

# Public Document Pack



## ENVIRONMENT & ECONOMY SELECT COMMITTEE

Date: Tuesday, 16 July 2024  
Time: 6.00pm,  
Location: Council Chamber  
Contact: [committees@stevenage.gov.uk](mailto:committees@stevenage.gov.uk)

Members: Councillors: R Broom (Chair), A McGuinness (Vice-Chair), L Brady, F Chowdhury, A Gordon, S Mead, C Parris, E Plater, G Snell, N Williams and J Woods

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### AGENDA

#### **PART 1**

**1. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST**

**2. MINUTES OF THE PREVIOUS MEETING - 27 MARCH 2024**

To approve as a correct record the Minutes of the Environment & Economy Select Committee held on 27 March 2024.

3 – 8

**3. TERMS OF REFERENCE**

To note the Committee's Terms of Reference that were agreed at Annual Council on 22 May 2024.

9 – 10

**4. CABINET MEMBER & EXTERNAL PARTNERS RESPONSE TO BUS SCRUTINY REVIEW**

To receive the formal Cabinet Member and external partners response to the Committee's review of local bus services.

11 – 22

**5. STEVENAGE SKILLS FRAMEWORK - DRAFT SCOPING DOCUMENT AND OFFICER PRESENTATION**

To consider the draft scoping document for a scrutiny review of Stevenage Skills Framework and to receive an officer presentation to help orientate Members to the review.

23 – 26

**6. ENVIRONMENT & ECONOMY SELECT COMMITTEE WORK PROGRAMME  
2024-25**

To note and comment on the Committee's Work Programme for 2024-25 that was agreed by the Committee at its meeting held on 12 February 2024.

27 – 34

**7. URGENT PART 1 BUSINESS**

To consider any Part 1 business accepted by the Chair as urgent.

**8. EXCLUSION OF PUBLIC AND PRESS**

To consider the following motions –

1. That under Section 100(A) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as described in paragraphs 1 – 7 of Part 1 of Schedule 12A of the Act as amended by Local Government (Access to Information) (Variation) Order 2006.

2. That Members consider the reasons for the following reports being in Part II and determine whether or not maintaining the exemption from disclosure of the information contained therein outweighs the public interest in disclosure.

**9. URGENT PART II BUSINESS**

To consider any Part II business accepted by the Chair as urgent.

## STEVENAGE BOROUGH COUNCIL

### ENVIRONMENT & ECONOMY SELECT COMMITTEE MINUTES

Date: Wednesday, 27 March 2024

Time: 6.00pm

Place: Council Chamber, Daneshill House, Danestrete, Stevenage

**Present:** Councillors: Rob Broom (Chair), Adam Mitchell CC (Vice Chair), Jim Brown, Bret Facey, Conor McGrath, Sarah Mead, Claire Parris, Ellie Plater and Baroness Taylor.

**Start / End Time:** Start Time: 6.00pm  
End Time: 7.45pm

#### 1 **APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST**

Apologies for absence were received from Councillor Andy McGuinness.

#### 2 **MINUTES - 27 FEBRUARY & 6 MARCH 2024**

- a) It was **RESOLVED** that the Minutes of the Environment & Economy Select Committee held on 27 February 2024 be approved as a correct record and signed by the Chair subject to the following addition under Item 2:

Some Members suggested that the use of bee bricks in walls, and leaving holes in fences for Hedgehogs, would assist local biodiversity.

- b) It was **RESOLVED** that the Minutes of the Environment & Economy Select Committee held on 6 March 2024 be approved as a correct record and signed by the Chair subject to an amendment on Page 4, Paragraph 3, where the Member was not suggesting the Police should be instructed to do anything but was making a comment on the number of unclaimed bikes that could be utilised were there avenues available.

#### 3 **STEVENAGE SKILLS FRAMEWORK**

The Chair introduced the committee's work on the Stevenage skills framework. He highlighted the significant developments in Stevenage concerning the skills agenda, including advancements in STEM fields and the presence of leading companies such as GSK, Airbus, Autolus and MBDA. He emphasised the pressing need to address the skills gap, particularly in life sciences, to create more opportunities for the residents of Stevenage.

The Chair introduced the members of the presentation panel. Operations Director of Hertfordshire Local Enterprise Partnership Norman Jennings, Principal and CEO of North Herts College Kit Davies, Strategic Director Tom Pike, and Cooperative Neighbourhoods Programme Manager Daryl Jedowski.

The Strategic Director expressed gratitude to the committee for allocating time in their work programme for the presentation. He acknowledged the busy schedule of the Environment & Economy Select Committee and recognised the significance of the policy and strategy under discussion and emphasised its priority in maximising benefits for the people of Stevenage.

