tool for street/place cleanliness	The Council is working with Keep Scotland Beautiful to review how the CIMS cleanliness surveys they undertake could be broadened to encompass other issues which are relevant to the street scene and the impact it has on pedestrians including the presence of A boards, illegal parking, discarded traffic management items. KSB carried out a pilot survey in Ward 11 during the June 2018 survey to assess how these issues could be surveyed and presented in a meaningful manner. The service will now assess the data presented by KSB and determine whether it meets the Council's requirements. Next steps will then be to approve how the new methodology could be introduced and any agree any financial implications from implementing the change.	Ongoing

Key measures	Current data	Target	Achievements
Fixed penalty notices for dog fouling	8 (Jan–Sept 18)	Increase reporting, decrease incidents	The number of dog fouling incidents reported to the Council has increased from 833 in 2017/18 to 893 in 2018/19. The number of fixed penalty notices given for dog fouling incidents has also from 3 to 8 over the same period.
Dog fouling service requests	893 (Jan–Sept 18)	Increase reporting, decrease incidents	

Commitment 25

Increase recycling to 60% from 46% during the lifetime of the administration.

Commitment Status

On track

Summary

The Councils Recycling Strategy, published in 2010 aimed to deliver an overall recycling rate of 60% by 2017. This comprised of 50% being delivered through sorting of waste at source, with an additional 10% being delivered through thermal treatment. A number of assumptions have changed since 2010:

- The thermal treatment facility (Millerhill) has now moved back to 2018/19 to more closely mirror the ban on sending waste directly;
- Improvements to recycling services in kerbside collection areas have been delivered, but for high density housing areas, enhanced recycling services are now planned for the years 2018-2021;
- The commercial waste collection service has been withdrawn (with the exception of waste from the Council's own buildings);
- The way in which recycling rates are calculated has changed so that the published recycling rate (by SEPA) will diverge from the Council's internal monitoring: in particular the Council's internal calculations include litter and road sweeping materials which are now classed as commercial and not included in the published rate.

A [report](#) outlining the progress to date on the Councils Recycling Strategy 2010-2025 was reported to Transport and Environment Committee on 9 August 2018. The report set out the challenges and opportunities to increase recycling and proposes a forward plan of actions for the coming years. The actions aim to ensure:

- Continued development of waste prevention, reuse and recycling projects and services;
- Continued and increasing focus on cost and efficiency of services to respond to financial constraints;
- Continued focus on service reliability and quality;
- Ongoing investment in our infrastructure;
- Development of cleansing services, while working with partners and stakeholders to deliver cleanliness.

Key actions	Achievements	Status
Redesign waste and recycling collections to encourage recycling	Waste arisings have reduced from 235,162 to 209,846 tonnes between 2010 and 2018, despite the number of households	Ongoing

and minimise landfill

increasing by over 11% in the same timeframe. There are likely to be a number of reasons for this improvement in performance, however the enhancement in recycling facilities and the changes to household waste collection capacity will have had a large impact.

Key measures	Current data	Target	Achievements
Percentage of Waste Recycled	42.6%	60% by 2022	There has been a significant improvement in the percentage of waste recycled during the lifetime of the strategy with performance showing an increase from 30.4% to 42.6%. This is comparable with other local authorities in Scotland and higher than the other large cities.

Commitment 26

Improve parking for residents by expanding provision of park and rides for commuters.

Commitment Status

On track

Summary

Actions to improve usage within existing Park and Ride sites are contained within the [Local Transport Strategy 2014-19](#).

On the 17 May 2018 the Transport and Environment Committee agreed not to progress with a [new Park and Ride site at Lothianburn](#) but to review patronage at the existing site at Straiton with a view to increasing its usage. An update on this will be reported to Transport and Environment Committee by summer 2019.

Key actions	Achievements	Status
Actions contained within the Local Transport Strategy 2014-19	Park and Ride development and expansion strategy was approved in 2009. Expansion of Hermiston Park and Ride is a 'shovel ready' project but no capital funding is yet available to deliver it. The Ingliston Park and Ride is also operating at capacity and requires expansion. Options to finance expansion through charging to be explored and reported back by summer 2019.	Ongoing

Key measures	Current data	Target	Achievements
Increase the number of park and rides and spaces within existing provision	Review existing usage and provision	Increasing trend	Reviews of Hermiston and Ingliston are complete and both are at capacity.
Assessment of new P&R at Lothianburn and proposed review of existing site at Straiton	Assessment complete	May 2018	Assessment of Lothian Burn is now complete. Measures to improve Straiton are still under development.
Satisfaction with residents parking	New survey to be completed every 2 years	Increasing trend	Survey still to be implemented.

Commitment 27

Tackle pavement parking and reduce street clutter to improve accessibility.

Commitment Status

On track

Summary

The Transport and Environment Committee approved [the proposed strategy and measures required to be put in place to deliver a citywide ban on all forms of temporary on-street advertising structures, not just 'A' Boards](#). The aim of the strategy is to prioritise safe movement and improve the quality of Edinburgh Streets. The citywide ban on all temporary on-street advertising structures came into force on 5 November 2015. The Council's Environmental Wardens will visit businesses to ensure awareness and maximise compliance with the ban, with formal enforcement action taken on those that remain non-compliant following this stage of the process.

One of the key objectives of the Councils [Street Design Guidance](#) is to ensure that the city's streets are accessible and easy to navigate. A recent post approval review, which was [reported to the Planning Committee on 3 October 2018](#), aims to strengthen this objective. Amendments to the guidance will help to minimise waste infrastructure, which will have a positive impact on the appearance of streets and the delivery of high quality places.

The issue of pavement parking is currently part of the Transport Bill which is progressing through the Scottish Parliament at present. The Bill as currently drafted does not contain provisions that will satisfactorily resolve the issue. The Council have provided feedback on this.

Key actions and measures	Achievements	Status
Development of a new monitoring tool for street/place cleanliness	The Council is working with Keep Scotland Beautiful to review how the CIMS cleanliness surveys they undertake could be broadened to encompass other issues which are relevant to the street scene and the impact it has on pedestrians including the presence of A boards, illegal parking, discarded traffic management items. KSB carried out a pilot survey in Ward 11 during the June 2018 survey to assess how these issues could be surveyed and presented in a meaningful manner. The service will now assess the data presented by KSB and determine whether it meets the Council's requirements. Next steps will then be to approve how the new methodology could be introduced and any agree any financial implications from implementing the change.	Ongoing

Continue to support new legislation required to prohibit double parking and parking on footways

The new Transportation Bill is current going through the Scottish Parliament. The Council have provided submissions and given evidence to the Rural and Environment Committee that is scrutinising the Bill.

Ongoing

Commitment 43

Continue to upgrade our existing parks and plant an additional 1,000 trees in communities. Protect major recreational areas such as the Meadows, Leith Links and Princes Street Gardens.

Commitment Status **On track**

Summary

The park maintenance programme sets out the improvement work required to maintain our high quality parks. Edinburgh currently has the highest number of green flags in Scotland and our parks continue to meet the standards assessed through the annual park quality assessments.

Protection of our parks is established through the [Open Space Strategy 2021](#). The [Edinburgh Parks Events Manifesto](#), provides a strategic and proactive approach to the planning and managing of events within Edinburgh’s parks and greenspaces.

Key actions	Achievements	Status																
Actions contained within the Park improvement and maintenance programme	Of the 138 parks quality assessed in 2017, 1,039 issues/recommendations were identified. From these, judges highlighted three from each park that should be implemented over the next 12 months. Of the 414 recommendations, managers have confirmed that 129 have been completed, 2 have been partially completed, 14 are awaiting further information/funding/scheduling, 14 are no longer applicable, and the status of 245 is unknown due to managers not providing an update. However, Park Managers have indicated that they completed 566 park improvements/updates (including the 131 completed or partially completed ‘agreed recommendations’) between the 2017 and 2018 Park Quality Assessments.	Ongoing																
	When comparing the 2017 PQA criterion scores against the 2018 scores, 145 scores have improved, 208 have remained the same and 61 have dropped:																	
	<table border="1"> <thead> <tr> <th>Criterion</th> <th>Improved</th> <th>Static</th> <th>Deteriorated</th> </tr> </thead> <tbody> <tr> <td>Appropriate Provision of Facilities</td> <td>10</td> <td>11</td> <td>4</td> </tr> <tr> <td>Building & Infrastructure Maintenance</td> <td>26</td> <td>29</td> <td>9</td> </tr> <tr> <td>Community Involvement</td> <td>1</td> <td>3</td> <td>0</td> </tr> </tbody> </table>	Criterion	Improved	Static	Deteriorated	Appropriate Provision of Facilities	10	11	4	Building & Infrastructure Maintenance	26	29	9	Community Involvement	1	3	0	
Criterion	Improved	Static	Deteriorated															
Appropriate Provision of Facilities	10	11	4															
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Conservation Flora & Fauna	6	12	5
Dog Fouling	1	2	1
Educational & Interpretation Provision	6	7	2
Equal Access	0	0	1
Equipment Maintenance	14	21	6
Good & Safe Access	5	12	3
Grounds Maintenance	31	36	11
Information Provision	11	14	6
Litter Management	8	17	2
Quality of Facilities	0	0	1
Safe Facilities	1	4	0
Signage	11	18	5
Waste Minimisation	1	0	0
Welcoming	6	5	1
Woodland Management	7	17	4

Key measures	Current data	Target	Achievements
Green flag status	32	30	In 2018, following an external Green Flag Group Award peer review, the Council retained its 30 Green Flag Award parks. In addition, two parks (Fairmilehead Park and Lauriston Castle Gardens) achieved Green Flag Award status at the first time of asking, bringing the total number of Green Flag Award parks in Edinburgh to 32 (there are a total of 71 awards across Scotland). Corstorphine Walled Garden also successfully retained its Green Flag Community Award.
New Parks Quality Assessment standard	84%	92%	A new, more challenging quality standard was set in 2018. 116 of the 138 parks quality assessed met the new Edinburgh Minimum Standard. This is an increase of 11 parks from 2017.
Number of additional trees planted	Is currently being collated	Additional 1,000 by 2022	Up to date figures on the number of trees planted are currently being collated. An additional £75,000 to support this commitment was agreed in 2017/18 budget. The results of

Key measures	Current data	Target	Achievements
Number of events held in major parks	35 large events in total, 31 of which in Premier Parks	Hold number of events to maximum permitted (36 across 9 Parks)	<p>this investment and a detailed action plan to meet and exceed the commitment over 5 years will be completed as early as possible and presented to Transport and Environment Committee.</p> <p>226 organised events were held/are planned in Edinburgh's parks in 2018. The number for Premier Parks is as follows, with "large events" (i.e. over 1,000 attendees) in brackets:</p> <p>Calton Hill = 16 (4) The Meadows = 42 (8) Leith Links = 8 (4) Inverleith Park = 13 (3) Princes Street Gardens = 39 (10) Lauriston Castle Gardens = 6 (2)</p>

Transport and Environment Committee

10.00am, Thursday, 6 December 2018

Garden Waste Bin Collection Project: What Worked Well and Lessons Learned

Item number	7.12
Report number	
Executive/routine	
Wards	
Council Commitments:	

Executive Summary

The purpose of this paper is to respond to the motion presented to the Governance, Risk, and Best Value Committee in August 2018, which requested a report from the Chief Internal Auditor on the implementation of the Garden Waste Charge, to understand what worked well and where lessons can be learned.

It was agreed that the Garden Waste project management team would provide an update on those aspects of the project which worked well, with Internal Audit (“IA”) focusing on the lessons learned based on the agreed review scope.

Garden Waste Bin Collection Project: What Worked Well and Lessons Learned

1. Recommendations

- 1.1 The Committee is requested to:
 - 1.1.1 note the garden waste project management team's view on those aspects of the project that worked well;
 - 1.1.2 note IA's opinion on garden waste lessons learned in relation to the outbound calls for payment and project governance, with two Medium rated IA findings raised;
 - 1.1.3 note that the Corporate Leadership Team (CLT) has agreed that, in order to mitigate the reputational risk associated with potential third-party fraud, outbound calls seeking payment will no longer be made by the Council and this decision will be publicised; and
 - 1.1.4 refer the report to the Governance, Risk and Best Value Committee meeting in January 2019 for review and scrutiny as required by the motion presented to the Governance, Risk, and Best Value Committee in August committee meeting.

2. Background

- 2.1 In response to concerns raised by elected members regarding the initial garden waste registration process, IA agreed to perform an urgent review.
- 2.2 The review covered both the initial and revised garden waste registration processes, to confirm that issues with the initial process had been addressed; that the new process (applied with effect from 27 June) was appropriately designed and operating effectively; and that the project was effectively managed.
- 2.3 Audit work was completed in July 2018, and the outcomes reflect the status of the garden waste project as at 22 August 2018.
- 2.4 At the August 2018 Governance, Risk, and Best Value committee, a motion was submitted requesting a report from the Chief Internal Auditor on the implementation of the Garden Waste Charge, to understand what worked well and where lessons can be learned.
- 2.5 The Committee agreed that the report should be presented to the Transport and Environment Committee in December 2018, and subsequently referred to the Governance, Risk and Best Value Committee.

- 2.6 As the Garden Waste review by Internal Audit had concluded, it was agreed with management that the Garden Waste project team would provide an update on what aspects of the project worked well, with Internal Audit focusing on the lessons learned based on the agreed audit scope.

3. Main report

Internal Audit Outcomes

- 3.1 IA's review identified moderate areas of weakness in the project governance framework and controls supporting registration that (if not addressed) could impact the success of subsequent registrations.
- 3.2 The weaknesses identified are mainly attributable to tight project timeframes between the decision to apply the garden waste charge (22 February 2018); establishing the project team (5 April 2018); and the start of the registration process (18 June 2018).
- 3.3 Whilst there was effective cross-team collaboration between the services involved in delivering the revised garden waste service, project management and delivery roles, responsibilities, and accountabilities between Place (Waste and Cleansing) and Resources (Customer) were not clearly documented. Additionally, the risks and limitations associated with decisions made regarding the online only registration process and outbound payment calls were not fully recorded and reported to established project governance forums.
- 3.4 IA also established that security questions supporting all outbound calls to customers (which included calls to request payment) were not aligned with recommended best practice as they were based on publicly available information and did not include questions based on unique references to verify the identity of both parties.
- 3.5 Consequently, two Medium rated lessons learned findings and supporting recommendations on project governance and the registration and payment process are included within the review report. The medium ratings reflect that there have been no reported instances of fraud in relation to the security aspects of the outbound calls; and the opportunity for the Project team to address project governance prior to future registration periods and delivery of the remaining aspects of the project.

