

Public Document Pack

Date of meeting Tuesday, 26th September, 2017
Time 6.00 pm
Venue Committee Room 2, Civic Offices, Merrial Street,
Newcastle-under-Lyme, Staffordshire, ST5 2AG
Contact Geoff Durham



Civic Offices
Merrial Street
Newcastle-under-Lyme
Staffordshire
ST5 2AG

Cabinet

AGENDA

PART 1- OPEN AGENDA

- 1 **APOLOGIES**
- 2 **DECLARATIONS OF INTEREST**
To receive declarations of interest from Members on items included in the agenda.
- 3 **MINUTES** (Pages 3 - 6)
To consider the minutes of the previous meeting.
- 4 **FINANCIAL AND PERFORMANCE MANAGEMENT REPORT TO
END OF QUARTER 1 (APRIL-JUNE, 2017)** (Pages 7 - 16)
- 5 **CONTRACT AWARD FOR THE SALE OF RECYCLABLE
MATERIALS** (Pages 17 - 22)
- 6 **BEREAVEMENT SERVICES GROUNDS MAINTENANCE
CONTRACT** (Pages 23 - 28)
- 7 **MULTI-FUNCTIONAL DEVICE (MFD) CONTRACT** (Pages 29 - 34)
- 8 **ADOPTION OF A SPORT AND ACTIVE LIFESTYLES STRATEGY
FOR THE BOROUGH** (Pages 35 - 70)
- 9 **DEMENTIA FRIENDLY SWIMMING** (Pages 71 - 74)
- 10 **SUBWAYS EVALUATION 2017** (Pages 75 - 140)
- 11 **URGENT BUSINESS**
To consider any business which is urgent within the meaning of Section 100B(4) of the
Local Government Act 1972.

12 DISCLOSURE OF EXEMPT INFORMATION

To resolve that the public be excluded from the meeting during consideration of the attached report, because it is likely that there will be disclosure of exempt information as defined in paragraphs 1, 2 and 7 in Part 1 of Schedule 12A of the Local Government Act 1972.

13 ATTENDANCE AT CABINET MEETINGS

Councillor attendance at Cabinet meetings:

- (1) The Chair or spokesperson of the Council's scrutiny committees and the mover of any motion referred to Cabinet shall be entitled to attend any formal public meeting of Cabinet to speak.
- (2) Other persons including non-executive members of the Council may speak at such meetings with the permission of the Chair of the Cabinet.

Public attendance at Cabinet meetings:

- (1) If a member of the public wishes to ask a question(s) at a meeting of Cabinet, they should serve two clear days' notice in writing of any such question(s) to the appropriate committee officer.
- (2) The Council Leader as Chair of Cabinet is given the discretion to waive the above deadline and assess the permissibility if the question(s). The Chair's decision will be final.
- (3) The maximum limit is three public questions at any one Cabinet meeting.
- (4) A maximum limit of three minutes is provided for each person to ask an initial question or make an initial statement to the Cabinet.
- (5) Any questions deemed to be repetitious or vexatious will be disallowed at the discretion of the Chair.

Members: Councillors Beech, Kearon, Turner (Vice-Chair), J Williams, Shenton (Chair), Rout and Robinson

'Members of the Council: If you identify any personal training / development requirements from the items included in this agenda or through issues raised during the meeting, please bring them to the attention of the Committee Clerk at the close of the meeting'

FIELD_TITLE

CABINET

Wednesday, 19th July, 2017
Time of Commencement: 7.00 pm

Present:- Councillor Elizabeth Shenton – in the Chair
Councillors Beech, Kearon, Turner, J Williams, Rout and Robinson
Officers Executive Director (Resources and Support Services) - Kelvin Turner, Executive Director (Operational Services) - David Adams, Executive Director (Regeneration and Development) - Neale Clifton, Chief Executive - John Sellgren and Jayne Briscoe - Scrutiny Officer

1. APOLOGIES

There were no apologies.

2. DECLARATIONS OF INTEREST

There were no declarations of interest stated.

3. MINUTES

Resolved: That the minutes held on 7 and 27 June, 2017 be agreed as a correct record.

4. CUSTOMER PORTAL

A report was submitted to Cabinet seeking approval for the procurement and introduction of an online customer portal for the Council.

- Resolved:** (i) That the issues outlined in the business case, which was attached as an appendix to the report, be noted.
- (ii) That officers be authorised to undertake a procurement process for a customer portal for accessing council services.
- (iii) That the Executive Director (Resources and Support Services) be given delegated authority, in consultation with the Portfolio Holder for Finance IT and Customer, to award a contract following the completion of the procurement process.

5. OPTIONS FOR FUTURE DELIVERY OF DEBT ADVICE SERVICES IN THE BOROUGH 2017-2020

A report was submitted to Cabinet advising members of the current situation regarding a review of continuing the delivery of a General Debt Advice Service and potential impact of funding changes.

The report also sought approval for the future delivery.

- Resolved:**
- (i) That the proposal as set out in this report be approved and officers be authorised to engage and develop a specification to deliver the commissioning of a Financial Well-Being & Debt Advice Service in the borough to support activities to prevent an increase in debt whilst maintaining a service for the most vulnerable.
 - (ii) That future changes to debt advice provision and alignment of partnership services by officers, to support a proactive and accessible approach by providers be supported.
 - (iii) That the Chief Executive, in consultation with the Portfolio Holder for Policy, People & Partnerships, be authorised to finalise the Financial Well-Being & Debt Advice Service and commission the preferred service provider.

6. SPORTS PROVISION IN KIDSGROVE

On opening this item the Leader addressed the 3 questions submitted to Cabinet on 27 June by Lee Hartshorne together with those submitted to the 19 July meeting by the Kidsgrove Sports Centre Action Group. The Leader read out the response to each question and a written copy was also circulated.

A report was submitted to Cabinet to consider a range of issues relating to the provision of sporting activities for the Kidsgrove area.

Mr Lee Hartshorne – spokesperson for “Committed to Leisure Facilities in Kidsgrove” addressed the Cabinet.

Councillor Turner – Portfolio Holder for Finance, IT and Customer regretted the closure of the Centre but that was the current situation. Councillor Turner also stated that the comments being made on social media were not helpful.

An expert in leisure provision was required and also interest from the private sector or charitable trusts for example.

Members were advised that the Council would draw up plans, fully costed for next summer and that the Community Trust needed a business plan and agreement from the County Council.

Councillor Robinson – Portfolio Holder for Planning and Housing advised Cabinet of a consultation regarding the interim sports facilities in Kidsgrove and that as many people as possible were being asked to engage in order that something could be put into place in the interim. There would be a further consultation on the longer term facilities in the area.

Councillor Robinson also raised the social care aspect. Keeping our population healthy would be a better outcome and would save money. The land could be used as a community hub which could include provision of a health centre.

Councillor Ann Beech – Portfolio Holder for Operational Services thanked the Leader, Deputy Leader and Councillor Amelia Rout – Portfolio Holder for Leisure and Culture for trying to find a solution.

- Resolved:**
- (i) That it be noted that, due to the age and condition of the building it is no longer a viable to operate a service from this facility.
 - (ii) That in accordance with the spirit and intent of the District Deal Agreement, Cabinet continue to work closely with Staffordshire County Council to safeguard and secure control of the land that the existing centre occupies to facilitate a replacement sports facility and a joint approach to securing the initial capital investment.
 - (iii) That Cabinet prioritises the re-provision in the local area of interim dry-side activities and receives an update report.
 - (iv) That the progress made with negotiations with neighbouring local authorities and at its J2 facility for interim swimming pool use be noted and those negotiations continue.
 - (v) That the progress made with consulting service users and local residents in respect of re-provision of interim facilities be noted.
 - (vi) That subject to the agreement of Full Council to the principle of re-provision of a sports centre in the Kidsgrove area, resources be secured to commission project support that examines options available and produces a funded business case for an affordable replacement local facility.
 - (vii) That should a community trust be successful in acquiring an interest in the building from its owners, it is proposed that the Council engages with the group in a positive and supportive way.
 - (viii) That a Stakeholders Consultation Group be established to help shape the planning of replacement facilities in the local area.

7. LYME VALLEY PARKING

A report was submitted to Cabinet outlining proposals to improve car parking at the Lyme Valley, A34 car park.

- Resolved:**
- (i) That the proposals to commence consultation on the Traffic Regulation Order, to introduce parking management on the Lyme Valley car park – situated off the A34, both in the Borough's and Stoke City Council's administrative areas and any associated agreements be approved.
 - (ii) That the Executive Director for Regeneration and

Development, in consultation with the Portfolio Holder for Town Centres. Property and Business be authorised to consider the consultation responses and adopt the Traffic Regulation Order and implement the enforcement arising.

8. HYBRID MAIL

A report was submitted to Cabinet seeking approval to enter into a four year Contract with PSL Print Management Ltd for the delivery of hybrid mail services.

Resolved: That the Council enter into a four year contract with PSL Print Management Ltd for the delivery of 'hybrid mail' services.

9. URGENT BUSINESS

There was no Urgent Business.

COUNCILLOR ELIZABETH SHENTON
Chair

Meeting concluded at 7.45 pm

FINANCIAL AND PERFORMANCE MANAGEMENT REPORT TO END OF QUARTER ONE (April-June) 2017-18

Submitted by: Executive Management Team

Portfolio: Policy, People & Partnerships
Finance, IT & Customer

Wards Affected: All

Purpose

To provide Cabinet with the Financial and Performance Review report with the Financial and Performance Review report – first quarter 2017/18.

Recommendations

- (a) **That Members note the contents of the attached report and agrees to the recommendation that the Council continues to monitor performance alongside the latest financial information for the same period.**

Reasons

The Financial and Performance Management monitoring reports provide information on a quarterly basis regarding the performance of individual council services, alongside related financial information on the organisation.

1. Background

- 1.1 This quarterly report provides Members with a detailed update on how the Council has performed during the first quarter of 2017/18 by presenting performance data set within a financial context.
- 1.2 This report provides broad financial information (Appendix A) and also details performance (Appendix B) for the first quarter of 2017/18.
- 1.3 A summary of the overall performance picture is presented in section 3 of this report and members will note that performance is generally progressing well.

2. 2017/18 Revenue and Capital Budget Position

- 2.1 The Council approved a general fund revenue budget of £13,825,060 on 22 February 2017. Further financial information is provided in Appendix A.

3 Performance

- 3.1 The latest performance information for quarter one has been analysed.
- 3.2 All indicators monitored for this period are listed in the table found in Appendix B.
- 3.3 Any indicators failing to meet the set targets include a comment explaining why the indicator has not performed well, and what steps are being taken to ensure improvement in the future.
- 3.4 The list of indicators monitored has been reviewed for 2017-18 with 5 of the indicators removed, as from feedback they were not felt to be effective indicators to report and could be improved upon. However these have been updated and

replaced with new ones that we can measure and reflect positive or negative impacts to address if necessary.

They are as follows:

Ref	Performance Indicator
1.2	Number of new Anti-Social Behaviour (ASB) cases received during the quarter
1.3	Number of current open ASB cases as at the end of the quarter (30.06.17)
1.4	Number of ASB cases closed in the quarter
1.5(a-c)	Household collections from the kerbside (%)
	• Dry Recycling
	• Food
	• Green

3.5 For this report a total of 20 indicators were monitored, and the proportion of indicators which have met their target during this period stands at 85%.

3.6 There are three indicators off target this quarter, and officers consider that the performance against these indicators does not give rise to serious cause for concern at present (see commentary provided at Appendix B). The management of each of the service areas concerned continue to monitor and take steps to deal with under achievement of targets where possible and/or appropriate.

Further quarterly updates will be provided for Members in future reports.

3.7 Positive performance can be seen in a range of services and members will note that some services are affected by both seasonal and external factors. It should also be noted for consideration that some indicators have stretched targets set and local targets that are higher than the national ones.

4. Outcomes Linked to Sustainable Community Strategy and Corporate Priorities

4.1 All indicators link to corporate priorities set out in the Council Plan and/or Service Plans.

5. Legal and Statutory Implications

5.1 The Council has a duty to set targets for performance of a range of functions and needs to monitor these closely.

6. Equality Impact Implications

6.1 There are no differential equality issues arising directly from this monitoring report.

7. Financial and Resource Implications

7.1 Any positive variance for the full year on the General Fund Revenue Account will enable that amount to be transferred to the Budget Support Fund and will be available in future years for use as the Council considers appropriate. Conversely, if there is an adverse variance, the amount required to cover this will have to be met from the Budget Support Fund.

8. Major Risks

- 8.1 The ongoing changing market conditions represents the greatest risk to the revenue budget, particularly with regard to the impact it may have upon income receivable in relation to services where customers may choose whether or not to use Council facilities or in the case of the waste/recycling service where the volume of recycled materials is liable to fluctuate. The situation will be monitored through the normal budget monitoring procedures.
- 8.2 The capital programme will require regular monitoring to identify any projects which are falling behind their planned completion dates. This will be carried out by the Capital Programme Review Group, which meets on a monthly basis together with quarterly reports to Cabinet.
- 8.3 The above represents a high level view of risk. There are detailed risk registers available if members wish to see them.

9. List of Appendices

Financial information (Appendix A), and performance information (Appendix B).

10. Background Papers

Working papers held by officers responsible for calculating indicators.

11. Management sign off

Each of the designated boxes need to be signed off and dated before going to Executive Director/Corporate Service Manager for sign off.

	Signed	Dated
Financial Implications Discussed and Agreed		
Risk Implications Discussed and Agreed		
Legal Implications Discussed and Agreed		
H.R. Implications Discussed and Agreed		
ICT Implications Discussed and Agreed		
Report Agreed by: Executive Director/ Head of Service		

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Financial Position Quarter One 2017/18

1. General Fund Revenue Budget

1.1 The Council approved a General Fund Revenue Budget of £13,825,060 on 22 February 2017. The actual position compared to this budget is continuously monitored by managers, EMT and Portfolio Holders in order to detect any significant variances of expenditure or income from the approved amounts contained in the budget.

2. Capital Programme

2.1 A Capital Programme totalling £3,047,000 was approved at the same Council meeting. Of this total, £1,500,000 relates to the total cost of new schemes for 2017/18 together with £1,547,000 for schemes brought forward from the original 2016/17 Capital Programme. In addition £2,937,616 slippage was incurred in 2016/17, resulting in a total Capital Programme of £5,984,616 for 2017/18.

3. Revenue Budget Position

3.1 At this point in the financial year, we would have expected to have spent approximately £2,494,961; we have actually spent £2,499,181. Therefore, as at the end of the first quarter, the general fund budget shows an adverse variance of £4,220.

3.2 The main reasons for the overall adverse variance to date are:

- a. Kidsgrove Sports Centre operated at a net overspend due to overtime, casual salaries and income shortfall prior to its closure.
- b. Income from waste services and car parking is below the amount budgeted for. Waste Services income is expected to increase due to an increase in material prices and a review of car parking income is underway.

There are also a number of favourable variances, the main variance being:

- a. Employee costs in respect of a number of vacant posts and flexible retirements that have taken place across the Council.

4. Capital Programme Position

4.1 The Capital Programme approved by Council in February 2017 has been updated to take account of slippage in 2016/17. Where planned expenditure did not occur last year, this has been added to the budget for 2017/18 (apart from any cases where costs have been reduced or expenditure will no longer be incurred). The revised budget for capital projects in 2017/18 totals £5,984,616.








4.2 £1,578,772 of the revised budget was expected to be spent by 30 June; the actual amount spent was £1,581,005 resulting in a variance at the end of quarter one of £2,233.

5. Investment Counterparties





5.1 As at 30 June 2017 the Council had no funds to invest.

5.2 With regard to the Council's frozen investment in Heritable Bank the total amount repaid now totals £2,457,623, which is 98% of the total that was frozen.



Appendix B: Corporate Performance Scorecard
Quarter 1 2017-18
Priority 1: A clean, safe and sustainable Borough

Outcomes: Our borough will be safer, cleaner and sustainable						
Ref	Indicator	Good is	Result 2016-17 Qtr 1	Result 2017-18 Qtr 1	Target 2017-18	Status
1.1	Percentage of food premises that have a zero or one national food hygiene rating	Low	2% (22 out of 925 published premises)	1.28% (11 out of 861 published premises)	5%	
1.2	Number of new Anti-Social Behaviour (ASB) cases received during the quarter	Low	140	138	-	-
1.3	Number of current open ASB cases as at the end of the quarter (30.06.17)	Low	62	32	-	-
1.4	Number of ASB cases closed in the quarter	Low	167	144	-	-
1.5 (a-c)	Household collections from the kerbside (%) • Dry Recycling	High	15.80%	16.03%*	17%	
	• Food	High	5.58%	5.06%*	5%	
	• Green	High	32.14%	26.19%	25%	
1.6	Levels of street and environment cleanliness (LEQ survey) free / predominantly free of litter, detritus, graffiti and fly-posting)	High	Survey to be undertaken in Qtr 2.		91% 91% 97% 99%	-
1.7	Number of community volunteer groups/hours spent caring for their local green spaces and neighbourhoods	High	1,916.5 hrs	1,478.5hrs	1,360 hrs Qtr 1 (4,462.5 hrs cumulative)	
1.8	Town Centre Vacancy Rate	Low	10.74%	11.35%	15%	
1.9	Percentage of investment portfolio (NBC owned) vacant	Low	10%	5.7%	12%	




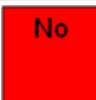



Priority 2: Borough of Opportunity

Outcomes: Newcastle is a great place to live, work and do business						
Ref	Indicator	Good is	Result 2016/17 Qtr 1	Result 2017/18 Qtr 1	Target 2017/18	Status
2.1	Number of hours worked by volunteers in council co-ordinated activities (museum)	High	463 hrs (cumulative)	574 hrs Qtr 1 (cumulative)	400 hrs Qtr1 (1200 hrs annual)	
2.2	Number of homelessness cases where positive action was successful preventing homelessness	High	173 hrs (cumulative)	127 (cumulative)	150 hrs (600 annual)	-
2.3	Average stall occupancy rate for markets	High	34%	60%	65%	
	Comment This result is similar to the last quarter's result of 59%. Members will be aware that in an attempt to improve the performance of the general Market (including stall occupancy rates) the Council has embarked upon a tendering process with the aim being to secure a commercial operator to invest in and manage the facility.					
2.4	Percentage of Major Planning Applications decisions issued within an agreed extension of time	High	62.5% (cumulative)	85.7% (cumulative)	70%	
2.5	Percentage of Non Major Planning decisions issued within an agreed extension of time	High	92.5% (cumulative)	81.9% (cumulative)	85%	
	Comment This raised target has not quite been met in the first quarter, due largely to a backlog of underdetermined applications developing. A new member of staff has recently joined the team and this should impact positively on future performance.					