The Strategic Director highlighted the collaborative effort involved in developing the Stevenage Work Skills Framework, involving various stakeholders such as businesses, education providers, and sector specialists and thanked the Principal and CEO of North Herts College and the Operations Director of Hertfordshire Local Enterprise Partnership for their contributions to the project. He underscored the project's aim to address the needs of local people, including young individuals, those facing barriers, and individuals seeking career progression or stable employment.

The Strategic Director highlighted that although focusing on skills was not a traditional or statutory duty of a district or borough council, it had become a priority in Stevenage's new Making Stevenage Even Better Corporate Plan. He emphasised the importance of aligning the local skills framework with existing policies and initiatives to maximise impact.

The Strategic Director outlined the assets in Stevenage's economy and local infrastructure, including the STEM Discovery Centre, the SITEC Innovation Centre at North Herts College, and opportunities in the life science and engineering sectors. He also acknowledged the challenges in navigating the complex skills environment and addressing issues such as unemployment and gender pay gaps.

The Strategic Director thanked the Cooperative Neighbourhoods Programme Manager for his work in securing funding and driving initiatives to benefit the community.

The Cooperative Neighbourhoods Programme Manager provided an overview of the funding secured over the past few years to support various initiatives related to community wealth building and improving outcomes for Stevenage residents.

He highlighted funding received from three areas:

- The Community Renewal Fund, through which £750k was secured to support community wealth-building initiatives. He explained that this funding aimed to create a more inclusive economy focused on positive outcomes for residents.
- The UK Shared Prosperity Fund through which £1m was secured focused on improving outcomes, life chances for communities and was focussed on three priority areas. People and Skills, Supporting Local Business and Communities and Places.
- Mission 44 – Pioneering Young STEM Futures which was aimed at providing opportunities for young people from underrepresented backgrounds. He highlighted the program's focus on increasing access to opportunities and providing support tailored to the needs of individuals. Phase One of the

programme is currently being delivered, with Phase Two set to begin in the new academic year.

The Cooperative Neighbourhoods Programme Manager mentioned ongoing initiatives, such as the Workwell project with North and East Herts Integrated Care System, aimed at helping individuals with long-term health issues or disabilities overcome barriers to employment. He emphasised that all these efforts were based on conversations with stakeholders and aimed to address key themes identified, such as providing tangible job opportunities, access to industry, and clear communication pathways.

The Cooperative Neighbourhoods Programme Manager stressed the importance of recognising the diversity of sectors beyond STEM, including culture and creative industries, public services, construction and retail, in enriching opportunities for job seekers in Stevenage.

A Member asked a question related to the career pathways in STEM for young people in the next five years. The Cooperative Neighbourhoods Programme Manager highlighted diverse opportunities within STEM which included Autolus as an example where various types qualifications could lead to growth opportunities, with organisations not just looking for PHD candidates from top universities, particularly as smaller organisations begin to grow.

A Member raised concerns about the underrepresentation of women in STEM fields. The Cooperative Neighbourhoods Programme Manager acknowledged the generational challenges but expressed optimism about engaging young women in STEM subjects. The importance of early engagement in primary schools was emphasised, with initiatives like the Primary Science Quality Mark and the Pioneering Young STEM Futures program.

A Member sought specific examples of projects supported by the Community Wealth Building strategy. The Cooperative Neighbourhoods Programme Manager provided examples, which included apprenticeships and training support for local businesses and initiatives to enhance their visibility and presence in the community. Another example was work with the Social Inclusion Partnership which looked at how the Council supported its local voluntary sector and provided support around alternative governance methods for business including co-operatives & mutual societies.

A Member asked a question related to the inclusivity and capacity of the Mission 44 program to accommodate targeted groups. The Cooperative Neighbourhoods Programme Manager explained the finite nature of the program due to funding constraints but highlighted plans to scale up initiatives in the future phases to cater to a broader audience.

A Member asked a question regarding future prospects for current year seven students. The Cooperative Neighbourhoods Programme Manager acknowledged the complexity of predicting future outcomes but emphasised the importance of tracking cohorts through their education journey to assess the impact of initiatives.

A Member commented that unemployment figures shown in the presentation did not

include those who were employed on zero-hour contracts who were in effect underemployed nor did it show those employed in the shadow economy.

The Chair reiterated the importance of rigorous evaluation and quality assurance in ongoing and future initiatives. The Chair invited the Principal and CEO of North Herts College, Kit Davies, to proceed with the next presentation.

The Principal and CEO of North Herts College provided an overview of the work of the college. He highlighted its role as a general further education institution with multiple campuses and specialist centres. The college boasted a large staff and served a diverse student population, including full-time students, apprentices, and adult learners. It also operated as a schools trust and managed the STEM Discovery Centre.

