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APOLOGIES Committee Services
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CHIEF EXECUTIVE'S OFFICE
CHIEF EXECUTIVE
Fiona Marshall

26 June 2017

Dear Councillor

You are summoned to attend the meeting of the;

COMMUNITY SERVICES COMMITTEE

on **TUESDAY 4 JULY 2017 at 7.30 pm.**

in the Council Chamber. Maldon District Council Offices, Princes Road, Maldon.

A copy of the agenda is attached.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'F. R. Marshall', enclosed within a large, loopy oval shape.

Chief Executive

COMMITTEE MEMBERSHIP

CHAIRMAN

Councillor R G Boyce MBE

VICE-CHAIRMAN

Councillor A T Cain

COUNCILLORS

E L Bamford
H M Bass
Miss A M Beale
Mrs H E Elliott
Mrs B D Harker
R Pratt, CC
Mrs N G F Shaughnessy
Miss S White

Ex-officio non-voting Members:

*Councillor B S Beale MBE
Councillor M F L Durham, CC
Councillor A S Fluker*

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AGENDA COMMUNITY SERVICES COMMITTEE

TUESDAY 4 JULY 2017

1. **Chairman's notices**
2. **Apologies for Absence**
3. **Minutes of the last meeting** (Pages 5 - 12)

To confirm the Minutes of the meeting of the Committee held on 23 May 2017 (copy enclosed).

4. **Disclosure of Interest**

To disclose the existence and nature of any Disclosable Pecuniary Interests, other Pecuniary Interests or Non-Pecuniary Interests relating to items of business on the agenda having regard to paragraphs 6-8 inclusive of the Code of Conduct for Members.

(Members are reminded that they are also required to disclose any such interests as soon as they become aware should the need arise throughout the meeting).

5. **Public Participation**

To receive the views of members of the public on items of business to be considered by the Committee (please see below):

1. A period of ten minutes will be set aside.
2. An individual may speak for no more than two minutes and will not be allowed to distribute or display papers, plans, photographs or other materials.
3. Anyone wishing to speak must notify the Committee Clerk between 7.00pm and 7.20pm prior to the start of the meeting.

6. **Chairman's Announcements and Good News Items**

7. **New Waste Service - One Year On**

To receive a presentation from the Group Manager – Community and Living.

8. **Permit for School Parents Parking** (Pages 13 - 20)

To consider the report of the Director of Customers and Community, (copy enclosed).

9. **2016 / 17 Review of Performance** (Pages 21 - 42)

To consider the report of the Director of Customers and Community, (copy enclosed).

10. **Community Hospital Update** (Verbal Report)
To receive a verbal update from the Chief Executive.
11. **Disabled Facilities Grants** (Pages 43 - 48)
To consider the report of the Director of Customers and Community, (copy enclosed).
12. **Health and Safety Enforcement Work Plan 2017 / 18** (Pages 49 - 52)
To consider the report of the Chief Executive (copy to enclosed).
13. **Dengie Gateway Project - Burnham-on-Crouch 'Hub' Update** (Pages 53 - 58)
To consider the report of the Director of Customers and Community, (copy enclosed).
14. **Any other items of business that the Chairman of the Committee decides are urgent**

NOTICES

Sound Recording of Meeting

Please note that the Council will be recording any part of this meeting held in open session for subsequent publication on the Council's website. At the start of the meeting an announcement will be made about the sound recording. Members of the public attending the meeting with a view to speaking are deemed to be giving permission to be included in the recording.

Fire

In event of a fire, a siren will sound. Please use the fire exits marked with the green running man. The fire assembly point is outside the main entrance to the Council Offices. Please gather there and await further instruction.

Health and Safety

Please be advised of the different levels of flooring within the Council Chamber. There are steps behind the main horseshoe as well as to the side of the room.

Closed-Circuit Television (CCTV)

This meeting is being monitored and recorded by CCTV.



**MINUTES of
COMMUNITY SERVICES COMMITTEE
23 MAY 2017**

PRESENT

Chairman	Councillor R G Boyce MBE
Vice-Chairman	Councillor A T Cain
Councillors	E L Bamford, H M Bass, Mrs H E Elliott, R Pratt, CC, Mrs N G F Shaughness and Miss S White
Ex-Officio Non-Voting Members	Councillors B S Beale MBE, M F L Durham CC, and A S Fluker
Substitute Members	Councillor Miss M R Lewis

77. CHAIRMAN'S NOTICES

The Chairman drew attention to the list of notices published on the back of the agenda.

78. APOLOGY FOR ABSENCE AND SUBSTITUTION NOTICE

An apology for absence was received from Councillor Mrs B D Harker. In accordance with notice duly given Councillor Miss M R Lewis was substituting for Councillor Mrs Harker.

79. MINUTES OF THE LAST MEETING

RESOLVED that the Minutes of the meeting of the Committee held on 11 April 2017 be approved and confirmed.

80. DISCLOSURE OF INTEREST

Councillor A S Fluker declared in the interest of openness and transparency that he was a Maldon Harbour Commissioner and was acquainted with the directors and owners of Landbreach Ltd, Caterelles Ltd and Topsail Charters Ltd.

81. PUBLIC PARTICIPATION

There was none.

82. CHAIRMAN'S GOOD NEWS ANNOUNCEMENTS

The Chairman advised the Committee that he had no items to share under this Agenda Item.

The Director of Customers and Community read out a statement with regards to the travellers on the Elms Farm Park.

A minute's silence was held in respect of those hurt or killed in the attack in Manchester the previous night.

The Chairman advised that for future meetings he would be rewording this agenda item to Chairman's Announcements.

The Chairman said that he proposed to swap items 7 (Schools 3PR Topic Update) and 8 (Advice Services Contract Update) on the agenda as there were members of the public present who were interested in item 8.

83. ADVICE SERVICES CONTRACT UPDATE

The Committee considered the report of the Director of Customers and Community on an update of the Advice Services Contract after year one of the three year contract.

The committee received a presentation from Martin Sayer and Peter Dollery of Maldon Citizen Advice (MCA) highlighting a number of successes achieved by the MCA. These included a significant increase in opening hours to the public, large increases in the numbers of residents receiving help from MCA, and a reduction in the proportion of MDC funding, which has reduced to 54% compared to over 90%

There was some discussion around the feedback that MCA receive from their clients, whether any extra external funding could be acquired through national profit generating organisations. The Committee were advised that British Gas did contribute £20,000 towards a project this help older residents stay warm during the winter.

It was requested that at future updates of the Advice Services Contract that the committee are presented with relevant accounts at that time.

RESOLVED that the report be noted.

84. SCHOOLS 3PR TOPIC UPDATE

The Committee received a presentation from Nick Binder of South Essex Parking Partnership.

The Members commended the scheme and the Officer's hard work in getting it up and running and reiterated that schemes like this needed the support of the Council.

85. CUSTOMERS AND COMMUNITIES DIRECTORATE

The Committee received a presentation from the Director of Customers and Community on the organisational structure of the directorate.

86. LEVEL ONE BUSINESS PLAN 2017 / 18 - DIRECTORATE OF CUSTOMERS AND COMMUNITY

The Committee considered the report of the Director of Customers and Community.

RESOLVED that the part of the Business Plan for the Directorate of Customers and Community for 2017 / 18 be agreed.

87. APPOINTMENT OF REPRESENTATIVES ON LIAISON COMMITTEES / PANELS

The Chairman read through the list of committees /panels in the report with Members confirming their interest to sit on a panel or remain on a panel.

Body	Current Representative(s)	2017 / 18 Representative
The Affordable Housing Delivery Board and Housing Services Board (Moat)	Councillors B S Beale MBE, Mrs B D Harker, R Pratt and N R Pudney <i>Substitute: Not appointed</i>	Councillors B S Beale MBE, Mrs H E Elliott, Mrs B D Harker and R Pratt CC <i>Substitute: Councillor R G Boyce MBE</i>
Brickhouse Farm Management Committee	Councillors A T Cain and Mrs B D Harker	Councillors A T Cain and Mrs B D Harker
Car Parking Task and Finish Working Group (Minute 588 – 17/11/15)	Councillors A T Cain, I E Dobson, M F L Durham, Mrs B D Harker, R Pratt and N R Pudney	Councillors M F L Durham CC, Mrs B D Harker and R Pratt, CC
Cemeteries Working Group	Councillor M F L Durham, R Pratt and N R Pudney	Councillor M F L Durham, Mrs H E Elliott and R Pratt, CC
Economic Prosperity and Tourism Working Group (Minute 974 -08/04/14)	Councillors M F L Durham, Mrs B D Harker, R Pratt and Miss S White (plus representatives from the Finance & Corporate Services and Planning & Licensing Committees)	Councillors M F L Durham CC, Mrs H E Elliott, Mrs B D Harker and Miss S White (plus representatives from the Finance & Corporate Services and Planning & Licensing Committees)

Body	Current Representative(s)	2017 / 18 Representative
Health and Wellbeing Partnership Group (01/09/15)	Chairman and Vice-Chairman of the Community Services Committee <i>Substitute: Leader of the Council</i>	Chairman and Vice-Chairman of the Community Services Committee <i>Substitute: Leader of the Council</i>
Leisure Contract Task and Finish Group (22/11/11 – Minute 481 refers)	Councillors M F L Durham, Miss M R Lewis and R Pratt (plus representatives from the Finance & Corporate Services Committee)	Group Finished
Maldon Citizens Advice Bureau Liaison Committee	Councillors I E Dobson, R Pratt and one vacancy	Councillors R Pratt CC and <i>two vacancies</i>
Maldon District Museum Liaison Committee	Councillors M S Heard and Miss M R Lewis	Councillors E L Bamford and Mrs H E Elliott
Maldon and Blackwater Estuary Coastal Community Team (Management Team)	Chairman and Vice-Chairman of the Community Services and Planning & Licensing Committees <i>Substitutes: Councillors E L Bamford and P G L Elliott</i>	Chairman and Vice-Chairman of the Community Services and Planning & Licensing Committees <i>Substitutes: Not appointed</i>
Parish Clerk's Forum	Chairman of the Community Services Committee <i>Substitute: Vice-Chairman of the Community Services Committee</i>	Chairman of the Community Services Committee <i>Substitute: Vice-Chairman of the Community Services Committee</i>
Places for People Liaison Committee	Councillors M F L Durham and R Pratt <i>Substitute: Councillor Mrs B D Harker</i>	Councillors M F L Durham, CC and R Pratt, CC <i>Substitute: Councillor Mrs B D Harker</i>
River Crouch Coastal Community Team (Management Team)	Chairman and Vice-Chairman of the Community Services and Planning & Licensing Committees <i>Substitutes: Councillors E L Bamford and P G L Elliott</i>	Chairman and Vice-Chairman of the Community Services and Planning & Licensing Committees <i>Substitutes: Not appointed</i>

Body	Current Representative(s)	2017 / 18 Representative
Strengthening Community Member Task and Finish Working Group (Minute 710 -17/12/15)	Councillors M F L Durham and R Pratt (plus representatives from the Finance & Corporate Services and Planning & Licensing Committees) Councillor R Pratt (as Chairman of the Community Services Committee)	Councillors E L Bamford and R Pratt, CC <i>(plus representatives from the Finance & Corporate Services and Planning & Licensing Committees)</i> Councillor R Pratt (as Chairman of the Community Services Committee)
Waste Contract Member Task and Finish Working Group (14/04/14 – Minute 982 and 15/04/14 – Minute 1003 refer)	Councillor Mrs B D Harker (as Vice-Chairman of the Community Services Committee) Councillors M F L Durham and Miss M R Lewis (plus representatives from the Finance and Corporate Services Committee)	Group disbanded

RESOLVED that Members are appointed as representatives to the bodies as detailed above, for the ensuing municipal year.