Positive aspects

- 3.6 The project team consider that positive aspects of the project include:
- 3.6.1 The scoping of the project and the potential benefits that could be realised was undertaken effectively. Officers benchmarked against other UK Councils and established that an estimated 46% of residents that previously qualified for the garden waste service would be likely to continue to use the service and pay for it. This has been slightly exceeded in the number of registrations.

- 3.6.2 The introduction of an exemption from the charge in line with an eligibility criteria of qualification for the Council Tax Reduction Scheme, and its impact on the potential income that would be achieved, was also modelled effectively and the total percentage of exempt household registrations is in line with predicted levels.
- 3.6.3 It is noted that that delay in the introduction of the new garden waste service to align with the new waste collection routes has meant that the full year additional income cannot be achieved in 2018/19. Notwithstanding this, the total (full-year) income that the new service was targeted to recover was estimated at £1.3m. At the time of writing this report, the actual total full-year income achieved was £1.6m. This is a positive contribution towards the Council's overall budget.

Call Security

- 3.7 Following this review, Directorates/Divisions were asked to confirm whether any other outbound calls were made by the Council seeking payment in relation to any other services. Confirmation has been received that only limited calls were being made and this practice has now ceased.
- 3.8 This means that the Council is now able to confirm that it does not make outbound calls seeking payment in any circumstances. This is a positive step which will be publicised to minimise the potential for third party fraud (where fraudsters acting as Council employees contact customers requesting payment details).

4. Measure of success

- 4.1 Successful delivery of future similar projects, including further roll-out of phases of the garden waste registration process.
- 4.2 Minimisation of the potential for fraud.

5. Financial impact

- 5.1 There are none arising directly from this report.

6. Risk, policy, compliance and governance impact

- 6.1 Effective management of garden waste project management and service delivery risks is key to ensuring successful delivery of both the service and the Council's budget.
- 6.2 Potential reputational risk associated with outbound calls requesting payment for services is reduced by such calls no longer taking place.

7. Equalities impact

7.1 There are none arising directly from this report.

8. Sustainability impact

8.1 Delivery of a sustainable service that will support effective management of garden waste across the City.

9. Consultation and engagement

9.1 The IA report was finalised in consultation with the garden waste project management team; Waste and Cleansing management; the Head of Place Management; The Head of Customer Service and Information Technology and the Executive Directors of Place and Resources.

10. Background reading/external references

10.1 None.

Lesley Newdall

Chief Internal Auditor

Legal and Risk, Resources Directorate

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11. Appendices

Appendix 1 – Garden Waste Bin Collection Project Report: What Worked Well and Lessons Learned

The City of Edinburgh Council

Garden Waste Bin Collection Project: What Worked Well and Lessons Learned

Final Report

17 October 2018

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1. Background

1.1 Governance, Risk, and Best Value Committee Motion

At the Governance, Risk, and Best Value (GRBV) committee in August, a motion was submitted requesting a report from the Chief Internal Auditor on the implementation of the Garden Waste Charge, to understand what worked well and where lessons can be learned.

As the Internal Audit Garden Waste review had concluded, it was agreed with management that the Garden Waste project team would provide an update on what aspects of the project worked well (section 2.1 below), with Internal Audit focusing on the lessons learned based on the audit scope (section 2.2).

1.2 Background

In February 2018, as part of the annual budget setting process, the Council agreed to implement a £25 annual charge for collection of garden waste bins to be effective from 8 October 2018. An estimated 120,000 households across the City currently receive free garden waste collection, with approximately 46% of households expected to register for the new service. An initial registration period was available from 18 June to 22 July 2018 enabling customer to register for the service and pay the associated charge. Further registration periods are planned to be available throughout the year.

In April 2018, a garden waste project was established to manage the design and implementation of the new garden waste process. The project team included representation from management across Council services including Waste and Cleansing, Customer, Communications and Finance with project support provided by the Council's Portfolio and Governance (P&G) team. Online transactions elements of the project were incorporated into the existing Customer Digital Enablement (CDE) 'channel shift' programme.

The project decided that online registration for the service via "mygovscot - my account" was the preferred method for customer registration and payment. Customers with no online access could also register and pay through the Customer Contact Centre; using self-serve kiosks at locality officers; and libraries using a debit or credit card. Registration by telephone was also an option, with additional call handlers recruited, however, this was not widely publicised in to encourage higher volumes of online registration.

On 21 June 2018, the Council wrote to all customers eligible for the garden waste collection service to provide written notification of the service changes; and details of the online registration and payment process.

The original process involved customers registering online and providing confirmation that they had read and understood the service terms and conditions (T&Cs) prior to making payment online using their mygovscot account. Where customers registered by phone, T&Cs were physically mailed out with a request for customer to read, sign and return them. This was based on advice received from Legal advising that terms and conditions should be signed and returned prior to accepting payment. Customers were advised that following receipt of signed T&Cs, the Customer Contact Centre would telephone customer to request and process the relevant payment.

Shortly after the registration process commenced, concerns were raised by both Elected Members and members of the public regarding the potential risk of third party fraud associated with the outbound call process. Specifically, the potential risk of 'bogus callers' telephoning customers, claiming to Council employees and fraudulently obtaining customers' payment card details. In response to this, outbound calls for payment for garden waste were ceased.

During the registration period, management also became aware of customers who were unable to self-serve either online or at local office self-serve kiosks, and introduced a process to accept payment by cheque, cash or card payment in local offices. Of the total 56,028 registrations, a total of 7,800 (14%) were processed via inbound calls or payments at local offices.

2. Executive summary

2.1 What Worked Well

The project team consider that positive aspects of the project include:

- The scoping of the project and the potential benefits that could be realised was undertaken effectively. Officers benchmarked against other UK Councils and established that an estimated 46% of residents that previously qualified for the garden waste service would be likely to continue to use the service and pay for it. This has been slightly exceeded in the number of registrations.
- The introduction of an exemption from the charge in line with an eligibility criteria of qualification for the Council Tax Reduction Scheme, and its impact on the potential income that would be achieved, was also modelled effectively and the total percentage of exempt household registrations is in line with predicted levels.
- It is noted that that delay in the introduction of the new garden waste service to align with the new waste collection routes has meant that the full year additional income cannot be achieved in 2018/19. Notwithstanding this, the total (full-year) income that the new service was targeted to recover was estimated at £1.3m. At the time of writing this report, the actual total full-year income achieved was £1.6m. This is a positive contribution towards the Council's overall budget.

2.2 Internal Audit Scope and Opinion

2.2.1 Scope of the review

In response to the concerns raised by elected members, Internal Audit (IA) agreed to perform an urgent review based on the findings only methodology detailed in the Internal Audit Charter, with the objective of reviewing the initial garden waste registration process and confirming that the new process applied with effect from 27 June was appropriately designed and operating effectively. We also considered the adequacy and effectiveness Garden Waste project governance to ensure that any potential control gaps were identified and resolved in advance of any future registration periods. Our audit work was completed in July 2018, and this document reflects the status of the garden waste project as at 22 August 2018.

2.2.2 Opinion

Summary of findings raised	
Medium	1. Project management and governance
Medium	2. Garden Waste Registration Process

Our review of the controls established to mitigate the key risks associated with the garden waste project governance and initial registration and payment process confirmed that they are generally adequate, with some enhancements required. We identified moderate areas of weakness in the project governance framework and controls supporting registration that (if not addressed) could impact the success of subsequent registrations.

The weaknesses identified are mainly attributable to tight project timeframes between the decision to apply the garden waste charge (22 February 2018); establishing the project team (5 April 2018); and the start of the registration process (18 June 2018).

Whilst there was effective cross-team collaboration between the services involved in delivering the revised garden waste service, project management and delivery roles, responsibilities, and accountabilities between Place (Waste and Cleansing) and Resources (Customer) were not clearly documented. Additionally, the risks and limitations associated with decisions made regarding the online only registration process and outbound payment calls were not fully recorded and reported to established project governance forums.

We also established that security questions supporting all outbound calls to customers (which often include calls to request payment) are not aligned with recommended best practice as they are based on publicly available information, and do not include questions on unique references to verify the identity of both parties.

Consequently, two Medium rated lessons learned findings and supporting recommendations on project governance and the registration and payment process are included at section 3 below. The medium ratings reflect that there have been no reported instances of fraud in relation to the security aspects of the outbound calls; and the opportunity for the Project team to address project governance prior to future registration periods and delivery of the remaining aspects of the project.

In addition to the IA review, the project team has also performed their own lessons learned review which includes recommendations to address the improvement opportunities identified. There would be benefit in aligning the actions identified with the lessons learned recommendations included in this report to ensure that they are all effectively implemented.

Our detailed lessons learned recommendations are included at Section 3 below.

3. Detailed Findings

1. Project governance

Medium

Review of the project governance framework established to support implementation of the new garden waste registration and payment process highlighted the following areas for improvement that should be addressed prior to the next registration window in October 2018:

- Whilst an initial project business case was prepared, it was not developed into a full project implementation document, detailing project structure; governance; and roles and responsibilities (e.g. for decision making);
- Consequently, whilst the online transactions aspects of the project were governed through the existing Customer Digital Enablement (CDE) programme, roles and responsibilities for design; approval and implementation; were not clearly documented between Resources (Customer) and Place (Waste and Cleansing);
- The project plan was essentially a project timeline and did not specify roles and responsibilities or consider dependencies that could impact on project deliverables;
- Project status reporting did not report on overall project progress and status, and instead focused solely on development of the online transactions process through the CDE programme;
- Whilst a project action and decision log was developed and used, it did not include all significant project decisions. Review of the decision log confirmed that decisions in relation to the online only registration and payment process; stopping outbound payment calls and changing the process to include registration and acceptance of cash and card payments at local offices were not documented;
- The decision to limit the initial registration process to predominately online with payment by debit and credit card only, did not consider how citizens with no current accounts (circa 7%) and those who do not manage utilities online (circa 20%) would register for the service. Management has confirmed that the decision to adopt a predominately online registration process was due to time constraints, and that the approach was agreed with both Senior Management and Elected Members, although no evidence is available to support this approval. Consequently, alternatives for those customers who could not pay by debit/credit card had to be developed and implemented (although this was done quickly and effectively based on existing processes) once the registration window had opened;
- The risk of third party fraud associated with outbound payment calls was not recorded on the project risk log on the basis that this is an established process already applied within the Council;
- The Data Privacy Impact Assessment (DPIA) provided to the Information Governance Unit (IGU) for the original registration and payment process did not include details of the outbound payment calls process; and
- The IGU recommended that call scripts should be prepared to ensure a consistent approach for any customer telephone conversations (red rated action). In response, the DPIA Risk Mitigation Assessment completed by the project stated that training would be provided for staff alongside scripts which would provide a consistent approach to all questions and ensure privacy legislation is followed. Management has advised that the new agents received training on the system and process. Review of adviser scripts confirmed however, that whilst they included details of the registration process flow / system steps to be followed, they did not detail the customer conversations that would be performed by the new agents.

Risk

Risk that future registrations and the remainder of the project are not successfully implemented with an adverse impact on customers and the Council's reputation.

Internal Audit Recommendation(s)

1. A project plan should be developed in line with the Council's standard project management methodology with roles and responsibilities for decision making and delivery of the remaining aspects of the garden waste project documented;
2. The project plan should be updated on an ongoing basis and used as the basis of governance reporting to confirm the overall project status and progress with all project deliverables;
3. The Garden Waste project risks, issues, and dependencies (RAID) log should be updated to include all risks, issues and dependencies identified. Actions, owners, and timeframes to address the risks, issues and dependencies should be recorded and tracked, and the rationale for accepted risks clearly documented;
4. Ongoing analysis of customer demographics should be performed following closure of each registration period to ensure an appropriate range of registration and payment options are available to meet customer needs, and adequate resources are allocated to meet demand;
5. A revised DPIA should be performed (based on the revised process for future registration) and provided to the IGU. All IGU recommendations following review of the DPIA should be implemented prior to implementation of the process for subsequent registration windows; and
6. Call scripts should be prepared to support all customer calls and provided to all call centre teams involved in garden waste registration prior to the next registration window, with training provided where required.

Agreed Management Action(s)

1. Rather than retrospectively adding to the current project documentation the Service is developing a project plan for a portfolio of related on-going projects (garden waste, four-day week and infrastructure improvements) rather than develop individual plans. A structure chart will be created to highlight roles and responsibilities.

Owner: Gareth Barwell

Contributors: Andy Williams; Karen Reeves;
Louise Wood

Implementation Date: 30 November 2018

2. The project plan described above will be reviewed weekly at the 'Waste Changes' meeting attended by Senior Management to allow overall monitoring of project status and progress, and will then be updated as required.

Owner: Gareth Barwell

Contributors: Andy Williams; Karen Reeves

Implementation Date: 14 December 2018

3. The project RAIDS log will be reviewed weekly at the 'Waste changes' meeting in conjunction with the project plan, to ensure that all risks, issues and dependencies are identified and recorded; with owners and timeframes allocated, and progress updates provided. The rationale for all risk based decisions made at the 'Waste Changes' meeting will also be recorded.

Owner: Gareth Barwell

Contributors: Andy Williams; Karen Reeves

Implementation Date: 14 December 2018

4. The data from the first registration period and subsequent registration windows in October 2018 and February 2019 will be analysed to build a cumulative picture of how residents are registering

for the service (on-line, over the phone, in person) to ensure the correct resources are allocated to support future registration periods.

This analysis will be provided to the Customer Digital Enablement project board for consideration of future garden waste registration design changes and to ensure appropriate allocation of resources.

Owner: Gareth Barwell

Contributors: Andy Williams; Karen Reeve; Lisa Hastie

Implementation Date: 29 March 2018

5. It has been agreed with IGU that any changes to the registration transaction process and additional garden waste forms will be detailed in addendums to the current DPIA.

Any process changes required following IGU review of the DPIA will be agreed at the weekly Waste Changes meeting and either recorded as risks, issues, and dependencies on the project's RAIDS log (where appropriate), or incorporated in the project plan.

The process changes agreed (for example changes to call scripts) will then be communicated to the service teams supporting the registration process.