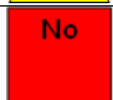

Priority 3: A Healthy and Active Community

Outcomes: Everyone has the chance to live a healthy, independent life, access to high quality leisure and cultural facilities/activities and the opportunity to get involved in their community						
Ref	Indicator	Good is	Result 2016-17 Qtr 1	Result 2017-18 Qtr 1	Target 2017-18	Status
3.1	Number of parks which have Green Flag status	High	Reported at a later date.		7	-
3.2	Level of satisfaction with Council run parks and open spaces	High	70% (Annual survey)	Reported at a later date.	70%	-
3.3	Number of people visiting the museum	High	14,510	18,546	14,000 Qtr 1 (50,000 annual)	
3.4	Number of people accessing leisure and recreational facilities	High	158,355 Qtr 1 (cumulative)	164,289* Qtr 1 (cumulative)	164,820 Qtr 1 (670,000 annual)	

Priority 4 : A Co-operative Council, delivering high-quality, community driven services

Outcomes: Your council is efficient, open and innovative in its work, with services designed and delivered co-operatively and communities are strong and well supported						
Ref	Indicator	Good is	Result 2016-17 Qtr 1	Result 2017-18 Qtr 1	Target 2017-18	Status
4.1	Percentage attendance at planned meetings by members	High	85%	79%*	80%	
4.2	Average number of days per employee lost to sickness	Low	2.5 days	1.49 days	2 days Qtr 1 8 days (annual)	
4.3	Percentage of requests resolved at first point of contact	High	96%	98%	97%	
4.4	% Unmet demand (number of calls not answered as a % of total call handling volume)	Low	10.52%	20%	8%	
	Comment The target was not met due to a significant increase in the number of calls predominately due to election enquiries, with a 36% increase in calls in the month of June. However it is pleasing to note that the recent result for July is on target.					
4.5	Time taken to process Housing/Council Tax Benefit new claims and change events	Low	4.79days	6.06days	10 days	
4.6	Percentage of Council Tax collected	High	32%	27.6%	24.12%	
4.7	Percentage of National non-domestic rates collected	High	26.22%	27.2%	26.22%	

*This result is narrowly off target but within the level of tolerance

Key	Performance information not available at this time or due to be provided at a later date.	n/a
	Performance is not on target but direction of travel is positive	
	Performance is not on target where targets have been set	
	Performance is on or above target.	

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NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

**EXECUTIVE MANAGEMENT TEAM'S REPORT TO THE
CABINET**

Date 26th September 2017

1. **REPORT TITLE** Contract Award for the Sale of Recyclable Materials
- Submitted by:** Head of Recycling, Waste & Fleet Services - Andrew Bird
- Portfolio:** Operational Services
- Ward(s) affected:** All

Purpose of the Report

To inform Cabinet of the process and outcome of the exercise undertaken for companies to purchase bailed plastic, cardboard and steel cans (dry recycle material) collected by the Council through its kerbside recycling collection service

Recommendations

That Cabinet note and concur with the decision taken by the Portfolio Holders for Operational Services and Finance, IT and Customer that the Council enter into contractual arrangements with DS Smith Limited for the purchase of Plastic, Cardboard and Steel Cans for a period of two years, with a possible extension of a further year.

Reasons

The Council needs to obtain the best financial value, with the least risk in terms of reliable offtake and price volatility for its collected dry recycle materials.

DS Smith are a major UK company, with their own reprocessing facilities, meaning less reliance on potentially volatile and unsustainable export markets.

1. **Background**

- 1.1 The Council has been operating its new recycling collection service since July 2016, and processes materials collected through the kerbside collection service, in order to sell them directly to reprocessors and or manufacturers, thereby obtaining highest value possible for those materials.
- 1.2 A marketing exercise was undertaken in 2016 prior to the commencement of the new service to obtain outlets for the sale of the materials the Council was proposing to collect, namely –
- Glass
 - Paper
 - Plastic Bottles
 - Cardboard
 - Steel Cans
 - Aluminium

- 1.3 For Glass, Paper, and Aluminium, arrangements were agreed for sale directly back into remanufacture for those products. Agreement for Glass recycling was made with URM, the largest UK glass bottle manufacturer for a period of two years. For Paper recycling agreement was made with UPM, one of two UK paper mills, for a period of three years, with an annual review of price. For Aluminium agreement was made on a twelve month trial basis with Novelis, the largest UK Aluminium reprocessor.
- 1.4 For the other materials, Plastic, Cardboard and Steel cans it was agreed that the Council sold them for reprocessing through a company, Newport Paper, for a contract period of twelve months, once there was a better understanding of the quantities and quality of these materials, as they would be bailed through the Council's in-house transfer station.
- 1.5 Following twelve months of operation, the Council went out to seek prices from companies for the purchase of Plastic, Cardboard Aluminium and Steel Cans, either bailed or loose. Closing date for receipt was 14th July 2017.
- 1.6 Bids were received from four companies including the current company the Council sells its materials to.
- 1.7 In view of the urgent nature of completing the formalities with the preferred bidder to enable the contract to commence, approval was sought from the Portfolio Holders for Operational Services and Finance, IT and Customer to enter into the contract on the basis that this would be reported to Cabinet.
- 1.8 The proposed contract will be for a period of two years, with a possible extension of a further year.

2. **Issues**

- 2.1 It is vitally important that the Council looks to obtain the best financial value for the materials it needs to sell from its kerbside recycling collection service. It is also critically important that the market which the Council wishes to sell materials into is reliable and sustainable.
- 2.2 Much of the UK's collected recyclate material currently goes to China, however over the last twelve months China has been clamping down on the quality of materials they are receiving, mainly through comingled collection operations, as they have encountered large amounts of contamination. This has resulted in oversupply into other markets which has had an impact on prices for lower quality materials.
- 2.3 As the Council collects its recycling source separated from residents, the quality is high, as recognised and confirmed by current off takers, and therefore is much easier to find outlets for, at more stable and generally higher prices.

3. **Proposal**

- 3.1 Price bids received have been evaluated on price and an assessment of the company to provide sustainable offtake for the materials specified.
- 3.2 Only two of the companies provided prices for Aluminium.
- 3.3 Meetings have taken place with the two bidders with the highest prices, Bidder 'A', and Bidder 'B'. Each company also took a sample load of material for evaluation.

3.4 Table 1 provides the outcome of the financial evaluation comparing them to the current arrangements.

Material	Average tonnage / month	Current Contract		Bidder 'A'		Bidder 'B'		Bidder 'C'		Bidder 'D'	
		Unit £	Total	Unit £	Total	Unit £	Total	Unit £	Total	Unit £	Total
Card	165	70	11550	131	21615	127.5	21037.5	70	11550	85	14025
Plastic	80	52.5	4200	75	6000	72.5	5800.0	52.5	4200	72.5	5800
Steel Cans	35	70	2450	100	3500	104	3640.0	94	3290	110	3850
Total			18200		31115		30477.5		19040		23675
Aluminium	10			960	9600	630	6300				

3.5 Following evaluation of the trial loads, Bidder 'A' stated they could not accept the cardboard, and therefore would withdraw this element from their bid. Bidder 'B' was happy with the trial loads, and confirmed their price bid for the materials was as submitted.

3.6 The preferred bidder to buy materials from The Councils kerbside recycling service is DS Smith (Bidder 'B').

3.7 It is proposed that the contract starts as soon as possible in September for the purchase of Cardboard, Plastic Bottles and Steel Cans.

3.8 'With regard to Aluminium and based on best value, the Council has decided to continue to supply the current offtake company as they pay a higher rate per tonne (£960) than quoted by bidder 'A' and bidder 'B'. This has been agreed with the preferred bidder, who would have simply sent the Aluminium to the Councils current offtake company in any event.

4. **Reasons for Preferred Solution**

4.1 DS Smith are a large well know company in the recycling and reprocessing industry. They have a further advantage in that they manufacture cardboard themselves, and have good sustainable arrangements for reprocessing plastics and steel within the UK. This means the Council is more protected in terms of reliable markets, and does not have to rely on exports of its materials, which can be problematic and volatile in terms of price and demand.

5. **Outcomes Linked to Sustainable Community Strategy and Corporate Priorities**

5.1 The proposal is key to the effective delivery of the Integrated Municipal Waste Management Strategy for Newcastle under Lyme Borough Council, and will contribute to the following corporate priorities:

- creating a cleaner, safer and sustainable Borough
- creating a Borough of opportunity
- transforming our Council to achieve excellence

6. **Legal and Statutory Implications**

- 6.1 The procurement process is being conducted to meet the requirements of the Public Contract Regulations 2015. It also meets the Council's requirements to secure Best Value.

7. **Equality Impact Assessment**

- 7.1 The proposal supports the Equality Impact Assessment undertaken for the effective delivery of the Integrated Municipal Waste Management Strategy for Newcastle under Lyme Borough Council

8. **Financial and Resource Implications**

- 8.1 The proposal has positive financial implications for the Council.
- 8.2 All four of the bids received following the bidding process showed an increase in unit prices for the sale of recycling materials above that which the Council is currently receiving. This will result in additional revenue income of just over £12,000 a month based on quoted figures.
- 8.3 Prices quoted are in line with material price indices quoted by leading industry organisations.
- 8.4 There are resource implications in ensuring the Council continues to provide high quality recyclable materials for sale to the preferred bidder. This will not however require any additional resources over those already employed to ensure high quality of material is maintained.

9. **Major Risks**

- 9.1 The international market for sale of recycle materials is volatile and carries major financial and legal risks, particularly in export markets. China, currently the main destination for European recycle materials has through its customs process clamped down on quality, particularly mixed paper and plastics, where they have experienced high levels of contamination.
- 9.2 Moves such as this puts pressure on other markets with additional quantities of materials chasing other markets, with the potential that values for materials can fall due to oversupply.
- 9.3 Obtaining and sustaining UK markets provide better security for the sale of materials so long as they remain of suitably high quality, and the recommendation of this report provides the Council with this assurance.

10. **Key Decision Information**

- 10.1 The proposal and recommendation set out in this report is a key decision as defined in the Council's Constitution.
- 10.2 The proposal and recommendation is included in the Cabinet's Forward Plan for the period in which the meeting is to take place.

11. **Background Papers**

11.1 None

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NEWCASTLE-UNDER-LYME BOROUGH COUNCIL
EXECUTIVE MANAGEMENT TEAM'S REPORT TO THE
CABINET

Date: 26th September 2017

1. **REPORT TITLE** **Bereavement Services Grounds Maintenance Contract**
- Submitted by:** **Streetscene Business Manager, Darren Green**
- Portfolio:** **Operational Services**
- Ward(s) affected:** **All**

Purpose of the Report

To consider options for the future procurement of the Bereavement Services Grounds Maintenance Contract

Recommendations

That Cabinet authorises the Head of Operations to undertake a procurement exercise via the ESPO Grounds Maintenance Services contract 245 framework for the provision of a grounds maintenance and burial service contract for a period of 2 years +1 year + 1 year optional extension, commencing April 1st 2018, and following consultation with the Portfolio Holder, accept the most economically advantageous tender within the existing budget provision.

Reasons

- (i) To secure continuation of the Bereavement Services burial and grounds maintenance services for the Borough Council until March 2020.

1. **Background**

1.1 Glendale Services currently provide grounds maintenance and burial works in the Council's cemeteries, crematorium and closed churchyards. The contract for these services was awarded in 2013 to Glendale Services following a competitive tendering exercise. The type of work currently undertaken as part of the contract involves grave digging and preparation, grass cutting, tree maintenance, planting and maintenance of rose and shrub beds along with ornamental flower bed displays, memorial safety and other general maintenance operations such as sweeping, leaf clearance, litter collection, ensuring water supplies, winter gritting and removal of any graffiti.

1.2 The total annual value of this work is currently £300,000. This figure has been reduced from 2006 contract value of £350,000 per annum by review with your officers and the current contractor to rationalise operations and drive out inefficiencies. There is currently no provision within the contract for an annual increase. Our communities and service users expect high standards within this sensitive and valued activity area and bereavement services has achieved this whilst reducing costs. High standards are evidenced in our achievements in attracting and sustaining

Green Flag awards, the national benchmark for quality in green spaces, at Bradwell Crematorium and Keele Cemetery. These high standards are crucial to protecting the income levels achieved in this service area.

1.3 The current contract expires on 31st March 2018 and therefore consideration is required in relation to procuring the required grounds maintenance and burial services to ensure continuation of the service beyond this date.

2. Issues

2.1 As stated in section 1.2 of this report, the specification and frequency of operations has been continually reviewed over the life of the current contract and significant efficiencies have been made which has enabled standards to be maintained at the capped expenditure level of £300,000 per annum, despite actual contractor labour and materials costs increasing annually in line with inflation.

2.2 Through a partnership arrangement with Glendale Services current service standards have been reviewed and areas where further efficiencies could be made have been explored. The efficiency areas are mainly focussed on lightly used church yards where there is little evidence of regular public access. This exercise is crucial to seeking to maintain acceptable standards whilst continuing to cap expenditure to £300,000 per annum over the next 2 – 4 years, as contractor costs have risen since the last award of contract in 2014 and it is not feasible to achieve the same service levels and frequencies for the same level of expenditure.

2.3 It is considered that further efficiencies and other benefits could be achieved by enabling the service provider to utilise the Keele Cemetery site for *office* and site facilities. It is proposed that rather than charging the service provider a market rental value for occupation of a designated area and facility, the value of this accommodation would be offset in the tender price submitted by the successful bidder.

It is intended that the occupier would pay an annual service charge to cover a proportion of the cost of utility bills relating to the site.

2.4 While Glendale have partnered the Council in reviewing the existing service standards and proposing areas for review it has been made clear that the contract will be tendered enabling other contractors to compete for this work. As part of the tender process each interested contractor would have the opportunity to meet with the Streetscene Business Manager and be offered the opportunity to review information pertinent to the current service delivery of the contract with a view to identifying further efficiency savings.

2.5 Advice has been received from procurement officers confirming that it is acceptable to stipulate a maximum value to the contract (as per the current contract) and offer the contract to the market based on the preferred option outlined below in 'Options Considered'. The advantage in taking this approach is that it gives a clear indication of the budget available while inviting potential contractors to identify and consider further efficiencies.

3. Options Considered

3.1 Your officers have scoped five general options in relation to the delivery of this service area

(i) Enter into a new contract with the existing contractor through direct negotiation following a Voluntary Ex-Ante Transparency Notice (VEAT)

The clear advice received from legal and procurement colleagues is that this is not a viable option as the council would be in breach of the Public Procurement Directives and possibly subject to remedies (ie “ineffectiveness” as a remedy for illegal direct contract awards). If subject to a challenge, alternative penalties such as the imposition of potentially substantial fines or shortening of the duration of an awarded contract, the need to tender and the likely negative publicity the council may receive. The council would not be operating in a transparent manner and as the market has not been tested since 2006 it would be difficult to evidence a value for money solution.

Therefore, this option has been discounted.

(ii) Expose the work to a traditional competitive tendering process

This would require a time intensive significant staff time resource in preparing a Pre-Qualification Questionnaire, advertising the tender opportunity, evaluating expressions of interest, shortlisting, inviting stage 2 tenders, evaluating submissions and award of the contract. The new contract value may exceed the current budget provision and will necessitate a tight timetable for the tender process. This process would comply with Public Procurement Directives, deliver a transparent procurement process, reduces the risk of challenge from the marketplace and allow the council to evidence a value for money solution.

However, this option is burdensome in administrative terms and therefore it is not recommended as the preferred option.

(iii) Expose the work to a competitive tendering process utilising an existing framework

The advice received from procurement colleagues is that a current framework for grounds maintenance services exists (ESPO Grounds Maintenance Services contract 245-16) from which the council is eligible to procure this service. This would reduce the administrative burden on staff in managing the procurement process and reduce the timescale for completion of the procurement exercise. It should be noted however that a new and unknown contract value may be attained which may match or exceed the current budget provision. This would necessitate a set timetable for the tender process. This process would comply with Public Procurement Directives, deliver a transparent procurement process, reduce the risk of challenge from the marketplace and allow the Council to evidence a value for money solution. It is the opinion of the procurement team that any awarded contract should be less than four years in duration.

Additionally procurement colleagues have also advised that the Council would be able to stipulate a maximum amount that it is prepared to pay and identify in the specification that a successful contractor would be required to deliver and encourage a partnership approach to drive further efficiencies.

This is therefore the recommended preferred solution.

(iv) Incorporate the work within the Council’s Streetscene Business Unit

The opportunity to deliver this work using the council’s in-house Streetscene Business Unit has been examined in conjunction with the Streetscene Business Manager. Several income generating options are being explored in addition to a number of delivery models which are anticipated to support the day to day operations of the service area. The Streetscene service area is currently under review, examining and exploring options for efficiency savings to this core business area, so it is therefore not considered that this is an appropriate time to

accommodate this area of work. This option may be re-examined at a future date, depending on the outcome of the review of the Streetscene service.

(v) Procure the service in partnership with an appropriate organisation

Discussions have been held with appropriate potential partner organisations to determine the feasibility of jointly procuring this service. However, at the present time, timescales and future commitments cannot be sufficiently aligned to make this option viable. Therefore, this option has been discounted but may be re-examined at a future date.

4. **Proposal**

4.1 It is proposed to expose the work to a competitive tendering process utilising an existing framework and to scope into the tender documentation the potential utilisation of a landsite and office accommodation at Keele Cemetery and that a maximum budget of £300,000 per annum is set for the contract.

5. **Reasons for Preferred Solution**

5.1 To secure the continuation of a good quality grounds maintenance and burial service for the Bereavement Service in specified locations within Newcastle Borough until March 2020

6. **Outcomes Linked to Sustainable Community Strategy and Corporate Priorities**

6.1 A clean, safe and sustainable borough

6.2 Becoming a co-operative council, delivering high value, community driven services.

7. **Legal and Statutory Implications**

The council must comply with Public Procurement Directives, deliver a transparent procurement process and evidence value for money solutions

8. **Equality Impact Assessment**

8.1 It is considered that there are positive equality impacts for customers in seeking to deliver high quality, cost effective cemetery, crematorium and included churchyard grounds maintenance services.

9. **Financial and Resource Implications**

The cost of the works is met from within the approved General Fund Revenue Programme for Bereavement Services, which includes both cemetery and crematorium expenditure and income. The current annual cost of providing the grounds maintenance and burial service is £300,000 which has been reduced through negotiation with the current contractor from the original annual contract cost of £350,000.

The contract expires on 31st March 2018 and the recommended procurement option will obtain a cost for delivering these services for an initial 2 year contract period, with an option to extend the contract for a further 2 years beyond this time.

By stipulating the upper budget limit for the delivery of a detailed, quality service the Council is protecting, to a large degree, against attracting tender values which exceed the anticipated spend. By working closely with the current contractor it has been possible to

gauge the challenges and realism in relation to achieving a deliverable contract with an emphasis on efficiency savings and quality standards.

