

# Overview and Scrutiny Committee



Forest Heath  
District Council

<b>Title:</b>	<b>Agenda</b>										
<b>Date:</b>	<b>Thursday 14 January 2016</b>										
<b>Time:</b>	<b>6.00 pm</b>										
<b>Venue:</b>	<b>Council Chamber District Offices</b> College Heath Road Mildenhall										
<b>Full Members:</b>	<p style="text-align: center;"><b>Chairman</b> Simon Cole</p> <p style="text-align: center;"><b>Vice Chairman</b> Bill Sadler</p> <p><u>Conservative Members (7)</u></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Chris Barker</td> <td style="width: 33%;">Christine Mason</td> </tr> <tr> <td>David Bimson</td> <td>Bill Sadler</td> </tr> <tr> <td>John Bloodworth</td> <td>Lance Stanbury</td> </tr> <tr> <td>Ruth Bowman</td> <td></td> </tr> </table> <p><u>West Suffolk Independent Members (2)</u></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Andrew Appleby</td> <td style="width: 33%;">Simon Cole</td> </tr> </table> <p><u>UKIP Member (1)</u> Reg Silvester</p>	Chris Barker	Christine Mason	David Bimson	Bill Sadler	John Bloodworth	Lance Stanbury	Ruth Bowman		Andrew Appleby	Simon Cole
Chris Barker	Christine Mason										
David Bimson	Bill Sadler										
John Bloodworth	Lance Stanbury										
Ruth Bowman											
Andrew Appleby	Simon Cole										
<b>Substitutes:</b>	Named substitutes are not appointed										
<b>Interests – Declaration and Restriction on Participation:</b>	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.										
<b>Quorum:</b>	Three Members										
<b>Committee administrator:</b>	<b>Christine Brain</b> Scrutiny Officer <b>Tel:</b> 01638 719729 <b>Email:</b> <a href="mailto:christine.brain@westsuffolk.gov.uk">christine.brain@westsuffolk.gov.uk</a>										

# Public Information



**Forest Heath**  
District Council

<b>Venue:</b>	<b>District Offices</b> College Heath Road Mildenhall Suffolk, IP28 7EY	Tel: 01638 719000 Email: <a href="mailto:democratic.services@westsuffolk.gov.uk">democratic.services@westsuffolk.gov.uk</a> Web: <a href="http://www.westsuffolk.gov.uk">www.westsuffolk.gov.uk</a>
<b>Access to agenda and reports before the meeting:</b>	Copies of the agenda and reports are open for public inspection at the above address at least five clear days before the meeting. They are also available to view on our website.	
<b>Attendance at meetings:</b>	The District Council actively welcomes members of the public and the press to attend its meetings and holds as many of its meetings as possible in public.	
<b>Public speaking:</b>	<p>Members of the public who live or work in the District are invited to put one question or statement of not more than three minutes duration relating to items to be discussed in Part 1 of the agenda only. If a question is asked and answered within three minutes, the person who asked the question may ask a supplementary question that arises from the reply.</p> <p>A person who wishes to speak must register at least 15 minutes before the time the meeting is scheduled to start.</p> <p>There is an overall time limit of 15 minutes for public speaking, which may be extended at the Chairman's discretion.</p>	
<b>Disabled access:</b>	The public gallery is on the first floor and is accessible via stairs. There is not a lift but disabled seating is available at the back of the Council Chamber on the ground floor. Please see the Committee Administrator who will be able to help you.	
<b>Induction loop:</b>	An Induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter.	
<b>Recording of meetings:</b>	<p>The Council may record this meeting and permits members of the public and media to record or broadcast it as well (when the media and public are not lawfully excluded).</p> <p>Any member of the public who attends a meeting and objects to being filmed should advise the Committee Administrator who will instruct that they are not included in the filming.</p>	

# **Agenda**

## **Procedural Matters**

### **Part 1 - Public**

- 1. Substitutes**
- 2. Apologies for Absence**
- 3. Minutes** **1 - 4**

To confirm the minutes of the meeting held on 12 November 2015 (copy attached).
- 4. Public Participation**

Members of the public who live or work in the District are invited to put one question/statement of not more than 3 minutes duration relating to items to be discussed in Part 1 of the agenda only. If a question is asked and answered within 3 minutes, the person who asked the question may ask a supplementary question that arises from the reply.

A person who wishes to speak must register at least 15 minutes before the time the meeting is scheduled to start.

There is an overall limit of 15 minutes of public speaking, which may be extended at the Chairman's discretion.
- 5. Presentation by the Cabinet Member for Leisure and Culture** **5 - 8**

Report No: **OAS/FH/16/001**

The Cabinet Member for Leisure and Culture has been invited to the meeting to give a short presentation / account of his portfolio and to answer questions from the Committee.
- 6. Presentation on the Mildenhall Hub Project**
- 7. Directed Surveillance Authorised Applications (Quarter 3)**

The Regulation of Investigatory Powers (Directed Surveillance and Covert Human Intelligence Sources) Order 2010 requires that Members should scrutinise the authority's use of its surveillance powers on a quarterly basis.