The Principal and CEO of North Herts College discussed recent changes in the skills sector driven by national policies such as the Skills White Paper and the Skills Bill. These changes emphasised the importance of meeting local and regional skills needs, expanding higher technical education, and promoting lifelong learning.

The Principal and CEO of North Herts College explained the significance of Local Skills Improvement Plans (LSIPs) in identifying and addressing specific skills needs within communities. The LSIP process involved collaboration with local stakeholders to develop strategies for skills development tailored to regional priorities.

The Principal and CEO of North Herts College outlined various initiatives and partnerships undertaken by the college to address local skills gaps and support economic growth. These initiatives included training programmes in collaboration with industry partners, the establishment of specialized training academies such as the NHS Healthcare Academy, which has real-life medical equipment and wards for students to work on during their fast track to degree apprenticeships, and the development of sustainable technologies and engineering campuses.

The Principal and CEO of North Herts College acknowledged the challenges faced by the further education sector, including funding disparities compared to schools, bureaucratic obstacles, and uncertainties surrounding curriculum reforms.

The Principal and CEO of North Herts College emphasised the college's commitment to delivering high-quality education and skills training that aligned with local needs and aspirations. He showcased the college's achievements and ongoing efforts to overcome challenges and drive positive change in the community. The Chair then invited the Operations Director of Hertfordshire Local Enterprise Partnership to present to the Committee.

The Operations Director at Hertfordshire Local Enterprise Partnership (LEP) presented the LEP's perspective on the skills agenda. He advised that The LEP was a business-led organisation focused on growing the economy of Hertfordshire, which included job creation, and raising workforce skills.

The LEP had three main areas of focus: business support and enterprise, growing key sectors, and skills and employment, and collaborated with Hertfordshire County

Council and the Department for Work and Pensions to develop skills and employment strategies. The skills strategy focused on themes like supporting the future workforce, achieving full employment, supporting small and medium-sized enterprises (SMEs), sector development, and place-making.

The Operations Director at Hertfordshire LEP advised the Committee that LEP saw its role as a conduit, bringing together key partners to facilitate action in areas such as funding and business engagement.

The Operations Director at Hertfordshire LEP explained how the LEP operated the Hertfordshire Careers Hub in partnership with the Careers and Enterprise Company. This initiative aimed to align businesses with education and provide balanced careers advice to young people. In addition to this the LEP funded the development of Hertfordshire Opportunities Portal, which served as a centralised platform for young people to access information on careers, jobs, apprenticeships, and training opportunities.

The LEP had invested significantly in Stevenage's regeneration, including funding for initiatives like the Stevenage Bioscience Catalyst and SITEC. They also supported the STEM Discovery Centre, that aimed to inspire young people in STEM fields.

The LEP worked closely with schools and colleges in Stevenage. The LEP facilitated partnerships between education and local businesses to ensure that young people had access to relevant career pathways and opportunities. This included Generation Events that brought together young people and businesses, facilitated connections, and provided career advice and opportunities. The LEP had held several of these events across Hertfordshire, including in Stevenage.

A Member asked a question regarding the influence of employers in determining content of courses to ensure they were sector specific and relevant to the local economy. The Operations Director of Hertfordshire LEP and the Principal and CEO of North Herts College highlighted how the LEP and the College were responsive to the needs of local employers and developed course content accordingly.

A Member asked a question related to sustainable and green jobs. The Principal and CEO of North Herts College responded that the College was focussed on integrating sustainability into its curriculum and provided examples of initiatives that included hybrid and electric vehicle courses.

A Member asked a question related to the complexity of funding streams for education. The Operations Director of Hertfordshire LEP and the Principal and CEO of North Herts College elaborated on the challenges of navigating various funding sources and the administrative burden it created.

A Member inquired about English and Maths resits and the challenges associated with them. The Principal and CEO of North Herts College explained the funding obligations for providing these courses and highlighted the need for flexibility in delivering qualifications to meet students' needs.

A Member expressed concerns about equity in education, particularly regarding opportunities for students pursuing level three or apprenticeship courses. The Principal and CEO of North Herts College assured that students at all levels had access to industry-standard resources and facilities, including virtual reality technology.

A Member highlighted the importance of collaboration between educational institutions and the community to provide comprehensive support for students. The Principal and CEO of North Herts College advised of the College's efforts to collaborate with schools where they provided impartial advice and guidance to students.

The Chair thanked the presentation panel for their contributions.

4 **URGENT PART 1 BUSINESS**

None.

5 **EXCLUSION OF PUBLIC AND PRESS**

Not required.

6 **URGENT PART II BUSINESS**

None.