There is also a requirement for staff time involved in preparing and administering the procurement process which has been programmed into the Streetscene Business Unit work plan for 2017/18.

10. **Major Risks**

In respect of the recommended preferred solution

- Reduced service standards if not successfully mitigated by the measures outlined in this report.
- Committed to level of expenditure for 2 years.
- Reduced levels of competition by utilising the framework
- Need to retender if no suitable contractor.

11. **Sustainability and Climate Change Implications**

The contract has a limited impact on climate change. With a lower maintenance regime specification to several sites there will be reduced vehicular movements and less use of petrol driven machinery. The option to locate the successful contractors operations at Keele Cemetery also supports the reduction of vehicle travel.

12. **Key Decision Information**

This report is a key decision due to the level of annual expenditure involved and it is included in the Forward Plan.

13. **Earlier Cabinet/Committee Resolutions**

- 13.1 Res----- Cabinet 4th September 2002
- 13.2 Res----- Cabinet 1st December 2004
- 13.3 Res-----Cabinet – October 2007
- 13.4 Res -----Cabinet – Sept 2013

14. **List of Appendices**

None

15. **Background Papers**

None .

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NEWCASTLE-UNDER-LYME BOROUGH COUNCIL
EXECUTIVE MANAGEMENT TEAM'S REPORT TO THE
CABINET

Date **26 September 2017**

REPORT TITLE: Contract for provision of multi-functional devices (MFDs)

Submitted by: **Head of Communications**

Portfolio: **Finance, IT and Customer**

Ward(s) affected: **All**

Purpose of the Report

To seek Cabinet approval for the contract arrangements outlined in this report for the provision of multi-functional devices at Newcastle-under-Lyme Borough Council.

Recommendations

- a) That Cabinet welcomes the potential savings, efficiencies and contribution to more modern working practices at the Council which this contract will help to deliver.
- b) That Cabinet endorses the procurement process in the report and delegates authority to the Chief Executive in consultation with the Portfolio Holder for Finance, IT and Customer to complete the contract process with Canon UK Ltd on the terms outlined.

Reasons

The Council's existing contract for the provision of multi-functional devices expires at the end of November 2017. The agreement put forward in this report will enable the Council to generate financial efficiencies while further reducing its carbon footprint. It will also support the Council's efforts to promote more modern working practices which involve a focus on electronic storage and less dependence on "hard copy" records management.

1. **Background**

- 1.1. In the early part of 2010, the Council began a project which set out to examine whether a more efficient and effective process could be introduced for the provision of desk top printers, copiers, scanners and faxes for staff and elected members.
- 1.2. An initial print investigation revealed the Council had around 190 devices which comprised 76 different machine models provided by 13 separate manufacturers. In terms of expenditure and monitoring consumables alone this was obviously a very difficult and complex operating system.
- 1.3. As a result, the Council established a Project Board to deliver a new print solution. This board steered the Council through a process which involved

securing a single supplier of multi-functional devices (MFDs) using a Government Procurement Services Framework. The solution was procured by way of a compliant process advertised in the Official Framework of the European Union (OJEU).

- 1.4. Canon UK Ltd was appointed following this procurement process and a contract with the company was implemented at the beginning of December 2010. This was for an initial three years with the option of two separate 12-month extensions subject to satisfactory performance reviews. Both of these options were subsequently taken-up.
- 1.5. This agreement led to the phasing out of the majority of the devices outlined in 1.2 and they were replaced with 24 MFDs. A small number of legacy devices were retained for operational reasons where specific business cases could be made by services.
- 1.6. In August 2015, Executive Management Team (EMT) considered a report which outlined a range of options for MFD provision at the end of the Canon agreement. In particular, officers considered what the likely impacts would be for staff in making the transition to a new, shared public sector hub - namely their print, scanning and fax requirements; the introduction of more agile working practices; an increased focus on reducing hard copy storage and a move towards electronic storage.
- 1.7. At that moment in time, it was difficult to fully understand all of these impacts and that, combined with the fact the initial projection for a move into the hub was early summer 2017, meant that the best option facing the Council was a direct contract award to Canon through the CCS RM 1599 Framework. This was based on some rationalisation of the existing MFD fleet and replacing devices nearing the end of support with some new devices.
- 1.8. Benchmarking to ensure “best value” for the Council with any direct award also took place with an alternative provider.
- 1.9. A reduced term agreement – which did not have to be reported to Cabinet as the value was less than £50,000 – was put in place and this expires at the end of November 2017.

2. **Issues**

- 2.1. During the last two years, details over working practices and arrangements at the Castle House public sector hub have become much clearer and the Council now not only has a very clear indication of how staff will be expected to work following occupation of the new building but also the numbers who will work from there each day as well as those working in a more agile way.
- 2.2. The Council's decisions regarding occupancy of Castle House have also had an impact on a range of other buildings owned by the authority which in turn affects MFD provision across the whole organisation.
- 2.3. Members will also be aware of the extensive work which has gone on in terms of the Electronic Documents Record Management programme at the Council.
- 2.4. All of the above means the Council is in a good position to consider a further rationalisation of its MFD fleet.

- 2.5. Your officers believe the Council can halve the current fleet to 11 devices. As well as saving the Council money this will also further reduce our carbon footprint.
- 2.6. Both these goals can be achieved without adversely affecting how MFDs support staff as they carry out their duties.
- 2.7. By adding a scanner into the contract the Council can support staff in Revenues and Benefits as they work with claimants in Castle House.
- 2.8. The Crown Commercial Framework RM3781 Lot One is a recognised procurement route for significant numbers of public sector organisations. Canon is the sole supplier on this framework.
- 2.9. While the proposals for changes to the MFD fleet will generate savings for the Council, officers are conscious this is only one part of the “best value” equation. To ensure a fully rounded understanding of this issue, a benchmarking exercise has taken place with an alternative provider.
- 2.10. This process satisfied officers that “best value” is being achieved by the proposals under consideration by Cabinet.

3. **Proposal**

- 3.1. It is proposed that the Council uses Crown Commercial Framework RM3781 Lot One to procure MFD services at the Council for a three-year term with an option of two 12-month extensions subject to satisfactory performance reviews. Canon is the sole provider on this framework and therefore the agreement will be with them.
- 3.2. A key consideration for the Council in making this proposal has been the ability to maintain access to print management and E-copy/Northgate connectors. Northgate Information@Work is the Council’s corporate Electronic Document Record Management (EDRM) system and it is envisaged that this will remain the case as a minimum for the next three years.
- 3.3. As part of the existing MFD agreement, the Council bought a number of E-copy licences and connectors which integrate directly into Information@Work. This allows users to scan documents directly into a filing system from an MFD without having to scan to a network drive or e-mail and then drag or copy the file and delete the original. These processes are widely used across the Council and are embedded into a variety of work areas notably Revenues and Benefits.
- 3.4. With more filing systems coming online and efforts to widen access to existing filing systems, it is important to ensure that a scan to Northgate functionality is retained. Because of this the MFD contract cannot merely be seen in terms of printing.
- 3.5. The move to Castle House will impose a significant strain on the Council’s ICT resources as more agile and modern working practices – and the reliance on technology/ICT support that comes with that – are embedded within the authority.

- 3.6. Although this should not be used as a principal reason for not carrying out a full procurement process, it is a factor which can be borne in mind when considering procurement options and solutions. In the “financial and resource implications” section of this report, further information is given regarding an assessment of how a change in provider could impact not only on ICT resources but also other staff
- 3.7. Staffordshire County Council will be the single biggest occupant of Castle House which will also be shared with Staffordshire Police. They both share the same provider at this moment in time but have separate contracts and contract lengths. Aligning all MFD provision at Castle House will be an aspiration moving forward if it can be shown that this process will be financially beneficial to the Council and support more efficient working practices.

4. **Reasons for Preferred Solution**

- 4.1. The proposals outlined in this report will result in financial savings for the Council of around £50,000 from the base budget in a full year.
- 4.2. If the Council can continue to drive down printing costs, in particular through a robust approach to the use of colour and single-sided printing, greater savings can be achieved.
- 4.3. Using an established framework such as the one identified earlier in this report ensures a guaranteed level of service provision as providers have to fulfil a variety of criteria to qualify for inclusion.
- 4.4. Following this procurement route will also eliminate the need to call on scarce ICT resources to implement software changes and oversee integration processes from a new provider. It will also ease re-training pressures on staff that will need to be introduced to any new solutions. A detailed breakdown on both of these impacts is included in the financial and resources section.
- 4.5. During the last seven years the contract with Canon has delivered savings well in excess of £100,000; dramatically reduced the Council’s carbon footprint; helped transform print behaviours amongst staff at the authority. This agreement will help to build on that excellent record of achievement.

5. **Legal and Statutory Implications**

- 5.1. The Crown Commercial Service (CCS) is an executive agency and trading fund of the Cabinet Office for the Government. It is responsible for improving government commercial and procurement activity.
- 5.2. The Crown Commercial Framework RM3781 Lot One – under which the Council is being advised to award this contract – is run under the guidance and jurisdiction of the CCS.
- 5.3. It advises that under Lot One no standstill period is required after a contract is awarded.

6. **Equality Impact Assessment**

- 6.1. There are no equality impact assessment issues arising from this contract award.

7. **Financial and Resource Implications**

- 7.1. As outlined in 4.1, following the procurement route outlined in this report will help to deliver savings of around £50,000 for the Council from its base budget.
- 7.2. As well as ensuring general staff requirements for print, fax and scanning are met, this proposal will also ensure bespoke scanning services for Revenues and Benefits staff in the new reception area at Castle House. A key part of the services they currently provide to customers involves the scanning of documents which support benefit claims. Moving forward it is likely that self-scan services will be developed in Castle House but while this process is in development the continued provision of scanning is vital as it enhances the service provided to large numbers of residents.
- 7.3. Scanning services at the Guildhall are currently provided by the existing MFD fleet. The reduction in fleet size – aligned to the fact the reception set-up at Castle House will be very different to what is in place at the moment – means changes are required. While an MFD will be available for all staff in reception, a bespoke scanning option for Revenues and Benefits is essential while self-scan develops. As part of the initial hardware solution put forward to Canon, it has been agreed a scanner will be purchased. This has been factored into the savings outlined in 7.1.
- 7.4. A consideration taken into account when assessing the relative merits of direct award versus a standard procurement process was the potential impact a new provider would have on staff resources. An assessment has been made of this impact which breaks down into 14.5 days for ICT; one day for finance and the equivalent of 20 days for all staff. This final figure is based on 300 members of staff receiving just half an hour of training each.
- 7.5. In addition, direct award means the Council has not had to go through a full-blown procurement process which again has an impact on staff involved in preparing a specification; reviewing documents, evaluation and award processes.
- 7.6. It has been well documented that the move to Castle House will not only save council taxpayers millions of pounds over a number of years but also streamline access arrangements for customers to a range of public services. However, to achieve these benefits there will be an initial impact on staff as mentioned previously. One of the key areas where the pressure will be particularly felt is ICT.
- 7.7. For that reason, it is being recommended that where practicable, the transition to a new contract will not be left until the expiry of the current arrangement but will instead be tailored to the move to Castle House. This should ensure ICT being asked to implement one significant set of MFD changes rather than one to enable the move from the Civic Offices and then a second shortly afterwards to introduce devices linked to the new contract.
- 7.8. Whilst the savings outlined in 7.1 are already significant, there is an opportunity for further efficiencies to be gleaned from MFD services moving forward and Cabinet support will be helpful as efforts continue to:-
- a) Encourage Executive Management Team to continue to drive forward further reductions in “legacy devices” at the Council.

- b) Develop a culture across the organisation which supports mono printing and utilise colour only when absolutely necessary.
- c) Insist on duplex printing for all materials where appropriate.
- d) Avoid using the MFDs for “bulk” printing jobs - which are generally accepted to be 50+ pages – and work with the Communications Service to consider more economic options.

8. **Major Risks**

- 8.1. Not having a contract in place will impact on the ability of staff to carry out their roles efficiently and effectively by removing their capacity to print, scan and fax materials.
- 8.2. Delays in the implementation outlined in 7.6 runs the risk of significant impact on council ICT resources.

9. **Key Decision Information**

- 9.1. The report involves projected expenditure in excess of £50,000 during the life of the contract and has therefore been included on the Forward Plan.

10. **Earlier Cabinet/Committee Resolutions**

- 10.1. None.

11. **List of Appendices**

- 11.1. None

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL**EXECUTIVE MANAGEMENT TEAM'S REPORT TO THE
CABINET****Date 26th September 2017**

1. **REPORT TITLE** Adoption of a Sport and Active Lifestyles Strategy for the Borough
- Submitted by:** Executive Director, Operational Services Dave Adams
- Portfolios:** Planning and Assets & Leisure, Culture and Localism
- Ward(s) affected:** All

Purpose of the Report

To approve the final Sport and Active Lifestyles Strategy for the Borough.

Recommendations

It is proposed that now wider public consultation has been completed on the draft Sports and Active Lifestyles Strategy that Cabinet approve and formally adopt this new 10 year strategy.

Reasons

This report presents the final version of a Sports and Active Lifestyles Strategy for the Borough and contains a number of strategic goals as well as an action plan. Progress has been considerable with consultation undertaken internally and with a number of key stakeholders as well as members of the public.

A report was presented to Cabinet in November 2016 with a Draft 10 year Strategy, which was approved for wider consultation. Consultation was carried out internally and externally and the feedback has been fed into the final strategy version with an updated 10 year Action Plan.

1. **Background**

- 1.1 Newcastle Borough Council has developed a 10 year Sports and Active Lifestyles Strategy to set out the goals for the future of sports facilities within the borough. It outlines a number of strategic priorities based on a robust evidence base and is supported by engagement and consultation with the community and other stakeholders during the winter of 2016/17.
- 1.2 The Strategy takes into account Sports facilities and programmes provided by a wide range of organisations, clubs and providers across the Borough and not just those provided directly by the Borough Council.
- 1.3 On 20th July 2017, Council agreed a motion in relation to the future of sports and leisure provision in Kidsgrove as well as to support in principle the provision of affordable replacement sports facilities in the Kidsgrove area and the preparation of a detailed report setting out future options and costs.
- 1.4 Overall, the engagement and consultation conducted on the draft Sport and Active Lifestyles Strategy generated a high degree of endorsement for the strategy and what it is trying to achieve for the borough. This is evidenced by the feedback from the online survey responses. A summary report of which is available as a background paper.

2. **Issues**

- 2.1 The strategy recognises the interaction between sports facilities and other strategic areas of work within the borough, in particular: planning policy and the Joint Local Plan, which sets out the future direction for development in North Staffordshire.
- 2.2 The Strategy covers:
 - 2.2.1 A review of the council's leisure portfolio to ensure it is being used to best deliver for the local community.
 - 2.2.2 A review of the council's sports development programme and links to identified health priorities.
- 2.3 Overall, the strategy highlights that there are a number of issues for the borough in terms of its current provision:
 - 2.3.1 Mixed experience of clubs / organisations in terms of members, volunteers, finances (i.e. some are thriving, some struggling)
 - 2.3.2 Some clubs do not have their own bases and are reliant on the council for facilities, which is not necessarily sustainable in the longer-term
 - 2.3.4 Facilities are of poor quality in some locations.
- 2.4 The strategy identifies five strategic aims that address these issues.
 - 2.4.1 To increase and sustain regular participation in sport and physical activity.
 - 2.4.2 To put in place sporting pathways that will enable people to achieve their full potential in sport.
 - 2.4.3 To develop effective communication channels around available local opportunities for sport and active lifestyles.
 - 2.4.4 To support and increase the numbers of people working or volunteering in sport.
 - 2.4.5 To develop and maintain facilities crucial to the infrastructure for sport and active lifestyles.
- 2.5 The Sport and Active Lifestyles Strategy is supported by an action plan that will guide the delivery of its ambitions and strategic goals through identifying actions and the outcomes they will deliver. These actions are also prioritised so that there is clear direction on the expectations on delivery timescales.

3. **Options Considered**

- 3.1 To adopt the final strategy or to choose not to.

4. **Proposal**

- 4.1 The responsibility for delivery and management of the Sport and Active Lifestyles Strategy with Action Plan rests with Operational Services but working in partnership across the

Council and with a range of partners identified within the strategy. The delivery of the Strategy will be monitored by Castle Sport the local advisory sports council. Engagement and communication has been identified as a vital element in the development of the Strategy and in the effective delivery of its recommendations.

5. **Reasons for Preferred Solution**

5.1 Given the importance of sport to the local health economy and the established role of physical activity in improving individual health, it is proposed that the Council leads on the production of a Borough Sport and Active Lifestyles Strategy to maximise these benefits for our local communities.

6. **Outcomes Linked to Sustainable Community Strategy and Corporate Priorities**

6.1 There will be a positive impact on those areas relating to health improvement and inward investment.

7. **Legal and Statutory Implications**

7.1 Any legal implications are contained within the strategy. Implementation of the results of the Action Plan will require the execution of appropriate legal documentation (e.g. leases, contracts).

8. **Equality Impact Assessment**

8.1 An initial Equality Impact Analysis has been undertaken on the strategy and is available as a background paper.

9. **Financial and Resource Implications**

9.1 Any future investment required to fund the strategy will need to be considered as part of the Council's annual budget strategy. This will be considered as part of the annual budget process.

10. **Major Risks**

10.1 A detailed risk register for the delivery of the Sport and Active Lifestyles Strategy and Action Plan was prepared for the draft strategy and circulated with the November Cabinet Report.

11. **Key Decision Information**

11.1 This report is in the forward plan

12. **Earlier Cabinet/Committee Resolutions**

12.1 Development of the Sport and Active Lifestyle Strategy was approved by Cabinet in December 2014.

12.2 The Draft Sport and Active Lifestyles Strategy was approved for consultation in November 2016.

13. **Background Papers**

13.1 Equality Impact Assessment

- 13.2 Consultation Report
- 13.2 Final Sport and Active Lifestyles Strategy
- 16. **Management Sign-Off**

	Signed	Dated
Financial Implications Discussed and Agreed		
Risk Implications Discussed and Agreed		
Legal Implications Discussed and Agreed		
Equalities Implications Discussed and Agreed		
H.R. Implications Discussed and Agreed		
ICT Implications Discussed and Agreed		
Report Agreed by: Executive Director/ Head of Service		

SPORT AND ACTIVE LIFESTYLES STRATEGY (SALS) 2016 – 2026

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Section 1 Foreword

Promoting healthy lifestyles through sport and physical activity is essential to the Council's stated priorities, particularly in creating a healthy and active community.

For children and young people physical activity is essential for their health, creates opportunities, encourages aspirations around individual performance as well as developing team working.