88. MEMORIALS IN COUNCIL OWNED OPEN SPACES

The Committee considered the report of the Director of Customers and Community to propose a policy for the control and installation of memorials and commemorations in all Council owned Open Spaces including Cemeteries.

Councillor E L Bamford made a proposition to not adopt this policy, without the discussion of the Committee on the changes she had previously sent to the Officer. Councillor A T Cain duly seconded this proposition.

A discussion followed as to whether the Committee wanted to adopt this policy, and whether or not they felt some of the Officer's suggestions for installations were viable.

The Director of Customers and Community suggested new wording for the recommendation (iii):

“Including criteria and conditions for implementing proposals”.

In response to the Chairman's request, Councillor E L Bamford declined to withdraw her proposal in the event of the Committee being minded to agree the Director's suggested new wording.

A vote was taken on the proposition in the name of Councillor Bamford and this was not agreed.

A vote was then taken on the report recommendations with the new wording included from the Director and this was agreed.

RECOMMENDED

- (i) that the draft Policy proposed (**APPENDIX 1**), including details of Memorial Benches, Trees, Plaques, Fixed Memorials, Memorabilia / tributes, and income considerations, be reviewed and approved to allow Officers and the Public clear guidance regarding Memorials in Council owned open spaces;
- (ii) that the Director of Customers and Community be authorised to prepare a further report outlining the need and suggested process required to challenge the occurrence of memorial tributes clearly outside of policies;
- (iii) that the Director of Customers and Community be authorised to investigate alternative / non-traditional options for memorial / legacy projects, and specifically in relation to the creation of an ongoing fund or foundation to support capital and revenue projects within the Council's Open Spaces, and prepare an options paper for a future meeting of this Committee, including criteria and conditions for implementing proposals.

89. MARKETS UPDATE

The Committee considered the report of the Director of Customers and Community to update Members on the current arrangements for Markets within the District and to set out a proposal that deals with future market provisions.

It was brought to the attention of the Committee and the Officers that there had been complaints with regards to the music being played by a stall owner at the Burnham-on-Crouch market. The Officer advised that this was being looked into by the Environmental Services Team

Some discussion followed with regards to the income made by the Council from the Maldon market against what could potentially be made as used parking spaces.

The Director advised the Committee that the Council could accommodate more stall holders but that the problem is attracting them to a market in a car park at the back of the high street.

The Director then suggested a change of wording to recommendation (ii), which was agreed.

“That the Committee requests officers extend the existing arrangements for three months for a Maldon Market on a Thursday and a Saturday Market of three stalls and report back on the future viability of the provision.”

RESOLVED

- i) that the Committee notes the update on Market provision;

- ii) That the Committee requests officers extend the existing arrangements for three months for a Maldon Market on a Thursday and a Saturday Market of three stalls and report back on the future viability of the provision.
- iii) that the Committee requests Officers tender for a two year contract for a Burnham-on-Crouch Market on a Tuesday;
- iv) that subject to (ii) above, Planning Permission is sought for the Maldon Market for the next two years in the Butt Lane Car Park on a Thursday and Saturday as detailed in the report;
- v) that subject to (iii) above, Planning Permission is sought for the Burnham-on-Crouch Market for the next two years in the High Street on a Tuesday as detailed in this report.

90. MALDON HEALTH HUB PROJECT

The Committee received the report of the Chief Executive updating the Committee on the progress of the Maldon Health Hub Project.

RESOLVED that the contents of the report are noted.

91. PERMIT FOR SCHOOL PARENTS PARKING

Further to Minute No. 1182 of the last meeting, the Committee received and noted a report on the following decision of the Finance and Corporate Services Committee at its meeting on 26 April 2017:

- (i) that the Finance and Corporate Services Committee support, in principle, a parking permit for parents of children attending Maldon schools;
- (ii) that the Director of Customers and Community be requested to work up the proposal for a parking permit for parents of children attending Maldon schools in consultation with Members of the Community Services Committee and this be brought forward to the July meeting of the Council for consideration.
- (iii) that the current informal arrangements for free use of the Council's car parks by parents to drop off and pick up school children be extended to end of July 2017.

There were some concerns raised over the above decision and Councillor B S Beale raised a point of order on the consideration of this matter. The Chairman ruled that it was appropriate for the Committee to receive this report.

92. ANY OTHER ITEMS OF URGENT BUSINESS

Councillor A T Cain requested that when the Carnival report comes forward to this Committee that the trustees are invited to attend.

93. EXCLUSION OF THE PUBLIC AND PRESS

RESOLVED that under Section 100A (4) of the Local Government Act 1972 the public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Act, and that this satisfies the public interest test.

94. WATERFRONT LEASES, MALDON

The Committee received the report of the Director of Customers and Community, to seek extensions to several waterfront leases at Hythe Quay, Maldon, in preparation for the emerging Maldon and Heybridge Central Area Master Plan and Historic Waterfront Revival Projects. A map showing the location of the Kiosks was attached as Appendix 1 to the report.

RESOLVED

- (i) That the decisions taken by the Planning & Licensing and Finance & Corporate Services Committees in relation to various waterfront leases taken are noted;
- (ii) That the leases for Kiosk 1 and the Seafood Kiosk, as shown on the map at Appendix 1 to the report, are extended until December 2022 with an additional break clause inserted at year three, to be dealt with by Director of Resources under delegated powers.

There being no further items of business the Chairman closed the meeting at 9.45 pm

R G BOYCE MBE
CHAIRMAN



REPORT of DIRECTOR OF CUSTOMERS AND COMMUNITY

**to
COMMUNITY SERVICES COMMITTEE
4 JULY 2017**

PERMIT FOR SCHOOL PARENTS PARKING

1. PURPOSE OF THE REPORT

- 1.1 This report is to formally consult with Members of this Committee on a proposal to introduce a new permit for Maldon Court School. Further investigations have indicated the school has no other parking facility within reasonable proximity to the school entrance. The permit will enable parents to pre pay for the use of a Council car park for picking up and dropping off their children at school.

2. RECOMMENDATIONS

- (i) That Members note the report to Council on 13 July recommending the introduction of a new permit scheme specifically designed to address a parking issue associated with Maldon Court School
- (ii) That Members Comments are sought regarding the proposal which will be relayed to the Council at its next meeting on 13 July.

3. SUMMARY OF KEY ISSUES

- 3.1 The proposal to formalise an informal parking arrangement for parents of children attending local schools was considered by this committee on 11 April 2017. The recommendation was to introduce a permit for £200 per academic year which would be offered to each parent of the schools identified. The proposal was not approved at the meeting (Minute No. 1182 refers) stating:

‘the Council does not make available parking permits to parents of children attending Maldon schools to use in Council car parks and the Finance and Corporate Services Committee be advised accordingly’.

- 3.2 This decision resulted in further objections by the staff and parents of Maldon Court School.

- 3.3 The matter was then discussed at the Finance and Corporate Services Committee meeting on 26 April 2017 where it was resolved that:

- (i) the Finance and Corporate Services Committee support, in principle, a parking permit for parents of children attending Maldon schools;

- (ii) the Director of Customers and Community be requested to work up the proposal for a parking permit for parents of children attending Maldon schools in consultation with Members of the Community Services Committee and this be brought forward to the July meeting of the Council for consideration;
 - (iii) the current informal arrangements for free use of the Council's car parks by parents to drop off and pick up school children be extended to end July 2017.
- 3.4 Further to the meeting of the Finance and Corporate Services Committee the available parking facilities at the schools and in the surrounding areas have been re assessed by Officers. It is evident that there is no ability to legally park, drop off or pick up at or near to the Maldon Court School, but it is feasible to do this at the other schools previously offered informal drop off and collection parking. This implies that other schools would be able to work with South Essex Parking Partnership to introduce the 3PR (Parking Rules) project as presented to Members at the last meeting of this Committee to encourage safer parking around schools; Maldon Court School would not benefit greatly from this option.

4. CONCLUSION

- 4.1 The proposal for a schools parking permit is only applicable to the Maldon Court School due to the unique parking issues identified. The introduction of a school specific permit would enable parents to park in the Council's White Horse Lane car park for 30 minutes at the start and finish of a normal school day. The cost of the permit will be at a rate which is reflective of their minimal use and in line with existing charges. The new permit system will be administered directly by the Council to parents to maintain control.
- 4.2 It is proposed that the permit is trialled for two academic years commencing September 2017 in order to assess its popularity.
- 4.3 A report has been prepared for the meeting of Council on 13 July detailing the proposal. The report is attached at **APPENDIX 1**.

5. IMPACT ON CORPORATE GOALS

- 5.1 This report links to the Corporate Goal of delivering good quality cost effective and valued services

6. IMPLICATIONS

- (i) **Impact on Customers** – The Council has adopted a 'fair use' and 'user pays' principle for its car parks recently introducing both evening and weekend charges. Feedback from parents affected seems to indicate a willingness to pay for parking but any charge should reflect the time spent in the car park and be convenient to use.
- (ii) **Impact on Equalities** – No issues identified.

- (iii) **Impact on Risk** – None identified.
- (iv) **Impact on Resources (financial)** – The cost of the permit reflects the use of the parking spaces and a small administrative charge is included within the cost of the permit.
- (v) **Impact on Resources (human)** – Existing staff will administer and enforce the new permit. An administrative charge will be included within the permit to cover any additional costs.
- (vi) **Impact on the Environment** – No issues identified.

Background Papers: None.

Enquiries to: Richard Holmes, Director of Customers and Community, (Tel: 01621 875752).

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**REPORT of
DIRECTOR OF CUSTOMERS AND COMMUNITY**

to
COUNCIL
13 JULY 2017

PERMIT FOR SCHOOL PARENTS PARKING**1. PURPOSE OF THE REPORT**

- 1.1 This report is to propose a new permit for Maldon Court School. The permit will enable parents to pre pay for the use of a Council car park for picking up and dropping off their children at school.

2. RECOMMENDATIONS

- (i) That a new parking permit for parents of children attending Maldon Court School be introduced for parking in the Council White Horse Lane car park for a standard term of 38 weeks costing £200 per academic year. The Permit cost will be linked to the one hour parking charge and be subject to any future variation in parking charges;
- (ii) that the Council's Fees and Charges for 2017 / 18 be updated, accordingly;
- (iii) That the new arrangements commence at the start of the new term, 5 September 2017 for a two year trial period and until then the current informal arrangements continue during term time (ending July 2017).