Owner: Gareth Barwell

Contributors: Andy Williams; Karen Reeves; Karin Hill

Implementation Date: Registration process update addendum by 31 October 2018. Future processes on-going

6. New scripts have been prepared ahead of next registration to ensure a consistent approach from all customer contact centre staff involved.

This is supported by both face to face coaching and system based training.

Owner: Nicola Harvey

Contributors: Neil Jamieson/Lisa Hastie

Implementation Date:

Implemented 27 August 2018

Date for completion of IA validation 26 October 2018

2. Garden Waste Registration Process

Medium

Management has estimated that circa 50 garden waste registration outbound payment calls had been made prior to 27 June when all outbound payment calls ceased.

During a walkthrough to confirm the design of the new registration process on 4 July, we established that some outbound payment calls were scheduled (after 5pm) in relation to the backlog of terms and conditions received. This was highlighted to management and contact centre staff were advised to cease all outbound calls for payment for garden waste with immediate effect.

Management estimated that a further 4 outbound payment calls were made following the process change on 27 June, but could not confirm this number as the supporting MI could not be extracted from Call Centre systems, as system limitations do not enable identification of outbound calls specifically made to request payment.

The Customer Contact Centre subsequently listened to recordings of all calls made between 28 June and 4 July and confirmed that a total of 13 outbound payment calls were made to process payment from customers who had returned T&Cs prior to the revised process being implemented.

Whilst security questions were used to verify customer identity on the outbound payment calls, these comprised three questions based on publicly available information, and did not include a unique reference to verify the identity of both parties.

Management has confirmed that the same security questions are used to verify customer identity where outbound payment calls are performed as part of other established Council processes.

This caller verification approach is not aligned with good practice which recommends that security questions should comprehensively confirm a caller's identity by confirming (for example) an account or reference number that is uniquely associated with the transaction being discussed; and that security questions should avoid public information that can easily be obtained by a fraudster, whilst finding a balance between questions based on references that genuine customers can answer that do not appear on customer correspondence. Examples of further guidance are available at: [Best Security Questions for Call Centres](#) and [Caller Verification - How Far Should You Go?](#)

Risk

Increase in the existing potential risk of third party fraud where fraudsters contact customers impersonating Council employees and obtain bank details, as no (non publicly available) unique identifier was used to support outbound calls requesting payment from customers.

Internal Audit Recommendation(s)

1. Senior management should consider whether outbound payment calls for services remains appropriate given the potential risk of third party fraud, and present a proposal for approval by the Corporate Leadership Team and the Corporate Policy and Strategy Committee;
2. If it is decided that outbound payment calls for all Council services should stop, the decision should be clearly communicated (and regularly reinforced) across all Directorates and Services to ensure all employees are aware of the decision. The Council's position should also be made public to ensure that citizens are clear that any future calls requesting payment where the caller claims to be a Council employee could be potentially fraudulent;
3. If it is decided that outbound payment calls will continue, then customer security questions should be revised to ensure alignment with industry best practice, by inclusion of a question that relates to a unique reference, enabling effective caller and customer verification, with this process consistently applied;
4. Training and call scripts should be provided to all employees involved in making outbound payment calls; and
5. The revised process should be effectively implemented and sustained.

Agreed Management Action(s)

1. Contact Centre now make no outbound calls to take payment. Outbound calls are made for Housing Rents and Council Tax, however, for any payment the customer is required to make an inbound contact using the Council's publicised payment options.

Owner: Nicola Harvey Contributors: Neil Jamieson/Lisa Hastie	Implementation Date: Implemented 10 October 2018 Date for completion of IA validation 30 November 2018
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2.

Owner: Contributors:	Implementation Date:
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Owner: Contributors:	Implementation Date:
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Owner:	Implementation Date:
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Contributors:

Appendix 1 - Basis of our classifications

Finding rating	Assessment rationale
Critical	<p>A finding that could have a:</p> <ul style="list-style-type: none"> • Critical impact on operational performance; or • Critical monetary or financial statement impact; or • Critical breach in laws and regulations that could result in material fines or consequences; or • Critical impact on the reputation or brand of the organisation which could threaten its future viability.
High	<p>A finding that could have a:</p> <ul style="list-style-type: none"> • Significant impact on operational performance; or • Significant monetary or financial statement impact; or • Significant breach in laws and regulations resulting in significant fines and consequences; or • Significant impact on the reputation or brand of the organisation.
Medium	<p>A finding that could have a:</p> <ul style="list-style-type: none"> • Moderate impact on operational performance; or • Moderate monetary or financial statement impact; or • Moderate breach in laws and regulations resulting in fines and consequences; or • Moderate impact on the reputation or brand of the organisation.
Low	<p>A finding that could have a:</p> <ul style="list-style-type: none"> • Minor impact on the organisation's operational performance ; or • Minor monetary or financial statement impact; or • Minor breach in laws and regulations with limited consequences; or • Minor impact on the reputation of the organisation.
Advisory	<p>A finding that does not have a risk impact but has been raised to highlight areas of inefficiencies or good practice.</p>

Transport and Environment Committee

10.00am, Thursday, 6 December 2018

Waste and Cleansing Services Performance Update

Item number	7.13
Report number	
Executive/routine	
Wards	All wards
Council Commitments	23 , 25

Executive Summary

This report updates Committee on the Waste and Cleansing Services performance for the period of July to September 2018 (quarter two).

The report also updates Committee on the impact that the service changes in October; the introduction of chargeable garden waste and four-day week kerbside collection model, has had on missed bin reports and the actions being taken by the service to rectify these transition issues.

Finally, the report provides an update on the progress made towards the activities to revise the suite of performance reporting measures for the service over the last quarter and the next steps involved.

Waste and Cleansing Services Performance Update

1. Recommendations

- 1.1 It is recommended that Committee:
 - 1.1.1 Note the contents of this report in respect of Waste and Cleansing Services performance
 - 1.1.2 Note the impact of the chargeable garden waste and four-day week kerbside collection model implemented in October has had on service performance
 - 1.1.3 Note the activities, and dependencies, required to implement the revised performance reporting and the progress towards this

2. Background

- 2.1 This report updates Committee on the Waste and Cleansing Services performance for the period of July to September 2018 (quarter two). Along with this the report includes the impact that the service changes in October, these being the introduction of chargeable garden waste and four-day week kerbside collection model, has had on missed bin reports and the actions being taken by the service to rectify these transition issues.
- 2.2 As highlighted in the report presented to Transport and Environment Committee on 9 August 2018, Waste and Cleansing Services has been through, and continues to experience, significant changes outlined at a high level below. These changes present a number of opportunities to amend the suite of performance measures and reporting structure. This report will cover the progress made on the steps required to make the amendments to the Waste and Cleansing Services performance monitoring.
 - 2.2.1 Structural set up – merging waste and cleansing services into one centrally managed service and Operations Managers now responsible for both waste and cleansing services. Implementing the four-day week kerbside collection model with longer working days for increased route efficiencies, this includes routing the areas collected each day in a way that allows vehicles to return for any reported missed bins from previous days without significantly impacting the collection of bins scheduled for uplift that day.
 - 2.2.2 Policy and procedural changes – including expansion of material streams available in wider areas of the city, the implementation of the chargeable garden waste service, the upcoming communal bin review, revisions to the Code of Practice on Litter and Refuse, and the potential implications of the forthcoming Deposit Return Scheme.

- 2.2.3 Investment in infrastructure – including the food waste treatment plant, the two operational sites (including transfer stations) under development, and the energy from waste plant currently receiving commissioning tonnage.
- 2.2.4 Technological developments – including the introduction of Routesmart route management software, introduction of an IVR (interactive voice response) system at the Contact Centre as part of the Corporate Channel Shift project, and upcoming development of new and existing webforms.

3. Main report

Current Service Performance

- 3.1 The new performance reporting dashboards were presented to Transport and Environment Committee in August and agreed to be reported to every second cycle. The quarter two dashboards can be found in Appendix One and Appendix Two.
- 3.2 Key service performance factors show:
 - 3.2.1 2018 has experienced the lowest number of missed individual bin reports on a month by month basis between January and September when compared to previous years' performance back to August 2014. The exception to this being March which had 10 more reports than March 2015;
 - 3.2.2 Cumulatively, 2018 has encountered 14,441 missed individual bin reports from January to September. This is a reduction of 5,494 (or 28%) from the same period in 2017; 13,910 (or 49%) from 2016; and 9,318 (or 39%) from 2015;
 - 3.2.3 Unfortunately, the service changes in October has resulted in missed individual bins reports increased significantly to 6,161 whilst the service transitions. Further information is provided on these changes and the impact it has had from point 3.3 below. However, this amends the cumulative totals shown in point 3.2.2 above to 20,602 missed individual bin reports when assessing January to October. This still gives an overall reduction of 1,173 (or 5%) from the same period in 2017; 9,361 (or 31%) from 2016; and 6,529 (or 24%) from 2015;
 - 3.2.4 Full or overflowing communal bin reports increased from 12,855 between 1 January and 30 September 2017 to 14,495 between 1 January and 30 September 2018 (13% increase). A number of internal and external factors have attributed to this increasing including the snow in March; increase in new developments being built; contamination of bins; increase in Air BnB and short term lets, vehicle issues; capacity; locations; trader abuse; resident misuse (large bulk items deposited in bins); and a number of other factors highlighted as the need for a communal bin review such as pedestrian flows and integration of recycling alongside residual waste containers.

- 3.2.5 Actions being taken to address this include the review of spare vehicle requirements across the service (including additional hire vehicles being put in place currently); splitting the communal bin service from operating at one depot to an East and West split, at the beginning of November, reducing travel time to increase productive time of each route; increasing collection frequency at areas known for high usage of bins; developing plans to reroute the communal collection service in the new year; and the project manager now appointed for the Communal Bin Review project.
- 3.2.6 In the first two quarters of 2018/19 waste service requests totalled 55,790. 1,281 requests (2%) escalated to a Stage 1 complaint and a further 181 (0.3%) became Stage 2 complaints. Compared to the same period in previous years 2017/18 saw 1,628 (3%) and 153 (0.3%) of the 47,437 service requests escalate to a Stage 1 and Stage 2 complaint respectively; and 2016/17 saw 6,439 (11%) and 1,325 (2%) of the 56,824 service requests escalate to a Stage 1 and Stage 2 complaint respectively.
- 3.2.7 The number of special uplifts increased from 9,508 uplifts (of 22,671 items) between April 2017 to September 2017 to 10,249 uplifts (of 21,907 items) between April 2018 to September 2018 (8% increase in uplifts and a reduction of 3% in items uplifted).
- 3.2.8 Street cleansing requests (including dumping and flytipping) decreased from 20,708 in 2016/17 to 18,099 in 2017/18 (13% reduction). The first six months of 2018/19 has saw the service receive 10,850 requests; this is an increase from the 9,018 requests for the same period in 2017/18.
- 3.2.9 The Cleanliness Index Monitoring System (CIMS) score for quarter two was 68 with 94% of streets recorded as clean. This is higher than the quarter two results for the past four years.
- 3.2.10 Year to date waste arising (April to September 2018) are 110,854 tonnes. This is 1,011 (0.9%) tonnes less than the same period last year. 61,390 tonnes of this waste is unrecycled and has either been processed as landfill or refused derived fuel; resulting in a year to date recycling rate of 44.6% (0.8% reduction on year to date recycling rate in 2017/18).
- 3.2.11 A breakdown of recycling tonnages by collection scheme is provided in Appendix One below shows that improvements in recycling performance have been seen in manual street sweepings and communal packaging bins. The amount of garden waste recycled has decreased significantly (10% less than the same period last year) and is thought to be as a direct result of the prolonged period of hot weather between June and September resulting in less garden waste being produced.
- 3.2.12 The recycling performance of the kerbside dry mixed recycling service has decreased year to date by 619 tonnes (6%). A number of factors could account for this drop including challenging market conditions for the resale of the materials driving more stringent contamination protocols at the MRF, the closure of China as an outlet for the materials and the use of refuse vehicles

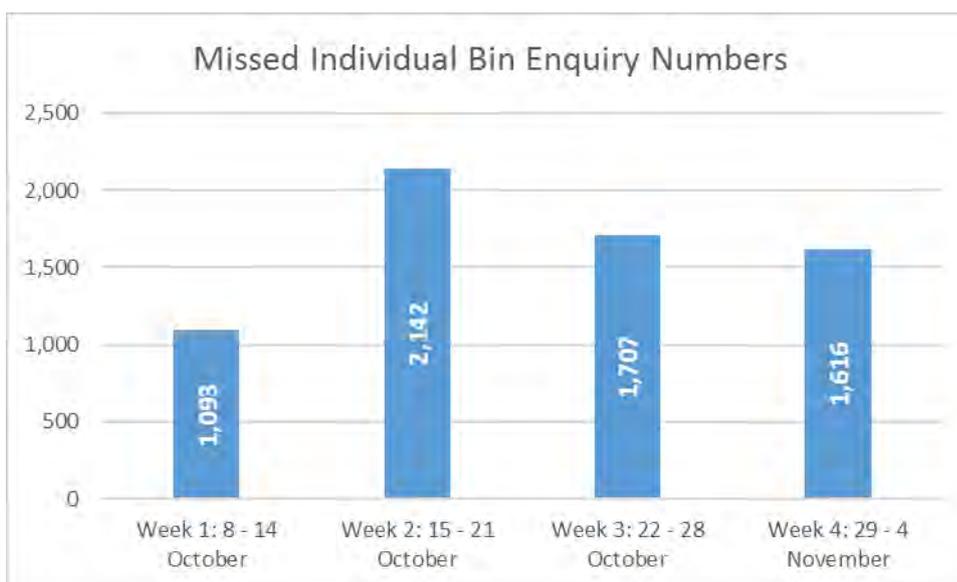
for multiple waste streams. The introduction of the new four-day week has resulted in dedicated vehicles for dedicated waste streams. This will reduce the risk of contamination of recycling materials.