Our investment in sport and leisure facilities and programmes, along with those of our partners is an investment in these opportunities and the future.

With Stoke being the European City of Sport 2016, the profile of sport in the area and opportunities for participation and involvement have never been greater.

The strategy sets out what the Council and its partners will seek to deliver to support more people being more active more often, to help address inequalities in health and wellbeing by targeting specific groups or specific areas to become more active.

We wish to thank all those involved.

Cabinet Portfolio Holder
Leisure and Culture

Cabinet Portfolio Holder
Planning and Housing

Section 2 Overview

This strategy aims to build on existing strengths of the sports sector in Newcastle and North Staffordshire to help more people participate in sport and physical activity.

In February 2015, Newcastle Borough Council approved its Playing Pitch Strategy (PPS) for the Borough which along with this Sport and Active Lifestyles Strategy provides an up to date evidence base to support the delivery of sport and physical activity across the Borough and North Staffordshire over the next ten years and ensure compliance with new national planning policy.

The purpose of this strategy therefore is to identify current strategic influences and priorities for the Borough including a local analysis of current and future demand. The strategy will identify the current facility stock as well as the delivery of sport related initiatives across the borough. It will also set out the future strategic approach to sport and active lifestyles provision and a clear action plan of how the vision will be achieved.

The Sport and Active Lifestyles Strategy will provide a strategic direction to all partners who have a role the delivery of sport and active lifestyles within the borough. The strategy will support a clear legacy around an improved infrastructure to allow more people to become more active, more often, and it will ascertain how and where our limited resources should be targeted.

The key drivers of change likely to affect sport and active lifestyles include:

- Climate Change;
- Tackling socio-economic and health inequalities;
- Ageing population;
- The changing nature of communities and 'localism';
- Rising customer expectations;
- Public sector budget restraints;
- A greater role for the voluntary sector and new types of sports club: and new forms of traditional sports.

This 10 year Sports Facilities Strategy in essence sets out what the council seeks to achieve over this period, setting a number of strategic priorities based on the evidence base collected.

Therefore, a strategic direction has been proposed that recognises the wide ranging planning policy issues, and in particular the need to be reflected in the Joint Newcastle under Lyme and Stoke on Trent Local Plan. Based on this robust evidence, five strategic goals are recommended:

- **To increase and sustain regular participation in sport and physical activity.**
- **To put in place sporting pathways that will enable people to achieve their full potential in sport.**

- **To develop effective communication channels around available local opportunities for sport and active lifestyles.**
- **To support and increase the numbers of people working or volunteering in sport.**
- **To develop and maintain facilities crucial to the infrastructure for sport and active lifestyles.**

Section 3 Methodology

The overall purpose of this strategy is to set out a vision and strategic action plan. This will allow the Council and its partners to ensure the benefits of sport and physical activity are realised, protected and enhanced wherever opportunities arise.

This strategy identifies key partners and looks at key influencing trends locally and nationally. It assesses where the borough is now in regards to the demographic, sporting and health profiles, as well as looking at future predictions. Furthermore, the strategy examines the current sports facilities within its remit, irrespective of ownership.

The needs assessment work has been produced in line with the National Planning Policy Guidance (NPPF), which requires that (Paragraph 73, page 18):

‘.....planning policies are based upon robust and up-to-date assessments of needs for open space, sport and recreation facilities and opportunities for new provision.

This assessment and strategies have therefore been produced in line with guidance by Sport England (Assessing Needs and Opportunities Guide for Indoor and Outdoor Sports Facilities; January 2014)

The first task; to tailor the approach to reflect the geographical and sporting nature of the local area was undertaken through building on local knowledge and gaining a clear understanding of the patterns of sports participation in the Borough. The analysis is developed to consider the strategic context and sports participation profile across the Borough and North Staffordshire, looks at the supply available at the time the analysis and demand of facilities in terms of quantity, quality, access and availability, builds in consultation and utilises Sport England planning tools to develop the needs and evidence base and subsequent strategy recommendations.

The approach and methodology builds on the earlier work of the Playing Pitch Strategy which was developed using Sport England’s guidance – An Approach to Delivering a Playing Pitch Strategy (PPS). The key tasks undertaken were to deliver the assessment for football, cricket, rugby, hockey, tennis and bowls as well as demand for artificial grass pitches and are set out in the relevant sections of the PPS report.

Section 4 Strategic Context

Sport and Active Lifestyles provision in the Borough is influenced by a number of factors at a national and local level. These all recognise that increasing participation in sport and physical activity can reduce health inequalities and boost economic growth.

The Sport England Economic Value of Sport Model, which is designed to demonstrate the estimated value of sport to the local economy, calculates for Newcastle Borough:

£27.3m	£21.9m	£5.3m	774	£22.2m	£47.4m
In Gross Value Added (wages and operating profits)	People participating in sport	Non participation interests (Manufacture, retail of sports equipment and clothes not for sports use. Ticketing for spectators, TV income or sponsorship value added of gambling)	Jobs	The value that volunteering brings to the local economy	Is the economic value of improved quality of and length of life plus healthcare costs avoided.

To maximise these benefits further it is necessary for sport locally to connect to appropriate national and local strategies:

National Strategic Influences

There are several national policies that impact upon the preparation of the Sport and Active Lifestyles Strategy:

The National Planning Policy Framework (NPPF) clearly establishes the requirement that local plans ensure that there is proper provision of community and cultural facilities to meet local needs. The NPPF's expectations for the development of local planning policy for sport and physical activity/recreation, is set out in paragraphs 73 and 74 which require there to be a sound (i.e. up-to-date and verifiable) evidence base underpinning policy and its application.

The Government's new sports strategy – Sporting Futures (2016) has redefined sporting success, with a new focus on five key outcomes. In future funding decisions will be made on the basis of the outcomes that sport and physical activity can deliver. The Government also expects all relevant departments to work together to create a more physically active nation. The five outcomes are:

- Physical wellbeing
- Mental wellbeing
- Individual development
- Social and community development

- Economic Development

Sport England Strategy – Towards an Active Nation 2016-2021:

Key features of the new strategy are:

- Dedicated funding to get children and young people active from the age of five, including a new fund for family based activities and offering training to at least two teachers in every secondary school in England to help them better meet the needs of all children, irrespective of their level of sporting ability
- Working with the sport sector to put customers at the heart of everything they do, and using the principles of behavior change to inform their work
- Piloting new ways of working locally by investing in up to 10 places in England – a mix of urban and rural areas
- Investing up to £30m in a new volunteering strategy, enabling more people to get the benefits of volunteering and attracting a new, more diverse range of volunteers
- Helping sport keep pace with the digital expectations of customers – making it as easy to book a badminton court as a hotel room
- Working closely with governing bodies of sport and others who support people who already play regularly, to help them become more efficient, sustainable and diversify their sources of funding.

National Governing Body Facility Strategies: 46 National Governing Bodies have received Sport England funding for the period 2013-17 through their Whole Sport Plans. A number also have produced National Facilities Strategies which have been considered in the preparation of this strategy document. The key priorities of these documents are set out in the sport specific sections.

Health Matters, Getting Every Adult Active Every Day published by Public Health England in July 2016 is a resource for health professionals and local authorities focussing on the benefits of making more people physically active.

There are a number of common themes and outcomes within current national strategic literature:

- Increasing participation in sport and physical activity
- Improving health and well-being outcomes through physical activity and sport
- Identifying the social return on investment
- Recognising the value of volunteering
- Tackling inactivity
- National Governing Body offers
- Improving and protecting existing facilities, and open spaces, to ensure that there are no gaps in provision
- Planning for the future in terms changing demographic profiles particularly in relation to growing and ageing populations

Local Strategic Influences

The Borough's Sport and Active Lifestyles provision is influenced by many partners who will be further consulted to help shape this document.

This strategy has a number of key references; the objectives contained within the Councils Corporate Plan; the Council's approach to the Joint Local Plan; and the Health and Wellbeing Strategy of both the Borough and County Councils. Additionally it also supports the findings and direction of the Staffordshire County Council (Public Health) Joint Strategic Needs Assessment and the Facilities framework for Staffordshire undertaken by SASSOT.

SASSOT Sports Facilities across Staffordshire: A Facilities Framework (December 2014). The document is a framework to develop more detailed strategies within each of the Staffordshire local authorities. It projects future demand up to 2023 for sports halls swimming pools and artificial grass pitches.

Newcastle under Lyme and Stoke on Trent Core Spatial Strategy (CSS) 2008 – 2026. The core strategy was adopted in 2008. This summary focuses on the policies which relate to the SALS and PPS studies. The strategic vision for the CSS is Newcastle and Stoke will be a vibrant, prosperous, environmentally responsible and successful area of choice for business, visitors and residents in the period up to 2026.

Joint Newcastle under Lyme and Stoke on Trent Local Plan. The Joint Local Plan is currently in production and to date public consultation has taken place on the strategic issues and challenges that the Joint Local Plan will seek to address. The Draft Joint local Plan is programmed for 2017 and adoption is anticipated in late 2018.

Section 5 Demographic Profile

The Borough is divided into 24 wards. The latest 2014 population figure is 126,100 and is predicted to rise in 2026 to 132,500 an increase of 6,400 or approximately 5%.

At this stage in the Local Plan process it's not possible to say how the population will be affected by the construction of new homes it's only possible to use ONS data on the number of new households.

Work has commenced to prepare a new Joint Local Plan, which will determine the need for additional housing. This could mean the population rises even higher. Future updates to this study will take account of the latest population projections available at that time.

With higher density populations in the North of the Borough and rural communities in the south of the Borough the Council must aim to ensure that sufficient sporting provision is provided to serve both the existing and future population. It is therefore important to make sure that the Local Plan policies are supported by an up to date Sports and Active Lifestyle Strategy based on robust evidence, so that sport and recreation facilities are considered alongside proposals for new homes.

The Council must aim to optimise opportunities brought about by new developments to ensure new and enhanced sporting provision is provided. The current population is ageing, particularly in the 65+ age group. Given the prevalence of older people in the borough, it will be important to ensure that low impact activities e.g. walking, cycling, swimming and fitness facilities are easily accessible; encouraging participation to address health challenges into old age.

The health of people in the borough is generally worse than the West Midlands and England Averages. There are also health inequalities within the borough, with life expectancy lower for both men and women who live in the most deprived areas. The borough also experiences high levels of teenage pregnancy and mothers smoking during pregnancy in comparison to the national average. According to the 2008/09 Physical Education and Sport Survey, the level of physical activity in schools is 6% below the national average. Whilst rates of early deaths from heart disease, stroke and cancer are now similar to the national averages and rates of death from all causes are continuing to fall, life expectancy remains fractionally below the national level. Priorities are to help people quit smoking, to support dependant drinkers to take control, and to further reduce the early death rate (from heart disease, stroke and cancer).

The areas experiencing high levels of deprivation in the borough are in the north east of the borough where it borders Stoke and central areas of the borough. There is a correlation between deprivation and health problems. The area of relatively high population density and deprivation on the border with

Stoke experiences health inequalities which can be addressed in part through appropriate targeted investment in sport.

Sport England's market segmentation tool produces 19 market segments with distinct sporting behaviours and attitudes (these are detailed in appendix). This data identifies that the dominant participation segments in the borough are groups relating to older people, and middle-aged females and males.

Section 6 Sports Participation

Sport England's Active People Survey 10 (2015/2016) identifies key participation statistics for adults (age 16+) at a local authority level. These measures are only based on a relatively small consultation of 500 people per year, but to come in line with their new strategy for 2017-2021 the survey has been available on line from November 2015. Key trends in participation are considered below:

There has been a slight drop in once-a-week participation. 30.0% of adults are participating at least once a week, which has dropped from 30.7% last year. This compares to a West Midlands Average of 34.7% and is very similar to Stoke's participation (31.2%). Although in Newcastle there has been a slight increase in people participating on three occasions a week, up to 23.1% from 22.3%, which is 3% higher than Stoke, the once a week participation has shown a steady decline from 37.1% in 2012/13.

Increasing participation in sport is a big challenge for both Stoke and Newcastle. Given similar levels of participation there is scope for joint working to tackle this common issue and the Joint Local Plan provides the special dimension for this work.

The Public Health Outcomes Framework (2014), shows that 51.8% of adults are active in the borough. This is below the West Midlands (55.5%) and England (57.0%) averages. 30% of adults in the borough are inactive, which is higher than the West Midlands (29.1%) and England (27.7%).

Public health England estimate that a 100% increase in the levels of physical activity amongst 40 – 79 year olds could reduce the number of preventable deaths by 104 a year and that the cost of physical inactivity in the borough is £2.6m

Males tend to participate slightly more than females but the gender gap is small at 3%. This is considerably smaller than other areas and is in part due to good utilisation locally of national programmes, such as the recent 'This Girl Can' marketing campaign.

There has been a sharp rise in club membership, but at 17.4% we are still behind West Midlands (19.5%) and England (21.6%) figures. Progress is in part due to both the improvements to local sports club facilities that have been carried out and the 33 local sports clubs that have achieved Clubmark. This approach needs to continue.

Approximately 60% of residents are very or fairly satisfied with local sports provision. This is in line with regional and national figures and reflects investment made over recent years.

Gym Sessions (10.9% of population), Swimming (9.8%) and Cycling (6.5%) are the boroughs most popular sports. The borough participation in swimming is higher than the regional and national averages. It is important where

possible to maintain the current level of swimming pool provision and seek to replace any facilities that are decommissioned.

The Active People Survey reports that 61.2% of the borough's adult population want to do more sport. Again this is higher than regional (56.6%) and national (57.4%) figures and points to a latent demand that can be satisfied by providing the right quality sports facilities, in the right place.

However, when this is set against the current declining rate of participation linked to the small decline in the total active population and the small expected rise in population (1.4%), it means that there is unlikely to be a projected increase in future demand for the indoor sports facilities which the population participates in most, namely sports halls, swimming pools, fitness classes and gyms. The level of participation is at the recreational level and for fitness, social and family based activity for swimming). The challenge therefore is to find investment to replace or refurbish ageing facilities and keep newer ones well maintained.

Section 7 Swimming Pools

Introduction

This section sets out the assessment of need for swimming pools and provides the baseline needs and evidence. It sets out the findings from the Sport England facility planning model (fpm) analysis undertaken in 2015. It provides the baseline analysis – what does the supply and demand for swimming pools look like in 2015 and how does this change up to 2025, based on the projected changes in population. The 2012 ONS sub-national population figures were used in the modelling.

The supply and demand of sports facilities in the Borough is a dynamic situation with facilities being commissioned, improved, extended or decommissioned on an ongoing basis.

The supply and demand analysis undertaken to support the strategy is based on provision in place in 2015 and is intended to provide a baseline position from which changes in population, supply and demand can be considered over the life of the strategy.

The sequence of reporting is to describe some features of the assessment: and then set out the main findings for each facility type for 2015 and 2025. For the 2015 findings these are summarised at the end of each of the four Assessing Needs and Opportunities: A companion guide to Planning Policy Guidance 17 (ANOG) sections. For the 2025 findings there is an overall summary of key findings at the end. The detailed analysis is set out in the Appendix.

Features of the assessment

Within the fpm supply is defined by the location and capacity of sports facilities. Capacity is a function of: the number and size of facilities at a particular site, and the available hours for public use within the peak period.

The model assumes an average ‘at one time’ capacity for each swimming pool. This is multiplied by the number of hours the pool is available within the weekly peak period, which provides an estimated number of visits per week in the peak period that can be accommodated at each site. In the case of a 25m, 4 lane swimming pools, available for public and/or club use for all of the weekly peak period, this figure is about 1700 visits.

Demand is estimated by applying to each of 12 age/gender groups within the resident population of each enumeration district: a ‘rate of participation’, the proportion of a given population that is likely to express a demand to use a particular type of sports facility; and a ‘frequency rate’ (the number of times likely users of a particular type of sports facility will visit each week). This produces a total for the likely number of visits in a typical week from the population and so demand can thus be compared directly with supply. The model takes no account of demand from non-residents, i.e. tourists/visitors, nor does it take account of educational requirements within the school curriculum.

Catchment Area. There is a limit to which regular users of sports facilities are prepared to travel, defined in the model in terms of time rather than distance. Three modes of travel are taken into account in the analysis - by car, by public transport and on foot.

The model uses a catchment area for each facility of 30 minutes for each mode of travel. However, within this there is a 'distance decay' function, based on the concept that the willingness to travel declines with distance. Travel times used in the model are derived from the survey data, suggests that about 60% of all users of swimming pools travel up to 10 minutes, and about 87% travel up to 20 minutes. Only about 8% of visitors travel between 20 and 30 minutes, with the remaining 5% travelling more than 30 minutes.

The study area is defined because users of sports facilities do not recognise local authority boundaries and catchment areas are across local authority boundaries. So it is important to create a study area which includes the neighbouring authorities and allows for assessment of need based on the catchment area of all facilities. For this study all the neighbouring authorities, who share a boundary with Stoke and Newcastle under Lyme have been included in the assessment..

The population applied in the assessment is based on the Office for National Statistics 2012 population projected to 2014.

Reporting of findings

The findings are reported under the Assessing Needs and Opportunities methodology (ANOG) headings of: quantity, (supply and demand); quality; accessibility and availability for each facility type, starting with swimming pools. There is a summary of key findings at the end.

The two runs reported on are:

RUN 1: Existing position in 2015- based on the current supply of swimming facilities available at the time of undertaking the analysis and the demand for them in 2015

RUN 2: based on the current supply available at the time of undertaking the analysis and projected demand for each facility type based on the projected population in 2025. In this strategic assessment the supply of facilities is assumed to be unchanged.

Key points and overall summary from Run 1 and Run 2

Total demand for swimming exceeds the total swimming pool supply available at the time of undertaking the analysis in both 2013 and 2024. In terms of the amount of water space available for public use and in terms of the capacity of pools in visits and total demand in visits.

The projected population increase between 2013 and 2024 has a very limited effect in increasing demand for swimming. So it is more important to assess the findings from 2013 in detail because they change little up to 2024, other than the pools becoming 11 years older.

The population in Newcastle under Lyme in 2013 generates demand for some 1,314m² of water space. Population growth by 2024 increases demand to 1,356m² of water space. So the population growth creates an increase in demand for 42 sq metres of water, which is a 3.1% increase.

The analysis shows that at the time of undertaking the analysis there were 7 pools across 5 sites in Newcastle under Lyme are estimated to be very full. The used capacity of the pools is estimated to be 89% of total capacity in 2013 and increases to 92% by 2024. This means that at peak times the pools are very busy and over utilised, such that in reality not as many residents will go swimming as predicted and activities such as club sessions/swimming lessons etc. will not be able to get sufficient pool time to deliver programmes.

Also utilised capacity varies at individual pools and in each of the two years three pools are estimated to be at 100% of capacity used, these are: Chesterton Community Sports College; Jubilee 2 and Newcastle under Lyme School.