3. SUMMARY OF KEY ISSUES

- 3.1 As part of the 2017 / 18 budget setting process it was agreed the existing 'informal' free use of the Council car parks by parents to drop off and pick up school children should be withdrawn (Minute No. 768 refers). This privilege had applied to three schools; St Francis Catholic Primary School, Maldon Court Preparatory School and the Watership Downs Nursery School. As a consequence the car park users were advised to purchase tickets for the period of their stay or purchase a standard £580 permit which enables them to park at any time.
- 3.2 Following the decision the three schools were written to advising that from the commencement of the summer term (18 April 2017) those parents using the Council car parks would have to pay the same minimum £1 rate as other users of the car parks for each stay. There were ten complaints from the Preparatory School and none from the other two schools regarding this decision. Some of the complainants accept that there should be a charge for the use of the car park but think that the £580 tariff is too high. From the responses received, the speedy nature of the morning drop off was felt important by parents and that they did not have to go to the machine and pay each time, a permit would facilitate this. Some parents indicated they would be prepared to pay for a more appropriately priced permit.

- 3.3 It was proposed to the Community Services Committee meeting on 11 April 2017 that a permit for £200 per academic year be offered to each parent of the schools (detailed in paragraph 3.1 above). The proposal was not approved at the meeting (Minute No. 1182 refers) stating:

‘the Council does not make available parking permits to parents of children attending Maldon schools to use in Council car parks and the Finance and Corporate Services Committee be advised accordingly’.

- 3.4 This decision resulted in further objections by the staff and parents of Maldon Court School.
- 3.5 The matter was then discussed at the Finance and Corporate Services Committee meeting on 26 April 2017 where it was resolved that :
- (i) the Finance and Corporate Services Committee support, in principle, a parking permit for parents of children attending Maldon schools;
 - (ii) the Director of Customers and Community be requested to work up the proposal for a parking permit for parents of children attending Maldon schools in consultation with Members of the Community Services Committee and this be brought forward to the July meeting of the Council for consideration;
 - (iii) the current informal arrangements for free use of the Council’s car parks by parents to drop off and pick up school children be extended to end July 2017.
- 3.6 Further to the meeting of the Finance and Corporate Services Committee the available parking facilities at the schools and in the surrounding areas have been re assessed by Officers. It is evident that there is no ability to legally park, drop off or pick up at or near to the Maldon Court School, but it is feasible to do this at the other schools previously offered informal drop off and collection parking. This implies that other schools would be able to work with South Essex Parking Partnership to introduce the 3PR (Parking Rules) project as presented to Members at the last meeting of this Committee to encourage safer parking around schools; Maldon Court School would not benefit greatly from this option.

4. CONCLUSION

- 4.1 The proposal for a schools parking permit is only applicable to the Maldon Court School due to the unique parking issues identified. The introduction of a school specific permit would enable parents to park in the Council’s White Horse Lane car park for 30 minutes at the start and finish of a normal school day. The cost of the permit will be at a rate which is reflective of their minimal use and in line with existing charges. The new permit system will be administered directly by the Council to parents to maintain control.
- 4.2 It is proposed that the permit is trialled for two academic years commencing September 2017 in order to assess its popularity.

- 4.3 In accordance with the recommendation from the April 2017 Finance and Corporate Services Committee, the Community Services Committee was consulted on this matter (being responsible for the operation of the Councils Car Parks) on 4 July and Members will be updated on views expressed at the meeting of Council.

5. IMPACT ON CORPORATE GOALS

- 5.1 This report links to the Corporate Goal of delivering good quality cost effective and valued services

6. IMPLICATIONS

- (iv) **Impact on Customers** – The Council has adopted a ‘fair use’ and ‘user pays’ principle for its car parks recently introducing both evening and weekend charges. Feedback from parents affected seems to indicate a willingness to pay for parking but any charge should reflect the time spent in the car park and be convenient to use.
- (v) **Impact on Equalities** – No issues identified.
- (vi) **Impact on Risk** – None identified.
- (vii) **Impact on Resources (financial)** – The cost of the permit reflects the use of the parking spaces and a small administrative charge is included within the cost of the permit.
- (viii) **Impact on Resources (human)** – Existing staff will administer and enforce the new permit. An administrative charge will be included within the permit to cover any additional costs.
- (ix) **Impact on the Environment** – No issues identified.

Background Papers: None

Enquiries to: Richard Holmes, Director of Customers and Community, (Tel: 01621 875752).

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REPORT of DIRECTOR OF CUSTOMERS AND COMMUNITY

**to
COMMUNITY SERVICES COMMITTEE
4 JULY 2017**

2016 / 17 REVIEW OF PERFORMANCE

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to supply Members with details of performance against targets set for 2016 / 17 and to ensure that progress is being achieved towards the corporate goals and the objectives detailed in the Corporate Plan 2015-19 adopted by Council in February 2015 (Minute No. 828 refers).
- 1.2 Members should challenge performance or allocation of resources where the Committee feels that the Council's corporate goals have not, or may not be achieved.
- 1.3 Where performance or progress is behind schedule or at risk, the reasons why need to be fully understood and decisions taken on what, if any, action is required to bring performance back on track.
- 1.4 Quarterly reviews of performance are undertaken by the Overview and Scrutiny Committee and the position as at the year-end was reviewed at the meeting on 7 June. An annual performance report will also be submitted to Council on 13 July.
- 1.5 All of the performance information contained within this report is recorded on the Council's Performance and Risk Management system (TEN) to which all Members have access.


2. RECOMMENDATION

Members' views, comments and questions on the information as set out in this report and **APPENDIX 1** are sought.

3. SUMMARY OF KEY ISSUES

- 3.1 The format of the performance reports to this Committee are on an "exception" basis i.e. only those activities and indicators that are behind schedule, at risk or not on target will be included. This will ensure the focus is on those areas requiring attention and assisting Members to challenge performance or allocation of resources where the Council's corporate goals may not be achieved.

- 3.2 **APPENDIX 1** to this report details for each of the corporate goals:
- The key corporate activities which are assessed as being “behind schedule” or “at risk of not being achieved”
 - Indicators which have not achieved the end of year target.

The activities / indicators aligned with this Committee have been marked  to provide easy identification by Members.

- 3.3 As Members are aware from the Committee Chairman’s “Good News announcements” at previous meetings, successes and achievements during the year and some other key points of note include:

Community and Living

- The alternate weekly **waste collection service** was introduced in June 2016 since which the Council’s recycling performance has improved as follows (compared to during the same period in 2015 / 16):
 - 18% increase in the dry mixed recycling (glass, cans, plastics and paper);
 - 91.2% increase in food waste collection;
 - 25.5% decrease in refuse tonnage collected.
 - The overall recycling performance for 2016 / 17 was 57.7% compared to 47% in the previous year.
 - When compared to recycling performance across Essex based on 2015 / 16 figures, this would place Maldon second behind Rochford (who provide a free weekly garden waste collection).
- As part of the Cleaner Essex Group we participated in their annual campaign ‘Love Essex’ including a media launch event. The aim of this event was to target younger people using social media funded by Essex businesses including KFC (Kentucky Fried Chicken) and McDonalds. Using online banners across multiple websites targeting young adults plus age & location targeted ads across Facebook and Instagram.
- The team supported the ‘Clean for the Queen’ litter picking campaign. Nine litter picks including eight Parish Council litter picks and one with McDonalds staff. Provided equipment, bags and waste collection
- During 2016 / 17 the **Community Safety Team** produced an annual Strategic Assessment of crime and fulfilled its statutory duties under the Crime and Disorder Act 1998. The Team also commenced and supported two Domestic Homicide Reviews in accordance statutory requirements and successfully attracted Police and Crime Commissioner (PCC) Funding to support the reviews.

In addition the Team has:

- actively engaged in strategy meetings that support work around exploitation, violent crime, gangs, safeguarding and prevent violent extremism;

- tackled anti-social behaviour by organising and leading the Maldon and Burnham Action Groups and introducing a new Anti-Social Behaviour (ASB) Youth Forum to work with schools and education practitioners and bi-monthly meetings with Mental Health practitioners to deal more effectively with complex cases;
- forged a closer working relationship with Essex Police and partners by attending Community Safety Hub Tasking deals with emerging issues;
- delivered Crucial Crew to Year 6 pupils on subjects which included fire safety, substance misuse, internet safety, road safety, anti-bullying, stranger danger and first aid and successfully showcased the event to the High Sheriff of Essex;
- continued the Keep Safe project which supports vulnerable adults in the community
- arranged the Stay Safe This Summer and Reality Roadshows to secondary school students focussing on substance misuse, park safety and anti-social behaviour;
- delivered sessions to students of the Plume School and Heybridge Alternative Provision School on Preventing Violent Extremism and delivered WRAP (Workshop to Raise Awareness of Prevent) to frontline staff;
- Continued to work in partnership with the Casualty Reduction Team at Essex Police and community safety partners to tackle street racing and irresponsible driving which has resulted in warning notices being given perpetrators;
- Delivered the Graffiti Art Project in Burnham-on Crouch by working with local schools and youth people;
- Worked with Maldon Youth Strategy Group to deliver local support on emotional wellbeing for young people and provide sustainable funding for Southminster Door Step Club alongside Essex County Council Youth Service;
- Continued to work with the districts primary's schools to encourage people to park safely outside the school gates and supported the introduction of the SEPP 3PR Safety Initiative into Maldon district
- Successfully bid for PCC Funding to deliver a TRU-CAM initiative which will see community protection officers supporting the wider work of the Safer Essex Roads Partnership.

Leisure, Countryside and Tourism

- The **Dengie Gateway Project** has been taking shape during the last year culminating in the launch of the Saltmarsh Coastal Trail later this year, installing hubs in key points for locals and visitors alike so they can make the most of their coastline.
- As part of the project our new Tourism website (www.visitmaldondistrict.co.uk) launched in July 2016. Last month the site had over 10,000 unique visitors.