Service Changes in October

- 3.3 The chargeable garden waste service and four-day kerbside collection model changes were implemented on 8 October following approval as part of the budget setting process in February this year.
- 3.4 The move to the four-day collection model is the largest service change implemented on the same day city wide in recent years impacting approximately 130,000 households with the full range of kerbside services and a further 44,000 properties receiving the red and blue box service or kerbside food only. The last service change of this scale was the implementation of the 5-day double shift model rolled out in 2012.
- 3.5 In addition to this, the chargeable garden waste service saw over 56,000 households register in the first sign up window meeting the target levels set out in the Business Case.
- 3.6 With any service changes of this scale there is an expected period of impact on performance whilst transition takes place and the changes embed. The following outlines the impact that these changes have had on missed bin reports and the actions being taken to rectify these:
 - 3.6.1 The missed individual bins reported between 8 October and 31 October equate to 5,781; this is an increase of 4,740 from the 1,041 reports last month (7 to 30 September); or an increase of 4,420 from the 1,361 reports in the same date range in October 2017. It should also be noted that during the same period of time, the service has undertaken approximately 1.5m collections to kerbside properties.
 - 3.6.2 As part of the implementation of the new collection model, it was identified that some properties would experience gaps in their service delivery. The council made the decision to offer additional collections across two weekends (weekends commencing 6 and 13 October) for properties that would have a change of more than 7 days between the collection date on their old and new calendars. A mix of the error in the initial letter sent to residents along with delays in completing the additional collections on time has resulted in additional missed bin reports. These are not recorded separately and therefore included in the missed bin report figures.
 - 3.6.3 The following table provides a breakdown of the 5,781 reports by ward to illustrate the areas impacted by the change. The three wards with the highest report levels are Almond, Liberton/Gilmerton and Portobello/Craigmillar.

Row Labels	Count of enquiry_number
01-Almond	674
16-Liberton/Gilmerton	664
17-Portobello/Craigmillar	560
04-Forth	452
05-Inverleith	391
02-Pentland Hills	371
14-Craigeninny/Duddingston	345
03-Drum Brae/Gyle	336
15-Southside/Newington	328
06-Corstorphine/Murrayfield	325
08-Colinton/Fairmilehead	307
07-Sighthill/Gorgie	273
10-Meadows/Morningside	193
09-Fountainbridge/Craiglockhart	165
13-Leith	143
11-City Centre	134
12-Leith Walk	120
Grand Total	5781

3.6.4 The following graph provides a breakdown of missed bin report levels for the first four weeks of the new services.



- 3.7 Following the roll out of the new collection model it was identified that a small percentage of properties/streets had not been included in the routes for some, or all, of the services. This resulted in residents impacted by this not receiving a new collection calendar and collection service. The team have been actively working to rectify this issue. As these properties/streets were identified it was raised with Operations to carry out a collection whilst the routes were amended.
- 3.8 The main cause of this issue has been routes previously designed and delivered at a street level using the Confirm system but transferred to a property level as part of the use of the Routesmart system. This appears to have had an impact on some newer streets/developments and those streets with a mix of properties that are served by kerbside and communal services.

- 3.9 The service continues to actively monitor presentation of bins across the city to ensure that the correct bins are set out on the correct collection day. Where this has not appeared to be the case corrective action is taken such as posting calendars through residents' letterboxes. This appears to be having a positive outcome when comparing these streets against the missed bin reports and the presentation of correct bins in subsequent weeks.
- 3.10 Where a customer has reported a missed collection for a day different to their new collection schedule the team have been making contact with these residents to advise of their new calendars to avoid repeat issues and ensure collections can be carried out as scheduled.
- 3.11 There also appeared to be an increase in the number of assisted collections reported as missed. All assisted collections held in the Confirm system at the end of September were uploaded into the routes for Routesmart and close to 70% of the 728 missed assisted collections reported between 8 and 31 October are set up on Confirm as receiving this service. Residents only receive assistance, for the services that were requested at the time of setting up the service so for example if they don't participate in the food collection service assistance for this service has not been set up. Officers have set up the remaining 30% whilst confirming the 70% now receive the assisted collections that had been reported as missed.
- 3.12 It was also noted that there have been some properties that were previously receiving informal assisted collections where crews had provided this service (usually as a result of a request from the resident whilst at the property) without central records being updated. This meant that these informal collections were then not recorded in the new route data and the newly assigned crews did not know about them.
- 3.13 We have experienced a recent increase in the number of requests from residents to be set up as a new assisted collection. Since 1 January 2018 to 8 November 2018 there has been 525 requests for new assisted collection support; 132 (25%) of these requests have been received since 1 October 2018. We fast-tracked the set up process (approving requests/set up without the standard assessments required) and these have been recorded on Routesmart as part of ongoing updates.
- 3.14 There will be a review of all assisted collections in the new year to assess continued requirement for customers and capture contact details for residents. Those collections that have been newly set up will also be included in this.
- 3.15 In addition to these changes, the service has also started the commissioning of the new Energy from Waste plant at Millerhill in October. The plant is set to begin full operation in 2019, will treat around 135,000 tonnes of household residual waste a year from the City of Edinburgh and Midlothian Councils, and a further 20,000 tonnes of commercial waste a year.
- 3.16 This will be an energy recovery facility, whereby the "landfill" waste will be shredded, recyclable metal removed, and the remainder burned to generate fuel. Initially the new plant will generate electricity, but this and the food waste plant also produce a by-product of heat, which can potentially be used to provide a local

energy source and is being actively pursued by the Councils. This maximises the energy efficiency of the process, helping to reduce our carbon emissions.

Review of Performance Measures

- 3.17 The opportunities to report Waste and Cleansing Services performance is evolving as the service continues to roll out new technology, the reporting options for the public improve, and methodologies are revised both internally to the Council and nationally within the industry.
- 3.18 These opportunities allow the service to report increasingly meaningful performance information against a variety of indicators and addresses a number of the limitations experienced with the current set up.
- 3.19 A progress update on the areas outlined in the report to Transport and Environment Committee in August can be found in Appendix Three. These areas include the review of: bin collection performance, LEAMs (Local Environmental Audit and Management System) and CIMS (Cleanliness Index Monitoring System).
- 3.20 As each of these areas are progressed the performance information reported in these committee reports – along with the more regularly daily, weekly, and monthly reports as well as management information, corporate KPIs and complaints reporting – will be revised to incorporate this new information.

4. Measures of success

- 4.1 Amendments to the performance information captured and reported will be essential to demonstrate overall service delivery performance and provide a more in-depth understanding of the reasons when this is not achieved allowing issues to be resolved and further areas for improvement to be identified.

5. Financial impact

- 5.1 Any expenditure associated with the actions required in order to revise the Waste and Cleansing performance reporting is anticipated to be contained within existing resources or funded as part of wider change projects.
- 5.2 Landfill costs are:

Disposal Costs	Quarter 2 (July - Sept)
Refuse Derived Fuel	0.00
Landfill	3,685,161.50
Road Haulage	217,792.88
	3,902,954.38

6. Risk, policy, compliance and governance impact

- 6.1 This report does not impact on any existing policies and no risks have been identified pertaining to health and safety, governance or compliance. Further, there are no regulatory implications that require to be taken into account.

7. Equalities impact

- 7.1 There are no identified equalities impacts resulting from this report.
- 7.2 The Waste and Cleaning service meets the public sector duty to advance equal opportunity by taking account of protected characteristics in designing services, and by seeking to make services more accessible to all citizens.
- 7.3 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 Sustainability is one of the Council's 'cross-cutting themes' and the Council has made a corporate commitment to address the social, economic and environmental effects of activities across Council services.
- 8.2 Continued efforts towards improvements in the quality of our Waste and Cleansing Service, and the communication with the public, will contribute towards reducing the amount of waste to landfill, increasing the amount of recycling and improving Edinburgh's local environmental quality.

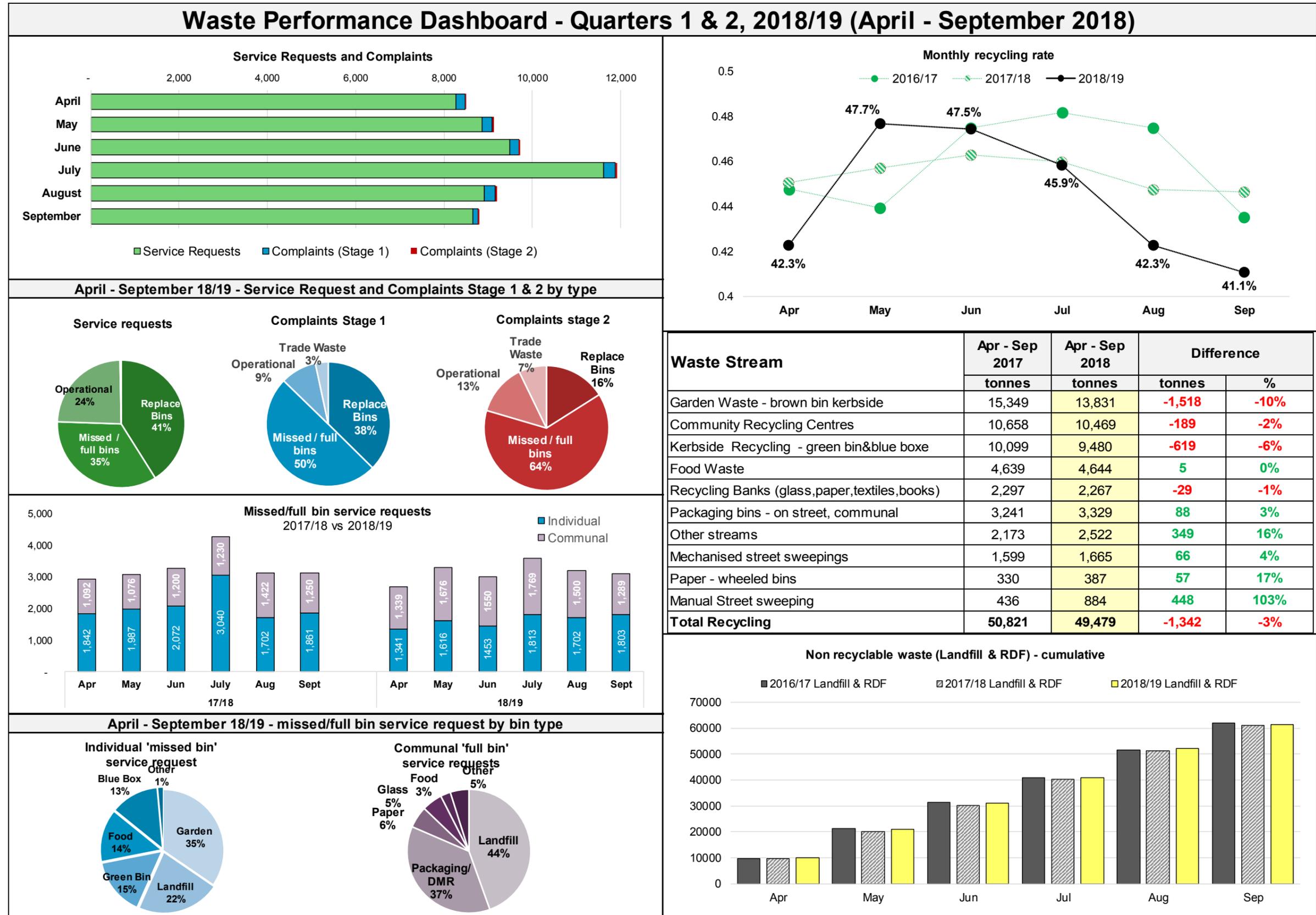
9. Consultation and engagement

- 9.1 Consultation and engagement is carried out as new services and initiatives are rolled out and this work continues to respond to customer enquiries around service changes, to both support and encourage residents to maximise the use of services.

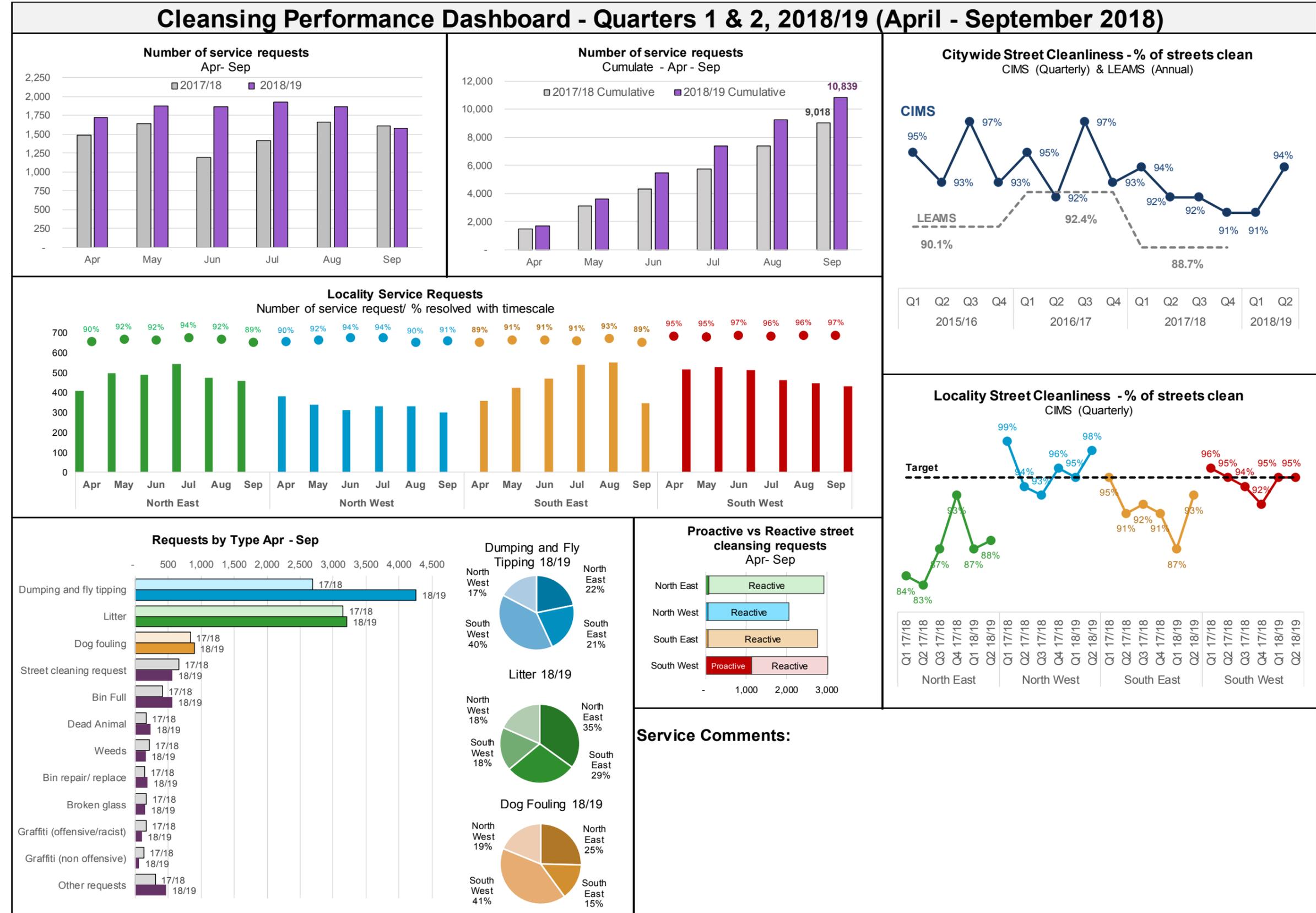
10. Background reading/external references

- 10.1 [Waste and Cleansing Services Performance – Item 7.10](#) Transport and Environment Committee 9 August 2018.