**CHAIR**

## ENVIRONMENT AND ECONOMY SELECT COMMITTEE

1. Membership - 11 (not Members of the Cabinet)
2. Quorum - 4
3. Terms of Reference
  - 3.1 To determine a Scrutiny work programme to examine the spending, policies and administration of the Council's services within the purview of the Assistant Director (Regeneration), Assistant Director (Stevenage Direct Services (except caretaking and repairs)), Assistant Director (Housing Development) and Assistant Director (Planning & Regulatory) and relationships with partners and external agencies involved with these services, together with a timetable and method of study for each topic.
  - 3.2 To determine formal recommendations in relation to scrutiny studies undertaken for reporting to the Council, Cabinet, other Committees, Officers and / or partner agencies as appropriate.
  - 3.3 To review the Forward Plan of Key Decisions in relation to services within the Committee's remit, considering if it wishes to make any input to policy issues contained in the Plan and if so, how. In undertaking this work the Committee may call upon the relevant Cabinet Member and/or the Strategic Director to provide a briefing or take part in discussion.
  - 3.4 To consider any policy issues within the remit of the Select Committee referred by the Cabinet and raising any other issues it considers appropriate.
  - 3.5 To work with the Community Select Committee or the Overview & Scrutiny Committee, as appropriate when considering cross-cutting scrutiny studies and policy development when both Committees have so agreed.
  - 3.6 To consider matters referred to the Committee under the procedure for the Councillor Call for Action in relation to matters within the purview of the Assistant Director Stevenage Direct Services and Assistant Director Planning and Regulation.
  - 3.7 In conjunction with the Community Select Committee and the Overview and Scrutiny Committee, responsibility for the on-going development of the Policy Development and Scrutiny function of the Council.
  - 3.8 To report to the Cabinet, other committees or Council, as appropriate.

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**Cabinet Member & Partners Response to Environment & Economy Select Committee Review of Bus Services**

**Recommendations and final report**

**Date Recommendations of final report agreed by Environment & Economy Select Committee on 6 February 2024:**

(Circulated to Exec Member and external partners Friday 15 March 2024)

**Date responses should be made by:**

Cabinet and partners responses should be received by  
Friday 10 May 2024

**Recommendations:**

**Executive & Partner Response:**

**Annual Stakeholder Seminar hosted by SBC**

**RECOMMENDATION 1** - It is recommended that SBC Executive Portfolio Holder for Transport be invited to consider holding a yearly transport seminar for Stevenage bringing together the HCC transport unit and the public transport providers to hold them to account regarding the performance of their contracts with a view to champion local users' needs and bring a focus on improved performance.

*Response supported by AD Planning & Regulatory Zayd Al-Jawed and Cabinet Portfolio Holders with responsibility for Economy, Skills & Transport, Cllr Lloyd Briscoe:*

The PH for Transport will look to organise this with HCC as Transport Authority and bus operators noting the limited powers SBC holds in this area.

<p><b>Action: AD Planning &amp; Regulatory Zayd Al-Jawed</b></p>	
<p><b><u>Better real time information for buses on digital platforms and at physical bus stops</u></b></p> <p><b><u>RECOMMENDATION 2</u></b> - It is recommended that (i) Arriva be strongly encouraged to update the real time information for bus services on their website and App, as bus users rely on this information to wait for bus services, if cancelled or delayed; and (ii) that real-time information also be included at bus stops, so passengers know when the next bus is due and also if a service is not running etc.</p> <p><b>Action: AD Planning &amp; Regulatory, Zayd Al-Jawed, Arriva Bus Company and HCC Transport Department</b></p>	<p><i>Response for SBC supported by AD Planning &amp; Regulatory Zayd Al-Jawed and Executive Portfolio Holder with responsibility for Economy, Skills &amp; Transport, Cllr Lloyd Briscoe:</i></p> <p>The PH support the principle of this and the clear wider public/ user benefits of it. However, we understand the limitations of its functionality as explained by Arriva.</p> <p><i>Response from Matthew Lale, HCC Transport Unit &amp; Michael Jennings, Arriva Bus Company:</i></p> <p>A number of screens have recently been installed at bus stops in London Rd using BSIP funding to complement the new 907 service. Later phases of the BSIP programme sees the opportunity for further screens to be installed in the area. Passengers are also able to use the Intalink app to see real-time information on their phones for any bus stop in the county.</p> <p>The real-time information system can indicate if a bus is on time or running late, but it is not yet sufficiently advanced to indicate if a bus is not running at all. This is a priority area that we are working on in conjunction with our technology partners.</p> <p><i>See attached response from Arriva appended to the document.</i></p>
<p><b><u>Improved info screens at Bus Interchange for disabled /visually impaired passengers</u></b></p> <p><b><u>RECOMMENDATION 3</u></b> - It is recommended that (i) to help wheelchair users and disabled and the visually impaired, that</p>	<p><i>Response supported by Head of Estates, Mark Sullivan and Executive Portfolio Holder with responsibility for Resources (interim) Cllr Jeannette Thomas:</i></p> <p>i. There are currently 24 screens at the Stevenage Bus Interchange. Officers have contacted our contractor who</p>