- Through the pro-active use of social media (Twitter & Facebook):
 - @Maldon Tourist Information Centre (TIC) now has 1,113 Twitter followers and
 - 180 people like Visit Maldon District on Facebook.
- The latest Volume and Value Report for 2015 (latest available) shows the following increases:
 - 140,000 extra day visitors in 2015
 - 3.9% increase in the volume of day trips to the Maldon District area
 - Supporting an additional 112 jobs and shows tourism now equates to 15% of local employment
 - Total visitor spend in the Maldon District now equates to over £155M and brings a total value of £189M to the local economy
- Our local Tourist Information Centres continue to provide direct services to visitors and local residents, with figures for 2016 / 17 showing:

Tourist Information Centre	Customer visits	Telephone enquiries	Emails
Burnham-on-Crouch (opened August 2016) September 2016 – March 2017	1,944	47	27
Maldon April 2016 – March 2017	25,995	2,653	662

- The Maldon Parkrun at Promenade Park recently celebrated its 200th event; since starting in 2014 this free weekly 5 kilometre, timed run has gone from strength to strength. Weekly turn outs now average at over 250 participants and each week the event is supported by 15 Volunteers. The popularity of junior parkrun is also increasing and recently a new attendance record was achieved of 120 runners aged between 5 and 15.
- Our new Leisure Contract continues to perform well, figures from last year show an increase by users as follows:

Financial Year	Blackwater Leisure Centre	Dengie 100 Leisure Centre
2015 / 16	461,298 customers	58,783 customers
2016 / 17	499,783 customers	73,569 customers
Increase	8%	25%

- 2016 saw strong demand for our Splash Park and the operating season was extended due to good weather and 52,000 young people enjoyed the facility

3.4 Complaints and Compliments Received

- 3.4.1 111 complaints and 19 compliments about services that report to this Committee were received by the Council between 1 April 2016 and 31 March 2017:

Service Area	Total complaints 2015/16	Total complaints 2016/17	Total compliments 2015/16	Total compliments 2016/17
Leisure, Countryside and Tourism	21	21	5	4
Customers	15	12	11	8
Community and Living	35	78 (64 waste and street scene)	8	7
Total	71	111	24	19

- 3.4.2 All complaints received are investigated and action taken to improve service delivery where learnings are identified. The increase in complaints relating to Community and Living corresponds with the changeover of our waste collection service from weekly to alternative weekly collections. We are pleased to note complaints have fallen since the start of the year as the new system becomes embedded.

4. CONCLUSIONS

- 4.1 Good progress has been made on a number of activities and successes achieved which will contribute to the Council's corporate goals and objectives. However, there are key corporate activities at risk or behind schedule and performance indicators which failed to achieve the end of year target.

5. IMPACT ON CORPORATE GOALS

- 5.1 The Council stated its corporate goals and objectives in the Corporate Plan for 2015-19.
- 5.2 In turn, the services agreed actions (Key Corporate Activities) that they would take forward in 2016 / 17 to contribute to the achievement of these objectives. Performance indicators and measures were established to monitor the impact of these actions and to provide evidence of achievements.
- 5.3 To ensure that Maldon District Council (MDC) progresses towards or achieves the goals stated in the Corporate Plan, it is important that performance is monitored and managed against targets and milestones.
- 5.4 It is also important that the Council is accountable to the community and that it is able to demonstrate it is monitoring and managing performance effectively.

6. IMPLICATIONS

- (i) **Impact on Customers** – Performance Management is about agreeing and achieving objectives and priorities, monitoring our performance against agreed targets and timescales, identifying opportunities for improvement, making necessary changes and ultimately delivering quality public services.
- (ii) **Impact on Equalities** – For the Council “Equalities” means understanding our staff and customers and making sure that our policies and services are designed to meet their needs and implemented appropriately.

MDC is committed to providing equal opportunity of access to services, and level of service provided, and developing communities that are free from discrimination.

- (iii) **Impact on Risk** – If performance is not managed effectively by the Council at both Committee and management level, there is a risk that the Council will not achieve its stated priorities and outcomes.
- (iv) **Impact on Resources (financial and human)** – If action is needed to bring key activities or indicators back on track to meet the targets set, a reallocation of resources may be required to ensure that objectives and priorities are achieved.
- (v) **Impact on the Environment** – None.

Background Papers: None.

Enquiries to: Richard Holmes, Director of Customers and Community, (Tel: 01621 852575).

Review of Performance 2016-17

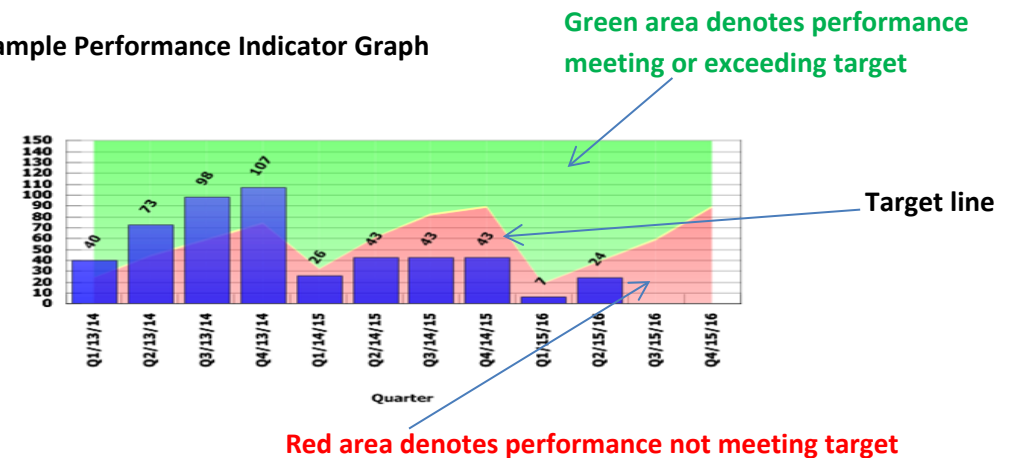


COMMUNITY SERVICES COMMITTEE

REVIEW OF 2016/17 PERFORMANCE

*The performance reports are produced on an “exception” basis; full details will only be included for those activities and indicators which are behind schedule, at risk or not on target.

Example Performance Indicator Graph



Status Definitions for Key Corporate Activities

At Risk	There are issues which could impact the completion/ achievement of the Key Corporate Activity in the future
Behind Schedule	Target date for completion of the Key Corporate Activity , or milestones upon which activity depends, have not been met
On Track	Work progressing satisfactorily, milestones upon which the activity depends are being met and overall target for completion should be achieved
Completed	Key Corporate Activity completed – no further work required

Review of Performance 2016-17

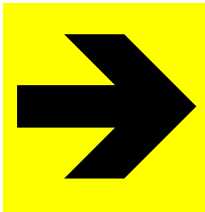
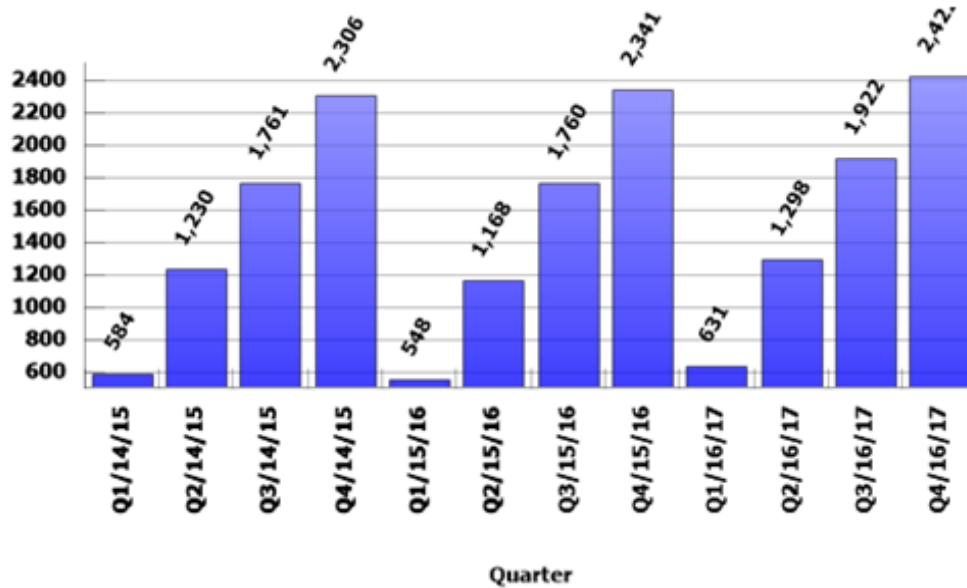
CORPORATE GOAL - HELPING COMMUNITIES TO BE SAFE, ACTIVE AND HEALTHY

Key Corporate Activities contributing to this goal - 4			
At Risk	Behind Schedule	On Track	Completed
	1	3	

Key Corporate Activities designated as "At Risk" or "Behind Schedule"	Target Date	Status	Comments
Develop the Strengthening Communities Strategy 	March 2017	Behind schedule	Officers continue to work with Members to develop a strategy for the Council through the Member Task and Finish Working Group. Officers have been tasked with undertaking an audit of community groups to identify any shortfall in provision within the district for consideration by the working group when it next meets.

Review of Performance 2016-17


Indicators

Indicator	15/16 Actual	16/17 Target	Q3	Q4	Cumulative For the Year	Annual target achieved																										
<div>Level of reported crime</div> <div></div>	2,341 Incidents of all crime	Fewer reported incidents than in previous year	624 Incidents of all crime	500 Incidents of all crime	2,422 Incidents of all crime	No																										
	1,087 Anti-Social Behaviour (ASB) incidents		249 ASB incidents	200 ASB incidents	1,000 ASB incidents	Yes																										
	Sanctioned detection rate 11.7%				Sanctioned detection rate 12.5%																											
<div>Comment on current performance</div> <div>Sub groups of the Community Safety Partnership continue to meet on a regular basis and work streams for each individual group are effectively impacting on various areas of community safety. Rural crime remains a concern for local people so there will be a stronger focus on this for 2017/18 with the adoption of the new priority "Tackling rural crime and strengthening communities".</div> <div>Team members meet with partners on a frequent basis and receive regular information to ensure that the partnership remains responsive to emerging crime trends such as monitoring of the offender cohort, community cohesion issues and children at risk of exploitation.</div> <div>It is not unusual for the level of crime to reduce in Q4, but often peaks again in Spring particularly for offences such as burglary.</div> <div>There was some very proactive work undertaken in the area by the Criminal Investigation Department (CID) which resulted in an arrest and effectively halted a burglary/vehicle interference series.</div>			<div></div> <table><caption>Reported Crime Incidents by Quarter</caption><thead><tr><th>Quarter</th><th>Incidents</th></tr></thead><tbody><tr><td>Q1/14/15</td><td>584</td></tr><tr><td>Q2/14/15</td><td>1,230</td></tr><tr><td>Q3/14/15</td><td>1,761</td></tr><tr><td>Q4/14/15</td><td>2,306</td></tr><tr><td>Q1/15/16</td><td>548</td></tr><tr><td>Q2/15/16</td><td>1,168</td></tr><tr><td>Q3/15/16</td><td>1,760</td></tr><tr><td>Q4/15/16</td><td>2,341</td></tr><tr><td>Q1/16/17</td><td>631</td></tr><tr><td>Q2/16/17</td><td>1,298</td></tr><tr><td>Q3/16/17</td><td>1,922</td></tr><tr><td>Q4/16/17</td><td>2,422</td></tr></tbody></table>				Quarter	Incidents	Q1/14/15	584	Q2/14/15	1,230	Q3/14/15	1,761	Q4/14/15	2,306	Q1/15/16	548	Q2/15/16	1,168	Q3/15/16	1,760	Q4/15/16	2,341	Q1/16/17	631	Q2/16/17	1,298	Q3/16/17	1,922	Q4/16/17	2,422
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Review of Performance 2016-17

CORPORATE GOAL - PROTECTING AND SHAPING THE DISTRICT

Key Corporate Activities contributing to this goal – 6			
At Risk	Behind Schedule	On Track	Completed
	4	2	

Key Corporate Activities designated as “At Risk” or “Behind Schedule”	Target Date	Status	Comments
Adopt the Local Development Plan for the District	September 2017	Behind schedule	<p>The Examination-in-Public (EiP) Hearing sessions were held in January 2017. The sessions were based on the Inspector's Matters, Issues and Questions (MIQs) published on 16 November 2016. The Inspector worked with the Council during each of the hearing sessions to consider modifications that would assist in making the Plan and individual policies within it, sound.</p> <p>The Post-Examination modifications, after sign off from the Inspector, were published for public consultation on 17 March. The consultation runs until 28 April.</p> <p>The responses to the public consultation will be sent to the Planning Inspector, who will then complete his Report for the Secretary of State with recommendations on whether the Plan is sound. On receipt of the Planning Inspector's report, the Secretary of State will then consider the Planning Inspector's recommendation and in due course, will issue a report to Council on his decision on the Plan.</p>
Work in partnership to develop community consultation groups re management/maintenance of existing open spaces 	December 2016	Behind schedule	This work has been rolled forward into 2017/18 to allow alignment with our Strengthening Communities Strategy.