The only pool with “spare capacity” is NCHS Science College in 2013 at 60% of used capacity but by 2024 this is estimated to be over the pools full comfort level of 70% and is at 72% of capacity used level.

The model also estimates how much demand cannot be absorbed because pools are full and the estimate is that Jubilee 2 cannot absorb 3,951 visits or demand in the peak period that would like to access it. Over a 50 week year this is an incredibly high 197,000 visits. Undoubtedly this is because the pool is still very new and it is attracting increased demand because of that.

This finding was underlined by the age of the other four pool sites in Newcastle under Lyme. The other pool sites available at the time of undertaking the analysis were opened in: Newcastle under Lyme School 1938 (modernised in 2009); NCHS Science College 1965; Kidsgrove Sports Centre 1976; Chesterton Community Sports College 1978; then no pool openings until Jubilee 2 in 2011. This shows that the other existing pool stock available at the time of undertaking the analysis is very old and none of the three 1960's – 1970's sites have undergone recent major refurbishment. All these factors will increase demand and usage of the Jubilee 2 centre, creating the high amount of demand that would like to access it but cannot based on the model's findings.

The biggest issue emerging from the assessment for both years is the need to reduce used capacity of the existing pools, to a level of around 65% of pool capacity used. There is however limited scope to “move and manage the demand around” as all the pools were very heavily used.

The other option is to increase swimming pool provision. This will become a higher priority if any of the other pool stock included in the modelling becomes unavailable as has recently been the case at Kidsgrove Sports Centre. The mapping of the unmet demand does not identify any key locations where unmet demand is particularly high either in absolute numbers or in one

location having particularly high unmet demand. So any choice of pool locations does not need to be determined by hot spots of unmet demand. Modernisation/expansion/replacement of existing sites is very sensible because there is very good access to these locations by residents based on car travel.

Section 8 Sports Halls

Introduction

This section sets out the assessment of need for sports halls and provides the baseline needs and evidence. It sets out the findings from the Sport England facility planning model (fpm) analysis undertaken in 2015. It provides the baseline analysis – what did the supply and demand for sports halls look like in 2015 and how does this change up to 2025, based on the projected changes in population. The 2012 ONS sub-national population figures were used in the modelling.

The sequence of reporting is to describe some features of the assessment: and then set out the main findings for each facility type for 2015 and 2025. For the 2015 findings these are summarised at the end of each of the four ANOG sections. For the 2025 findings there is an over summary of key findings at the end. The detailed analysis is set out in the Appendix.

Reporting of findings

The findings are reported under the Assessing Needs and Opportunities methodology (ANOG) headings of: quantity, (supply and demand); quality; accessibility and availability for each facility type, starting with swimming pools. There is a summary of key findings at the end. The two runs reported on are:

RUN 1: Existing position in 2015- based on the current supply of sports halls available at the time of undertaking the analysis and the demand for them in 2015

RUN 2: based on the current supply available at the time of undertaking the analysis and projected demand for each facility type based on the projected population in 2025. In this strategic assessment the supply of facilities is assumed to be unchanged.

Key points and overall summary from Run 1 and Run 2

Newcastle under Lyme's supply of sports halls is relatively good at a total supply of 20 sports halls on 12 sites (some sites having a sports hall and ancillary hall), providing a total of 67.5 badminton courts.

However, when the sports hall supply was assessed based on the number of courts available for public use in the weekly peak period, this reduces to 51 courts. So there are 16 courts, or 23.8% of the total supply of badminton courts in Newcastle under Lyme which are not available at peak times for public use.

Newcastle under Lyme has 5.3 courts per 10,000 population in 2013. This based on population growth reduces to 5.1 courts in 2024. This is higher than the County and Regional average in both years.

In terms of age, 8 of the total 12 sports hall sites available at the time of undertaking the analysis were built centre prior to 1990 and of these 4 had been refurbished. The remaining four sites were opened between 1995–2010. Overall it is quite an old stock and there will be an increasing need for modernisation of the stock over the period up to 2024 and beyond.

In terms of size of sports halls, there were 10 main halls which were four badminton court size and four ancillary halls which are 3 badminton court size. There are no sports halls which are 6 – 8 badminton courts and provide for dual sports activity at the same time.

The balance of provision is very much towards community recreational sports halls which can provide for the full range of community sports participation but with only one activity at a time.

In terms of demand, the total Newcastle under Lyme demand is for 34 courts when assessed on the same basis of supply as demand in the weekly peak period. So in 2013 total supply exceeds total demand by 16 courts (rounded down). By 2024 with the population growth and supply assumed to be unchanged between the two years, except that sports halls are 11 years older, the supply and demand balance surplus is reduced by 1 court to a total of 15 courts (rounded down).

The key finding from the assessment is how full the Newcastle under Lyme sports halls are in both years. The estimate is that on average Newcastle under Lyme's sports halls are operating at 45.6% used capacity in 2014 and virtually unchanged in 2024 at 45.8%. So both estimates of used capacity are well within the halls full comfort level of 80% of capacity used.

This however is a borough wide average and the figures for each sports hall (full table of findings for all sports halls is within the used capacity heading) shows there is some variation between halls. Chesterton Vision Centre has estimated used capacity at 100% in both years and at the time of undertaking the analysis Kidsgrove Sports Centre 87% used capacity in 2013 and 88% in 2024.

Increased demand from population growth means utilisation increases to a limited extent at most centres up to 2014. However the centres which appear to be over used remain. At Michelin Sports Centre estimated used capacity does decrease from 25% in 2013 to 12% in 2024.

Given the estimate is that across the borough there is sufficient sports hall capacity to meet demand now and up to 2024, the key issue which emerges is the intervention to manage usage more effectively across the venues. Doing this so as to make better/more use of those that are underutilised and

take the pressure off those which appear over utilised. It is acknowledged this is more challenging to achieve because 5 of the sites are either school or college sites (excluding University of Keele) and each school/college determines their own rationale for and extent of community use.

Section 9 Other Sports and Community Provision

Facilities provide the infrastructure to deliver sporting opportunities. Delivering the right facilities, in the right place for the right people is dependent upon the right partnerships and policy. This strategy identifies the current facility stock, any current gaps and looks at how all facilities can best be used, and developed, to increase participation, improve health, support clubs and nurture sporting talent.

The table below summarises the range of sports facilities in the Borough available at the time of undertaking the analysis.

As stated earlier in this strategy, the supply and demand of sports facilities in the Borough is a dynamic situation with facilities being commissioned, improved, extended or decommissioned on an ongoing basis.

The supply and demand analysis undertaken to support the strategy is based on provision in place in 2015 and is intended to provide a baseline position from which changes in population, supply and demand can be considered over the life of the strategy.

Table: Number of facilities by type

Facilities	Newcastle-under-Lyme
Athletics Tracks	1
Golf	4
Grass Pitches	136
Health and Fitness Suite	11
Ice Rinks	0
Indoor Bowls	0
Indoor Tennis Centre	0
Ski Slopes	1
Sports Hall	28
Squash Courts	10
Studio	10
Swimming Pool	9
Artificial Grass Pitch	9
Tennis Courts	19
Total	238

Source: Active Places Power. Measure: Number of sports facilities by facility type. Time period(s): 2016

Athletics Track

Ashfields Track is a cinder track built in 1965, managed by Newcastle Athletics Club under a lease granted by Staffordshire County Council.

Golf

There is one driving range at Keele and three golf courses at Onneley, Wolstanton and Newcastle-under-Lyme, operated by the respective clubs. There is no par three courses in the Borough.

Grass Pitches

For further details see the Playing Pitch Strategy. The 136 pitches counted above are in Council, Education and private ownership and cover football, junior football, mini soccer, rugby union, cricket, lacrosse and rounders.

Health and Fitness Suites

There is a good mix of Council, Education and private operators. Jubilee2 and at the time of undertaking the analysis, Kidsgrove Sports Centre, Chesterton High School, Newcastle Academy, Gordon Banks Sports Centre, Keele University from the public sector and Michelin Sports Club, Holiday Inn, Pure Gym and Exercise4Less in the private sector.

Ski Slope

Based in Kidsgrove and originally built in 1973, the ski slope has an artificial surface and is now leased from the Council and managed by North Staffs Ski Club, who extended their lease and added a second slope (snowpark) for snowboarding in 2014.

Sports Halls

At the time of undertaking the analysis there were 12 Activity Halls in Education and Community settings; Blackfriars School; Bradwell Lodge; Clayton High; Congleton Road Community Centre; Coppice School; Newcastle Academy; Newcastle-under-Lyme School; Sir Thomas Boughey School; Staffordshire Unitarian Meeting House; Keele University; and Wolstanton High.

At the time of undertaking the analysis there were 16 Main Halls primarily on Education and Council sites; Chesterton Vision; Clayton High; Kidsgrove Sports Centre; Madeley School; Michelin Sports Club (privately owned); Newcastle Academy; Newcastle-under-Lyme School; Sir Thomas Boughey School; Sir John Fisher School (2); Gordon Banks Sports Centre; University Academy Kidsgrove; Keele University (2); and Wolstanton High.

In addition the refurbished hall at Clayton Sports Centre and the new sports hall at Kings School now need adding to the database.

Squash Courts

Michelin Sports Club has 5 courts of which 2 are glass backed. Keele University has 2 courts of which 1 is glass backed.

Studios

There are 9 studios split evenly across the public, education and private sectors; Jubilee2 (2); Kidsgrove Sports Centre; St John Fisher School; Gordon Banks Sports Centre; Keele University; Michelin Sports Club; Pure Gym; and Exercise4Less.

The studios at Chesterton High and Chesterton Vision need adding to the database.

Swimming Pools

At the time of undertaking the analysis in section 7 there were 7 swimming pools comprising two training pools (Jubilee2 and Kidsgrove Sports Centre) and 5 main pools - Jubilee2, Kidsgrove Sports Centre, Chesterton High, Newcastle-under-Lyme School, and Holiday Inn. The Active Places Database also records the training pool at Blackfriars School and the main pool at Newcastle Academy that is temporarily closed.

Artificial Grass Pitches

The Playing Pitch Strategy gives a full analysis but included in the database are Keele University (2); Knutton; Kidsgrove Sports Centre; Newcastle-under-Lyme School; Clayton High; Gordon Banks Sports Centre; Chesterton High and University Academy Kidsgrove.

Tennis Courts

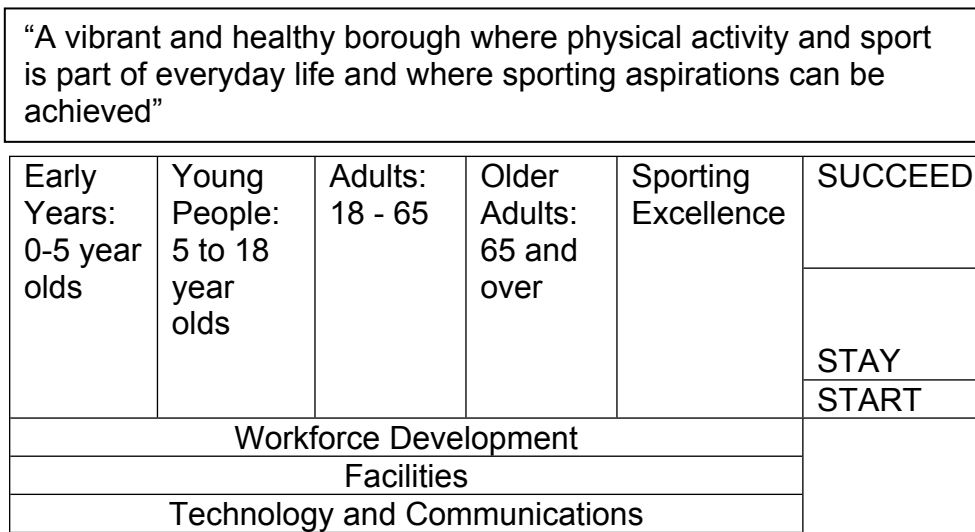
The Playing Pitch Strategy gives a full analysis but included in the database are Birchenwood; Bradwell Lodge; Chesterton Park; Madeley High; Silverdale Park; St John Fisher School; Keele University; Woolstanton High; and Westlands.

Section 10 Sports Development Framework

Our vision encompasses the twin aims of increasing the number of people being active and achieving personal success. The physical activity guidelines provide the framework for the themes for the strategy as they set out the requirements for a healthy lifestyle at the different ages. The pathways for personal success will be addressed in each age group theme, along with a separate theme addressing sporting excellence.

Underpinning all this is the need for high quality workforce, facilities and effective use of technology and communication.

This is set out in the diagram below:



Early Years – Under 5s

Physical Activity Guidelines: (Published by NHS Choices)

For infants not yet walking:

- 1 Physical activity should be encouraged from birth, particularly through floor-based play and water-based activities in safe environments.
2. All under 5s should minimise the amount of time spent being sedentary (being restrained or sitting) for extended periods (except time spent sleeping).

For under 5s who are walking:

1. Children of pre-school age who are capable of walking unaided should be physically active daily for at least 180 minutes (3 hours), spread throughout the day.
2. All under 5s should minimise the amount of time spent being sedentary (being restrained or sitting) for extended periods (except time spent sleeping).

Aim: To give all children in the borough an active and healthy start to life through maintaining a healthy weight

Target: To maintain a year on year reduction in the amount of overweight and obese children in the district at Reception age.

Young People – Age 5 to 18 years

Physical Activity Guidelines:

1. All children and young people should engage in moderate to vigorous intensity physical activity for at least 60 minutes and up to several hours every day.
2. Vigorous intensity activities, including those that strengthen muscle and bone, should be incorporated at least three days a week.
3. All children and young people should minimise the amount of time spent being sedentary (sitting) for extended periods.

Aim: To give access to high quality sport and physical activity opportunities for children and young people for both social and sporting benefits.

Target: 3,000 children and young people becoming more physically active
1,000 more children and young people being physically active 5 hours per week

Adults – 19 to 65 years

Physical Activity Guidelines:

1. Adults should aim to be active daily. Over a week, activity should add up to at least 150 minutes (2½ hours) of moderate intensity activity in bouts of 10 minutes or more – one way to approach this is to do 30 minutes on at least 5 days a week.
2. Alternatively, comparable benefits can be achieved through 75 minutes of vigorous intensity activity spread across the week or a combination of moderate and vigorous intensity activity.
3. Adults should also undertake physical activity to improve muscle strength on at least two days a week.
4. All adults should minimise the amount of time spent being sedentary (sitting) for extended periods.

Aim: An increase in the number of adults across the borough who are physically active and an increase in the number of adults playing sport

Targets: 2,500 more adults becoming active (at least one 30 minute session per week)
1,200 more adults to participate in sport at least once per week

Older Adults – 65 years and above

Physical Activity Guidelines:

1. Older adults who participate in any amount of physical activity gain some health benefits, including maintenance of good physical and cognitive function. Some physical activity is better than none, and more physical activity provides greater health benefits.

2. Older adults should aim to be active daily. Over a week, activity should add up to at least 150 minutes (2½ hours) of moderate intensity activity in bouts of 10 minutes or more – one way to approach this is to do 30 minutes on at least 5 days a week.
3. For those who are already regularly active at moderate intensity, comparable benefits can be achieved through 75 minutes of vigorous intensity activity spread across the week or a combination of moderate and vigorous activity.
4. Older adults should also undertake physical activity to improve muscle strength on at least two days a week.
5. Older adults at risk of falls should incorporate physical activity to improve balance and co-ordination on at least two days a week.

Aim: An increase in the number of older adults who are physically active and an increase in the number of adults playing sport

Targets: 1,000 more, older adults becoming active (at least one 30 minute session per week)
300 more, older adults in to participate in sport at least once per week

Sporting Excellence

National Governing Bodies (NGB's) have each set out the pathways in their sport via their "Whole Sport Plans", however, they are not consistently communicated to parents, teachers and participants.

Gifted and Talented programmes in schools have included high-level athletes who are not directly linked to NGB programmes.

There is no single system for identifying talented athletes across the district.

Sports clubs remain at the heart of sporting pathways. The borough has good spectrum of clubs from professional clubs to grass roots clubs.

The number of young people competing in schools is on the increase through the Schools Games Organisers. There is a wide range of adult leagues and competitions in different sports although not all ages or abilities are covered.

There high performance centres in several sports e.g. football, swimming, rugby union, badminton and cricket that fit within NGB pathways.

The borough has a successful sports grants scheme

Aim: To put in place sporting pathways that will enable people to achieve their full potential in sport.

Target: A recognised sporting pathway system in place.

Technology and Communication

The strategy is ambitious in its aim of encouraging more people to become more active and / or play sport. To be successful this will entail behavioural change for individuals and in some cases significantly so. It is vital that people within the borough know the opportunities that are available to them so effective communication and promotion by all agencies will be crucial to the success of the strategy.

Workforce Development

Sport and physical activity is planned, organised and delivered by people. These can be paid, but more often than not, unpaid roles for those working in the sector. This strategy will look to increase the number of those working in sport along with offering further support by sign posting training and education.

Facility Development

In this Strategy the term 'facilities' includes indoor and outdoor sites, purpose built sports centres with 'borough wide' significance, locally significant facilities, outdoor space and sports fields, and facilities provided by both the education, public, private and voluntary sectors. Facilities are crucial to the infrastructure of sport and physical activity to enable participation, rehabilitation, development or improvement.

Section 11 Strategic Recommendations

The value of sport and physical activity is well-evidenced nationally. The positive benefits of an active, healthy lifestyle contribute dramatically to individual and community health, life expectancy, quality of life, emotional and mental well-being, weight control and much more. The challenge is to communicate these benefits to encourage and facilitate more people to participate in physical activity on a regular basis.

The strategic vision for the future, in relation to Sport and Active Lifestyles in the borough is for:

“A vibrant and healthy borough where physical activity and sport is part of everyday life and where sporting aspirations can be achieved”

The Council values the benefits of sport in the widest sense, not solely impacting on improving the physical health of the borough, but also in bringing communities together, building confidence in all ages and abilities, and supporting skills, training and businesses’.

Five strategic aims have been identified to help achieve the vision;

- To increase and sustain regular participation in sport and physical activity.
- To put in place sporting pathways that will enable people to achieve their full potential in sport.
- To develop effective communication channels around available local opportunities for sport and active lifestyles.
- To support and increase the numbers of people working or volunteering in sport.
- To develop and maintain facilities crucial to the infrastructure for sport and active lifestyles.

To increase and sustain regular participation in sport and physical activity.	Early Years	Young People	Adults	Older People
	To include simple physical activity message in all communications to parents from services	Advocate the importance of PE and School Sport through the development of a borough wide development plan. Identify a lead for the work along with a specific working group to develop and implement the plan.	Strengthen school and community links by implementing the government’s strategy of placing community sports clubs on school sites	Use intelligence from the local JSNA and other information sources to identify local need and current provision to better inform decision making.