*The Monitoring Officer advised that in Quarter 3, no such surveillance has been authorised.*
- 8. Work Programme Update and Suggestion for Scrutiny** **9 - 24**

Report No: **OAS/FH/16/002**

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# Overview and Scrutiny Committee



Forest Heath  
District Council

**Minutes** of a meeting of the **Overview and Scrutiny Committee** held on **Thursday 12 November 2015** at **6.00pm** at the **Council Chamber, District Offices, College Heath Road, Mildenhall IP28 7EY**

Present: **Councillors**

**Chairman** Simon Cole  
**Vice Chairman** Bill Sadler

Andrew Appleby  
Chris Barker

John Bloodworth  
Ruth Bowman

43. **Substitutes**

There were no substitutes at the meeting.

44. **Apologies for Absence**

Apologies for absence were received from Councillors David Bimson, Christine Mason, Reg Silvester and Lance Stanbury.

45. **Minutes**

The minutes of the meetings held on 10 September 2015 and 15 October 2015 were accepted by the Committee and signed by the Chairman.

46. **Public Participation**

There were no questions/statements from members of the public.

47. **Presentation by the Cabinet Member for Operations**

As set out in the Council's Constitution, at every ordinary Overview and Scrutiny meeting at least one Cabinet Member would be invited to attend to give an account of his or her portfolio and answer questions from the Committee. Therefore, to carry out this constitutional requirement, members were asked to consider the responsibilities of the Cabinet Member for Operations, who had been invited to the meeting.

Report No: OAS/FH/15/013, set out the overall responsibilities of the Cabinet Member for Operations, which were:

- Car parking

- CCTV
- Cemeteries
- Fleet management
- Ground maintenance
- Land drainage
- Markets (delivery)
- Operations
- Property services and estate management
- Public conveniences
- Refuse/recycling
- Street scene
- Tourism (operations)

Councillor David Bowman, Cabinet Member for Operations opened his presentation by thanking the Committee for the invitation. The presentation set out the areas of responsibility; structure; key facts; and current major projects. There were three broad services areas with split Portfolio responsibility for the West Suffolk service with Forest Heath District Council:

- Waste and street scene (Cllr David Bowman and Cllr Stevens)
- Property services (Cllr David Bowman and Cllr Stevens)
- Leisure, cultural services (Cllr Andy Drummond and Cllr Jo Rayner)

A breakdown of operational costs was provided for waste and property only, and total operations including leisure for Forest Heath; St Edmundsbury and West Suffolk.

A number of statistics and major projects covering waste and property services were included, such as for West Suffolk:

- 5.7 million bins emptied each year containing 64,000 tonnes of material;
- Maintaining a fleet of 200 vehicles covering 1 million miles each year;
- West Suffolk Operational Hub
- Bartec (back office system and in-cab technology)
- Owning 410 varied property assets;
- CCTV control room dealt with over 1,600 incidents each year (mostly unreported) and new CCTV control room
- Mildenhall Hub
- Car parking reviews

Members discussed the presentation in detail and asked a number of questions of the Cabinet Member and the Head of Operations, to which comprehensive responses were provided.

In particular discussions were held on the following:

- (1) Bartec – Members were advised that the Bartec in-cab technology would help in the management of the brown bins. It would show who had subscribed to the service and generate bills etc.
- (2) Car Parking Strategy – Members were advised that a new Car Parking Strategy was progressing and would be presented to Cabinet in due

course. The Strategy would include capacity; how to manage existing car parks and a number of options for Newmarket, such as signage; free overnight parking and utilising spare capacity in pocket car parks.

- (3) CCTV – Officers were looking into the ability of having mobile CCTV cameras which could be deployed at special events such as the Christmas Market.
- (4) Depot Road, Newmarket – Open Door who managed the site had closed the recycling centre due to rising disposal costs and declining recycle income. The charity was no longer able to operate in the current format. Officers advised that Suffolk County Council were in discussions with the charity to seek a way for the household waste site to be reopened.
- (5) Income generation – Officers were looking into various opportunities to generate income, such as providing major cleansing operations using heavy equipment.

The Chairman thanked the Cabinet Member for Operations for his informative presentation.

There being no decision required, the Committee **noted** the presentation.

48. **Directed Surveillance Authorised Applications (Quarter 2)**

The Regulation of Investigatory Powers (Directed Surveillance and Covert Human Intelligence Sources) Order 2010 required that Members should scrutinise the authority's use of its surveillance powers on a quarterly basis.

The Monitoring Officer had advised that in Quarter 2, no such surveillance had been authorised. There being no decision required, the Committee **noted** the Regulation of Investigatory Powers Act, Quarter 2 update.

49. **Decisions Plan: November 2015 to May 2016**

The Committee received Report No: OAS/FH/15/014, which requested that Members peruse the Cabinet Decisions Plan for the period November 2015 to May 2016, for which it would like further information on or which might benefit from the Committee's involvement.

The Committee considered the Decisions Plan, and discussed the Core Strategy Single Issue Review, which was scheduled to be presented Cabinet on 1 March 2016. The Chairman suggested having a short presentation on the Core Strategy Single Issue Review setting out what it is; the options and how it will be presented to the public.

With the vote being unanimous, it was

**RESOLVED**

That the Committee receives a short presentation on the Core Strategy Single Issue Review, setting out what it is; the options and how it will be presented to the public.

50. **Work Programme Update**

The Committee received Report No OAS/FH/15/015, which updated Members on the current status of its rolling work programme of items for scrutiny during 2015-2016 (Appendix 1).

Members were reminded to complete the Work Programme Suggestion Form when submitting future items for potential scrutiny (Appendix 2). This enabled suggestions received to be considered by the Committee at each meeting.