Waste Performance Dashboard – Quarters 1 & 2, 2018/19 (April – September 2018)



Cleansing Performance Dashboard – Quarters 1 & 2, 2018/19 (April – September 2018)



Review of Performance Measures Tracker – October 2018

Ref	Outcomes Being Sought	Actions Required	Dependencies	Progress	Status
1.1	Reporting the number and percentage of bins collected/not collected on the scheduled day of collection; removing the reliance to use customer contact as an assessment of overall service performance	Link the Application Programming Interface (API) in place for Routesmart to the Council's corporate Business Intelligence (BI) solution to allow performance reporting from Routesmart to commence.	<ul style="list-style-type: none"> • Strategy and Communications • ICT • CGI 	The Council and their ICT partners, CGI, have set up a BI project team to review the legacy BI System currently in place and establish requirements and solution options for the corporate systems estate. The long-term solution for Routesmart performance reporting will be included. The project is current developing its Project Initiation Documentation. In the meantime, a tactical solution is being progressed with CGI and Strategy & Communications for Routesmart in the current solution (Cognos).	In progress
1.2	Reporting the number of servicing issues impacting collection of bins on the scheduled day (including access issues, bin not out, contaminated bin etc); allowing the cause of bins that have not been collected to be known				
2.1	Providing information on the Council website's delays page at a street level making this information more relevant to the public (this is currently provided at ward level)	The amendments to the web pages and web forms to achieve these outcomes will be delivered by the Customer Digital Enablement Project with involvement from the service area. The delivery of these changes requires integration points to be created (or amended) between Fusion (Routesmart's back office system), Confirm, the corporate CRM, the website/ forms, and supporting back office systems along with the supporting procedures to be created or amended accordingly.	<ul style="list-style-type: none"> • Customer Digital Enablement Project team • CGI • ISL (Routesmart provider) • Connect Assist (sub-contractor of CGI) • ICT 	Work has been carried out to understand the requirements from these changes and the actions required to implement these. The timescales and resources to carry this out are currently being established. These elements were put on hold whilst resources were prioritised to the forms and systems set up required for the implementation of the chargeable garden waste service.	On hold
2.2	As well as more user-friendly webforms for reporting missed individual bins, it will also inform residents whether there have been any service or crew-reported issues that meant the bin was not collected (such as the bin was not presented, it was contaminated, there were access issues, route or city-wide issues) and advise the resident of the next appropriate steps. This will provide residents with the necessary feedback and what they should expect to happen next whilst ensuring that the reports received by operations are justified reports				
2.3	The communal bin webform is different in that residents are reporting a full or overflowing bin rather than a missed collection. Due to the shared nature of these bins, it is possible for multiple reports to be raised for the same bin resulting in an increased workload and service statistics. Therefore, the revised form will link duplicate reports for the same overflowing bin together so that only one request is received by operations without preventing citizens from reporting bins that have already been raised by others. The system could then either prevent citizens from needing to raise another report or allow them to raise a linked report				
3	Without impacting on customers, the system will distinguish reports of full or overflowing bins collected on the scheduled day (those where the scheduled collection took place but the bin has filled again) from those that are due to a late/missed collection (i.e. the bin was due for uplift yesterday but has not yet taken place). Statistics from this will be used to identify the root cause/areas of further investigation into the cause of the overflowing bin (for example, not being serviced as scheduled; trader abuse or incorrect capacity provided) and allow corrective action to be taken	The service will investigate the potential to set the systems up that would allow a report of a full or overflowing communal bin to be assessed against the collection information captured on Routesmart. The report will continue to be processed so that the bin gets emptied however this breakdown would allow the service to carry out further analysis of the cause of the full bin and allow corrective action to be taken in areas with consistent issues.	<ul style="list-style-type: none"> • CGI • ISL (Routesmart provider) • ICT • Pitney Bowes (Confirm provider) <i>potentially</i> 	This action has not yet started however will be investigated as part of the wider Routesmart project with CGI, and other stakeholders.	Not yet started
4	The Code of Practice on Litter and Refuse is a statutory guidance document relating to section 89 of the Environmental Protection Act 1990. It defines cleanliness standards for areas of land owned and/or managed by Duty Bodies and Statutory Undertakers, including Local Authorities. This forms the basis of the LEAMS criteria used by authorities to assess cleanliness of relevant land. This information also informs the national Local Government Benchmarking Framework Performance Indicator for street cleanliness score. The revised Code of Practice clarifies organisational responsibilities; support more effective cleanliness standards covering a range of land types, features and landscaping; and support a proactive approach to litter prevention. Subject to the outcomes of the trial and resulting review, as well as discussions between Zero Waste Scotland (ZWS), Keep Scotland Beautiful (KSB) and COSLA, SOLACE and the Improvement Service, it is intended to begin the implementation of any updates to the monitoring system in 2019/20	The revised Code of Practice also requires Councils to make their street zones publicly accessible within one year of the Code of Practice becoming enacted. Within Edinburgh this will require a city-wide rezoning exercise to be carried out initially. A rezoning exercise will be required to align to the revised zoning criteria.	<ul style="list-style-type: none"> • Scottish Government • Zero Waste Scotland • Keep Scotland Beautiful • COSLA • SOLACE • The Improvement Service 	ZWS and KSB have been working closely with COSLA, APSE, the Improvement Service and Local Authority partners to develop an updated monitoring system providing a more modern platform for the collection, evaluation and presentation of data on litter and other indicators of local environmental quality. A trial is currently underway with six Local Authorities and, in time, this will form part of the requirements of the statutory Performance Indicator for street cleanliness in line with the new Code of Practice on Litter and Refuse.	Not yet started
5	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. 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 and 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 percentage of streets clean figure shows the percentage of streets meeting Grade B or above and can therefore be viewed as a more accurate indicator of cleanliness of the streets throughout the city. Broadening the survey to include other issues such as the presence of A boards would identify the overall impact the street scene has on pedestrians	Work with KSB to review how the CIMS surveys they undertake could be broadened to encompass other issues which are relevant to the street scene and the impact it has on pedestrians including the presence of A boards, illegal parking, discarded traffic management items (e.g. sand bags).	<ul style="list-style-type: none"> • Keep Scotland Beautiful 	KSB carried out a pilot survey in Ward 11 during the June 2018 CIMS survey to assess how these issues could be surveyed and how this data, along with the LEQs and litter types, could be presented in a meaningful manner. Next steps are to consider if the new methodology should be introduced; considering financial implications and alignment with the revised LEAMS above.	In progress

Transport and Environment Committee

10.00am, Thursday, 6 December 2018

Place Directorate - Revenue Monitoring 2018/19 – month six position

Item number	7.14
Report number	
Executive/routine	
Wards	All

Executive summary

The report sets out the projected month six revenue budget monitoring position for Place Directorate.

A corresponding set of management actions has been developed to fully offset identified operational cost pressures. While risks remain around their subsequent delivery this is reflected in the projected forecast.

15% of approved 2018/19 savings are projected to be at risk of delivery on an in-year basis at month six, therefore an over spend of up to £1.072m is forecast.

Place Directorate remains fully committed to making all efforts to deliver identified mitigations and actively developing the budget management strategy and framework to bring the Place revenue budget towards balance. Progress will continue to be reported in respect of mitigation delivery.

Place Directorate - Revenue Monitoring 2018/19 – month six position

1. Recommendations

- 1.1 It is recommended that the Transport and Environment Committee notes:
- 1.1.1 that the half-year budget review undertaken for Place Directorate has concluded there are identified proposed remedial measures to address existing budget pressures. There are inherent risks to the full delivery of these measures.
 - 1.1.2 that approved savings in 2018/19 totalling £6.951m are currently 85% on target to be delivered; £5.879m. The Place Senior Management team (SMT) are looking to continue to work on robust management plans to deliver more of the £1.072m remaining savings.
 - 1.1.3 that Place Directorate are forecasting an overspend of £1.072m in 2018/19. This is an improvement on the period three reported position and Place SMT will continue to work on robust management plans to bring the budget towards balance.

2. Background

- 2.1 The total 2018/19 approved gross budget for Place Directorate is £219.637m. The net budget is £58.680m after adjusting for income from other parts of the Council, external grants and other income.
- 2.2 This report sets out the projected overall position for the Place Directorate revenue expenditure budget for 2018/19 at month six of the financial year.

3. Main report

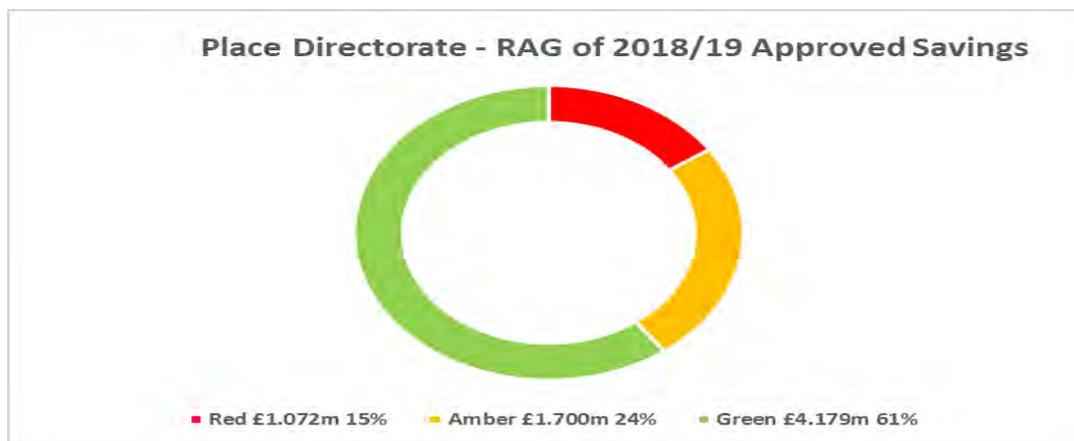
Month Six Position

- 3.1 Place Directorate faces significant budget pressures in 2018/19 in respect of continuing structural budget deficits, identified in year pressures and approved 2018/19 savings. Management action has already been successfully delivered to address elements of this, leaving an unfunded forecast budget pressure at month six of £1.072m. The composition of the forecast over spend is shown by Division in Appendix 1.

- 3.2 Within the 2018/19 budget year the focus of Place SMT and Finance business partners has been increased stability within the budget management strategy of the Directorate by means of better transparency and sustainability of budgets. This approach has involved a wholesale realignment of Place budgets and a comprehensive half-year review at month 6 of budget management performance and iterations made to the strategy as required. There is clarity that the Council's change strategy for future years requires solid foundations within the business as usual financial envelope.
- 3.3 The Place budget management strategy includes a suite of management actions in order to achieve budget sustainability. These actions include related substitutions as appropriate to deliver approved 2018/19 approved savings. The suite of management actions are at varying stages of delivery; not all have been achieved as at month six. However, the half-year review included re-assessment of deliverability and therefore it is hoped that the inherent risks can be managed. Improvements towards achieving a balanced budget have materialised since the month three position was reported and work is ongoing to continue this positive trajectory in respect of budget management.

Savings Implementation Plans

- 3.3 The revenue budget approved by Council in February 2018 requires Place Directorate to achieve incremental savings of £6.951m in 2018/19. These are detailed in Appendix 2.
- 3.4 A red, amber, green (RAG) analysis is undertaken in consultation with Heads of Service. Delivery of all savings is monitored monthly by the Place SMT. At month six this indicated that 85% of these savings, £5.879m were assessed as green or amber with those at red totalling £1.072m and representing the forecast overspend at month six.
- 3.5 The RAG analysis is shown graphically in the following chart:



- 3.6 The status of the £1.072m savings, shown as red in the chart below and set out in Appendix 2, is as follows:
- 3.6.1 Parking – increase charges by 4.5% per annum. There has been a change in parking behaviours in 2018/19, and a subsequent reduction in forecast parking income. This is contrary to the historic trend of rising income. Further analysis is being undertaken to better understand what is driving parking behaviour change and whether a reduced income trajectory is expected to continue in the longer term.
 - 3.6.2 Roundabouts and Verge Advertising. A procurement process has been undertaken in respect of this approved saving. The pressure reflects timing; the full year benefit will not be realised in 2018/19. This is an in-year issue only.
 - 3.6.3 Garden Waste Collection. The take up for this service has exceeded assumptions set out in the budget proposal. The pressure relates to the revised implementation date as the income received for this service spans two financial years. This is an in-year issue only.
- 3.7 In terms of budget sustainability of approved savings, Place SMT have a high degree of confidence that the full year benefit of 2018/19 savings should be delivered in 2019/20. Months 7 to 12 of 2017/18 will see Place SMT continue to work to close the £1.072m gap and make further progress towards delivering a balanced budget.

Risks

- 3.8 The drivers for the projected over spend are stated in 3.5. The Place budget management strategy however must consider a broader view of risk. The most significant financial risks in the Place Directorate revenue budget for 2018/19 are:
- 3.8.1 It is the responsibility of the Director of Place Directorate to deploy an effective budget management strategy. Transparency and understanding of budgets and their dynamics has increased materially following the significant realignment exercise undertaken earlier in the 2018/19 financial year and the verification of this within the half-year review.

However, in order to realign budgets, proportionate but challenging efficiency targets required to be agreed with managers. There has been significant progress at month 6 in delivery of the identified management actions and the approved 2018/19 savings but inherent risks remain in terms of full delivery. There is a need to monitor and report this on a monthly basis to Place SMT.