	Promote the consideration of Early Years needs in future facility development	Put in place a systematic approach to linking school to community provision	In conjunction with National Governing Bodies develop a range of "back to sport" programmes aimed at those in their 30's and 40's	Produce a brief physical activity education programme that can be delivered to people who regularly come into contact with older adults to encourage safe and effective physical activity
	Implement the Early Years Aquatic Pathway to provide consistent quality across public swimming pools	Work with National Governing Bodies to ensure a high level of support is available for voluntary sports clubs.	Put in place a range of workplace physical activity and sport schemes through improved links with the business sector	Develop and implement a range of outreach community based exercise groups that are sustainable for older adults
	To increase partnership working with the voluntary sector to improve the range and delivery of physical activity to Early Years To improve communication regarding the benefits of physical activity between Early Years providers and community groups	Support voluntary sports clubs to attain Clubmark status	Work with local leagues and clubs to increase the number of competitive opportunities available for adults	Work with the Health and Well Being board and the Clinical Commissioning groups to advocate physical activity care pathways for older people
	To establish a physical activity in Early Years multi-agency group.	Continue to advocate the wider social benefits of physical activity and sport amongst non-sporting organisations. In particular continue to develop bespoke sports programmes aimed at reducing anti-social behaviour	Further develop and promote walking and cycling schemes	Encourage the use of council sports facilities by older people
		Further develop and implement	Encourage and support charitable	Build knowledge and skills amongst the

		opportunities for disabled children and young people to participate in physical activity and sport.	mass participation events	sport and physical activity workforce of the needs of older adults and possible conditions they may have
		Further develop and implement opportunities for girls to participate in physical activity and sport	Develop and implement a specific action plan aimed at increasing opportunities for women to participate in physical activity and sport	Strengthen links with National Governing Bodies and build upon the provision of "Masters" style programmes and competitions
				Develop early intervention, positive behaviour change programmes that include physical activity to support the prevention of long term health conditions

	To put in place sporting pathways that will enable people to achieve their full potential in sport.	To develop effective marketing communications around available local opportunities for sport and active lifestyles.	To support and increase the numbers of people working or volunteering in sport.	To develop and maintain facilities crucial to the infrastructure for sport and active lifestyles.
	Review the priority sports that are appropriate to the borough. For each priority sport a specific development plan will be put in place	Systematically use Sport England and local data to gain a deeper understanding of consumer needs and wants in relation to physical activity and sport. In particular provide clarity on specific market segments within the borough	Develop an audit of skills shortages and gaps related to the physical activity and sport workforce In conjunction with Newcastle-under-Lyme College provide a range of learning opportunities, based on identified need, for those working in physical activity and sport	Subject to funding, complete and implement the local authority built facility plan, particularly in relation to Kidsgrove Implement and monitor the Playing Pitch Strategy

	Map and communicate the sports pathways for the priority sports utilising a variety of media	Implement a promotional campaign aiming to encourage increased participation in physical activity and sport	Implement the SASSOT coaching development plan in the borough	Advocate the inclusion of the needs of physical activity and sport within land planning strategies
	Develop a more systematic approach to identifying, supporting and celebrating talented young people from the borough	Promote physical activity and sport to be at the forefront of innovations in communication technology including effective use of social media	Support volunteers working in physical activity and sport	Support local sport clubs to develop facilities in line with strategic need
	Continue to develop a range of competitive opportunities for young people and adults; including recreational / informal outlets	Develop and promote a portal website that offers a single source for all opportunities to participate in physical activity and sport	Increase the number of volunteer opportunities to support individuals and communities to change to an active healthy lifestyle.	Work with schools to maximise the use of their sports facilities
	Develop a system for giving support to local sports clubs across the district including programmes relating to volunteering, funding and quality standards	To use this strategy to advocate the value of physical activity and sport amongst decision makers		Review and update the Facility Planning Model Assessment for sports facilities in the borough
	Support the creation of key centres for specific sports across the North Staffordshire that will include sports science support	Develop and support Physical Activity and Sports events related to the European City of Sport		
	Support existing performance centres, where appropriate, in their aspirations. Encourage sports clubs across the district, particularly			

	those with built			
	facilities, to register as Community Amateur Sports Clubs			
	Continue to develop the pathways for disabled athletes to succeed			

Delivery and Implementation

Section 12 Delivery

The Sport and Active Lifestyles Strategy seeks to provide guidance for maintenance/management decisions and investment made across Newcastle in the ten years up to 2026. By addressing the issues identified in the Assessment Reports and using the strategic framework presented in this Strategy, the current and future sporting and physical activity needs of Newcastle can be satisfied. The Strategy identifies where there is a deficiency in provision and identifies how best to resolve this in the future.

It is important that this document is used in a practical manner, is engaged with partners and encourages partnerships to be developed, to ensure that built facilities are regarded as a vital aspect of community life and which contribute to the achievement of Council priorities.

Monitoring and updating

It is important that there is regular monitoring and review against the actions identified in the Strategy. This monitoring should be led by the Council and supported by partners. Understanding and learning lessons from how the Strategy has been applied should also form a key component of monitoring its delivery.

Investment opportunities

In order to deliver much of the Action Plan it is recognised that external partner funding will need to be sought. Although seeking developer contributions in applicable situations and other local funding/community schemes could go some way towards meeting deficiencies and/or improving provision, other potential/match sources of funding should be investigated.

Funder's requirements

Below is a list of funding requirements that can typically be expected to be provided as part of a funding bid.

- Identify need (i.e., why the Project is needed) and how the Project will address it.
- Articulate what difference the Project will make.
- Identify benefits, value for money and/or added value.
- Provide baseline information (i.e., the current situation).
- Articulate how the Project is consistent with local, regional and national policy.
- Financial need and project cost.

- Funding profile (i.e., who's providing what? Unit and overall costs).
- Technical information and requirements (e.g., planning permission).
- Targets, outputs and/or outcomes (i.e., the situation after the Project/what the Project will achieve)
- Evidence of support from partners and stakeholders.
- Background/essential documentation (e.g., community use agreement).
- Assessment of risk.

Indicative costs

The indicative costs of implementing key elements of the Action Plan can be found on the Sport England website:

<http://www.sportengland.org/facilities-planning/tools-guidance/design-and-cost-guidance/cost-guidance/>

These costs are broken down into two areas:

- Facility capital costs
- Lifecycle costs

Facility capital costs

Facility capital costs are calculated using estimates of what it typically costs to build modern sports facilities, including fees and external works. Naturally, varying conditions, inflation and regional adjustments.

Costs are updated regularly in conjunction with information provided by the BCIS (Building Cost Information Service) and other Quantity Surveyors.

The document is often referred to as the Planning Kitbag costs as the figures are often used by Planners and Developers when reviewing potential Planning Contributions to site developments.

Facility life cycle costs

Life cycle costs are how much it costs to keep a facility open and fit-for-purpose during its lifetime. It includes costs for major replacement and planned preventative maintenance (day to day repairs).

The costs are expressed as a percentage of the capital cost. You should not underestimate the importance of regular maintenance and the expense in maintaining a facility throughout its life.

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL
EXECUTIVE MANAGEMENT TEAM'S REPORT TO THE
CABINET

Date 26TH September 2017

1. **REPORT TITLE** **Dementia Friendly Swimming**
- Submitted by:** **Scrutiny Officer, Jayne Briscoe**
- Portfolio:** **Leisure and Culture**
- Ward(s) affected:** **All**

Purpose of the Report

The purpose of this report is to support the recommendation of the joint Health and Wellbeing and Active and Cohesive Communities Scrutiny Committees that the Council should sign up to the Amateur Swimming Association's dementia friendly swimming project to create a safe and friendly swimming environment for people with dementia.

Recommendations

1. **To approve the development of an appropriate action plan to implement Dementia Friendly Swimming at Jubilee2, within existing resources and in partnership with appropriate local partners.**
2. **That the Council signs up to the Amateur Swimming Association's dementia friendly swimming project to create a safe and friendly swimming environment for people with dementia.**

Reasons

The number of people living with dementia is set to increase significantly, as will the number of people supporting them. Swimming is particularly beneficial for people living with dementia as the sensation of being in the water can provide a calming and soothing effect. It offers a sense of mental wellbeing and relaxes and supports the body in a relatively weightless environment which reduces anxiety. Swimming sessions can also help to reduce loneliness by creating opportunities to socialise.

1. **Background**

- 1.1 The joint scrutiny committees have considered information from the Amateur Swimming Association on the pilots for the Dementia Friendly Swimming Project that was supported by the Department for Health. The project has been developed to enhance the swimming experience of those living with dementia and their carers, by working with local partners and aiming to create a network of over 100 dementia friendly swimming pools that are safe and welcoming by improving facilities and removing barriers to participation.
- 1.2 Manchester and Durham piloted the project in year 1 (2015). The learning from these pilots has demonstrated that the sessions are inexpensive to introduce and are highly valued by participants. Becoming Dementia Friendly is about making small changes that have a big impact such as:
 - Providing staff with dementia awareness training

- Looking at the facility environment to see if anything can be improved such as signage to help with navigation.
- Providing an allocated lane for extra support, swim aids to improve confidence, facility tours to help with familiarisation.

1.3 A second meeting of the joint scrutiny committees received information on living with dementia from the Chief Executive of Approach, who pledged their support for the project and a draft action plan prepared by officers.

1.4 The Borough Council is an active member of the Staffordshire & Stoke-on-Trent Dementia Action Alliance (DAA) and has an approved Action Plan to become a Dementia Friendly organisation. This project supports and complements this overarching Action Plan.

2. **Issues**

2.1 The Council would be the lead agency for the project, but requires the support of key partners to successfully deliver the project. Elected Member representatives from both scrutiny committees have agreed to oversee the work of the proposed multi-agency steering group, if the recommendations in this report are approved.

3. **Proposal**

3.1 To support the recommendation of the joint Health and Wellbeing and Active and Cohesive Communities Scrutiny Committees that the Council should sign up to the Amateur Swimming Association's dementia friendly swimming project to create a safe and friendly swimming environment for people with dementia.

4. **Reasons for Preferred Solution**

4.1 The number of people living with dementia is set to increase significantly, as will the number of people supporting them. Swimming is particularly beneficial for people living with dementia as the sensation of being in the water can provide a calming and soothing effect. It offers a sense of mental wellbeing and relaxes and supports the body in a relatively weightless environment which reduces anxiety. Swimming sessions can also help to reduce loneliness by creating opportunities to socialise.

5. **Links to Sustainable Community Strategy and Corporate Priorities**

5.1 There is a clear strategy for partnership working and a growing understanding and recognition in the borough that there is robust evidence that sport and active lifestyles has a significant part to play in addressing wider social determinants of health and wellbeing.

6. **Legal and Statutory Implications**

6.1 The Council has powers, under the Local Government Act 2000, to improve the social, economic and environmental well-being of the Borough's residents.

7. **Equality Impact Assessment**

7.1 Delivering services (such as Dementia Friendly Swimming) demonstrates the Council's due regard to the Equalities Act 2010 as the Council can demonstrate that it:

- Ensures services are accessible and designed to meet the diverse needs of local communities.

- Assesses the impact of services, policies and activities on specific communities.
- Understands the make-up and needs of local communities.
- Ensures staff and Councillors respect, value and support the development of strong and cohesive communities.

8. **Financial and Resource Implications**

8.1 The project is being developed at a time of limited financial resources and forms part of our response to encourage excellence, whilst being driven by the need for austerity. The Action Plan will be developed within existing resources.

9. **Major Risks**

9.1 The approach seeks to manage the risks for all stakeholders and funders, in relation to their ability to respond to the challenge.

10. **Key Decision Information**

10.1 This proposal affects all wards.

11. **Earlier Cabinet Resolutions**

11.1 None

12. **List of Appendices**

12.1 None.

13. **Background Papers**

13.1 None.

14. **Management Sign-Off**

Each of the designated boxes need to be signed off and dated before going to Executive Director/Corporate Service Manager for sign off.

	Signed	Dated
Financial Implications Discussed and Agreed		
Risk Implications Discussed and Agreed		
Legal Implications Discussed and Agreed		
Equalities Implications Discussed and Agreed		

H.R. Implications Discussed and Agreed		
ICT Implications Discussed and Agreed		
Report Agreed by: Executive Director/ Head of Service		

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

EXECUTIVE MANAGEMENT TEAM'S REPORT TO CABINET

Date 26th September 2017

1. **REPORT TITLE** **Subways Evaluation 2017**
- Submitted by:** **Scrutiny Officer, Jayne Briscoe**
- Portfolio:** **Communities & Social Cohesion**
- Ward(s) affected:** **All**

Purpose of the Report

The purpose of this report is to receive the report into subways within the Borough from the Cleaner Greener and Safer Communities Scrutiny Committee.

Recommendation

That the report is received and that Cabinet consider an appropriate response.

Reasons

The Cleaner, Greener, Safer Communities Scrutiny Committee have recently scrutinised the subways within the Borough and have made a number of proposals on how these could be improved.

1. **Background**

1.1 The Cleaner, Greener and Safer Scrutiny Committee have completed an examination of the issues surrounding the perception that subways in our Newcastle public domain have been progressively neglected. They have become a 'problem' as the funding for their maintenance has been steadily eroded.

1.2 There have been positive joint approaches to some aspects of subways in Newcastle. For example, LED lighting has been installed resulting in much improved brighter lighting, the Grosvenor roundabout arms were all cleaned in May 2017 as part of the upgrading scheme for the whole roundabout. The Borough Council has a successful track record of working in partnership with the County Council and local artists to improve the subways in the town centre. This has created subways that are attractive and welcoming to use. Generally the subways where we have commissioned artworks are well received and tend to remain graffiti free. However, where we have refurbished the subway barrels and in some cases repainted these, they continue to be a target for illegal graffiti.

2. **Issues**

2.1 The main issue is cleaning the walls of the subway barrels to keep them free from illegal graffiti. The Borough Council has responsibility for cleaning the subway floors and the County Council is responsible for cleaning the walls. After meeting the County Council it is clear that there is no funding for cleaning the walls so that the graffiti in the subway barrels continues to increase. The recommendations of the Scrutiny Committee address these difficulties and have set out a potential way forward.

3. **Proposal**

- 3.1 It is proposed that Cabinet consider the report from the Cleaner, Greener and Safer Scrutiny Committee and their proposals on how these could be improved.

4. **Recommendations**

That the report is received and that Cabinet consider an appropriate response.

The Scrutiny Committee wishes to propose the following actions:-

1. Engage 'community payback' teams to start on a publicly visible and ongoing approach to cleaning off graffiti. Ask partner organisations (see Section 1) for their experience with these initiatives indicating successes and limitations. Police Commissioner's Proceeds of Crime and People Power Funds may offer routes forward.
2. Safer Routes to School initiative of the County Council could be a driver to improving the environment of identified relevant arms of subways. No parent wants to be explaining offensive drawings and words on subways to children on their way to school. County Council to be engaged with this with a view to funding clean up schemes in arms near Primary Schools.
3. Drains need more frequent suction. Responsibility and process mechanisms to be identified clearly and on a proper maintenance programme to be agreed between NBC and SCC together with an agreed cleaning maintenance and renovation programme.
4. Develop the idea of paid for advertising panels; this had been mooted by the County's portfolio holder as something to be trialled in Stafford. An example was cited; Newcastle College might wish to publicise courses in the subway arm nearest to it and where student footfall was at its highest. It could be that the College itself could fund or get sponsors for such an installation.
5. Build on the popular 'Art in Subways' NBC/BID could work jointly to gain funding.
6. Some subways could be gated off entirely. Start the process of identification. Whilst this is a costly process in the long term, it is a logical step and plans should be drawn up and agreed between NBC and SCC identifying where closure could take place, and what alternatives can be made available for pedestrians such as Pelican Crossings.
7. The offer from the portfolio holder Councillor Mark Deaville at SCC to be taken up and agreed for the first of regular quarterly meetings. An agenda item for the first meeting to be: discussion of County handing over responsibility and funding for complete maintenance of subways to the Borough Council.
8. Senior officer Roger Tait made a useful suggestion in June about the possible recruitment of the Probation Service. The Council could enlist their services to engage a team of offenders to systematically clean all the subways walls lights and barrels. The Probation Service would provide their own PPI equipment and supervision. The Council would be required to provide cleaning materials and a fee of £3,900 for six months work. Officer Chris Plant (at County Highways and in the context of discussion of responsibilities regarding subways) agreed that this appears to be good value for money. Our Committee recommends that officers should find a way of resolving the fee issue and engage the Probation Service as soon as possible.

9. A suggestion has been received from Highways Officer Chris Plant subsequent to Roger Tait's comment about using the Probation Service and was discussed and considered as a 'recommendation'.

It is that the Borough Council could seek sponsorship from institutions and town businesses to have their information portrayed on the subway arms. The committee members were lukewarm about making this a strong recommendation agreeing that this could work but only after a continuous cleaning programme was underway and that this would have to be initiated and in place before seeking sponsorship deals.

5. **Reasons for Preferred Solution**

- 5.1 The Cleaner, Greener, Safer Communities Scrutiny Committee have recently scrutinised the subways within the Borough and have made a number of proposals on how these could be improved.

The Scrutiny Committee considers that the current state of the subways is not serving the public well and that this is creating reputational damage for both councils. Implementation of the suggested recommendations are considered to be capable of arresting this problem.

6. **Links to our Corporate Priority of a Cleaner, Safe and Sustainable Borough Priorities**

- 6.1 We will improve the environment so that everyone can enjoy a clean safe and sustainable Borough.

7. **Legal and Statutory Implications**

- 7.1 The Council has powers, under the Local Government Act 2000, to improve the social, economic and environmental well-being of the Borough's residents.

8. **Equality Impact Assessment**

- 8.1 Ensuring that our built environment demonstrates the Council's due regard to the Equalities Act 2010 as the Council can demonstrate that it:
- Ensures services are accessible and designed to meet the diverse needs of local communities.
 - Assesses the impact of services, policies and activities on specific communities.
 - Understands the make-up and needs of local communities.
 - Ensures staff and Councillors respect, value and support the development of strong and cohesive communities.

9. **Financial and Resource Implications**

- 9.1 The project is being developed at a time of limited financial resources and forms part of our response to encourage excellence, whilst being driven by the need for austerity. The recommendations have been developed within existing resources.

10. **Major Risks**

- 10.1 The approach seeks to manage the risks for all stakeholders and funders, in relation to their ability to respond to the challenge.

11. **Key Decision Information**

11.1 This proposal affects all wards.

12. **Earlier Cabinet Resolutions**

12.1 None

13. **List of Appendices**

13.1 None.

14. **Background Papers**

14.1 None.

15. **Management Sign-Off**

Each of the designated boxes need to be signed off and dated before going to Executive Director/Corporate Service Manager for sign off.