The Committee considered it's rolling work programme, an there being no decision required, **noted** the items expected to be presented to the Committee during 2016.

The Meeting concluded at 7.15pm

**Signed by:**

**Chairman**

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# Overview and Scrutiny Committee



**Forest Heath**  
District Council

<b>Title of Report:</b>	<b>Presentation by the Cabinet Member for Leisure and Culture</b>	
<b>Report No:</b>	<b>OAS/FH/16/001</b>	
<b>Report to and date:</b>	<b>Overview and Scrutiny Committee</b>	14 January 2016
<b>Portfolio Holder:</b>	Andy Drummond Portfolio Holder for Leisure and Culture <b>Tel:</b> 01638 751411 <b>Email:</b> <a href="mailto:andy.drummond@forest-heath.gov.uk">andy.drummond@forest-heath.gov.uk</a>	
<b>Lead officer:</b>	Christine Brain Scrutiny Officer <b>Tel:</b> 01638 719729 <b>Email:</b> <a href="mailto:Christine.brain@westsuffolk.gov.uk">Christine.brain@westsuffolk.gov.uk</a>	
<b>Purpose of report:</b>	<p>As part of the "Challenge" role, Overview and Scrutiny are asked to consider the roles and responsibilities of Cabinet Members. It is part of the Scrutiny role to challenge in the form of questions.</p> <p>Therefore, to carry out this constitutional requirement, at every ordinary Overview and Scrutiny meeting at least one Cabinet Member shall attend to give an account of his or her portfolio and answer questions from the Committee.</p>	
<b>Recommendation:</b>	<b>Members of the Committee are asked to question the Cabinet Member for Leisure and Culture on his portfolio responsibilities.</b>	
<b>Key Decision:</b>	<i>Is this a Key Decision and, if so, under which definition?</i> Yes, it is a Key Decision - <input type="checkbox"/> No, it is not a Key Decision - <input checked="" type="checkbox"/>	

(Check the appropriate box and delete all those that **do not** apply.)

<b>Consultation:</b>	• N/A		
<b>Alternative option(s):</b>	• N/A		
<b>Implications:</b>			
Are there any <b>financial</b> implications? <i>If yes, please give details</i>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	•
Are there any <b>staffing</b> implications? <i>If yes, please give details</i>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	•
Are there any <b>ICT</b> implications? <i>If yes, please give details</i>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	•
Are there any <b>legal and/or policy</b> implications? <i>If yes, please give details</i>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	•
Are there any <b>equality</b> implications? <i>If yes, please give details</i>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	•
<b>Risk/opportunity assessment:</b>		<i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>	
<b>Risk area</b>	<b>Inherent level of risk</b> (before controls)	<b>Controls</b>	<b>Residual risk</b> (after controls)
	Low/Medium/ High*		Low/Medium/ High*
None			
<b>Ward(s) affected:</b>	All		
<b>Background papers:</b> <i>(all background papers are to be published on the website and a link included)</i>	None		
<b>Documents attached:</b>	None		

## **1. Key issues and reasons for recommendation**

### **1.1 Background**

- 1.1.1 As part of its "Challenge" role, the Overview and Scrutiny Committee is asked to consider the roles and responsibilities of Cabinet Members.
- 1.1.2 To carry out this constitutional requirement, at every ordinary Overview and Scrutiny meeting at least one Cabinet Member shall be invited to give an account of his or her portfolio and to answer questions from the Committee.
- 1.1.3 At this meeting, members of the Committee are asked to consider the responsibilities of the Cabinet Member for Leisure and Culture, Councillor Andy Drummond.
- 1.1.4 The Cabinet Member for Leisure and Culture has overall responsibility for the following:
- Heritage and culture
  - Parks and open spaces (including trees)
  - Sport

### **1.2 Proposals**

- 1.2.1 That the Overview and Scrutiny Committee ask questions of the Cabinet Member for Operations, following his verbal presentation, based on the functions as outlined in paragraph 1.1.4 of the report.

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# Overview and Scrutiny Committee



Forest Heath  
District Council

<b>Title of Report:</b>	<b>Work Programme Update and Suggestion for Scrutiny</b>	
<b>Report No:</b>	<b>OAS/FH/16/002</b>	
<b>Report to and date:</b>	<b>Overview and Scrutiny Committee</b>	14 January 2016
<b>Chairman of the Committee:</b>	Simon Cole Chairman of the Overview and Scrutiny Committee <b>Tel:</b> 07974 443762 <b>Email:</b> <a href="mailto:simon.cole@forest-heath.gov.uk">simon.cole@forest-heath.gov.uk</a>	
<b>Lead Officer:</b>	Christine Brain Scrutiny Officer <b>Tel:</b> 01638 719729 <b>Email:</b> <a href="mailto:christine.brain@westsuffolk.gov.uk">christine.brain@westsuffolk.gov.uk</a>	
<b>Purpose of report:</b>	<ol style="list-style-type: none"> <li>1) To update the Committee on the current status of its rolling work programme for 2016 (<b>Appendix 1</b>); and</li> <li>2) To consider a work programme suggestion submitted on "The Lack of Integrated Transport" (<b>Appendix 2</b>).</li> </ol>	