Review of Performance 2016-17

Key Corporate Activities designated as “At Risk” or “Behind Schedule”	Target Date	Status	Comments
Adopt the Maldon District Design Guide	May 2017	Behind schedule	The Maldon District Design Guide was approved by the Planning and Licensing Committee on 2 March 2017 for public consultation. The public consultation will start in Spring 2017 for six weeks, at the end of which the representations will be collated and fed into final revisions to be presented to the Council in the Summer 2017.
Work with partners to seek funding/bring forward flood relief projects for identified surface flooding risk areas in District 	March 2018	Behind schedule	<p>Progress continues to be made on the major flood relief schemes with the majority on track, some successful funding bids and further funding being sought.</p> <p>The following schemes are considered to be behind schedule:</p> <p>The North Heybridge Flood Relief Scheme (Funding application) - Work is continuing with consultants Capita and the Environment Agency to finalise the business case. This work will continue into 2017-18, but with a view to achieving final submission for grant aid in early summer 2017.</p> <p>Maldon, Brickhouse Farm - This project is being led by Essex County Council (ECC) and is progressing through the detailed design stage. It is understood that ECC are in discussion with their asset team regarding displacement of the allotments into another suitable area. Once available the detailed designs will be reported to Members before progressing to the planning application stage.</p>

Review of Performance 2016-17

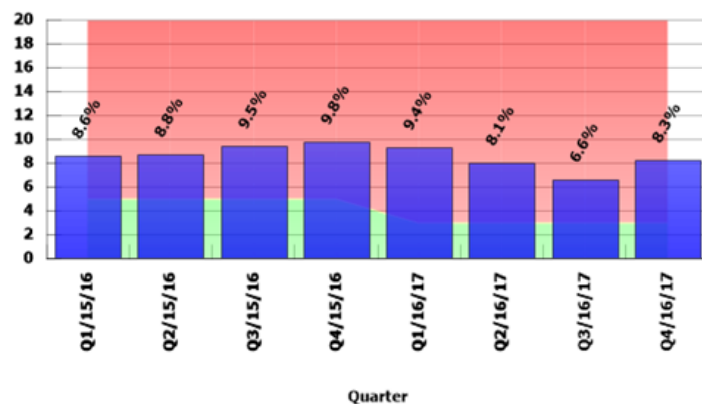
Indicators

Indicator	15/16 Actual	16/17 Target	Q3	Q4	Cumulative For the Year	On track to achieve annual target
Percentage of major planning appeals allowed	9.8% *(for the 2 year minus 9 months period as per the Department for Communities and Local Government (DCLG) assessment re quality of decisions)	3%	6.6% (for the 2 year minus 9 months period as per DCLG assessment re quality of decisions)	8.33% (for the 2 year minus 9 months period as per DCLG assessment re quality of decisions)	N/A	No
Percentage of all planning appeal decisions allowed	33%	33%	51.85%	46.43%	44.44%	No

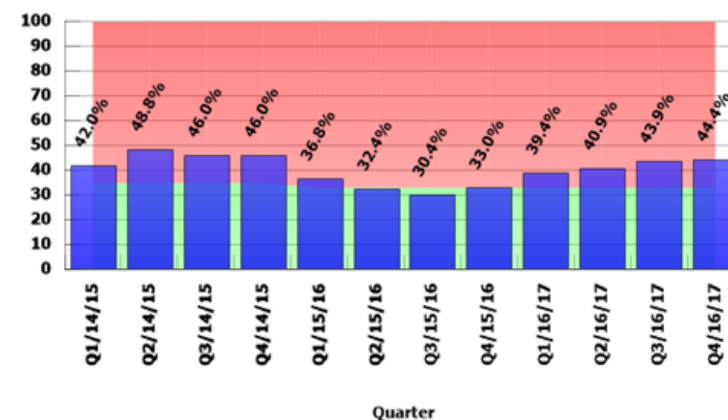
Comment on current performance

This is continually monitored using a rolling period of 2 years minus 9 months, to indicate performance leading up to the annual assessment undertaken by DCLG in January. Local authorities have been advised that the threshold for appeal decisions allowed will reduce to 10% for the 2018 assessment of whether an authority is under performing.

Percentage of major planning appeals allowed over the assessment period for the quality of decisions




Percentage of all planning appeals allowed



Review of Performance 2016-17

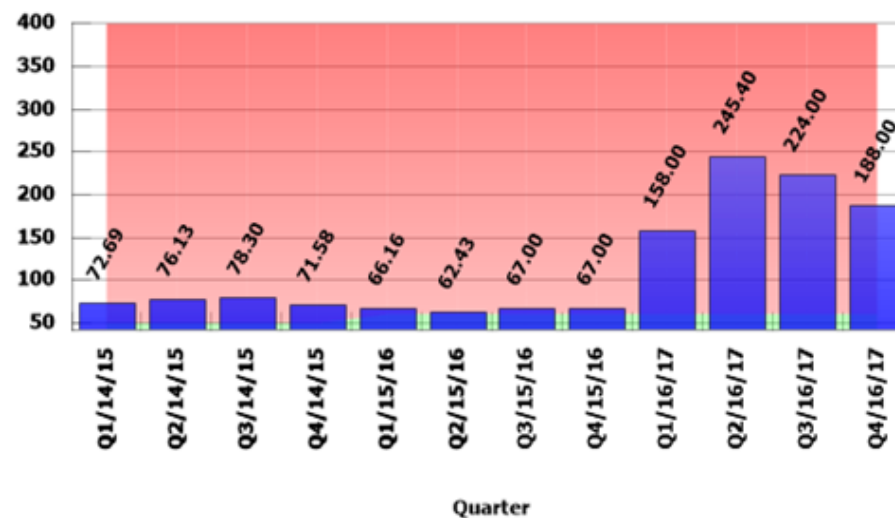
Indicator	15/16 Actual	16/17 Target	Q3	Q4	Cumulative For the Year	Annual target achieved																										
Total number of long term (i.e. longer than 6 months) empty homes in the District	195 as at 31/03/16 (of which 41 have been empty in excess of 5 years)	N/A	216 as at 31/12/16 (of which 44 have been empty in excess of 5 years)	219 as at 31/03/17 (of which 39 have been empty in excess of 5 years)	N/A																											
Number of long empty homes returned to use	98	90	18	19	78	No																										
<u>Comment on current performance</u> Having successfully tackled a backlog of empty homes in recent years, it has always been acknowledged that numbers of empty homes that could be returned to use in the future would reduce. For this reason the target of 90 for 2016/17, which was challenging has been reduced to 80 for 2017/18.			<table><caption>Quarterly Data for Empty Homes Returned to Use</caption><thead><tr><th>Quarter</th><th>Number of Homes</th></tr></thead><tbody><tr><td>Q1/14/15</td><td>26</td></tr><tr><td>Q2/14/15</td><td>43</td></tr><tr><td>Q3/14/15</td><td>43</td></tr><tr><td>Q4/14/15</td><td>43</td></tr><tr><td>Q1/15/16</td><td>7</td></tr><tr><td>Q2/15/16</td><td>24</td></tr><tr><td>Q3/15/16</td><td>43</td></tr><tr><td>Q4/15/16</td><td>98</td></tr><tr><td>Q1/16/17</td><td>21</td></tr><tr><td>Q2/16/17</td><td>41</td></tr><tr><td>Q3/16/17</td><td>59</td></tr><tr><td>Q4/16/17</td><td>78</td></tr></tbody></table>				Quarter	Number of Homes	Q1/14/15	26	Q2/14/15	43	Q3/14/15	43	Q4/14/15	43	Q1/15/16	7	Q2/15/16	24	Q3/15/16	43	Q4/15/16	98	Q1/16/17	21	Q2/16/17	41	Q3/16/17	59	Q4/16/17	78
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Review of Performance 2016-17

Indicator	15/16 Actual	16/17 Target	Q3	Q4	Cumulative For the Year	Annual target achieved
Number of missed collections per 100,000 collections 	67/100,000* 2,337 actual missed Collections* *As at end of December 2015	60/100,000	101/100,000 858 actual missed Collections	69.4/100,000 589 actual missed Collections	188/100,000 5,602 actual missed Collections Figures relate to period from 6 th June – 31 st March	No

[Comment on current performance](#)

There were 589 justified missed bins recorded in Q4. This figure has reduced by 269 compared to the previous quarter, continuing the downward trend and should be viewed against over 16,000 collections per collection day



Review of Performance 2016-17

CORPORATE GOAL - CREATING OPPORTUNITIES FOR ECONOMIC GROWTH AND PROSPERITY

At Risk	Behind Schedule	On Track	Completed
		8	

Key Corporate Activities designated as “At Risk” or “Behind Schedule”	Target Date	Status	Comments
None			

Indicators

Indicator	15/16 Actual	16/17 Target	Q3	Q4	Cumulative For the Year	Annual target achieved
None						

Review of Performance 2016-17

CORPORATE GOAL - DELIVERING GOOD QUALITY, COST EFFECTIVE AND VALUED SERVICES

Key Corporate Activities contributing to this goal - 4				
Activity not being taken forward	At Risk	Behind Schedule	On Track	Completed
1		2	1	

Key Corporate Activities designated as “At Risk”, “Behind Schedule” or “Activity not being taken forward”	Target Date	Status	Comments	
Implement Workforce Development Plan projects for 16/17: <ul style="list-style-type: none">- Implement Performance Review System- Implement HRIS and self service- Develop recruitment strategy- Review online jobs portal experience- Introduce Total Reward Policy.	March 2017	Performance Review System Complete	Major projects implemented include the Performance Review process and the Core element of the HR Information System (HRIS). All key workforce data has been recorded on HRIS enabling more efficient day-to-day operational working within the HR team. In addition, it provides statistical analysis and reports.	
		HRIS Core Complete	HRIS self service Behind schedule	These projects will continue to be a focus to ensure they are embedded within the Council.
		Recruitment Strategy Behind schedule		Work has started on the recruitment strategy and the Total Reward Policy, but these have not been completed within the timescales originally stated in the Workforce Development Strategy due to factors such as changes in legislation and the Apprentice Levy. These activities are therefore being carried over to 17/18 and need to be worked on in parallel with the other factors.
		Online jobs portal experience Complete		