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Financial Implications Discussed and Agreed		
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Legal Implications Discussed and Agreed		
Equalities Implications Discussed and Agreed		
H.R. Implications Discussed and Agreed		
ICT Implications Discussed and Agreed		
Report Agreed by: Executive Director/ Head of Service		

Cleaner Greener and Safer Scrutiny Committee
Report on Newcastle under Lyme Subways 2017

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Membership

2016

Councillors Naylor (Chair), Burgess (Vice Chair), Allport, John Cooper, Dillon, P Hailstones, Mancey, Naylor (Chair), Olszewski, Panter, Reddish, G Williams, Winfield

2017

Councillors Naylor (Chair), Burgess (Vice Chair), Councillor Dillon, P Hailstones, Jones, Mancey, Panter, Reddish, Snell, Sweeney, G Williams

Advisers and Consultees

Staffordshire County Council Officers:

Chris Plant James Bailey, David Greatbatch, Dave Walters

SCC Portfolio Holder Councillor Mark Deaville

Newcastle Borough Council Officers:

Roger Tait, Graham Williams, Kim Graham, Jayne Briscoe, Chris Hewetson

Future Partners (suggested by Committee members)

Town Centre BID team for liaison between town centre businesses and operations staff at the Council

County Council Safer Routes to School team

Joint Operations Group can advise and sometimes fund initiatives that prevent crime, reassure the community and pilot projects that create environmental improvements

Town Centre LAP could have a role in finding funds and dispersing information

Newcastle Sustainable Transport Group

Annabel Chell Senior Strategy Office at SCC

County Councillor for Town Ward; may be able to offer some funding and advice

Chair's Foreword

Underpasses, commonly called subways were a good solution to the problem of separating pedestrians from fast moving traffic. In the decade of the 1960s many town highway engineers were attuned to the needs of through traffic. Ring roads were constructed; town centres bypassed and subways were constructed as part of the process. Newcastle under Lyme was no exception.

The numerous (14) subways across the town, some not directly linked to a ring road, are useful in many ways. They offer ramps and steps and an easy way to cross busy roads. They have become a 'problem' as the funding for their maintenance appears to have been steadily eroded and with a divided responsibility between the Borough Council and the

Classification: NULBC **UNCLASSIFIED**

County Council the perception is that subways in our Newcastle public domain are progressively neglected.

The Borough Council risks its reputation due to poor public experience in subways and the possible loss of Purple Flag award an accreditation awarded to towns and city centres that meet or surpass standards of excellence in managing the evening and night time economy. Newcastle has recently been through an assessment and retained its Purple Flag status.

Specific Issues Which the Scrutiny Committee Identified for Review

- Risk to pedestrians from storm water flowing into subways and not getting away down drains due to infrequent attention to inadequately sized and sometimes blocked drains.
- Impact of increasingly dirty barrel roofs and walls with patchy and dirty appearance largely due to the need to spray out offensive and unpleasant graffiti. Subways may be perceived as places to avoid and may increase the fear of crime.
- High cost of continuing need to clean off graffiti. This can fall to the Borough Council if there is offensive material. Other graffiti in the public domain is left by the County Council for long periods of time as they have the responsibility for graffiti connected to other highways sites and may leave cleaning for long term maintenance programmes.
- Lack of engagement with Councillors and members of the public about the issues. It is unlikely that residents of the Borough know there is divided responsibility for the public domain, subways included. The County Council takes total responsibility for these structures. The Borough Council only sweeps the ground surface of subways and collects litter.

Positive Actions

There have been joint approaches to some aspects of subways in Newcastle. *Led* lighting has been installed resulting in much improved brighter lighting. So- called 'sacrificial light covers have been used to defray costs of replacement when damaged by graffiti. Roof barrels have been painted bright white.

The Grosvenor roundabout arms were all cleaned in May 2017 as part of the upgrading scheme for the whole roundabout. Their attractive and shining surfaces have not yet been defaced by graffiti.

The Borough Council has a successful track record of working in partnership with the County Council and local artists to improve the subways in the town centre. This has created subways that are attractive and welcoming to use.

The general approach is to repair and refurbish the subways to address drainage, access routes, jet washing floorscape, repainting of walls, application of artworks and anti-graffiti lacquer once complete.

Subways completed with artworks over the last few years are Bridge Street, Enderely Street, Ryecroft, Friars Street and Pool Dam all have been warmly welcomed by people using them.

This work was part-funded by Section 106 monies (Sainsbury's £107,000 and Aldi £75,000) secured by the Borough Council and from the County Council highways budget.

Although we have an issue with illegal graffiti in the barrels of the subways, the entrances where artworks have been applied usually remain graffiti free.



Bridge Street subway – artist Grega Greaves

Bridge Street subway is the busiest town centre subway with 1000's of students from NULC using it on a daily basis. Unfortunately the barrel continues to be a target for illegal graffiti.



Ryecroft subway – artists David Samuel and Harry Fieber commissioned by Entrepreneurs

Ryecroft subway was completed November 2014; the contemporary design was inspired by Philip Astley, inventor of the circus ring and born in Newcastle 1742. The artwork was described as being “ridiculously good” in the local press and continues to be almost graffiti free. However, the barrel is now covered in illegal graffiti.



Friar's Street subway – artist Grega Greaves and the Town Crier Gordon Brayford

Friar's Street subway was inspired by the heritage of the town and linked to the HLF funded Castle Uncovered project. The artwork remains graffiti free but the subway barrel is still a target for graffiti.

Generally the subways where we have commissioned artworks are well received and tend to remain illegal graffiti free. However, where we have refurbished the subway barrels and in some cases repainted these, they continue to be a target for illegal graffiti.

The main issue is cleaning the walls of the subway barrels to keep them free from illegal graffiti. The Borough Council has responsibility for cleaning the subway floors and the County Council is responsible for cleaning the walls. After meeting with the County Council it is clear there is no funding for cleaning the walls so the graffiti in the subway barrels continues to increase.



However, we are currently working with Sustrans and local artists Entrepreneurs to apply for funding from Arts Council England (ACE) to trial a project in Ryecroft subway to commission artwork for the subway barrel. Based on what we have learnt from previous work we believe this will resolve the ever-increasing issue of illegal graffiti. If the pilot project is successful then we will seek funding to replicate the approach in additional subways.

Scrutiny Methodology: Subways Survey and Evaluation 2016-2017

Fourteen surveys have been completed by members of Cleaner Greener and Safer Scrutiny Committee on the 15 subways with more done for town centre subway arms than outlying ones. The survey format was set up by Chris Hewetson (Research Officer) of the Council.

The subjective comments of Committee members surveying subways were as follows: they were generally litter free. At the time of the surveys there hadn't been heavy rain so the *drains blocked* issue was not observed. The lighting was just about adequate and walking surfaces were acceptable. All the subways were recorded to a greater or lesser degree as rendered unpleasant due to scrawls of graffiti some of it offensive or bordering on offensive. Most of the walls were shabby, dirty, patched up and giving an impression of neglect.

The detailed results analysis and evaluation of the survey written up by Chris Hewtson are given in Appendix 1 at the end of the report.

Local Policing Unit Comments

STAFFORDSHIRE POLICE

Report prepared by Carly Darby,
Partnership Manager, Newcastle LPT



This report has been prepared at the request of Insp Barlow. Storm has been used to prepare the report.

I have analysed the reports of ASB reported in Newcastle Borough in relation to nuisance in subways, in total over the last 12 months there have been 63 incidents reported.

The main locations where there have been incidents are the subway near the magistrates court and the subway near Morrisons, Goose Street, just off the town centre.

At the magistrates court location the problem is predominantly groups of individuals drinking and intimidating passers by. There were 20 incidents of this nature reported at this location over the last 12 months. There have also been a couple of reports of cannabis smoking at the location. There have also been reports of individuals fighting – there have been 4 reports of this – the individuals involved are reported as being drunk.

There have been 10 reports of groups of individuals sitting on the steps of the subway causing a nuisance.

The other location of concern near Morrisons has had reports of drunken individuals there. There have been 9 reports of individuals begging there, however there have been more instances of this that have not been reported where individuals have been seen by PSCOs and dealt with by them.

There have been 3 reports of youths smoking at both locations.

The rest of the incidents are made up of no particular patterns of behaviour – for example – one individual complaining about another being at the location but the above figures are the main issues.

Recommendations

1. Engage 'community payback' teams to start on a publicly visible and ongoing approach to cleaning off graffiti. Ask partner organisations (see Section 1) for their experience with these initiatives indicating successes and limitations. Police Commissioner's Proceeds of Crime and People Power Funds may offer routes forward.

2. Safer Routes to School initiative of the County Council could be a driver to improving the environment of identified relevant arms of subways. No parent wants to be explaining offensive drawings and words on subways to children on their way to school. County Council to be engaged with this with a view to funding clean up schemes in arms near Primary Schools.
3. Drains need more frequent suction. Responsibility and process mechanisms to be identified clearly and on a proper maintenance programme to be agreed between NBC and SCC Together with an agreed cleaning maintenance and renovation programme.
4. Develop the idea of paid for advertising panels; this had been mooted by the County's portfolio holder as something to be trialled in Stafford. An example was cited; Newcastle College might wish to publicise courses in the subway arm nearest to it and where student footfall was at its highest. It could be that the college itself could fund or get sponsors for such an installation.
5. Build on the popular 'Art in Subways' NBC/BID could work jointly to gain funding.
6. Some subways could be gated off entirely. Start the process of identification. Whilst this is a costly process in the long term, it is a logical step and plans should be drawn up and agreed between NBC and SCC identifying where closure could take place, and what alternatives can be made available for pedestrians such as Pelican Crossings.
7. The offer from the portfolio holder Councillor Mark Deaville at SCC to be taken up and agreed for the first of regular quarterly meetings An agenda item for the first meeting to be: discussion of County handing over responsibility and funding for complete maintenance of subways to the Borough Council.
8. Senior officer Roger Tait made a useful suggestion in June about the possible recruitment of the Probation Service. The Council could enlist their services to engage a team of offenders to systematically clean all the subways walls lights and barrels. The Probation Service would provide their own PPI equipment and supervision. The Council would be required to provide cleaning materials and a fee of £3,900 for six months work Officer Chris Plant (at County Highways and in the context of discussion of responsibilities regarding subways) agreed that this appears to be good value for money. Our Committee recommends that officers should find a way of resolving the fee issue and engage the Probation Service as soon as possible.
9. A suggestion has been received from Highways Officer Chris Plant subsequent to Roger Tait's comment about using the Probation Service and was discussed and considered as a 'recommendation'

It is that the Borough Council could seek sponsorship from institutions and town businesses to have their information portrayed on the subway arms. The committee members were lukewarm about making this a strong recommendation agreeing that this could work but only after a continuous cleaning programme was underway and that this would have to be initiated and in place before seeking sponsorship deals

Conclusion

The current management of our subways is steadily failing the residents of Newcastle in respect of providing a pleasant experience to a necessary process: crossing a busy road.

Despite a difficult economic climate, it is now time for the two Authorities and 'partners' to meet and come up with a satisfactory plan to address the recommendations in this report.

The effort made to use the subways as 'canvases' for artwork is excellent. The themes already on colourful display are impressive with their references to the history, life and culture of the town and the great coverage of wall seems to deter graffiti

The longer-term future of underpasses is one of closure in the view of the Scrutiny Committee members in favour of overland pedestrian controlled crossings. It would make sense for the two Councils to begin that discussion.

In the meantime, we ask all protagonists to read this report's recommendations and help us move forward with a clearly defined and properly funded maintenance regime for subways in Newcastle.

Since this report was submitted for *sign off* to the committee members there have been meetings between officers and the following comments are added without prejudice;

Enderley St subway tree roots (entering subway barrel) will be dealt with and the very poor state of the whole subway was acknowledged.

Clayton Rd subway was recognised as needing a thorough clean up, overhanging trees need trimming back and scruffy surrounding areas could benefit perhaps from hard standing (concreting)

A34 subway (near the hospital) appears to have main use as a smoking shelter .Grosvenor roundabout: SCC officer may cost up tiling of one of the one also the 'Blackfriars' arm will be reviewed for possible installation of a concrete barrier at the junction of road and pedestrian 'step out'

Further fund seeking is in progress eg Sustrans (via BID) can apply for improvement to subways. As a road safety issue people need to be discouraged from 'flitting 'across busy roads without Pelican crossings to avoid subway experience.

Brampton businesses had pressed for improvement to Bridge St and Nelson Place arms and BID may use the levy to enact this

The Arts Centre England application for further artworks on town centre subways is underway

Acknowledgements

The Councillors on this Scrutiny Committee would like to thank Council staff in Newcastle Borough Council and Staffordshire Country Council named in *Membership and Partners*

(page1) for their advice, information and willingness to help with questions and produce this report

- Thanks also to Councillor Mark Deaville, Portfolio holder (Highways and Transport) at Staffordshire County Council for his encouragement.

Appendix 1

Subways evaluation 2016/17



There were 22 submissions in total but not all of the questions were answered in all cases, which explains why some of the data does not have 22 responses to each subject area.

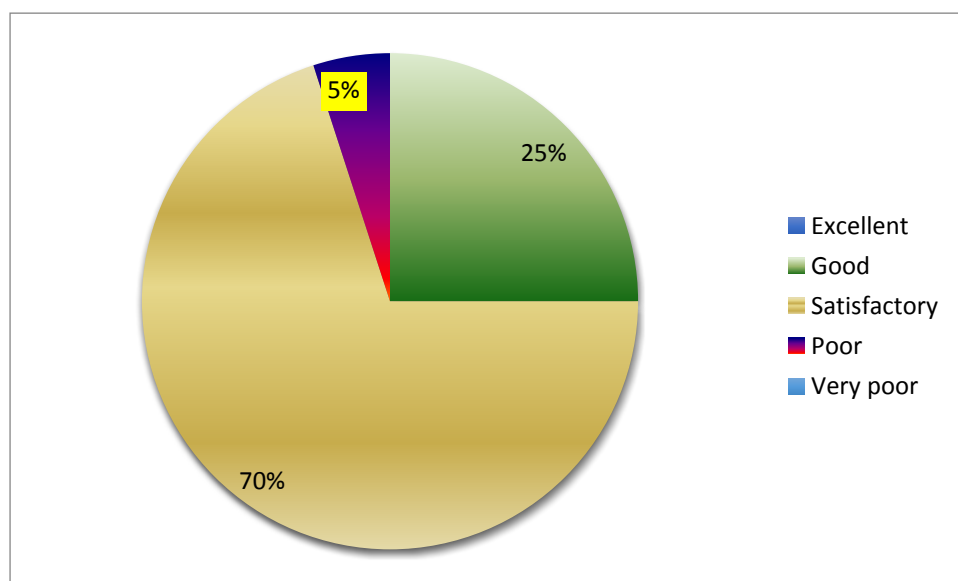
The first subject looked at was cleanliness, and by far the most common gradings were 'satisfactory' and 'poor'. No gradings of 'excellent' were given and only one for 'very poor'.

	Cleanliness (overall)	Cleanliness (walls)	Cleanliness (ceilings)	Cleanliness (lighting)
--	-----------------------	---------------------	------------------------	------------------------

Excellent	-	-	-	-
Good	20%	10%	19%	16%
Satisfactory	35%	48%	25%	63%
Poor	45%	38%	56%	21%
Very poor	-	5%	-	-

The subways that were consistently rated as 'poor / very poor' were situated around Jubilee2 and the Ryecroft / Lace Gentleman's club, but the only one to receive a 'very poor' rating was A34 outside former bus depot, Enderley Street, for the cleanliness of its walls.

The next subject to be examined was the condition of walking surfaces, and ratings here were more positive than for cleaning. Almost three-quarters of subways were graded as 'satisfactory', with 'good' a far more common rating than 'poor'. No subway was rated as either 'excellent' or 'very poor'.



Next came the issue of how adequate the lighting in the subways was. Again, responses were more positive than negative, with a little over three-quarters (78 per cent) of subways having 'adequate' lighting. However, this does mean that the lighting in 22 per cent was not adequate, with those subways being:

- Three subways by Jubilee
- High Street West - Lower Street

The following comments were made:

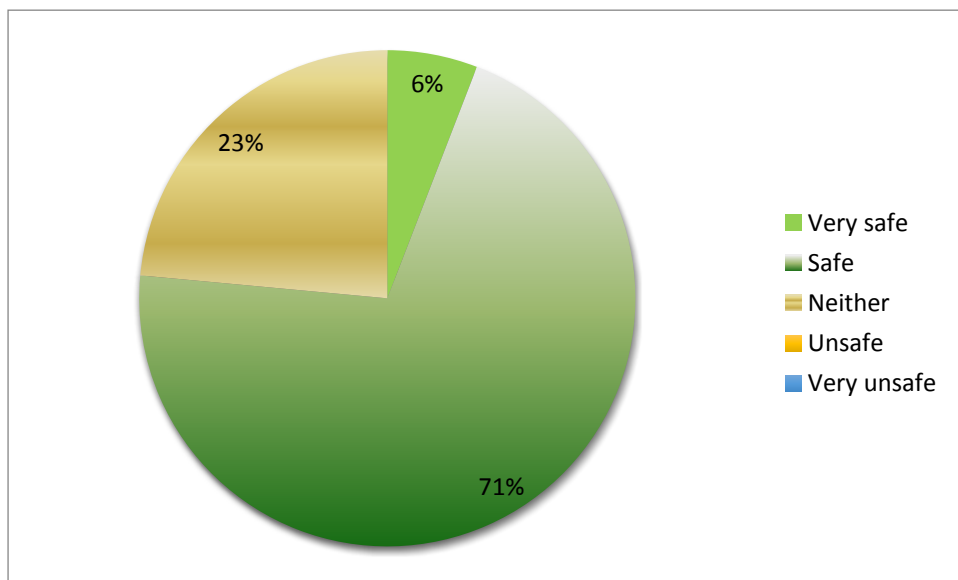
- Needs a thorough clean (Jubilee)
- Lights need cleaning (Jubilee)
- Just adequate (Jubilee)
- Yes, just about (Maxims)
- From London Road East - ceilings need painting from sunken gardens entrance. Lots of graffiti. Drains need clearing (Grosvenor, from Barracks Road)
- Some are damaged or have spray paint on (High Street West - Lower Street)

Classification: NULBC UNCLASSIFIED

The next subject was about safety, both in daytime and at night. Perceived safety was higher in the day than at night, as the following charts show.