<b>Recommendation:</b>	<p><b>Overview and Scrutiny Committee:</b></p> <p>1) That, Members <b>note</b> the current status of the work programme and the annual items expected during 2016.</p> <p>2) To consider one suggestion for the work programme set out at <b>Appendix 2</b>, and, if accepted, includes the issue into its forward work programme with a timescale to be recommended by Members for officers to prepare in the first instances a summary of the current services, the operating companies, consultation process and identify gaps in services.</p>
<p><b>Key Decision:</b>  <i>(Check the appropriate box and delete all those that <b>do not</b> apply.)</i></p>	<p><i>Is this a Key Decision and, if so, under which definition?</i></p> <p>Yes, it is a Key Decision - <input type="checkbox"/></p> <p>No, it is not a Key Decision - <input checked="" type="checkbox"/></p>
<p><b>Documents attached:</b></p>	<p>Appendix 1 - Current Work Programme and Task and Finish Groups</p> <p>Appendix 2 Work programme suggestion – Local Regional Transport</p>

## **1. Key issues and reasons for recommendations**

### **1.1 Rolling Work Programme**

1.1.1 The Committee has a rolling work programme, whereby suggestions for scrutiny reviews are brought to each meeting, and if accepted, are timetabled to report to a future meeting. The work programme also leaves space for Call-ins and Councillor Calls for Action. The current position of the work programme for the next few months is attached at **Appendix 1**.

### **1.2 Member Work Programme Suggestion**

1.2.1 The following suggestion (Appendix 2), has been submitted for addition to the work programme as follows:

- To investigate the integration of local public transport serving Forest Heath residents.

1.2.2 Members are asked to:

- a) Consider whether this issue would be appropriate for scrutiny, including potential outcomes; and
- b) Decide on an appropriate timescale for requesting in the first instance, a future report by officers, if added to the Work Programme summarising current services, the operating companies, consultation process and identify gaps in services, prior to the Committee taking verbal evidence from public transport companies.

## Overview and Scrutiny Committee Rolling Work Programme Forest Heath District Council

The Committee has a rolling work programme, whereby suggestions for scrutiny reviews submitted by Members completing a Work Programme Suggestion Form are brought to each meeting, and if accepted, are timetabled to report to a future meeting. The work programme also leaves space for Call-ins and Councillor Calls for Action.

Description	Lead Officer	Details
<b>10 March 2016</b>		
Portfolio Holder Presentation	Resources and Performance	The Portfolio Holder has been invited to give a short presentation / account of their portfolio and answer questions from the Committee.
New Housing Development Sites Joint Task and Finish Group	Service Manager (Planning-Development)	Final Report - To jointly review with St Edmundsbury Borough Council the unacceptable length of time taken by housing developers to bring highways, footpaths, landscaping and open space up to adoption standards on new developments.
West Suffolk Community Safety Partnership	Community Safety Officer	To review the work of the Partnership on an Annual basis.
Cabinet Decision Plan	Scrutiny Officer	To peruse the latest Decision Plan for items on which it would like further information or feels might benefit from the Committee's involvement.
Work Programme	Scrutiny Officer	To receive suggestions for scrutiny reviews, appoint Task and Finish Groups for these reviews and indicate review timescales.
<b>21 April 2016</b>		
Portfolio Holder Presentation	Families and Communities	The Portfolio Holder has been invited to give a short presentation / account of their portfolio and answer questions from the Committee.
Newmarket Vision Update	Families and Communities	The Portfolio Holder for Families and Communities to update the Committee on progress since 10 September 2015.
Annual Locality Budget Scheme Update	Service Manager (Families and Communities)	Annual update on the locality budget scheme.
Directed Surveillance (Quarter 4)	Monitoring Officer	To scrutinise the authority's use of its surveillance powers on a quarterly basis.



Description	Lead Officer	Details
<b>21 April 2016</b>		
Cabinet Decision Plan	Scrutiny Officer	To peruse the latest Decision Plan for items on which it would like further information or feels might benefit from the Committee's involvement.
Work Programme	Scrutiny Officer	To receive suggestions for scrutiny reviews, appoint Task and Finish Groups for these reviews and indicate review timescales.

Futures items to be programmed at a later date

1. Tree Preservation Orders
2. Workspace/Incubation Space in Newmarket (Update from 18 December 2014)
3. Decisions Plan: West Suffolk Operational Hub
4. Decisions Plan: Single Issue Review

**Current position of Overview and Scrutiny Task and Finish Groups**

	<b>Title</b>	<b>Purpose</b>	<b>Start date</b>	<b>Members appointed</b>	<b>Estimated End date</b>
1.	New Housing Development Sites (Joint Scrutiny Review)	To jointly review with St Edmundsbury Borough Council the unacceptable length of time taken by housing developers to bring highways, footpaths, landscaping and open space up to adoption standards on new developments.	August 2013	<u>St Edmundsbury</u> Diane Hind Angela Rushen Jim Thorndyke	10 March 2016
			<b>Progress updates</b>	<u>Forest Heath</u> David Bimson Ruth Bowman Bill Sadler	
			23 January 2014		



Forest Heath &amp; St Edmundsbury councils

**West Suffolk**

working together

St Edmundsbury  
BOROUGH COUNCIL

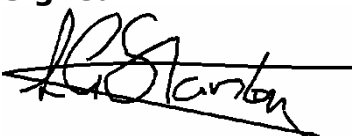
**Suggestion for Scrutiny Work Programme Form  
(To be considered by the Overview and Scrutiny Committee)**