<p>some (a least two or three) of the information screens in the bus interchange be lowered and the contrast of those screens be adjusted to provide a good contrast to enable those users to be able to read the information more easily, and (ii) in addition, that a similar sign to the RNIB signage used near the ticket office at the railway station be installed at the bus interchange.</p> <p><b>Action: SBC Mark Sullivan, Head of Estates</b></p>	<p>manages the screens to investigate the possibility of having either:</p> <ul style="list-style-type: none"> <li>a) Some of the existing screens lowered.</li> <li>b) The cost of additional screens to be implemented at various points around the Bus Interchange</li> </ul> <p>The request of the contrast to be adjusted will also be investigated through the same contractor.</p> <ul style="list-style-type: none"> <li>ii. We will speak to the individuals at Stevenage Railway Station regarding the RNIB signage to investigate the potential addition of the RNIB signage and seek costs.</li> </ul>
<p><b><u>Improved communications between HCC Passenger Transport, Arriva and disability groups</u></b></p> <p><b><u>RECOMMENDATION 4</u></b> - It is recommended that (i) The HCC Passenger Transport and Arriva need to engage in an open and ongoing conversation with disability groups like Herts Vision Loss to help refine and shape the services, as it appeared to Members that this was not currently the case; and (ii) the use of trusted apps for those with disabilities be championed by bus providers and transport authorities at HCC.</p> <p><b>Action: HCC Passenger Transport and Arriva Bus Company</b></p>	<p><i>Response from Matthew Lale, HCC Transport Unit &amp; Michael Jennings, Arriva Bus Company:</i></p> <p>Hertfordshire County Council have currently created a Sensory Strategy task group, working with internal and external stakeholders, including Adult Care Services, Highways, RNIB, Herts Vision Loss and other local groups. The aim of the task group is to identify issues disabled passengers face and look at practical solutions for improvement.</p> <p>We are in the early stages of gathering information from our Intalink Partners in regard to their accessibility guidelines and training practices. This information should also help to steer improvements made to accessibility awareness and training across the network.</p> <p><i>See attached response from Arriva appended to the document.</i></p>
<p><b><u>Refreshed Arriva Driver Training regarding the needs of visually impaired passengers</u></b></p>	<p><i>Response from Michael Jennings, Arriva Bus Company:</i></p> <p><i>See attached response from Arriva appended to the document.</i></p>

<p><b><u>RECOMMENDATION 5</u></b> - It is recommended that Arriva should revisit their driver training regarding courtesy and care towards disabled passengers. This should be looked at based on the evidence submitted by Herts Vision Loss, who reported that their members were, on occasion, not given sufficient time to be seated when boarding or were dismissed or ignored by some drivers when asking for assistance or information about the bus route etc.</p> <p><b>Action: Arriva Bus Company</b></p>	
<p><b><u>Introduce audio announcements for bus stops.</u></b></p> <p><b><u>RECOMMENDATION 6</u></b> - It is recommended that HCC Passenger Transport and Arriva advance the roll out of audio announcement on buses as well as visual displays screens, which need to be retrofitted to all existing fleet and be provided as standard on any new fleet stock.</p> <p><b>Action: HCC Passenger Transport and Arriva Bus Company</b></p>	<p><i>Response from Matthew Lale, HCC Passenger Transport &amp; Michael Jennings, Arriva Bus Company:</i></p> <p>This is a responsibility of the bus operators to fit on bus audio announcements.</p> <p><i>See attached response from Arriva appended to the document.</i></p>
<p><b><u>Introduction of Electric Vehicles in Stevenage</u></b></p> <p><b><u>RECOMMENDATION 7</u></b>- It is recommended that (i) In the first instance, bus companies should be encouraged to consider electric vehicles or other alternatives to move away from fossil fuels; and (ii) during the long transition to EV electric replacement buses and considering the variable supply of hydrogen, that HCC and Arriva be invited to consider using a more environmentally friendly Biodiesel which produces 90% less carbon than conventional diesel.</p> <p><b>Action: HCC Passenger Transport and Arriva Bus Company</b></p>	<p><i>Response from Matthew Lale, HCC Passenger Transport &amp; Michael Jennings, Arriva Bus Company:</i></p> <p>I think this is a reasonable request, given we are in a transitional stage between diesel and the practical implementation of electric or hydrogen vehicles, but this would need to be agreed by Arriva and other operators who invest in vehicle replacements. It is not something Hertfordshire County Council can control.</p> <p><i>See attached response from Arriva appended to the document.</i></p>