Alternative measures will be developed, where a risk emerges as to the achievement of existing mitigations or approved savings. Substitute measures must be tested for appropriateness in the context of agreed policy and Coalition commitments.
 - 3.8.2 Whilst care and due diligence is applied to budget management within Place Directorate, it should be acknowledged that the high level of

demand led service provision and responsibility in terms of being prepared for and responding to severe weather creates significant risk of cost variability in plans and forecasts.

- 3.8.3 Some of the management actions that have already been identified are one-off in nature, meaning that, although they assist in addressing the immediate challenge, a permanent sustainable solution still needs to be identified. Work is ongoing to identify options to achieve a permanent solution. In addition to the introduction of realigned budgets and half-year reviews, a more strategic approach is being implemented in terms of budget management and Place SMT is looking to the 2019/20 budget management strategy as part of a rolling process not confined to the current financial year.
- 3.8.4 Place Directorate is committed to delivering mitigating management action to address identified budget pressures on an ongoing basis and will continue to report on progress towards the delivery of a balanced budget.

4. Measures of success

- 4.1 The measure of success is the achievement of a balanced revenue budget position for Place Directorate. Place Directorate has been working to identify, as a priority, proposed remedial measures on an ongoing basis and, based on the outputs of the half-year review and month six monitoring, actions have now been developed to address identified unfunded pressures. Approved 2018/19 savings are 85% on target to be delivered, the budget management strategy has been iterated following the half year review and will seek to deploy measures which bring the Place revenue budget further into balance and deliver more of the remaining 15%, £1.072m.

5. Financial impact

- 5.1 The report projects that Place Directorate net budget will be up to £1.072m over spent once agreed mitigations are delivered. Attainment of this position is subject to the active management of financial risks and, where appropriate the taking of timely remedial action. Place SMT will endeavour to identify and deploy additional measures to bring the out-turn position further into balance.

6. Risk, policy, compliance and governance impact

- 6.1 The delivery of a balanced budget outturn for the year is the key target, monthly progress has been made in the identification and delivery of mitigation actions on both a one off and recurring basis. This approach will continue to be complied with. The risks associated with cost pressures, and savings delivery

targets are regularly monitored and reviewed by the Place Senior Management Team, and management action is taken as appropriate.

7. Equalities impact

7.1 There are no negative equality or human rights impacts arising from this report.

8. Sustainability impact

8.1 There are no impacts on carbon, adaptation to climate change or sustainable development arising from this report.

9. Consultation and engagement

9.1 As is the norm, there has been no external consultation or engagement in producing this report.

10. Background reading/external references

None

Paul Lawrence

Executive Director of Place

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11. Appendices

Appendix 1 – Place Directorate Revenue Budget Monitoring 2018/19 – Month Six position.

Appendix 2 – Place Directorate – Approved Revenue Budget Savings 2018/19 – Month Six position.

**Place Directorate
Revenue Budget Monitoring 2018/19
Month Six position**

Forecast Revenue Outturn by Service Area

Service Area	Realigned 2018/19 Budget £m	Projected 2018/19 Outturn £m	Projected 2018/19 Variance £m
Place Management	59.358	60.058	0.700
Place Development	(8.649)	(8.277)	0.372
Culture	7.975	7.975	0.000
Total Net Expenditure	58.684	59.756	1.072

Please see Appendix 2, Approved Revenue Budget Savings for more information in respect of the projected 2018/19 forecast variance.

Place Directorate
Approved Revenue Budget Savings 2018/19 - Month Six position

Place Directorate. Approved Revenue Budget Savings 2018/19.

Saving Descripton	Division	Approved Saving 2018/19 £m	Projected Saving 2018/19 £m *	Projected Pressure 2018/19 £m
Income from events in Cultural Venues	Culture	0.050	0.050	0.000
Income from the Scott Monument	Culture	0.025	0.025	0.000
Culture Third Party Payments	Culture	0.155	0.155	0.000
Transport Policy Enforcement	Place Development	0.300	0.300	0.000
Parking permits and pay and display	Place Development	0.300	0.300	0.000
Align Economic Development to new strategy	Place Development	0.600	0.600	0.000
Public Transport Initiatives	Place Development	0.350	0.350	0.000
Parking – increase charges by 4.5% p.a.	Place Development	0.800	0.428	0.372
Fleet financing model	Place Management	0.500	0.500	0.000
Community Recycling Centres	Place Management	0.200	0.200	0.000
Roundabouts and Verge advertising	Place Management	0.300	0.100	0.200
Sign Workshop	Place Management	0.100	0.100	0.000
Garden Waste collection (net of exemption funding) +	Place Management	1.250	0.750	0.500
Grounds Maintenance - Edinburgh Leisure	Place Management	0.375	0.375	0.000
Waste collection improvements to working patterns	Place Management	0.498	0.498	0.000
Events	Place Wide	0.100	0.100	0.000
Fees and Charges Increase	Place Wide	1.048	1.048	0.000
Total 2018/19 Approved Place Savings		6.951	5.879	1.072

*Includes impact of substituted measures in same service area where appropriate.

+ This proposal has exceeded assumptions in terms of sign up. The savings shortfall relates to the revised implementation date which means that income received spans two financial years.

Transport and Environment Committee

10.00am, Thursday, 6 December 2018

Edinburgh Trams Ltd – Changes to Operating Agreement

Item number	7.15
Report number	
Executive/routine	
Wards	
Council Commitments	

Executive Summary

This report seeks approval for changes to the current operating agreement with Edinburgh Trams Ltd. These changes are designed to:

- transfer the responsibility for the maintenance of the tram network to Edinburgh Trams Ltd so that maintenance delivery and cost is optimised and managed at an operational level;
- enable the company to operate an extended line, should the full business case for the tram line to Newhaven be approved;
- modify governance arrangements while allowing the Council to retain control of its tram assets; and
- modify the payment regime to better reflect the costs of operating the tram line.

The results of these changes would be that Edinburgh Trams would take full responsibility for all costs and income associated with the tram network, as well as paying an asset fee to the Council for the use of its assets. This would, in the short-term, mean that Edinburgh Trams would move from being a profitable company to a loss-making company, with these losses being partly funded through the issue of share capital to the Council. In the medium term it is anticipated that the company will return to profitability.

Edinburgh Trams Ltd – Changes to Operating Agreement

1. Recommendations

- 1.1 To note and approve the changes to the Operating Agreement with Edinburgh Trams as set out in this report.
- 1.2 To authorise the Executive Director of Place to conclude heads of terms with Edinburgh Trams Ltd by 31 December 2018.
- 1.3 To authorise the Executive Director of Place to negotiate and agree changes to the Operating Agreement in accordance with agreed heads of terms.
- 1.4 To note the financial and tax implications as set out in paragraphs 5.1 to 5.3.

2. Background

- 2.1 Edinburgh Trams Ltd was set up to operate the city's trams. It is 100% owned by Transport for Edinburgh, which is in turn 100% owned by the City of Edinburgh Council.

Current Operating Agreement

- 2.2 The current operating agreement was agreed by Council at its meeting of [22 August 2013](#). It sets out how responsibilities for the ownership, operation and maintenance of the trams are shared between the Council and Edinburgh Trams. It also includes a payment mechanism through which Edinburgh Trams pay the Council access fees to operate the tram system.
- 2.3 Under the current arrangements, the Council is responsible for the maintenance of the tram system and has separate contracts with CAF (vehicles), Bilfinger/Siemens (infrastructure) and Parkeon (ticket machines). While the Council undertakes management of these contracts, day to day issues are handled directly by Edinburgh Trams. These contracts were procured as part of the original tram construction project.
- 2.4 The operating agreement was developed when Edinburgh Trams was in its infancy and contained provisions within it to transfer maintenance responsibilities to the company at a later date. It is now considered that the company has developed sufficiently for the Council to consider transferring these responsibilities.

Taxation

- 2.5 The Council owns a number of arms-length companies, which are subject to corporation tax. At any point some of these companies may be profitable; others may be loss-making. Tax legislation allows for a company's profits to be offset by losses from other companies in the group for that year. For example, Parc Craigmillar Ltd made a tax loss of £1.4m in 2017 and surrendered this to Lothian Buses Limited. This reduced the tax bill payable by Lothian Buses to HMRC and the overall tax liability of the group for the year by £0.3m and also assisted the groups' cash flow position.
- 2.6 Noting this, the Council is working with its tax advisors, Scott Moncrieff, to ensure that any benefit to the Council's tax position resulting from these amendments is secured.

3. Main report

- 3.1 In view of the considerations outlined above, Council officers have been working with the management of Edinburgh Trams and Transport for Edinburgh to develop heads of terms for changes to the Operating Agreement. These heads of terms were approved in principle by the board of Edinburgh Trams on 16 November 2018 and considered by the board of Transport for Edinburgh on 30 November 2018.

- 3.2 The main considerations are set out below:

Maintenance

- 3.3 It is proposed that responsibility for planned, preventative and reactive maintenance be transferred from the Council to Edinburgh Trams. Responsibility for life cycle maintenance will remain with the Council, as asset owner, but this could be managed by Edinburgh Trams on the Council's behalf. Due to differing complexity of the individual contracts, the transfer of responsibilities is likely to be phased. The operating agreement with Edinburgh Trams will be amended to include provisions on maintenance standards and reporting requirements as and when responsibilities are transferred.

Advertising

- 3.4 It is proposed that Edinburgh Trams is fully responsible for all advertising and marketing licences relating to tram vehicles. The operating agreement and any other side agreements will be amended so that Edinburgh tram retains all costs and income from the sale of advertising on tram vehicles.

Financial Considerations

- 3.5 Currently Edinburgh Trams pays the Council tram and depot access fees of approximately £1.7m per annum for use of the tram infrastructure. It also reimburses the Council directly for costs incurred in respect of insurance and ticket machine maintenance and pays around £0.5m of advertising revenue generated. In addition, the operating agreement includes an infrastructure access fee of 18% of turnover, once cumulative turnover exceeds £60m and 27% of turnover once

cumulative turnover exceeds £117m. It is currently forecast that Edinburgh Tram will be required to start paying the infrastructure access fee at the lower rate from 2020.

3.6 It is proposed that this arrangement will be replaced, with effect from financial year 2018, by the following charges:

- Maintenance – Maintenance costs will be met directly by Edinburgh Trams. In the short-term, prior to contract novation/reprocurement Edinburgh Trams will reimburse the Council the full cost of tram, infrastructure, systems and ticket machine maintenance.
- Insurance – Edinburgh Trams will continue to reimburse the Council for the costs of insuring the tram system.
- Advertising – The Council will forgo any right to income received from advertising on the tram assets and the operating and advertising agreement will be redrafted to reflect this.
- Asset Fee – The Council will charge Edinburgh Trams an asset fee of £8.5m per annum in consideration for its use of the tram assets.

3.7 In the short-term, the effect of these changes will change Edinburgh Trams from a profitable company to a loss-making one. It is recognised that Edinburgh Trams' cash flow will not be sufficient in the early years to pay the full extent of the charges and that the Council will purchase share capital in the form of ordinary B shares to supplement the available cash resources. It is anticipated that the company will return to profitability in the medium term.

Governance

3.8 Governance arrangements will be amended so that proposed business and operational plans are agreed with the Council in advance of being presented to the board of Edinburgh Trams.

Way Forward

3.9 On conclusion of heads of terms, the existing operating agreement will be altered to reflect the proposed changes to the payment mechanism with effect from financial year 2018.

3.10 It is anticipated that the remaining changes will be implemented on a phased basis with the aim of being concluded no later than 31 December 2019.

4. Measures of success

4.1 Operating agreement better aligned to efficient service delivery along the current tram line and the potential extended line to Newhaven.

5. Financial impact

- 5.1 The changes to the Operating Agreement will mean that Edinburgh Trams published accounts will show annual losses of around £10m for 2018, reducing over time as the business grows. In addition, changes to accounting requirements for leases will require the company to show the obligation to pay the asset fee as a liability on its balance sheet from 2019 onwards.
- 5.2 Based on existing arrangements, Edinburgh Trams is forecasting a profit before tax for 2018. The proposed changes to payment mechanisms are anticipated to result in Edinburgh Trams making a loss of around £10m in 2018. This is anticipated to remove Edinburgh Trams' corporation tax liability in 2018 and enable the company to reclaim the tax it incurred in 2017. Going forward under the new arrangements, Edinburgh Trams is not expected to have to pay corporation tax in the medium-term.
- 5.3 In addition, where profits are declared in other Council-owned companies, there may be potential to reduce tax liabilities across the Council group using group relief. The level of any reduction will depend on the extent of the losses incurred by Edinburgh Trams and level of profits generated by other companies.

6. Risk, policy, compliance and governance impact

- 6.1 In order to comply with company tax law, changes to the operating agreement have been put in place following the receipt of detailed tax advice from the Council's tax advisers, Scott Moncrieff. However, these arrangements will be subject to review by HMRC as part of their normal work.
- 6.2 In order to ensure the Council's tram assets are properly maintained, the heads of terms require the Council to agree the annual maintenance plan.
- 6.3 The boards of Edinburgh Trams and Transport for Edinburgh have approved these changes in principle.

7. Equalities impact

- 7.1 There are no direct equalities implications arising from this report.

8. Sustainability impact

- 8.1 There are no direct sustainability implications arising from this report.

9. Consultation and engagement

- 9.1 Proposed changes to the operating agreements have been developed in conjunction with the management of Edinburgh Trams and Transport for Edinburgh.
- 9.2 The boards of Edinburgh Trams and Transport for Edinburgh have approved these changes in principle.

10. Background reading/external references

10.1 Report to Council 22-08-13 - Edinburgh Tram - Preparing for Operations

Paul Lawrence

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11. Appendices

None

Transport and Environment Committee

10.00am, Thursday, 6 December 2018

Invitation to Visit Oslo

Item number	8.1
Report number	
Executive/routine	
Wards	All
Council Commitments	15 , 18 , 19 ,

Executive summary

The Convener and Vice Convener of Transport and Environment were invited to visit Oslo to meet with the Deputy Mayor to discuss their ambitious plans for their city centre. This provided an opportunity to learn from Oslo and to consider their experiences in the context of the on-going Edinburgh: connecting our city, transforming our places activity.

Invitation to Visit Oslo

1. Recommendations

- 1.1 The Committee is asked to note acceptance by the Convener of Transport and Environment to visit Oslo on 9 November 2018.
- 1.2 The Committee is also asked to note the post-visit report is included in appendix 3 (to follow).