<b>Suggestion from:</b>
Cllr. Lance Stanbury
<b>What would you like to suggest for investigation / review?</b>
<p><b>To investigate the integration of local public transport serving Forest Heath residents.</b></p> <p>I recommend that a hearing be convened by the Overview &amp; Scrutiny Committee of Forest Heath District Council into the integrated public transportation serving our communities, to enable the council to form a view on their efficiency, their integration, their promotion and to what extent they contribute to the economic development of the district.</p> <p>It is clear, from examining bus and train timetables, from discussion with Abellio Greater Anglia, and the failure of the DfT Rail Executive to include this council's concerns expressed in its consultation on the franchising process, that there is a lack of integration or consideration of the needs of the local community.</p> <p>Such a hearing should therefore invite, and take evidence from, rail and bus operators and the county council transport department, to allow the committee to make recommendation to Cabinet on how it might influence the improvement in the integration of local public transport.</p>
<b>What are the main issues / concerns to be considered?</b>
<p>There is a lack of public transport integration because;</p> <ul style="list-style-type: none"> <li>• Local communities are poorly served by public transport</li> <li>• There appears to be a lack of user data available to support scheduling</li> <li>• The companies do not appear to be communicating well with each other,</li> <li>• Bus and train timetables are not synchronised well,</li> <li>• Train and bus services are infrequent and sporadic, and fail to support commuters</li> <li>• Economic development is hindered by poor commuter services</li> <li>• Franchise agreements appear not to take account of local consultation.</li> </ul>
<b>Would this review benefit from a "West Suffolk" approach (i.e. joint scrutiny by both Councils), or is it relevant only to your council?</b>
<p>This issue is relevant to all areas, as there are many railway stations and copious bus services in West Suffolk, however a wider scrutiny process could easily become huge, infinite and unwieldy. I would therefore recommend limiting this enquiry to this district first to enable a short examination and quick recommendations and to highlight points for wider consideration.</p>

<b>Who is responsible for providing this service, or tackling the issue in question?</b>
<p>See Bus and train operators listed under 'witnesses' below.</p> <p>The Rail Executive oversees the rail franchising schedule.</p>
<b>Have you spoken to them, and if so, what was the response?</b>
<p>I have discussed services with Abellio Greater Anglia and my report is attached <b>(Appendix 2A)</b></p>
<b>What is the Portfolio Holders view on this issue?</b>
<p>The portfolio holder for economic development appreciates the current issues with local transport and has written jointly to the rail franchising department.</p>
<b>What would be the likely benefits and outcomes of carrying out this investigation / review?</b>
<p>The O&amp;S committee can make recommendation to Cabinet on how to encourage bus and train companies to work more closely together to improve their services to our constituents.</p>
<b>Estimated Committee and officer resource implications (eg research group, one-off report, dedicated meeting etc)</b>
<p>The first requirement is for officers to prepare a summary of the current services, the operating companies, consultation process and identify gaps in services.</p> <p>The next requirement is on the committee is to take verbal evidence from the public transport companies. This may require two or three sessions. For those companies unwilling to appear officers should try to obtain written answers to the committee's questions.</p> <p>Officers to produce a summary with suggested recommendations for the committee's final deliberations and recommendations to Cabinet.</p>
<b>Suggested witnesses, documentation and consultation</b>
<ul style="list-style-type: none"> <li>• Abellio Greater Anglia</li> <li>• Mulleys</li> <li>• Stephenson of Essex</li> <li>• Suffolk Norse</li> <li>• Coach Services</li> <li>• Stage Coach</li> <li>• Chambers</li> <li>• A representative of the DfT or the Rail Executive</li> <li>• Transportation website hosts</li> <li>• Local transportation user groups</li> <li>• FHDC Portfolio holder for Economic Development</li> <li>• FHDC Director of Planning</li> </ul>

<b>Will this investigation / review contribute to one or more of the Council's Strategic Priorities? If so, which (please tick)</b>	
<b>Increased opportunities for economic growth</b>	Yes
<b>Resilient families and communities that are healthy and active</b>	Yes
<b>Homes for our communities</b>	
<b>Will this investigation / review contribute to the achievement of one or more of the commitments within the Council's Strategic Plan 2014-2016? If so, which (please tick)</b>	
<b>Increased opportunities for economic growth:</b>	
1. Benefit growth that enhances prosperity and quality of life.	Yes
2. Existing businesses that are thriving and new businesses brought to the area.	Yes
3. People with the educational attainment and skills needed in our local economy.	Yes
4. Vibrant, attractive and clean high streets, village centres and markets.	
<b>Resilient families and communities that are healthy and active:</b>	
1. A thriving voluntary sector and active communities who take the initiative to help the most vulnerable.	Yes
2. People playing a greater role in determining the future of their communities.	Yes
3. Improved wellbeing, physical and mental health.	Yes
4. Accessible countryside and green spaces.	Yes
<b>Homes for our communities:</b>	
1. Sufficient housing for current and future generations, including more affordable homes; improvements to existing housing.	Yes
2. New developments that are fit for the future, properly supported by infrastructure, and that build communities, not just housing.	Yes
3. Homes that are flexible for people's changing needs.	Yes
<b>Will this investigation hit one of the essential elements of a scrutiny review when analysing potential scrutiny reviews? If so, which (please tick)</b>	
<b>Public Interest:</b> The concerns of local people should influence the issues chosen by overview and scrutiny.	Yes
<b>Impact (Value):</b> Priority should be given to issues that make the biggest difference to the social, economic and environmental wellbeing of the area, and which have the potential to make recommendations which could lead to real improvements. The outcome must also be proportionate to the cost of carrying out the review in terms of staff and councillor time.	Yes
<b>Relevance:</b> Overview and scrutiny must be satisfied that an issue identified for review is relevant and does not duplicate existing work being undertaken elsewhere by various Working Groups, Cabinet, partners etc.	Yes