In the daytime there were no subways where there was a rating of unsafe, though nearly one-quarter (23 per cent) did receive a rating of 'neither safe nor unsafe'. They were:

- Jubilee
- Ryecroft (by Lace Gentleman's Club)
- A34 outside former bus depot, Enderley Street
- Westbury Road - all three



At night the perception of safety was not as encouraging, with more negative than positive ratings. Whereas only 9 per cent elicited feelings of being safe, 36 per cent had feelings of being unsafe. Note that this only covered four subways:

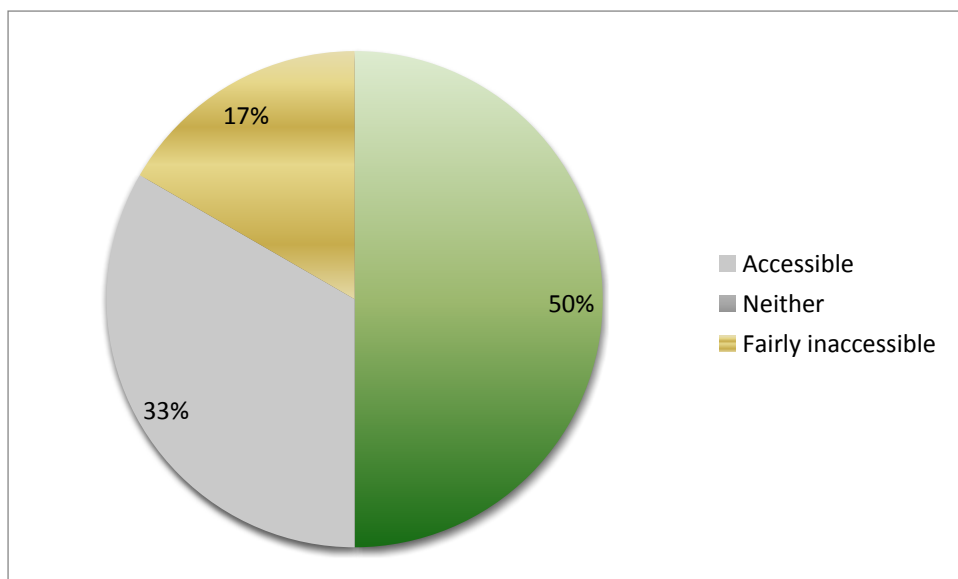
- Maxim's
- Chesterton
- High Street West – Lower Street
- A34 outside former bus depot, Enderley Street (very unsafe)

The following additional comments were left:

- CCTV would be liable to vandalism. (Jubilee)
- Well-used so safety is not an issue. Lots of people pass by. (Jubilee)
- I do not like subways at the best of times - all subways should be kept clean. Mirror may help at the far end, there used to be a mirror on the wall. Mirrors are filthy. Cameras would be beneficial but ceiling heights makes them liable to vandalism (Ryecroft / Lace Gentleman's club).
- Dark, but not unreasonable. Needs a general clean. (London Road West and Brook Lane West)
- Is sometimes frequented by beggars. (High Street West - Lower Street)

The next question asked "How accessible do you think this subway is (handrails / slopes rather than steps)?" and ratings were generally positive, with 83 per cent of ratings suggesting that they were accessible (50 per cent) or very accessible (33 per cent).

Classification: NULBC UNCLASSIFIED



Whilst 17 per cent were rated as fairly inaccessible, note that this only relates to two subways:

- One at Jubilee
- High Street West - Lower Street

Several additional comments were made:

- Handrails are on both sides of the steps but not on both sides of the slope. (Jubilee)
- 2 ramps and stairs to get to subway. Perhaps need more thought-out measures. (Jubilee)
- Ramps and stairs (Jubilee).
- Not disabled-friendly on the steps although there is an alternative slope but not on both sides of subway. The subway needs gritting in winter. Ramp is not too steep. Are the ramps de-iced in winter? Drains need cleaning. Unsuitable for wheelchairs. Ramps are only on two ends. Ramp alternatives but not on both sides (Ryecroft / Gentleman's club).
- Quite clean, but one loose bit of tarmac. (Westbury Park)
- Brook Lane West / car park. Needs a good clean, but generally not too bad. (Grosvenor, from Barracks Road)
- Handrails on left-side only. Rails are needed on both sides. (High Street West - Lower Street)

Finally there was a question which asked 'Do you think there is a problem with graffiti in this subway?' 88 per cent of responses were 'yes', with the remaining 12 per cent 'no'. The subways where there was a perceived problem were:

- Jubilee Baths (four)
- Ryecroft/Lace Gentleman's club(four)
- A34 outside former bus depot, Enderley Street
- Maxim's
- Westbury (all three but on one form)
- Chesterton

- Clayton Road
- Ryecroft
- Sainsbury's / Magistrates Court

The only two subways where there was not a perceived problem were:

- Westbury Park
- High Street West - Lower Street

Further comments were left as follows:

- Official artwork does not have graffiti on it. Needs attention and a good clean. Handrails need cleaning. Lots of it. But I like the graffiti (all Jubilee)
- Mirrors on walls and graffiti need to be cleaned. Graffiti is obscene. Art is not good. Some graffiti is obscene. Some is offensive (Ryecroft / Gentleman's club)
- Walls are covered in graffiti (A34 outside former bus depot, Enderley Street)
- Quite a bit of it. (Maxim's)
- A little but not too much. (High Street West - Lower Street)

There was a final opportunity to leave further comments, and the following were made.

- Some paving could lead to tripping.
- In all subways of N-u-L I have seen they need a good clean. Artwork would be good.
- I tripped at the entrance to Queens Gardens (from Jubilee)
- Artwork is enhancement. Graffiti is getting overwhelming.
- Graffiti needs cleaning. Ground surface good.
- Queen's Garden arm - graffiti on weeks but reasonably clean.
- Lots of graffiti, some offensive.
- Westbury Park is one of the best I have experienced.
- Could Partnerships adopt a subway offenders group - used to clean subways?
- Graffiti spoiling artwork in Ryecroft and Westbury Road
- Clayton Road subway is not so clean

Appendix 2

Subways Survey by members



Cleaner, Greener, Safer Scrutiny Committee Survey

Silvia B.

Subway survey 2016

Location

Rycroft (Gentlemen's Club) and Queen's Gardens

1. Please rate the following features of the subway being assessed

	Excellent	Good	Satisfactory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

*Entrance by Gentlemen's Club not suitable for Disabled.
Steps dirty.*

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

Do not like Subways at the best of times
all Subways should be kept clean.

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

<input type="radio"/> Very accessible	<input type="radio"/> Fairly accessible	<input type="radio"/> Neither / Don't know	<input type="radio"/> Fairly inaccessible	<input type="radio"/> Very inaccessible ?
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Please add any comments you have

not disabled friendly on the steps although
there is an alternative stop. but not on both
sides of subway subway needs grating in winter

5. Do you think there is a problem with graffiti in this subway?

Yes No

Please add any comments you have

Mirrors on walls graffiti need to be cleaned.
off the walls

6. Do you have any further comments?

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.



(7/1)



Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

Eyeport by pass gentlemen club

Location

1. Please rate the following features of the subway being assessed

	Excellent	Good	Satisfactory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

Steps not good for disabled.
Power wash steps.

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

Yes

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

Minor may help at the far end - it seems to be a minor on the wall.

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

Very accessible Fairly accessible Neither / Don't know Fairly inaccessible Very inaccessible

Please add any comments you have

Ramp alternatives - not too steep
Are the ramps - deiced in winter?
Drains need cleaning

5. Do you think there is a problem with graffiti in this subway?

Yes No

Please add any comments you have

obscene
Art not good }

6. Do you have any further comments?

Graffiti needs cleaning
Ground surface good

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.





Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

Location

Rego Craft - ^{besides} 'LACE'

1. Please rate the following features of the subway being assessed

	Excellent	Good	Satisfactory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

See Q4

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

Mirrors dirty
cameras would be tampered but
easier to reach makes them liable
to vandalism

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

<input type="radio"/> Very accessible	<input type="radio"/> Fairly accessible	<input type="radio"/> Neither / Don't know	<input type="radio"/> Fairly inaccessible	<input type="radio"/> Very inaccessible
---------------------------------------	---	--	---	---

Please add any comments you have

reasonable for wheelchair
Ramp alternative, only on one end

5. Do you think there is a problem with graffiti in this subway?

Yes No


Please add any comments you have

Some obscene

6. Do you have any further comments?

QUEENS GARDEN ARM - graffiti on walls
- But reasonably clean

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.





Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

Rycroft A bynam ^{Gentleman} Club.

Location

1. Please rate the following features of the subway being assessed

	Excellent	Good	Satisfactory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

see Q4
steps dirty

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

✓

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

S narrow - may...

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

<input type="radio"/> Very accessible	<input type="radio"/> Fairly accessible	<input type="radio"/> Neither / Don't know	<input type="radio"/> Fairly inaccessible	<input type="radio"/> Very inaccessible
---------------------------------------	---	--	---	---

Please add any comments you have

ramp alternatives, — but not on both sides

5. Do you think there is a problem with graffiti in this subway?

Yes No

Please add any comments you have

yes graffiti in d. ~~offen~~ offensive

6. Do you have any further comments?

a lot of graffiti - some offensive

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.



(1)



Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

JUBILEE BATHS

Location

1. Please rate the following features of the subway being assessed

	Excellent	Good	Satisfactory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

official cat or graffiti removal
plates. Floor tiles look in some
places

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

Needs a thorough clean

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

Agree CCTV would be terrible to vandalism

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

<input type="radio"/> Very accessible	<input type="radio"/> Fairly accessible	<input type="radio"/> Neither / Don't know	<input type="radio"/> Fairly inaccessible	<input type="radio"/> Very inaccessible
---------------------------------------	---	--	---	---

Please add any comments you have

Handrails ^{both sides} can only see steps, not see both sides of slope.

5. Do you think there is a problem with graffiti in this subway?

Yes No


Please add any comments you have

offered network does not have graffiti on it

6. Do you have any further comments?

Some paving removed leads to tripping

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.





Cleaner, Greener, Safer Scrutiny Committee Survey

Silver B

Subway survey 2016

Jubilee side Subway

Location

1. Please rate the following features of the subway being assessed

	Excellent	Good	Satisfactory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

Area by Queens garden Needs a good clean

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

Lights need cleaning

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

Very accessible Fairly accessible Neither / Don't know Fairly inaccessible Very inaccessible

Please add any comments you have

2 Ramps and Stairs to get to Subway
Perhaps need more thought out measures

5. Do you think there is a problem with graffiti in this subway?

Yes No

Please add any comments you have

needs attention and a good clean
Hand rails need cleaning

6. Do you have any further comments?

in all Subways of Newcastle I have
seen need a good clean, art work
is good.

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.



(1)



Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

(2)

Jubilee

Location

1. Please rate the following features of the subway being assessed

	Excellent	Good	Satisfactory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

official graffiti good spot by un official
 Some loose flagstones by queens gardens entrance
 Missing hole by

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

Just

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

Used - so safety would not be an issue.
Lots of people pass by.

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

Very accessible Fairly accessible Neither / Don't know Fairly inaccessible Very inaccessible

Please add any comments you have

5. Do you think there is a problem with graffiti in this subway?

Yes No

Please add any comments you have

But like the graffiti

6. Do you have any further comments?

Tripped at the entrance - Queens
garden
from bath → Queens garden

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.





Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

Tubilee Bath

Location

1. Please rate the following features of the subway being assessed

	Excellen t	Good	Satisfact ory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

need checking

Please add any comments that you have on any of the above

drain blocked. graffiti *lighting needs cleaning replacing*

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

Very accessible Fairly accessible Neither / Don't know Fairly inaccessible Very inaccessible

Please add any comments you have

ramps + stairs

5. Do you think there is a problem with graffiti in this subway?

Yes No

Please add any comments you have

a lot of graffiti

6. Do you have any further comments?

and work in enhancement
graffiti is getting overwhelming

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.





Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

Location

Queen Garda arm

1. Please rate the following features of the subway being assessed

	Excellent	Good	Satisfactory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

This arm needs painting

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

3. How safe (comfortable?) do you feel using this subway?

	<i>Very safe</i>	<i>Fairly safe</i>	<i>Neither</i>	<i>Fairly unsafe</i>	<i>Very unsafe</i>
In the daytime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

Very accessible *Fairly accessible* *Neither / Don't know* *Fairly inaccessible* *Very inaccessible*

Please add any comments you have

5. Do you think there is a problem with graffiti in this subway?

Yes *No*

Please add any comments you have

6. Do you have any further comments?

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.





Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

Site B

Queens garden side of Subway

Location

1. Please rate the following features of the subway being assessed

	<i>Excellent</i>	<i>Good</i>	<i>Satisfactory</i>	<i>Poor</i>	<i>Very poor</i>
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

Very accessible Fairly accessible Neither / Don't know Fairly inaccessible Very inaccessible

Please add any comments you have


5. Do you think there is a problem with graffiti in this subway?

Yes No

Please add any comments you have

6. Do you have any further comments?

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.





Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

Location

Groves London Rd
West Brook.

1. **Please rate the following features of the subway being assessed**

	Excellent	Good	Satisfactory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

2. **Do you feel that the lighting is adequate?**

Yes No

Please add any comments you have

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

Very accessible Fairly accessible Neither / Don't know Fairly inaccessible Very inaccessible

Please add any comments you have

5. Do you think there is a problem with graffiti in this subway?

Yes No

Please add any comments you have

6. Do you have any further comments?

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.





Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

Location

Grosvenor & Suffolk SL
Lyon Rd East

1. Please rate the following features of the subway being assessed

	Excellent	Good	Satisfactory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

overall - needing updating
graffiti cleaning

walls -
mosaics
stripping off.

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

[Empty box for comments]

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

Very accessible Fairly accessible Neither / Don't know Fairly inaccessible Very inaccessible

Please add any comments you have

5. Do you think there is a problem with graffiti in this subway?

Yes No

Please add any comments you have

6. Do you have any further comments?

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.

(2)



Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

Location

Governer from Barracks Rd

1. Please rate the following features of the subway being assessed

	Excellent	Good	Satisfactory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

Official graffiti would enhance the entrance from Barracks Rd
Walls need re grouting etc

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

London Rd East
Ceiling need painting from sunken gardens
entrance.
Lot of graffiti. Drains need cleaning

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

London Rd West to Brook Lane West
Dark - but not unreasonable
Needs a general clean.

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

<input type="radio"/> Very accessible	<input type="radio"/> Fairly accessible	<input type="radio"/> Neither / Don't know	<input type="radio"/> Fairly inacc essible	<input type="radio"/> Very inacc essible
--	--	---	---	---

Please add any comments you have

Brook Lane West / Corfate
Needs a good clean but generally not
too bad

5. Do you think there is a problem with graffiti in this subway?

Yes No

Please add any comments you have

High st West / Lower st
Needs a general clean up

6. Do you have any further comments?

Could partnership adopt a Subway?
offenders groups used to clean subways

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.





2

Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

Grosvenor High St.

Location

1. Please rate the following features of the subway being assessed

	Excellent	Good	Satisfactory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

[Empty comment box]

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

[Empty comment box]

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

Very accessible Fairly accessible Neither / Don't know Fairly inaccessible Very inaccessible

Please add any comments you have

5. Do you think there is a problem with graffiti in this subway?

Yes No

Please add any comments you have

6. Do you have any further comments?

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.





Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

2

Location

Grouned
hoerden lot

1. **Please rate the following features of the subway being assessed**

	Excellen t	Good	Satisfact ory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

2. **Do you feel that the lighting is adequate?**

Yes No

Please add any comments you have

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

Very accessible Fairly accessible Neither / Don't know Fairly inaccessible Very inaccessible

Please add any comments you have

Get access, more handrails

5. Do you think there is a problem with graffiti in this subway?

Yes No


Please add any comments you have

Where painted out, signs out look

6. Do you have any further comments?

Floors clean & no obvious need for maintenance

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.



Brook have w. clean & brightest



2

Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

Location

Stubb's St. arm of
The Greenway

1. Please rate the following features of the subway being assessed

	Excellent	Good	Satisfactory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

① Painted out graffiti marks overall look. Mosaics tatty & needs replacement.

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

Very accessible Fairly accessible Neither / Don't know Fairly inaccessible Very inaccessible

Please add any comments you have

Agree. Handrails needed on both sides of steps

5. Do you think there is a problem with graffiti in this subway?

Yes No

Please add any comments you have

6. Do you have any further comments?

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.





Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

Location

Grosvenor
London Rd East

1. Please rate the following features of the subway being assessed

	Excellent	Good	Satisfactory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

a lot of graffiti and much

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

Very accessible Fairly accessible Neither / Don't know Fairly inaccessible Very inaccessible

Please add any comments you have


5. Do you think there is a problem with graffiti in this subway?

Yes No

Please add any comments you have

6. Do you have any further comments?

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.





Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

Location

WESTBURY ROAD
ALL THREE P/A

1. Please rate the following features of the subway being assessed

	Excellen t	Good	Satisfact ory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

3. How safe (comfortable?) do you feel using this subway?

	<input type="radio"/> Very safe	<input checked="" type="radio"/> Fairly safe	<input type="radio"/> Neither	<input type="radio"/> Fairly unsafe	<input type="radio"/> Very unsafe
In the daytime	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

Very accessible Fairly accessible Neither / Don't know Fairly inaccessible Very inaccessible

Please add any comments you have

5. Do you think there is a problem with graffiti in this subway?

Yes No

Please add any comments you have

6. Do you have any further comments?

GRAFFITI STOPPING ARTWORK

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.





Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

Location

CHESTERTON JA

1. Please rate the following features of the subway being assessed

	Excellent	Good	Satisfactory	Poor	Very poor
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

LOT OF GRAFFITY

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Please add any comments you have

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

Very accessible Fairly accessible Neither / Don't know Fairly inaccessible Very inaccessible

Please add any comments you have

5. Do you think there is a problem with graffiti in this subway?

Yes No

Please add any comments you have

6. Do you have any further comments?

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.





Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

CLAYTON ROAD

Location

1. Please rate the following features of the subway being assessed

	<i>Excellent</i>	<i>Good</i>	<i>Satisfactory</i>	<i>Poor</i>	<i>Very poor</i>
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of walls	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of ceilings	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of lighting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking surfaces	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you have on any of the above

2. Do you feel that the lighting is adequate?

Yes No

Please add any comments you have

3. How safe (comfortable?) do you feel using this subway?

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe
In the daytime	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night (if relevant)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments you have

4. How accessible do you think this subway is (handrails / slopes rather than steps)?

Very accessible Fairly accessible Neither / Don't know Fairly inaccessible Very inaccessible

Please add any comments you have

5. Do you think there is a problem with graffiti in this subway?

Yes No

Please add any comments you have

6. Do you have any further comments?

NOT SO CLEAN.

7. If you are completing this survey online (such as via an iPad) then please attach any images you have here.





Cleaner, Greener, Safer Scrutiny Committee Survey

Subway survey 2016

RYCROFT

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GRAFFITI Spoiling ARTWORK

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