<p><b><u>SBC Planning &amp; HCC Highways consideration of road layout in new developments and impact on buses</u></b></p> <p><b><u>RECOMMENDATION 8</u></b> - It is recommended that regarding new housing developments, that SBC Planning and Development Officers should consult with Bus Companies regarding their views to help avoid any unintended consequences to buses using routes into new housing developments and that HCC Highways Officers should be invited to consult with bus companies regarding the introduction of traffic calming measures such as speed bumps, narrowed roads or chicanes that can make bus journeys slower and therefore not run to optimum journey times. If there are to be any changes made to road schemes for traffic calming these should consider such measures as bus gates.</p> <p><b>Action: AD Planning &amp; Regulatory, Zayd Al-Jawed HCC Highways/Passenger Transport</b></p>	<p><i>Response supported by Response supported by AD Planning &amp; Regulatory Zayd Al-Jawed and Executive Portfolio Holders with responsibility for Economy, Skills and Transport, Cllr Lloyd Briscoe:</i></p> <p>SBC Planning regularly and consistently consults with HCC Passenger Transport who are best placed to advise on impacts and opportunities from new developments.</p> <p><i>Response for HCC Highways/ Mathew Lale, HCC Passenger Transport:</i></p> <p>This is agreed. However, we would ask for Hertfordshire County Council bus network planning officers to be involved as they have a more strategic view of the bus network and how the development fits in within the wider town. Note some operators may not have a large presence in some of the development areas to advise.</p>
<p><b><u>Improvements to Bus Interchange to assist passenger experience and onward pedestrian routes.</u></b></p> <p><b><u>RECOMMENDATION 9</u></b>- It is recommended that regarding the new bus station interchange:</p> <p>(i) SBC, fully consider the use of the Bus Station in its new location, and the user experience. In respect of the pedestrian access from the Bus Station through to the shops, the existing signage be reviewed to ensure that it is clear which way to walk to the shops to encourage pedestrians to use the designed route to the pedestrianised Town Centre along the front of the Leisure Centre, rather than to the side of Daneshill House/Registry Office, which should be discouraged as it was equidistance to the</p>	<p><i>Response supported by Response supported by AD Planning &amp; Regulatory Zayd Al-Jawed and Cabinet Portfolio Holders with responsibility for Economy, Skills &amp; Transport, Cllr Lloyd Briscoe and Head of Estates, Mark Sullivan and Cabinet Portfolio Holder for Resources, Cllr Jeannette Thomas:</i></p> <p>(i) Planning &amp; Regulatory: The new bus interchange was designed to be better located to the railway station and although slightly further from the Town Square, pedestrian routes along the old London Road and other key access points were improved. Pedestrian access to the rear of the Westgate centre is also scheduled for improvements. A further shuttle bus would not bring people much closer given the pedestrian nature of the town centre.</p>

<p>route in front on the leisure centre, but was less safe, as it is on a main road;</p> <p>(ii) Officers and Partners should consider means of assisting older and disabled users to move from the Bus Station into the town, such as a shuttle bus*, and if an opportunity arises in the future to enhance the provision of mobility services that consideration be given to locating these at the Bus Interchange.</p> <p>(iii) that the provision of WiFi be considered at the Bus Interchange to help passengers access the Arriva App; and</p> <p>(iv) that Officers and Partners consider all available options to ensure that there is a safe and comfortable user experience at the Bus Station.</p> <p><b>Action: AD Planning &amp; Regulatory, Zayd Al-Jawed (SBC Facilities) Mark Sullivan, Head of Estates</b></p>	<p>(iii) Estates: Officers are discussing with SBC IT the possibility of adding a public Wi-Fi service into the Bus Interchange and a brief is being put together. The cost associated will depend on several factors. Speed, reliability and level of support required (i.e. 24x7 compared to standard work hours, etc) In terms of risks, as provider of the service, if we are collecting user information then there will be some data protection concerns to consider regarding controls, responsible person for the data and considerations in regard to misuse.</p> <p>(iv) Estates: SBC are continually reviewing the environment at the Bus Interchange to ensure it remains a safe and comfortable environment for those who are using the Interchange. We are monitoring the service using feedback from the on-site team who provide updates on how the service could be improved.</p>
<p><b><u>Town Centre Regeneration new Leisure Facility Bus Service</u></b></p> <p><b><u>RECOMMENDATION 10</u></b> – It is recommended that as part of the regeneration of the town centre strategically placed bus stops near public infrastructure will need to be provided, for example there should be a bus stop provided at the new leisure centre when this is built at the town centre gardens, St Georges Way site, as well as consideration of a new bus route to service any new stops.</p> <p><b>Action: AD Planning &amp; Regulatory, Zayd Al-Jawed, AD Regeneration, Dave Wells</b></p>	<p><i>Response supported by AD Planning &amp; Regulatory Zayd Al-Jawed and Cabinet Portfolio Holder with responsibility for Economy, Enterprise &amp; Transport, Cllr Lloyd Briscoe, AD Regeneration, Dave Wells and Cabinet Portfolio Holder for Regeneration, Leader Cllr Richard Henry:</i></p> <p>This will be considered as part of any new planning application for a leisure centre.</p>