<b>Partnership working or external scrutiny:</b> The focus of scrutiny is moving towards joint action and community leadership, so anything which offers this opportunity should be given serious consideration.	Yes
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Would you like to be involved in the investigation / review?	
Yes	No
<b>Date of request:</b>  02/01/16	<b>Signed</b> 

**Please return this form to the:**

Scrutiny Officer, Forest Heath District Council, College Heath Road, Mildenhall, Suffolk, IP28 7EY

Email: [Christine.brain@westsuffolk.gov.uk](mailto:Christine.brain@westsuffolk.gov.uk)

Updated: July 2013  
Updated: June 2014 (Revised West Suffolk Strategic Priorities)  
Updated: March 2015 (Amended as a Joint Form)

Report by Cllr. Lance Stanbury  
 Date: January 2016  
 Subject: Lack of Integrated Transport

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## 1. Executive Summary

As a new member for Red Lodge I recently carried out a survey of my constituents to ascertain their views on local services. The results are shown below in graphic form. One of the greatest causes of concern of local residents is the state of local public transport (39%) and as an occasional rail commuter to London myself I have personal experience of the infrequent train services from Kennett and the lack of integration with other forms of transport, such as buses, as well as the deficiency of passenger facilities. A number of Red Lodge residents speak of the difficulty of using public transport...

*"Public transport: There is currently no viable public transport option for evenings out in Bury St Edmunds and Cambridge. The Kennett train on runs every 2 hours! Why? So I can't commute to Cambridge."*

*"Public Transport: I feel as I get older I will have to rely on public transport more. More regular trains and buses please"*

*"When I return from London, if I miss the 17.44 from Kings Cross I have a two hour wait for the Kennett train. We need better local services."*

*"The buses are horrendous. We only have one car and trying to get the baby to baby groups in Mildenhall and especially Newmarket & Cambridge is impossible. And no buses at all in the evenings and Sundays? Terrible."*

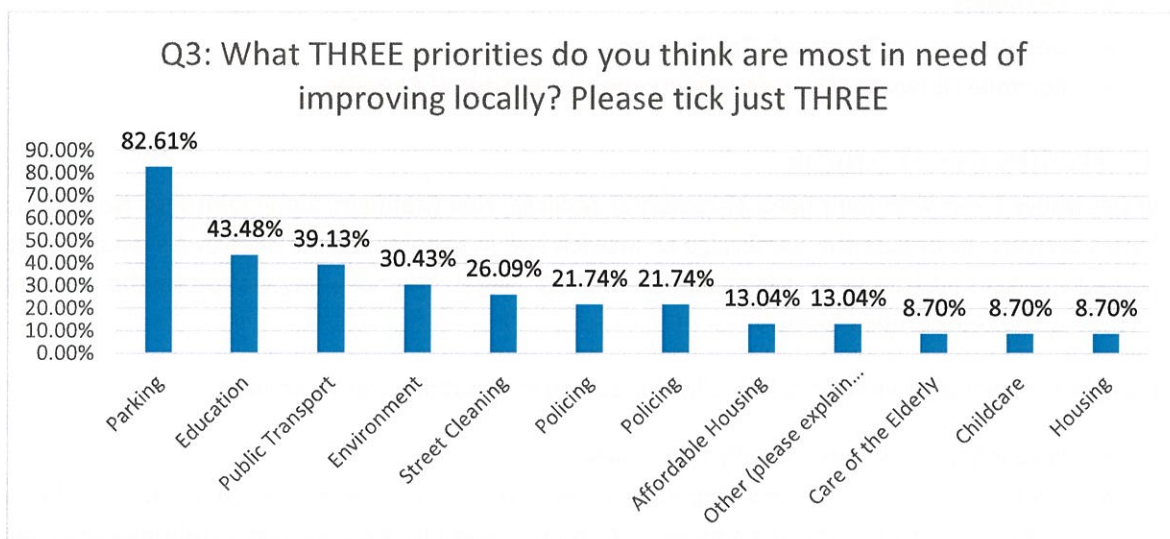


Figure 1: Survey of Red Lodge Residents. Summer 2015. Sample 248

I therefore arranged a meeting with Abellio Greater Anglia to bring to their attention the concerns of local residents, to understand their transportation strategy and to explore whether they could adjust their timetabling and train frequencies to better service existing, and attract new, customers.

During the meeting (details of which are given below) I secured agreement of Abellio to attend a scrutiny session at Forest Heath Council to explain their strategy and how they are addressing passenger concerns over their services. I was also clear that such a hearing would benefit from attendance by all those companies who contribute to the integrated transportation that serves the residents of Forest Heath.

## **2. Recommendation**

I recommend that a hearing be convened by the Overview & Scrutiny Committee of Forest Heath District Council into the integrated public transportation serving our communities, to enable the council to form a view on their efficiency, their integration, their promotion and to what extent they contribute to the economic development of the district. Such a hearing should invite, and take evidence from, rail and bus operators and the county council transport department, to allow the committee to make recommendation to council on how it might influence the improvement in the integration of local public transport.

It is hoped that the council might act as a convener, on behalf of its citizens, between transportation companies, to encourage their working together.