Review of Performance 2016-17

Key Corporate Activities designated as “At Risk”, “Behind Schedule” or “Activity not being taken forward”	Target Date	Status	Comments
		Total Reward Policy Behind schedule	The self-service end of HRIS is stalled for technical reasons. We must be confident that the end user experience will be positive before this can be rolled out.
Implement the ICT Strategy projects for 16/17: - implement the initial Customer Relationship Management (CRM) system	March 2017	Activity not being taken forward	<p>The work to evaluate whether a CRM system is appropriate for Maldon District Council (MDC) has been completed by the IT Manager and presented to the Corporate Leadership Team (CLT).</p> <p>A review of systems is being undertaken as part of the Transformation programme, following which the ICT Strategy will be reviewed. Any decision to purchase and implement a CRM system will be part of the wider transformation discussions so this project is now closed and the capital resources set aside for this has been rolled into the transformation budget.</p>
Implement the Customer Strategy projects for 16/17: - Approval of final Customer Strategy - Implementation of new Automated 24 hour telephone payment service - New Website - Procurement of Customer Portal commenced - New Self Service PCs installed in reception - Public Access Wi-Fi in reception - Reception design, incorporating Sense of Place Branding - Corporate Feedback system approved - Restructure of Customers Team	March 2017	Completed	<p>A number of the 16/17 projects have been completed as follows:</p> <ul style="list-style-type: none"> Automated Telephone payment system fully embedded. New website implemented. Self-service PCs and public access Wi-Fi installed in reception. Reception redesign completed to incorporate Sense of Place Branding. <p>However, other projects originally scheduled to be completed in 16/17, which are being carried over to 17/18 (mainly due to decisions outside of the service's control), are as follows:</p>

Review of Performance 2016-17

Key Corporate Activities designated as “At Risk”, “Behind Schedule” or “Activity not being taken forward”	Target Date	Status	Comments
		Behind schedule	<ul style="list-style-type: none"> Customer Strategy - Internal Audit conclusions on Customer Strategy awaited (May 2017) before final version going being submitted to Finance & Corporate Services Committee for approval and adoption. Project for procurement of Customer Portal paused by CLT and this will now be considered as part of a wider systems review through the Transformation Programme. The Corporate Feedback system will be reviewed as part of the Customer Strategy. The business case for the restructure of the Customers Team approved by CLT May 2017.

Review of Performance 2016-17

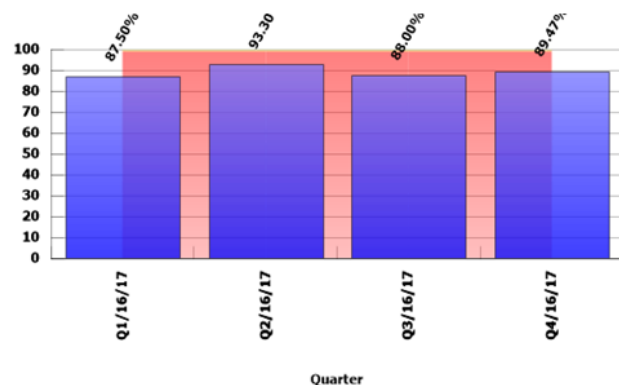
Indicators

Indicator	15/16 Actual	15/16 Target	Q3	Q4	Cumulative For the Year	Annual target achieved
% of major planning applications acknowledged within 10 working days	New indicator 16/17	100%	76.47%	100%	89.47%	No
% of minor planning applications acknowledged within 5 working days	New indicator 16/17	100%	55.67%	87.65%	54.57%	No
% of other planning applications acknowledged within 5 working days	New indicator 16/17	100%	58.39%	75.52%	55.75%	No

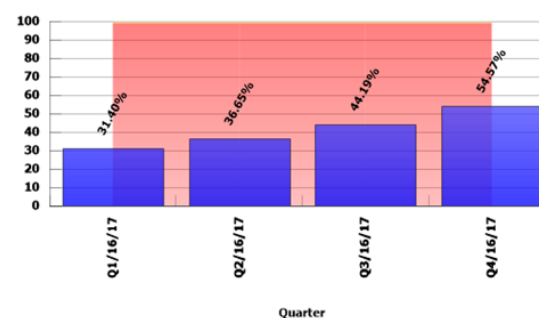
Comment on current performance

Work is being undertaken by an external consultant to review a number of aspects of the Planning Service, which includes looking at improving this area of performance.

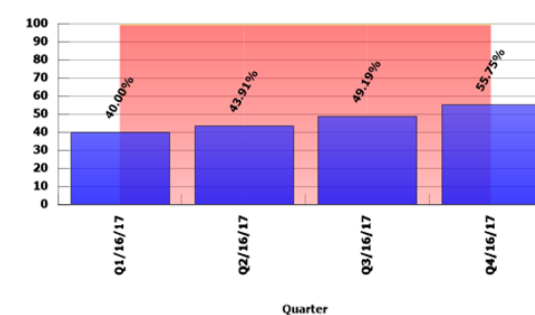
% of major planning applications acknowledged within 10 working days



% of minor planning applications acknowledged within 5 working days



% of other planning applications acknowledged within 5 working days



Review of Performance 2016-17

Indicator	15/16 Actual	15/16 Target	Q3	Q4	Cumulative For the Year	Annual target achieved																										
Average number of days lost per (Full Time Equivalent) FTE due to sickness	12.42 days per FTE	7 days per FTE	3.3 days per FTE <ul style="list-style-type: none">1.31 days short term absence1.99 days long term absence	3.23 days per FTE <ul style="list-style-type: none">1.55 days short term absence1.69 days long term absence	12.4 days per FTE <ul style="list-style-type: none">5.32 days short term absence7.08 days long term absence	No																										
Comment on current performance <p>A slight increase in short term absence is usual during the winter months - 40% of short term absences in Q4 were due to "cold, flu and infectious diseases".</p> <p>44% of long term absences for the year were due to stress, depression, anxiety or mental health related conditions (50% mainly work related, 50% mainly home related).</p> <p>We are continuing to take proactive steps to help focus on wellbeing and manage stress and mental health issues in the workplace. A new Managing Work Related Stress policy was launched at the start of the year and all managers have received training on the new policy. In addition a Manager's Good Practice Guide to Managing Stress has also been produced and promoted. General stress management training was delivered last year and compulsory stress management training for managers is planned for Summer 2017. In November 2016 the People, Performance and Policy team collaborated with the Mind Body and Soul Group on national Stress Awareness Day where the support and resources available to staff were promoted. A stress and mental health resources area has also been set up on the intranet and is regularly promoted to staff.</p> <p>For the year, the total number of days lost per FTE is 12.4 (5.32 short term and</p>			<table><caption>Average number of days lost per FTE by Quarter</caption><thead><tr><th>Quarter</th><th>Average number of days lost per FTE</th></tr></thead><tbody><tr><td>Q1/14/15</td><td>1.46</td></tr><tr><td>Q2/14/15</td><td>4.95</td></tr><tr><td>Q3/14/15</td><td>8.76</td></tr><tr><td>Q4/14/15</td><td>12.23</td></tr><tr><td>Q1/15/16</td><td>3.59</td></tr><tr><td>Q2/15/16</td><td>6.60</td></tr><tr><td>Q3/15/16</td><td>9.52</td></tr><tr><td>Q4/15/16</td><td>12.42</td></tr><tr><td>Q1/16/17</td><td>2.77</td></tr><tr><td>Q2/16/17</td><td>5.87</td></tr><tr><td>Q3/16/17</td><td>9.17</td></tr><tr><td>Q4/16/17</td><td>12.40</td></tr></tbody></table>				Quarter	Average number of days lost per FTE	Q1/14/15	1.46	Q2/14/15	4.95	Q3/14/15	8.76	Q4/14/15	12.23	Q1/15/16	3.59	Q2/15/16	6.60	Q3/15/16	9.52	Q4/15/16	12.42	Q1/16/17	2.77	Q2/16/17	5.87	Q3/16/17	9.17	Q4/16/17	12.40
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APPENDIX 1**Review of Performance 2016-17**

Indicator	15/16 Actual	15/16 Target	Q3	Q4	Cumulative For the Year	Annual target achieved
7.08 long term). The new MDC Managing Attendance Policy was approved by full Council in October. All line managers will receive sickness absence management training early in 2017. It is hoped that this will facilitate a reduction in average sickness absence levels.						

Review of Performance 2016-17
CORPORATE GOAL - FOCUSING ON KEY PROJECTS

Key Projects contributing to this goal – 9					
Not started	Activity not being taken forward	At Risk	Behind Schedule	On Track	Completed
1	1	0	2	4	1

Key Corporate Activities designated as “At Risk”, “Behind Schedule”, “Activity not being taken forward” or “Not started”	Target Date	Status	Comments
Implement the agreed devolution agenda (subject to further agreement by Council)	March 2017	Activity not being taken forward	No further progress has been made in preparation and submission of a Greater Essex devolution bid to Government. This item has now been removed from our Key Corporate Activities (KCAs).
Explore options for provision of the future Building Control Service	March 2017	Behind schedule	The Building Control Manager was working with other adjacent local authorities to explore opportunities and to look at how resilience can be built into the service. Unfortunately, sick leave has delayed the process. Also an external consultant has been brought in to review a number of aspects of the Planning Service; a comprehensive review of the options available to progress the BC service is part of this work.
Generate income through housing investment	Ongoing	Behind schedule	Detailed questions being drafted across services (Housing, Planning, Finance and Legal) to assist with assessing most appropriate options for exploring in more detail. Opportunity to link with plans for Community Led Housing and DCLG guidance that suggests legacy of grant funding could be a sustainable local vehicle for delivery of homes that meet local needs.
Maximise the benefits from the development of a new nuclear power station at Bradwell	Ongoing	Not started	The Council has recently been informed by EDF and CGN that the Department of Business, Energy & Industrial Strategy (BEIS) has confirmed that the nuclear regulators have been asked to begin the Generic Design Assessment (GDA) for the UK HPR1000 nuclear technology. This marks a first step in the process to seek permission to build a nuclear power station at Bradwell in Essex.



REPORT of DIRECTOR OF CUSTOMERS AND COMMUNITY

**to
COMMUNITY SERVICES COMMITTEE
4 JULY 2017**

DISABLED FACILITIES GRANTS

1. PURPOSE OF THE REPORT

- 1.1 To provide Members with an update on the delivery of the Council's Disabled Facilities Grants programme and a recommendation to increase fees to a level that is consistent with other areas and enables the further development of the service.

2. RECOMMENDATIONS

- (i) that Members note the continued expansion of funding and delivery of Disabled Facility Grants (DFG) work;
- (ii) that the increase of fees to 15% in order to make the service sustainable and meet current and future strategic demands be approved.