<p><b><u>Spine Route running North to South through Stevenage</u></b></p> <p><b>RECOMMENDATION 11</b> – It is recommended that Arriva and HCC be encouraged to consider the provision of a spine route running from the north to the south of the town.</p> <p><b>Action: HCC Passenger Transport and Arriva Bus Company</b></p>	<p><i>Response from Matthew Lale, HCC Passenger Transport &amp; Michael Jennings, Arriva Bus Company:</i></p> <p>Hertfordshire County Council would be happy to look at developing a route with Arriva, subject to external funding, that meets this aspiration. Just to note some routes already exist, for example Bragbury End and Roebuck to the town centre and Lister Hospital.</p> <p><i>See attached response from Arriva appended to the document.</i></p>
<p><b><u>SBC lobby HCC re new funding models for bus travel in Hertfordshire</u></b></p> <p><b>RECOMMENDATION 12</b> – It is recommended that SBC via the Executive Portfolio Holder for Enterprise and Transport lobby HCC to consider different funding models for the provision of bus travel for Hertfordshire as it was felt that it was right to challenge the funding model which was not currently delivering a service that was fit for purpose.</p> <p><b>Action: AD Planning &amp; Regulatory, Zayd Al-Jawed</b></p>	<p><i>Response supported Planning &amp; Regulatory, Zayd Al-Jawed and Executive Portfolio Holder with responsibility for Economy, Enterprise &amp; Transport, Cllr Lloyd Briscoe:</i></p> <p>We have and will continue to lobby for better, more frequent and reliable business for Stevenage.</p>
<p><b><u>New EV Circular Bus Route around Stevenage</u></b></p> <p><b>RECOMMENDATION 13</b> - It is recommended that consideration should be given to a circular bus route between Roaring Meg, Leisure Park, Old Town and the Town Centre, and that officers of the Council review this to identify any funding opportunities, if possible as an electric bus service.</p> <p><b>Action: HCC Passenger Transport and Arriva Bus Company</b></p>	<p><i>Response from Matthew Lale, HCC Passenger Transport &amp; Michael Jennings, Arriva Bus Company:</i></p> <p>Hertfordshire County Council would support a service of this kind if external funding becomes available but just to note that a number of bus already undertake this task. An electric bus would be a high-profile demonstration project, but the cost of electric vehicles is very high and the infrastructure for vehicles of this size are not developed enough around the county.</p> <p><i>See attached response from Arriva appended to the document.</i></p>

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## Appendix

### Arriva Bus Company Response to E&E Select Committee review into Bus Services

Please find below the responses from Arriva to the recommendations.

#### Recommendation 1

Arriva are supportive of this.

#### Recommendation 2

All of our vehicles are equipped with smart electronic ticket machines which are equipped with GPS tracking equipment so that all of our vehicles in service can be tracked. This information is accessible on our app through the journey planning tool and on our website also through the journey planning tool. This will show the available journey options and will also show if the journey is cancelled or delayed. All of our vehicle tracking data is also available as open data allowing third party apps and websites to show the data in various formats. Using these third party apps or websites it is possible to see in realtime the location of every one of our vehicles which is in service, or look at journeys historically to see at what times they operated. [Bustimes.org](http://Bustimes.org) is a particularly good third party website for this information.

One of the biggest challenges around realtime tracking is that the expectations of it are greater than it can capably deliver. The technology and systems are excellent at locating a specific vehicle at a specific point in time. However, this combined with the timetable is used to predict the time the vehicle will arrive at a specific stop, but this is only ever a prediction and the time it does arrive is driven by the real world conditions.

As an example, a bus is at point A at 1000, and the passenger is waiting at point B. The journey is timetabled to take 5 minutes so the realtime app shows that the bus is predicted to be at point B at 1005. The timetable is pretty reliable and 95% of the time this journey does take 5 minutes. However, on this day between the points, there is traffic congestion on the road because of a broken down car. As the bus approaches the congestion the app will still predict that the bus is due at point B at 1005, as it is at this point still on schedule as the delay is in front of the bus. However, the bus doesn't move for 5 minutes. The customer at point B sees that the bus arrival time is getting later and later, and is frustrated as they think the app is not accurate. It said the bus would be there by 1005 and it is not, and the arrival time is just getting later. The app will be showing that the bus is due to arrive at 1010 now, as it assumes that the traffic will clear. However, the app and no one else know when the traffic will clear. Eventually when the delay becomes over a certain time (usually about 15 minutes but this is specific to each route depending on the frequency and typical delays), the app stops predicting that it will arrive by a certain time, as it knows that it can't predict when it will arrive. In this example, the app is working as designed and as best it can. However, the passenger is understandably frustrated because in their eyes the app is telling them false information. Every day on the network we have issues like this where our services are delayed. Sometimes it can only be a few minutes, and others it can be more than an hour. It can be for many reasons including roadworks, accidents, badly parked cars etc. We do our best to mitigate the impact of these by building a robust timetable which works most of the time.