## **3. Invitees**

- Abellio Greater Anglia
- Mulleys
- Stephenson's of Essex
- Suffolk Norse
- Coach Services
- Stage Coach
- Chambers
- Department for Transport: Rail Executive
- Portfolio Holder for Economic Development, Director of Planning

## **4. Abellio Great Anglia**

In December I met with their head of customer services, Neil Grabham, along with Alan Neville and James Stewart, to discuss the Cambridge to Ipswich line in general and services to Newmarket and particularly Kennett (the local railway station for Red Lodge). The company welcomed this meeting and the discussions proved fruitful.

I sought the meeting to look into the following concerns about services to Kennett.

- Frequency of services – mostly two hourly
- Times of services – e.g. morning departures at 07:04, 07:43 and then 10:07 affecting badly connections to London at Cambridge. Also poor evening services from Cambridge at 17:44, 18:44 and then 20:44 and two-hourly thereafter!
- Station facilities at Kennett including shelters, ticket machines, electronic information boards, car parking and bus stops.
- Number of carriages and their cleanliness

On the Cambridge to Ipswich line we touched on;

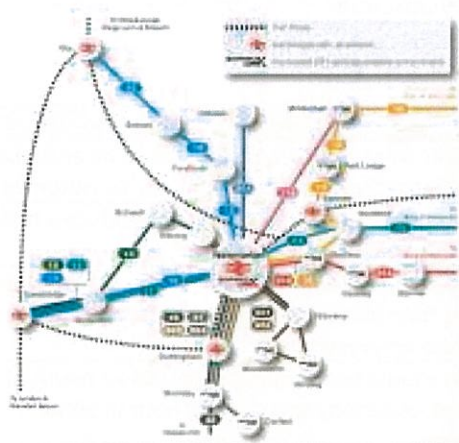


- Track modifications
- Electrification
- Speed
- Gratitude was shown for the recently improved carriages and stations.

## 5. Example: Bus Services Serving Red Lodge and Kennett Railway Station

There is only one bus service through Red Lodge that takes potential commuters to Kennett railway station. The timetable comparisons below demonstrate the total lack of integration of public transport. For example, if one wishes to commute from Red Lodge to Cambridge (and perhaps thence to London) there are no buses servicing the first two morning trains at 0600 and 0704. (If one needed arrive in central London for before 9am it would not be possible as one would need to take the 0704 in order to connect with the 0743 to London Kings Cross, which arrives at 0840. The 0743 from Kennett is too late).

Worse is found if one wishes to commute from Red Lodge to Bury St Edmunds via Kennett as the buses arrive on average 10 minutes after the train has departed, otherwise one would need to wait at the train station for almost two hours.



Buses & Trains Arriving at Kennett					
Bus via Red L	Train to Camb	Wait (mins)	Bus via Red L	Train to Bury	Wait
None	0600		0719	0710	-9
None	0704		0924	0912	-12
0719	0743	22	1124	1112	-12
0924	1007	43			
1124	1207	43			

### Newmarket – Red Lodge – Mildenhall – Bury St Edmunds Bus 16/16A/16B

Mildenhall, Bus Station (Stand A)	arr	-	0845	0845	1000	1100	1200	1300	1400	1500	1500		1600	1715	1815
Mildenhall, Bus Station (Stand A)	dep	0657	0902	0902	1002	1102	1202	1302	1402	1502	1502		1602	1717	1817
Worlington, Walnut Tree (S-bound)		0701	0906	0906	1006	1106	1206	1306	1406	1506	1552		1606	1721	1821
Red Lodge, Thistle Way (adj)		0707	0912	0912	1012	1112	1212	1312	1412	1512	1558	1605	1612	1727	1827
Red Lodge, Ash Grove (adj)		0709	0914	0914	1014	1114	1214	1314	1414	1514	1600	1607	1614	1729	1829
Red Lodge, Laurel Close (opp)		0711	0916	0916	1016	1116	1216	1316	1416	1516	1602		1616	1731	1831
Red Lodge, Horseshoe Drive (opp)		0713	0918	0918	1018	1118	1218	1318	1418	1518	1604		1618	1733	1833
Red Lodge, Spearmint Way (opp)		0714	0919	0919	1019	1119	1219	1319	1419	1519	-	1605	1619	1734	1834
Kennett, Railway Station (opp)		0719	0924	0924	1024	1124	1224	1324	1424	1524	-	1610	1624	1739	1839