3. SUMMARY OF KEY ISSUES

- 3.1 The Council has a mandatory duty under the Housing Grants, Construction and Regeneration Act 1996 to provide financial assistance for essential adaptations in people's homes. Although the legislation remains in place, levels and means of funding have changed several times over the last ten years.
- 3.2 In 2016 / 17 funding to the Council for this purpose was paid for the first time via Essex County Council as part of the Better Care Funding. There was also significant increase in the annual level of grant, increasing from £184,700 in 2013 to £420,000 last year. For this current year, 2017 / 18 there has been a further increase and the grant award is £440,000.
- 3.3 The reasons for these changes are to create better opportunities for integrating the DFG programme with social care and health; encourage more pooling of other resources to meet a growing demand in the most cost-effective way and, in two-tier authority areas such as Essex, create new working arrangements between local housing authorities and social care. Officers of Maldon District Council and Essex County Council are currently working on the terms for these new arrangements to ensure funding is allocated within each year, performance reported and there are provisions for dealing with any under-spend or problems with performance.

- 3.4 This new working arrangement fits well with other changes, in particular Essex County Council's decision to withdraw from commissioning Home Improvement Agencies (HIAs) who provided help and support to those needing adaptations such as advice and access to approved contractors. The government previously made a commitment to extending the work of HIAs and in Essex it is possible that this may now be delivered through local district councils, either through expansion of their own service or, where feasible, commissioning others to provide these services. Funding for this expansion which Essex County Council would also like to see including schemes such as 'home from hospital' can now come from the increase in funding paid to districts through the Better Care Funding route.
- 3.5 Most districts already charge a fee, in the case of Maldon District Council this is below the average rate of 15% which was set by the local HIA when it was in operation and most other districts in Essex. Some are also 'top-slicing' the funding, ensuring that there is enough each year to meet their statutory duties, to meet the cost of resourcing an expansion of their services to meet these new demands.
- 3.6 The cost of resourcing the Council's Home Improvements Team can be met through just increasing fees to the county-wide average, taking into account the greater number of cases that can be processed each year with this additional level of funding. For 2016 / 17 the number of cases approved was 74 and the total level of grant allocated was £422,823.87.
- 3.7 Subject to agreement from Essex County Council, the ability to top-slice some of this year's Better Care Funding would help create financial capacity to assist with supporting local groups to develop complementary services such as a local home-from-hospital scheme as envisioned by social care and health as a discretionary service, fitting in well with the provision of DFGs. Options for this have been included as an objective in this year's Business Plan for the Council's Housing Service.
- 3.8 Past problems of performance and capacity are no longer an issue for the Home Improvement Team's delivery of the Council's DFG programme and Members will see below a summary of the allocation (spending) for the last financial year, the number of cases and satisfaction ratings from clients over this period.
- 3.9 Key figures for 2016 / 17:

Total funding committed in year422,823

Number of cases accepted as eligible74

Total amount paid as contributions£48,390

Total amount paid as fees£30,046

How well do you feel the service met the following needs?	Satisfaction score*
Improved your general health and wellbeing	96%
Reduce risk of falls or injury	99%
Increased independence	96%
Became less dependent on carers / other services	90%

How well do you feel the service met the following needs?	Satisfaction score*
Increased confidence	99%
Increased security	94%
Enable to remain in own home	98%
Provided more information about other services	86%
Helped keep home in good repair (only applicable to loans)	93%

*scores rounded

- 3.10 Attached to this report as **APPENDIX 1** is feedback from a client last year explaining the positive impact the service has had on the family with accompanying photographs.

4. CONCLUSION

- 4.1 The government intends to improve the links between Housing, Health and Social Care and thereby the aims of the Care Act by including the funding for DFGs within the Better Care Fund. The Council has made good progress in expanding the conventional service to a position where performance is now consistently at a level where it is feasible to look at how this work can be linked with other complementary services to meet the expectations of the government and Essex County Council. Setting a consistent level of fees across the service that is in line with other districts in Essex will help maintain capacity as will, subject to agreement from Essex County Council, an ability to top-slice some of the grant to support the expansion of local services provided either by the Council or other local organisations. The testimony provided in **APPENDIX 1** illustrates the positive impact that the Council can have on the lives of some of the most vulnerable local residents, which often goes unseen but is a vital part of supporting the local community to remain independent.

5. IMPACT ON CORPORATE GOALS

- 5.1 Strengthening communities to be safe, active and healthy;
- 5.2 Delivering good quality, cost effective and valued services.

6. IMPLICATIONS

- (i) **Impact on Customers** – The service can have a positive transforming effect on the lives of those with disabilities.
- (ii) **Impact on Equalities** – The Council needs to be able to demonstrate under the Equalities Act how it is ensuring that it provides services to all those with protected characteristics including disabilities.
- (iii) **Impact on Risk** – Future funding is likely to depend upon the Council's ability to demonstrate that it is making the most effective use of the Better Care Funding grant

- (iv) **Impact on Resources (financial)** – The service has managed to become partly self-financing and this increases with the number of clients and level of grant funding, reducing the demand on the Council's own resources at a time when the care and support of older people is becoming more challenging.
- (v) **Impact on Resources (human)** – None.
- (vi) **Impact on the Environment** – None.

Background Papers: Disabled Facilities Grants for Home Adaptations - House of Commons Briefing Paper No. 03011 (28 December 2016).

Enquiries to: Paul Gayler, Strategic Housing Manager, (Tel: 01621 875772) or Chris Dispirito, Home Improvements Team Leader, (Tel: 01621 875881).

Dear Maldon District Council Home Improvement Team, Balmoral and AT society,

I needed to write to you to describe how having the adaptations done to our property has been and try to explain how life changing it is. It is very difficult trying to express just how much you have all changed our lives When you're told that your child has a condition such as Ataxia-Telangiectasia (or A-T for short) that is so life changing and has no cure, it stops you dead in time.

A-T is a genetic neurodegenerative condition, which causes increasingly severe disability and premature death. Most children with A-T use a wheelchair regularly by the age of 10 and within a few years will need full-time care.

You become overwhelmed with the grief for the life you wanted for your child. You try with all your might to look for a cure, to try and understand why!! After some time I started seeing/meeting people with the same condition. Then I started to see what the future holds for my child. Then it hits you that the place you call home will become their prison, a place she can't move around or be safe in . Knowing that not only will my poor little girl have to live with her failing body, but will be stuck unhappily in the one place where everyone should feel safe and secure. We have had constant support from the A-T society from diagnosis in many ways, I know they worked with the Maldon District Council Home Improvement Team far more than I will ever be told about!! From funding, to what's expected from my daughters life and what she may need in the future.

The whole process started a couple of years ago. Maldon District Council Home Improvement Team came in took measurements and made plans for the house and showed us how and why things were being done for us. Even down to things I wouldn't have ever thought of. All the way through this process we had constant support from Maldon District Council Home Improvement Team, constant updates at every stage of the process. Once plans were confirmed it all went ahead so quickly. We were very lucky to be decanted into the property next door, which the Maldon District Council Home Improvement Team & the A-T society sorted out for us. This meant that my children were able to see all the works done and were able to get to know the Balmoral team, who have not only done a fantastic job with the house but have also supported the family through what could have been a really very stressful time. They even took the time to tell the children what was happening and why. Which meant a lot to them and us.

Our home is now a safe, open planned, welcoming place that I'm able to care for both the disabled people in my life. You have given me back the ability to be able to care for my child in a way she deserves. I have the room to fully complete her physiotherapy and give her a place to be able to rest freely. I have the facilities to wash her safely and for her to be able to get around the whole property from inside to outside, front to back without having to have someone doing it for her. This will allow her to be as independent as she possibly can be, especially when she is fully wheelchair bound. I know I am so very lucky to have had support from Maldon District Council Home Improvement Team, Balmoral & the A-T society who part-funded the project, offered advice to the Maldon District Council Home Improvement Team and supported our family throughout. I will never be able to thank any of you enough ever. You have taken my fears away and given me back my own pride to know that I will be able to care for my child. We may have a hard road ahead of us all, but being in this home I know it will be that bit easier now.

Meeting the Maldon District Council Home Improvement Team has been such a friendly experience and we have felt confident and safe in your hands through a process which was very much out of our control, yet you made us feel part of everything .

To the Balmoral team what can I say!! Your hard work, time and compassion will never be forgotten, your team went way beyond what we ever expected and you have made our family a beautiful home.

To the A-T society thank you as always for supporting our family and for helping Maldon District Council Home Improvement Team with advice and funds.

I have watched my home be demolished, re built and come back to life again. You have given us a home to be happy in and make the most precious memories. You all are always welcome here and have become extended family to us .

Thank you all so much from the bottom of our hearts x

The Nie family



REPORT of CHIEF EXECUTIVE

**to
COMMUNITY SERVICES COMMITTEE
4 JULY 2017**

HEALTH AND SAFETY ENFORCEMENT WORK PLAN 2017 / 18

1. PURPOSE OF THE REPORT

- 1.1 This report presents the Health and Safety Enforcement Work Plan outlining proposals for delivering health and safety enforcement during 2017 / 18.

2. RECOMMENDATIONS

That the Health and Safety Enforcement Work Plan 2017 / 18 is approved.

3. SUMMARY OF KEY ISSUES

- 3.1 Health and safety legislation in Great Britain is enforced by the Health and Safety Executive (HSE) or Local Authorities (LA) depending on the main activity carried out at any particular premises. In general, LAs are the main enforcing authority for retail, wholesale distribution, warehousing, hotels, catering premises, offices, consumer and leisure activities.
- 3.2 Each LA is an enforcing authority in its own right and must make adequate provision for enforcement as one of its statutory functions. The National Local Authority Enforcement Code (the Code) introduced in May 2013 sets out the principles that each LA should follow to ensure a consistent, proportionate and targeted approach to regulation based on risk.
- 3.3 Alongside the Code, the HSE produces a list of national priorities and the publication of a list of specific activities in defined sectors that are suitable for targeting for proactive inspection. The Code provides flexibility for LAs to address local priorities alongside the national priorities set by the HSE. Local Authority Circular (LAC 67/2 (rev 6) provides LAs with guidance and tools for priority planning and targeting their interventions, enabling them to meet the requirements of the Code.
- 3.4 Based on the HSE's guidance, a health and safety enforcement work plan for 2017-18 is proposed for Maldon District Council, see **APPENDIX 1**. This work plan is aligned with the Essex work plan produced by the Essex Health and Safety Liaison Group which consists of health and safety enforcement representatives from each of the Essex LAs.

4. CONCLUSION

- 4.1 The work plan provides a clear programme of health and safety enforcement to be undertaken in the Maldon district during 2017-18. It aligns with national guidance and the Essex-wide work plan. By undertaking enforcement activities, the Council is fulfilling its statutory functions as required by section 18 of the Health and Safety at Work etc. Act 1974. It provides a targeted approach dealing with higher risk hazards and activities thereby protecting employees and the public who may come into contact with those work activities.

5. IMPACT ON CORPORATE GOALS

- 5.1 Health and safety enforcement plays a key role in delivering the corporate goal of helping communities to be safe, active and healthy as it helps protect employees and members of the public from hazards and risks that may be incurred in places of work across the Maldon District.