2. Background

- 2.1 Oslo has an active car free liveability programme and action plan. A summary of the programme is included in appendix 1.
- 2.2 An outline scope of the city centre transformation project was first approved by Transport and Environment Committee in [October 2017](#). The project aims to pull together a framework for the holistic long-term development and management of the city centre focussing on providing a better experience for people on foot, bicycle, and public transport, as well as an improved public realm.

3. Main Report

- 3.1 On [9 August 2018](#) the Transport and Environment Committee approved the public consultation arrangements for the city centre transformation programme.
- 3.2 As part of this programme, the Council has been looking at what other cities have been doing to transform their city centres.
- 3.3 The Deputy Mayor of Oslo invited the Convener and Vice Convener of Transport and Environment Committee to visit the city and to learn about their work on this. The date agreed was 9 November.
- 3.4 Due to the timing of confirmation of dates and availability of the Deputy Mayor, the invitation was accepted by the Executive Director of Place, in consultation with the Council Leader in accordance with the Committee Terms of Reference and Delegated Functions (part 4).
- 3.5 The post visit report has been included in appendix 3.

4. Measures of success

- 4.1 This visit helped to build on the existing relationship between Edinburgh and Oslo and will help to inform Edinburgh's plans for city centre transformation and wider city development in the future.

5. Financial impact

- 5.1 The cost of travel and accommodation for the Convener was £451.10. 50% of this cost was met by Sustrans Scotland.

6. Risk, policy, compliance, and governance impact

- 6.1 The actions and outputs described in this report adhere to the risk compliance policy and governance arrangements. In addition, the recommendations in the report do not impact on any existing policies of the Council.

7. Equalities Impact

- 7.1 There are no equalities impacts arising from the programme proposed in this report. The Council's European and International activities support the Council's commitment to equal opportunities.

8. Sustainability impact

- 8.1 Travel arrangements are made in accordance with the Council's Sustainable Travel Plan. While there are adverse impacts in terms of carbon emissions, air quality and noise associated with air travel, overland travel to Oslo is not considered practical given the distance, time efficiency, and cost. Anticipated CO2 emissions from a return flight to Oslo are 0.204 tonnes.

9. Consultation and engagement

- 9.1 The Council undertakes international activity in partnership with a wide range of partners in the city on a consultative basis. This visit provides Edinburgh with valuable information on the activities and experience of Oslo.

10. Background reading / external references

None.

Paul Lawrence

Executive Director of Place

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11. Appendices

Appendix 1	Summary of Oslo's Car Free Liveability Programme
Appendix 2	Programme for the Visit
Appendix 3	Post Visit Update Report (to follow)



Oslo kommune
Bilfritt byliv

THE CAR FREE LIVEABILITY PROGRAMME

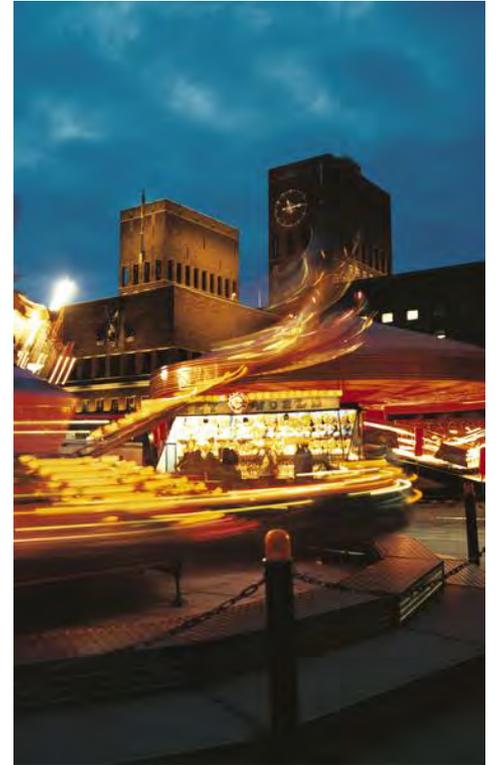


WHAT IS THE CAR FREE LIVEABILITY PROGRAMME?

A safer and more democratic public space structure

“The ambition of the Car free city life programme is to improve the city environment and increase the city life within the inner ring road (Ring1), using car free zones as a tool.”

- City council paper 1092/17



WHY CAR FREE CITY LIFE IN OSLO?

Democracy and civic life



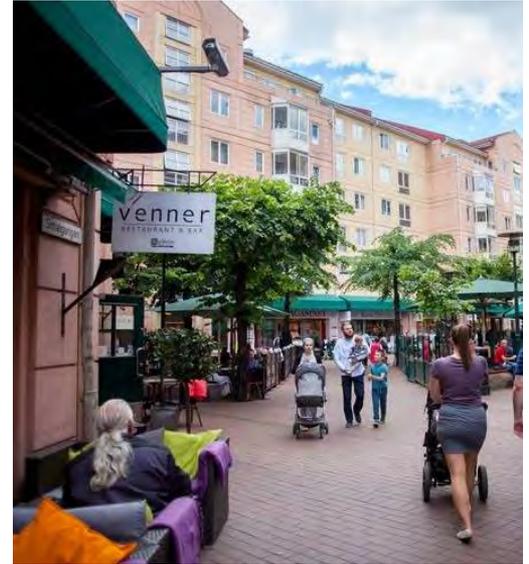
The «sea of flowers» after the terror attacks 22.7.2011

Recreation and exercise



A summer day, Myraløkka

Everyday life and commerce



«Smalgangen», Grønland

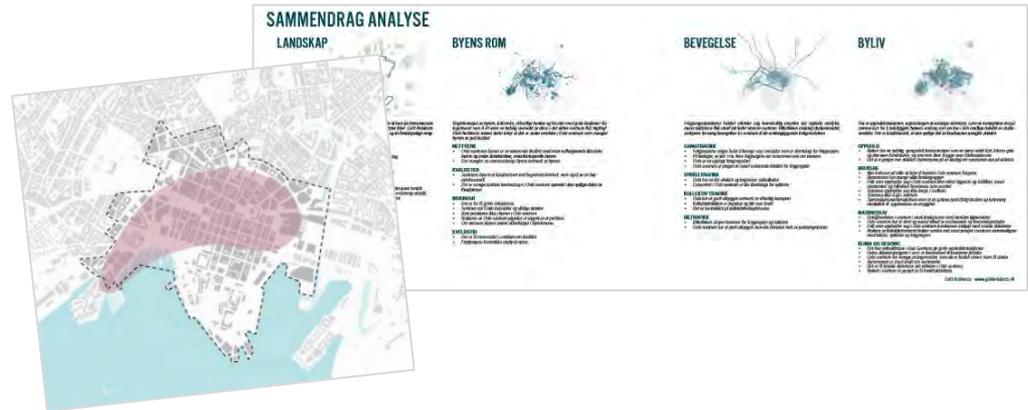
SURVEYS OF URBAN LIFE IN OSLO

2014 main findings (Gehl architects)

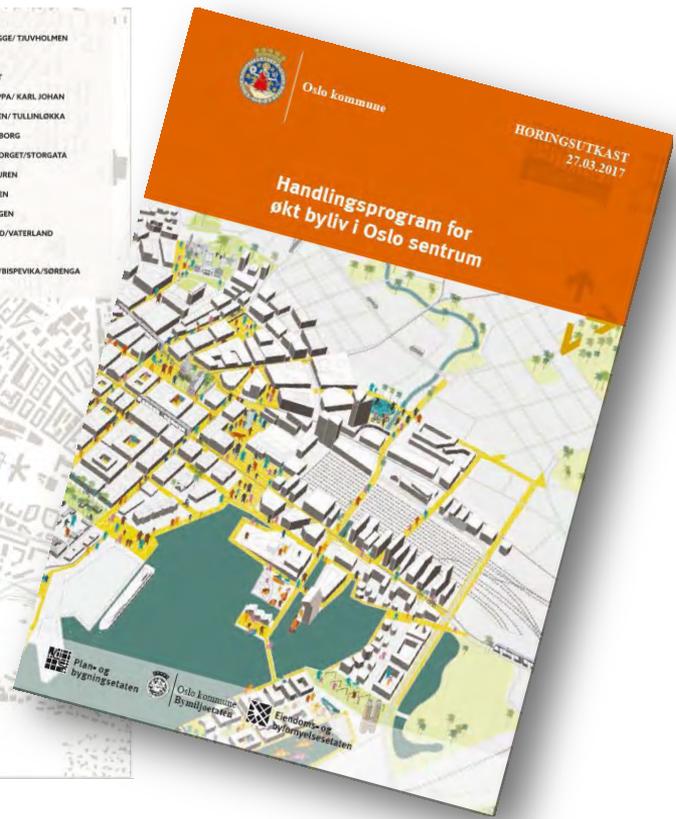
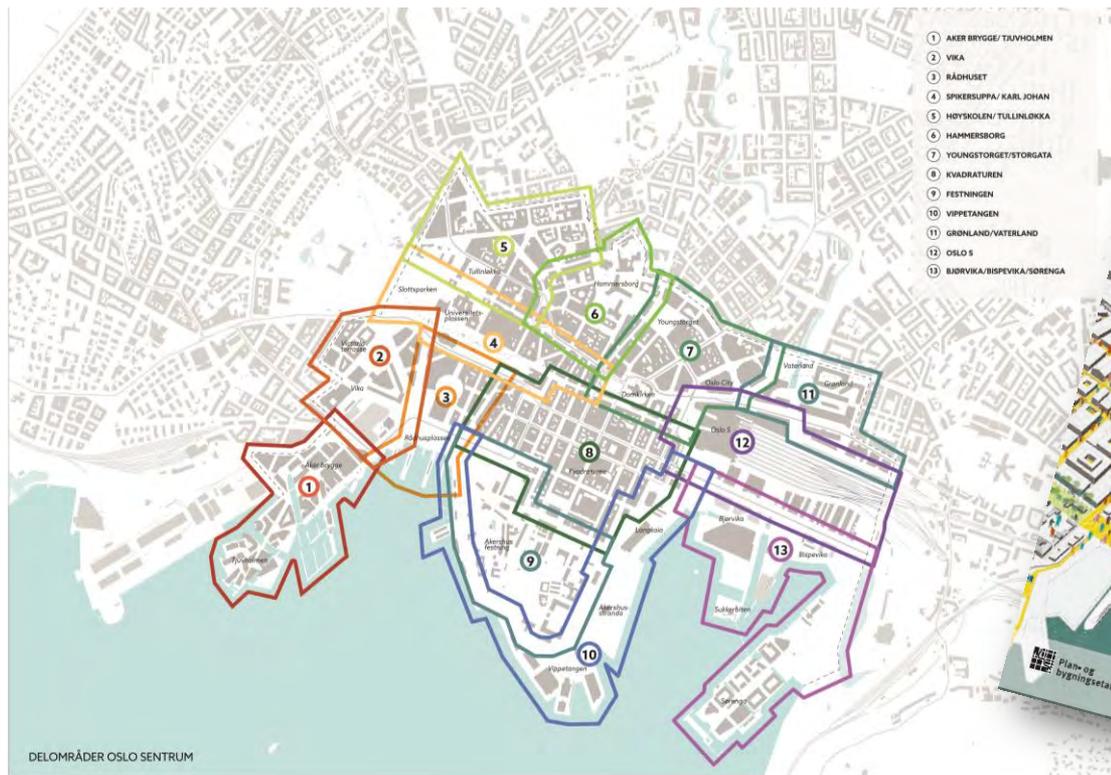
- Weak connections between urban areas, and between the fjord and the central urban areas in particular
- Lacking first floor activity = dark city streets after dark
- Lacking playgrounds
- Poor provisions for elderly people

Previous studies:

- 1987 Jan Gehl
- 1998 The Norwegian Public Roads Administration (Ola Bettum)



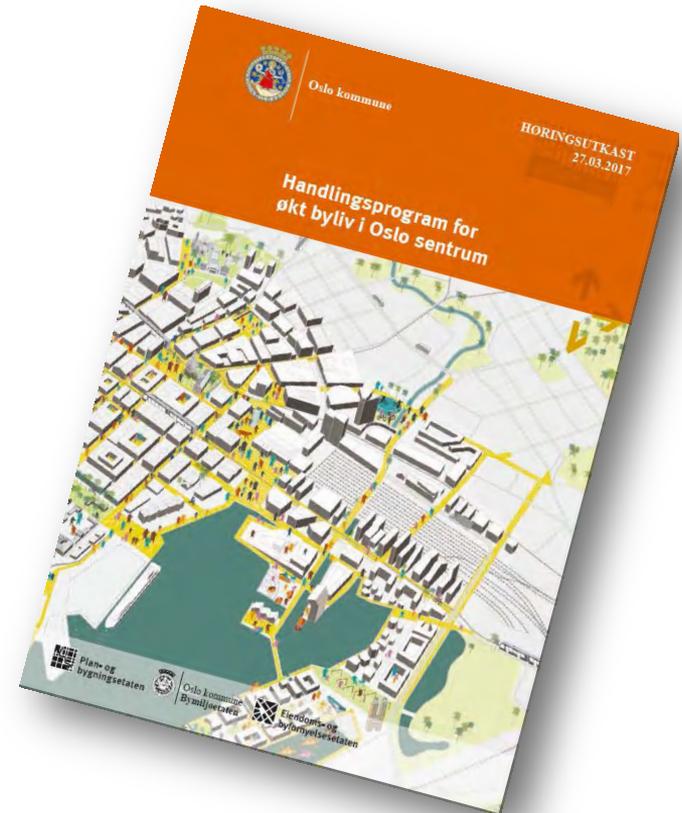
ACTION PROGRAMME FOR INCREASED CITY LIFE



ACTION PROGRAMME FOR INCREASED CITY LIFE

Proposed strategies

- Improve the connections to and through the city centre
- Improve the connections and synergies between target locations
- Promote and improve hidden/neglected urban spaces
- Improve coordination internally and externally



CAR-FREE CITY LIFE (2016-19 PROGRAMME)

Car-free city centre as a tool for creating liveability: 1,9 km²



THE CAR FREE PROGRAMME: REDEFINING THE USE OF PUBLIC SPACE



The «street offices»



Outdoor cinema



Car free Fridtjof Nansens plaza



Wall painting in Myntgata



Spring celebration in Dronningens gate

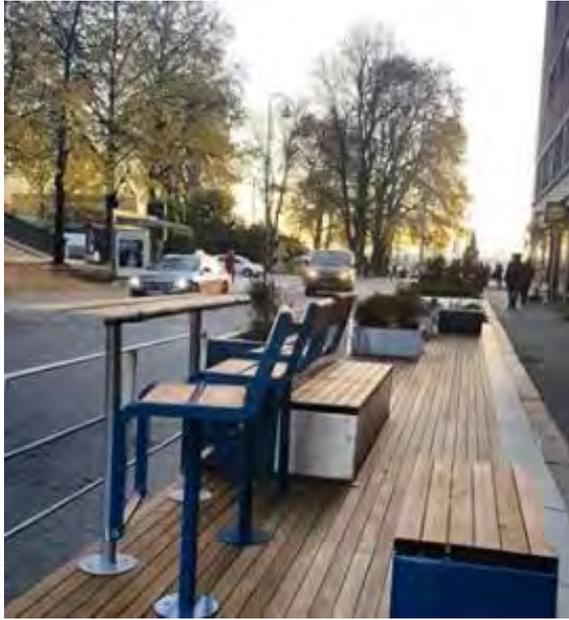
LESSONS LEARNED: TORGGATA

Incremental development strategies work!