## Bury St Edmunds – Mildenhall – Red Lodge - Newmarket Bus 16/16A/16B

Service	16	16	16	16A	16A	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	
Operator	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	ST	
Service Restrictions	Sch	NSch	Sch	Sch	NSch	Sch	NSch	Sch	NSch	Sch	NSch	Sch	NSch	Sch	NSch	Sch	NSch	Sch	NSch	ST	ST
Notes	1																				
Newmarket, The Guineas Bus Station (Bay 2)	0615	0635	0645	0715	-	0715	0743	0748	-	0948	1048	1148	1248	1348	1448	1448	1628	1708	1808		
Moulton, Crossroads (E-bound)	0623	0643	0653	0723	-	0723	0745	0750	-	0950	1050	1150	1250	1350	1450	1450	1630	1710	1810		
Kentford, Post Office (N-bound)	0625	0645	0655	0725	-	0725	0750	0755	-	0955	1055	1155	1255	1355	1455	1455	1635	1715	1815		
Kennett, Railway Station (nr)	0626	0646	0656	0726	-	0726	0800	0805	-	1005	1105	1205	1305	1405	1505	1505	1645	1725	1825		
Red Lodge, Spearmint Way (adj)	0631	0651	0701	0731	-	0731	0801	0806	0906	1006	1106	1206	1306	1406	1506	1506	1646	1726	1826		
Red Lodge, Horseshoe Drive (adj)	0632	0652	0702	0732	-	0732	0806	0811	0911	1011	1111	1211	1311	1411	1511	1511	1651	1731	1831		
Red Lodge, Laurel Close (adj)	0634	0654	0704	0734	-	0734	0807	0812	0912	1012	1112	1212	1312	1412	1512	1512	1652	1732	1832		
Red Lodge, Ash Court (opp)	0636	0656	0706	0736	-	0736	0810	0814	0914	1014	1114	1214	1314	1414	1514	1514	1654	1734	1834		
Red Lodge, Thistle Way (opp)	0638	0658	0708	0738	-	0738	0812	0816	0916	1016	1116	1216	1316	1416	1516	1516	1656	1736	1836		
Worlington, Walnut Tree (N-bound)	0644	0704	0714	0744	-	0744	0815	0818	0918	1018	1118	1218	1318	1418	1518	1518	1658	1738	1838		
Mildenhall, Bus Station (Stand A)	arr 0648	0708	0718	0748	-	0748	0822	0824	0924	1024	1124	1224	1324	1424	1524	1524	1704	1744	1844		
Mildenhall, Bus Station (Stand A)	dep -	0710	0720	-	0750	0755	0840	0930	1030	1130	1230	1330	1430	1530	1530	1710	1750	-	-		

The undoubted consequence of this disconnection in public transport integration is;

- Greater car use and increased carbon emissions
- Potential discouragement of commuting to Cambridge/Bury reducing income levels and the economic activity in the community, with potential effect on benefits and health
- Lower use of public transport reducing potential profits and requiring higher public subsidy
- Lower levels of public mobility with discriminatory potential

### 6. Notes on Meeting with Abellio Greater Anglia

Fact	Desirable
Abellio doesn't meet with local bus operators to agree an integration strategy.	All public transport companies should be encouraged to work together to better serve our constituents
Remarkably no railway station currently has a travel plan.	This should be encouraged to help produce a truly integrated public transport strategy.
It should be noted that Abellio has no assets. Trains, stations, offices, rolling stock, buildings and car parks are leased from Network Rail.	Train operating companies should be encouraged to set out their investment strategy as part of their franchise agreement.
Trains stop alternately at either Dullingham and Kennett every hour (so every 2 hours at each station) because the extra 4 minutes stop would affect the main line crossover at Cambridge.	Abellio should be encouraged to add an hourly stop at Kennett, especially around rush hour in either direction.
The inability to stop at all stations is also caused by the slow acceleration of diesel trains. Electric trains can depart quicker gaining extra time.	Electrification of the Cambridge/Ipswich line is not currently being planned and would require government investment.
The current service on the Cambridge/Ipswich line is hourly. But why not half hourly?	Abellio stated that diesel trains lack acceleration which affects timetabling. They also stated that there are a few restrictions on the line (such as some single tracks, some speed restrictions down to 10mph, and mainline cross-overs which would delay express trains. More services could be added therefore following major investment in the track. Also there is currently a national shortage of diesel rolling stock.
Newmarket has over 300k passengers per annum, and Kennett 50k. Newmarket becomes congested regularly.	Abellio should be encouraged to assess how many passengers from Kennett and other stations use Newmarket because of fewer local services. Perhaps pressure on Newmarket could be alleviated?
Newmarket has recently received new shelters, a	These works were only possible as the line made a

ticket machine (cost £30k) and digital information board. Kennett has had its platforms resurfaced, new shelters added. Digital signs are to be installed but not a ticket machine.	larger profit than expected. Abellio has one shareholder (the Dutch government) and if Abellio wins the new franchise they intend to continue with upgrading of other stations. The council should encourage the new operator to consult on the investment programme.
The car park at Newmarket has been relined. The Kennett car park remains unmade.	The train operator should be encouraged to provide a tarmac car park and also create a bus stop near the entrance.
I expressed concern about overcrowding of carriages at rush (with many passengers having to stand).	Abellio confirmed they had recently added a third carriage to the service but overcrowding persisted
Abellio's franchise was only 2+2 years which affected investment.	The new franchise, to be announced in June 2016, will be for 9+1 until Oct 2025 and will give the successful operator more opportunity for return of investment.
In respect of the new franchise, Forest Heath was a consultee of Network Rail on improving connectivity (March 2015), and those companies bidding for the franchise had recently received a letter from the MPs for West Suffolk, Ipswich and Bury St Edmunds, requesting consideration of electrification of the line, half hourly services, more trains, better toilet, wifi and direct services to London.	Regrettably none of these local necessities have been included as requirements in the tender document for the new franchise. It is now too late to influence this as the submissions are being made currently. Councils and members of parliament should consider how they influence future tenders.

## 7. References

Letter from Cllr. Rona Burt to Improving Connectivity Network Rail (ref RB/LW/CAR) 3<sup>rd</sup> March 2015

Letter from Newmarket Vision to East Anglia Franchise Consultation (ref NVTG Rail) 16<sup>th</sup> March 2015

Letter from Suffolk MPs