6. IMPLICATIONS

- (i) **Impact on Customers** – Helps protect employees and customers visiting businesses within the Maldon district.
- (ii) **Impact on Equalities** – Helps protect customers and employees who are disabled as health and safety law has to be applied to all, including vulnerable groups.
- (iii) **Impact on Risk** – By fulfilling its statutory functions, the Council will not suffer reputational damage.
- (iv) **Impact on Resources (financial)** – None.
- (v) **Impact on Resources (human)** – None, the plan can be delivered with existing resources.
- (vi) **Impact on the Environment** – Health and safety control measures can help improve the local environment by removing hazards and risks.

Background Papers:

LAC 67/2 (rev 6)

The National Local Authority Enforcement Code May 2013

Essex Health and Safety Work Plan

Enquiries to:

Ian Haines, Environmental Health and Licensing Manager, (Tel: 01621 875863) or
Gill Gibson, Environmental Health Manager - Commercial, (Tel: 01621 875813).

Health and Safety Enforcement Work Plan 2017 / 18

Topic	Inspection / Intervention type	No. of Premises	Details
Gas safety in Commercial catering premises	National Priority To be undertaken during food hygiene visits	Approx. 55	<ul style="list-style-type: none"> • Raise awareness • Gather intelligence regarding date of last gas inspection • Site –specific contact where intelligence indicates that carbon monoxide risk is not being effectively managed
Beverage gases in the hospitality industry	National priority To be undertaken during food hygiene visits	Approx. 20	<ul style="list-style-type: none"> • Raise awareness using British Compressed Gases Association (BCGA) resources
Nail Bars - inadequate ventilation	Local Priority Proactive visit where intelligence suggests an issue	Approx. 10	<ul style="list-style-type: none"> • Raise awareness • Site –specific contact where intelligence indicates that risks are not being effectively managed
Slips, Trips and Falls	Local Priority	Approx. 46	<ul style="list-style-type: none"> • Raise Awareness by writing to premises due an intervention in 2017 / 18 and signposting guidance, help and advice that is available
Training and consistency for enforcement officers			<ul style="list-style-type: none"> • Enforcement Management Model (EMM) Consistency exercise • Transport training event • Prosecution file - peer review – following prosecution file training

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REPORT of DIRECTOR OF CUSTOMERS AND COMMUNITY

**to
COMMUNITY SERVICES COMMITTEE
4 JULY 2017**

DENGIE GATEWAY PROJECT – BURNHAM-ON-CROUCH ‘HUB’ UPDATE

1. PURPOSE OF THE REPORT

- 1.1 To seek Members views on which of the shortlisted projects within Burnham-on-Crouch should be implemented.

2. RECOMMENDATION

That Members agree that project 2, the Woodland and Sculpture trails are progressed.

3. SUMMARY OF KEY ISSUES

- 3.1 Members will be aware that there have a number of proposals to install a ‘hub’ project at Riverside Park as part of the Dengie Gateway Project. Previous ideas have included a shelter made from an upturned sailing yacht and a large mast. The Shelter concept was rejected following informal feedback from Burnham Town Council. At its meeting of January 2017 (Minute No. 1040 refers), this Committee rejected the mast concept and requested that ideas be sought from the public and reported back to this committee for consideration.
- 3.2 It is perhaps worth noting that Burnham-on-Crouch and Riverside Park will receive improved visitor signage as a result of the Dengie Gateway Project and the Councils capital programme this summer.
- 3.3 The Council received a good response to its request for ideas and received 30 individual responses. A number of the suggestions related to projects that were already being taken forward, for example, repairs to the Maldon District Council (MDC) owned car parks. Some whilst potentially good projects could not be delivered within the relatively small financial amount made available.
- 3.4 Following a careful review, Officers have shortlisted 4 projects that are believed to fit with the original Dengie Gateway Project aims, which are deliverable within the time constraints and affordable. A short project description for each is shown as **APPENDIX 1**.
- 3.5 Of the projects presented in **APPENDIX 1** project 1 and project 2 are thought to be the simplest to implement. Project 3 could be controversial although may be popular

in the longer term. Project 4 may be best delivered through an alternative and it is a proposal that is not on MDC land.

- 3.6 Members are requested to consider the proposals and select their preferred option. It is the view of Officers that Project 2 Woodland and Sculpture Trail would add a feature to riverside park that will, if delivered correctly, significantly attract visitor numbers and is based upon local opinion.

4. CONCLUSION

- 4.1 The exercise to seek ideas from members of the public for a Burnham based project as a replacement 'hub' has been positive and a good number of suggestions were received. Officers have selected four projects that are all deliverable within the defined budget and times scales. Members are requested to give a view on the most attractive project for officers to take forward and implement within the allocated budget

5. IMPACT ON CORPORATE GOALS

- 5.1 This proposal links strongly to the Council's goal of Creating Opportunities economic growth and prosperity, and the promotion of active and healthy communities.

6. IMPLICATIONS

- (i) **Impact on Customers** – It is hoped that the Burnham-on-Crouch Hub project will act as an attractive addition to the town and draw the local community and visitors to Riverside park and the wider town.
- (ii) **Impact on Equalities** – None.
- (iii) **Impact on Risk** – There are no corporate risks associated with this report.
- (iv) **Impact on Resources (financial)** – The Dengie Gateway project is funded by the Coastal Communities Fund. The project identified will not significantly impact upon the existing revenue allocations for the area.
- (v) **Impact on Resources (human)** – None specifically identified as a result of this proposal in the short term.
- (vi) **Impact on the Environment** – No direct impacts associated with this report.

Background Papers: None.

Enquiries to:

Ben Brown, Group Manager: Leisure Countryside and Tourism, (Tel 01621 876210).

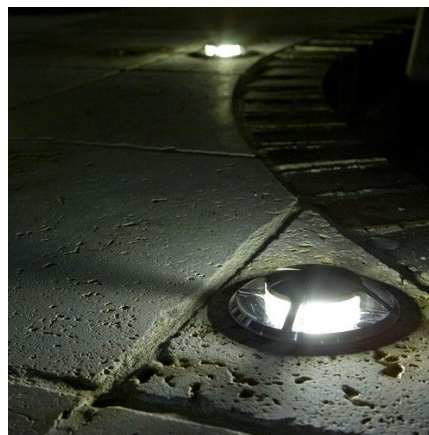
Big ideas for Riverside Park, Burnham-on-Crouch as part of the Dengie Gateway project

Project 1 - 'A pathway to paradise' and the Burnham Maritime Mile.

A combination of two interesting ideas that would include improvement works to the sea wall path around Riverside Park and the installation of a number of heritage plaques.

Improvements to the sea wall path would include surface improvements and floor level solar lighting. This would create an attractive evening promenade between the marina and the town.

We would also propose the installation of a number of engraved heritage plaques, audio posts and public binoculars.



Costs

Path improvements (1.5m path width)	
Saltmarsh Hub to Marina Entrance	£11,500
Solar lighting	£5,000
heritage plaques	£6,000
Public binoculars, including installation	£2,000 each
On-going maintenance	£2,000
Total	£26,000

Time scale	July	Aug	Sep	Nov	Dec	Jan	Feb	Mar
Design								
Production								
Delivery								
Completion								

Other considerations

We would need to liaise with the tenant of the Burnham-on-Crouch Marina to encourage them to make any required improvements to the foot path once it enters the marina. The install of plaques and public binoculars may require planning permission and landowner consent.

Big ideas for Riverside Park, Burnham-on-Crouch as part of the Dengie Gateway project

Project 2 - Riverside Woodland and Sculpture Trail

This project would aim to create a sustainable community woodland with in Riverside Park and incorporate a sculpture trail. The project could be linked to the Woodland Trust's Tree Charter who may be able to support us with advice and possibly additional funding. Within this woodland there could be a sculpture trail involving either local artists or logs skilfully carved by chainsaw artists. Tree and woodland inspired events could be held here including community planting with schools.



Costs

Mature tree planting	£5,000
Young trees	£1,000
Sculptures, including install	£10,000
Designs costs	£1,000
Path improvements	£2,000
On-going maintenance and replacement planting	£1,000
Total	£20,000

Time scale	July	Aug	Sep	Nov	Dec	Jan	Feb	Mar
Design								
Production								
Delivery								
completion								

Other considerations

This positive green project is likely to be supported by the Woodland Trust's

Big ideas for Riverside Park, Burnham-on-Crouch as part of the Dengie Gateway project

Project 3 - The Burnham Oyster



A large piece of public art, sited in the park and possibly in the design of an oyster recognising the role oyster fishing had on the development of the town. This would provide a novel visitor attraction; reflect part of the heritage of the town which young people can learn about. It could also promote the gastro offer of the District.

The project would commission the design, manufacturing and installation of a large oyster inspired, permanent art work. The artist / manufacturer would specify the materials and install method. The envisaged location would be near the park picnic benches or in front of the park on the beach area.

Costs

Essex County Council (ECC) Place Services "Public Realm" consultancy fee	£300
Public consultation, Design, Supply <i>(indicative cost through ECC Place Services commissioning)</i>	£16,000
Install costs	£500
On-going maintenance	£1,200
10% contingency	£1,800
Total	£19,800

Time scale	July	Aug	Sep	Nov	Dec	Jan	Feb	Mar
Design								
Production								
Delivery								
completion								

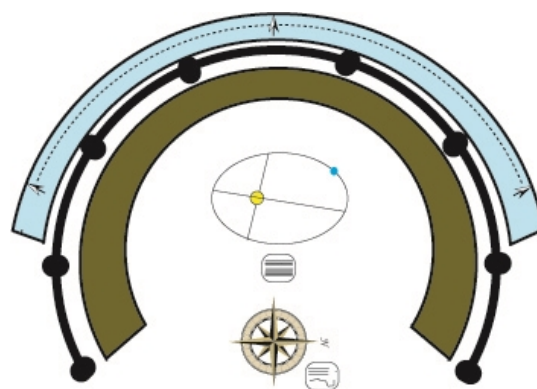
Other considerations

The sculpture could be made significantly robust to resist damage and require little maintenance.

Big ideas for Riverside Park, Burnham-on-Crouch as part of the Dengie Gateway project

Project 4 - The Burnham Observatory

To be located at sunset point this would be an outdoor observatory showing the changing path of the sun and explaining the effect of sun and moon on the tides. This would provide an interesting visitor attraction, educational tool for local schools, and promote the stunning vistas and sunsets visible around Burnham.



The project would install a flat brass panel marked with the points at which the sun sets on each day of the year. A brass compass rose on the ground and information panel(s). We would also envisage carrying out path improvements.

Costs

Semi-circular brass panel	£3,500
Brass compass	£700
Interpretation panel(s)	£3000
Designs costs	£2,000
Install costs	£1,000
Path improvements – 100m	£4,500
On-going maintenance	£1,000
Total	£15, 500

Time scale	July	Aug	Sep	Nov	Dec	Jan	Feb	Mar
Design								
Production								
Delivery								
completion								

Other considerations

The area in question is not owned by the Council and so landowner consent and planning approval will be required.

The elements could be made significantly robust to resist damage and require little maintenance.