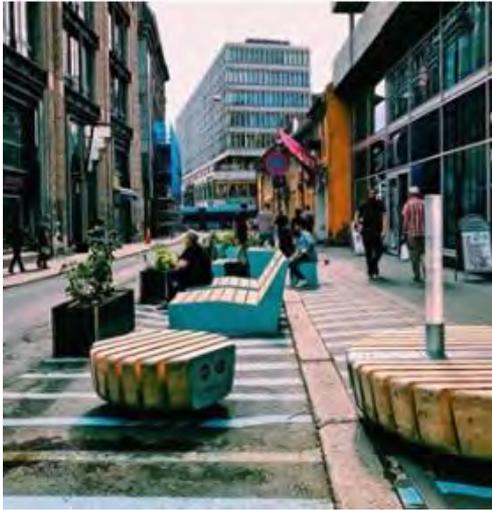
LESSONS LEARNED: TORDENSKIOLDS & ROSENKRANTZ GATER

Critical mass of city furniture necessary



LESSONS LEARNED:MØLLERGATA

Activities within the buildings are important for outside activities



LESSONS LEARNED

Activities and art are important drivers



Oslo byliv: «The coolest day in the world»



«Making a plate» - Art project in Kvadraturen



Guerilla plastic movement art project, «Plastozilla»

LESSONS LEARNED: ØVRE SLOTTSGATE

Every installation should have more than one purpose



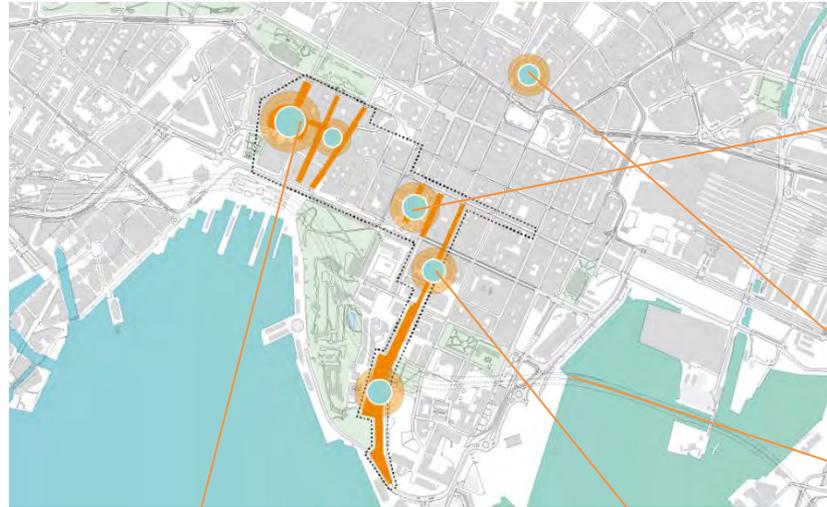
ACTION PLAN FOR 2018

Strategies and actions

- Mobilize and co-create with city actors
- Implement temporary projects and actions with a long-term perspective
- Develop existing pilots incrementally with cultural and physical initiatives
- Motivate the users of the city to partake in, and contribute to, increased city life



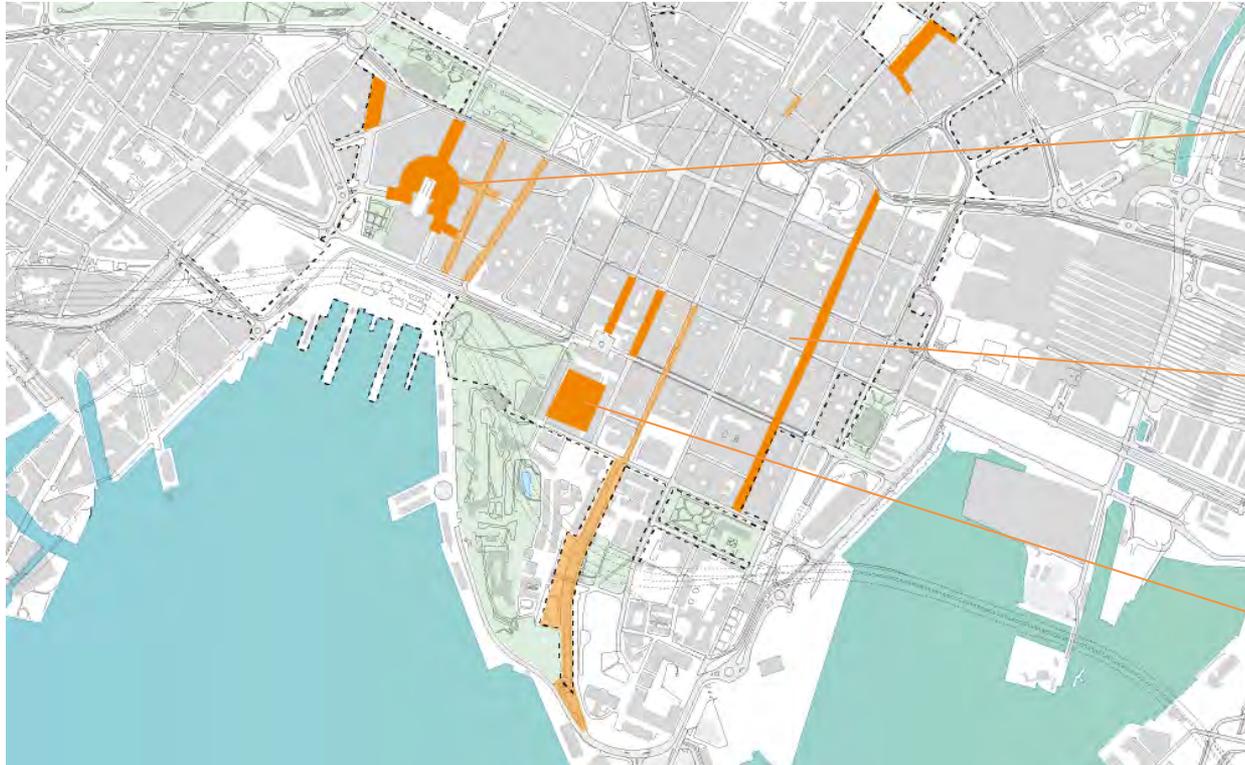
2017: 6 PILOT AREAS



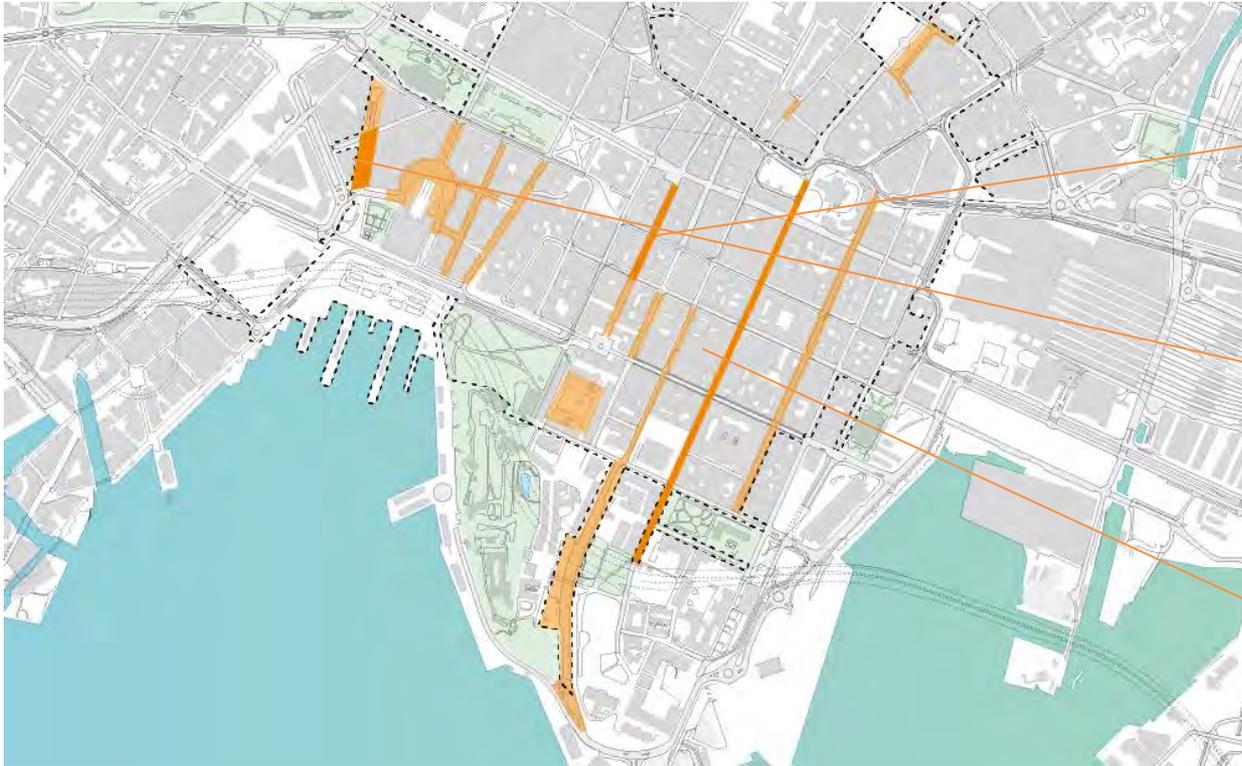
Temporary actions for increased city life in 6 pilot areas



2018: ADJUSTMENT & DEVELOPMENT



2019-2022: PERMANENT CHANGE



DEVELOPING A HOLISTIC APPROACH



– The city, a neighborhood, a new development, a building or home are ecosystems. If the elements are biological organisms, the system is called ecosystem. The size does not matter!

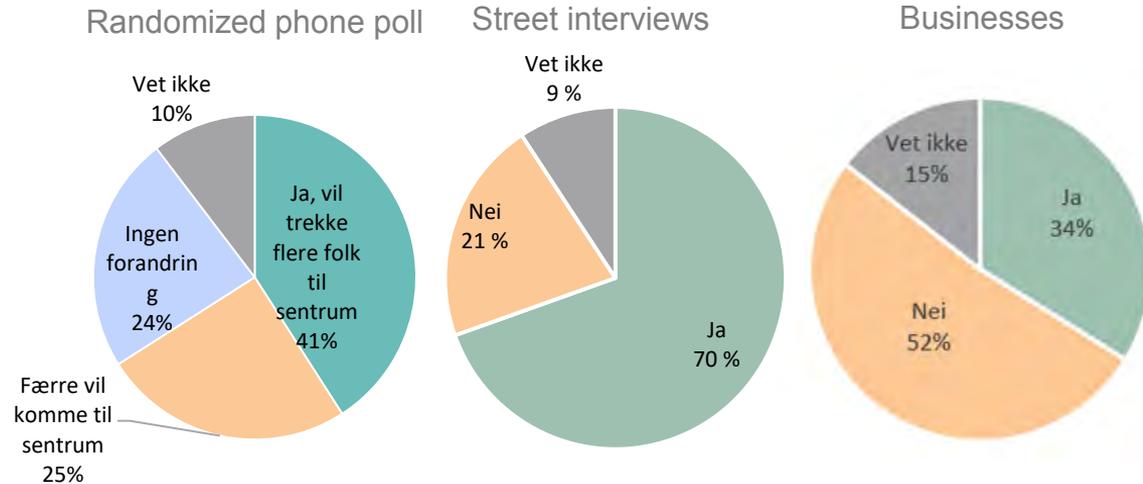
Salvador Rueda

Founder and director of the Urban Ecology Agency of Barcelona



PUBLIC OPINION: GETTING THERE!

«Do you think the car free city life programme will attract more people to the city centre?»



PUBLIC OPINION: GETTING THERE!



«Space is scarce in any major city. It is madness to waste any more of the most attractive areas in the city on transit traffic and the private car»

- Dagbladet, June 2018

PUBLIC OPINION: GETTING THERE!



*«When the cars were banned,
people reclaimed their freedom.»*

- OBOS-bladet 2018



Oslo kommune
Bilfritt byliv



Thank you for your
attention!

Visit from City of Edinburgh to Oslo

Itinerary

8 November 2018

19:00	<p><i>Dinner at Ekeberg restaurant (booking tbc)</i></p> <p>Meet at Jernbanetorget (tiger, in front of Central Station) Tram no. 18 and 19 (to Ljabru)</p> <ul style="list-style-type: none"> - Leave at "Sjømannsskolen", turn left, up driveway to restaurant. 	
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9 November 2018

08:30	<p>Meet at City Hall main entrance (north side) Register and viewing of main hall</p>	
08:50	Meeting at Stokke Room, 11 th floor	
09:00	<p>Vice Mayor Hanna Marcussen Welcome, introduction to Oslo's policies for sustainable growth <i>Discussion</i></p>	
10:00	<p>Planning officer Peter Austin, Strategies for sustainable urban development and mobility</p>	
10:30	<p>Project manager Kristian Veia Car-free city centre</p>	
11:00	<p>NN MOS/BYM/Ruter Sustainable transport strategy</p>	
11:30	<p>Project manager for Fjord City, Stein Kolstø Site visit, water front, historic centre and Opera,</p>	
13:00	<p><i>Lunch at Opera restaurant</i></p>	