In terms of journey cancellations, we will cancel journeys on the app. However, often when we cancel journeys we do it after letting the bus run late for a bit, with the logic that it is better to run a journey with a small delay, than to not run it at all. However, as the delays get longer, the impact on the following journeys becomes greater and we reach a point that it makes more sense to cancel a journey and get the next journey on time than to just keep letting it run late all day. What this does

mean is that the app could show the bus running late, and then the decision to cancel the journey is made, so it then shows that the journey is cancelled. A criticism we often receive is when we cancel a journey, why don't we inform passengers earlier instead of letting them think the bus will come, but just late. The answer to this is that we don't know earlier that the journey will be cancelled and as soon as we make that decision, we update the app.

In summary, the app is a really useful tool for passengers and most of the time it works very well. It is a real improvement compared to the days before the app when standing at a bus stop you had no information. However, on occasions the app will not predict the arrival time with 100% accuracy because as I've outlined above it isn't able to. It is not possible to produce an app which can predict the future with 100% accuracy, as the highways network on which we operate is too chaotic and unpredictable. I understand the frustrations of passengers waiting at the stop and not getting the information they need from the app and I understand that they feel the app is at fault. However, the app will never be able to accurately predict the arrival times of buses 100% of the time. The best we can do is to improve its accuracy by regularly reviewing timetables to make them robust and working closely with those responsible for the highways network to deliver predictable journey times.

#### Recommendation 3

Arriva are supportive of this.

#### Recommendation 4

Arriva are supportive of this. As a national operator we tend to do this on a national scale but are always happy to engage with those who can help us to help them access our services. In addition, many of the factors driving bus accessibility and design are driven by legislation and I would urge groups such as Herts Vision Loss to engage with the DfT directly so that their views are included when such legislation is being created or amended.

#### Recommendation 5

Every driver at Arriva receives 35 hours of classroom-based training every 5 years (effectively 1 day annually) as part of their CPC which they are required to hold in order to drive a bus in service. We deliver our CPC in house and a key part of the training at Arriva is around how to interact and assist less able passengers, including those with visual impairments. If there are specific incidents when a driver's actions or behaviour is not at the standard it should be, then I urge the customer to get in touch with our customer services team with details of the incident to allow us to investigate and take appropriate action to ensure that such an incident doesn't happen again.

#### Recommendation 6

Legislation is in place to mandate next stop announcements on buses. All new vehicles require the equipment to be fitted from October 2024, and all existing vehicles require that the equipment is retrofitted by October 2026. Arriva are currently working on a project to deliver this within these timescales.

#### Recommendation 7

When purchasing new vehicles, Arriva will always consider ZEV options. Indeed, we currently operate a large number of ZEVs across the UK and Europe and we are continually introducing new ZEVs into our fleet. However, introducing ZEVs is challenging, both financially and operationally. Initial purchase costs are a lot higher than non ZEV vehicles, and there are significant infrastructure challenges around converting depot sites to accommodate ZEVs. In addition, the operational range of ZEVs is much less than a non ZEV meaning that either additional vehicles are required to deliver the same service level or services need to be reduced to meet the operational requirements of ZEV.

The transition to ZEV has started and we are in the early stages of that journey and we are committed to following a ZEV path. In terms of biodiesel, we currently use a biodiesel fuel blend at some of our sites. This is dependent on supplier availability and cost and the split between biodiesel and non-biodiesel is optimised to minimise mechanical issues.

#### Recommendation 8

To an extent this is already happening. We are regularly asked for our views on road layouts for new developments in Stevenage to make them accessible for bus routes.

#### Recommendation 9

Arriva are supportive of this.

#### Recommendation 10

Arriva are supportive of this. Provision of appropriate bus stop infrastructure at key destinations is essential for encouraging bus use to these destinations.

#### Recommendation 11

We are happy to explore new routes. Ultimately our challenge will always be whether new routes are commercially sustainable, ie is there sufficient demand to generate sufficient revenue to cover the costs of operation? There are many pockets of passenger demand unfulfilled by the current bus network, but getting them over the hurdle of being commercially sustainable can be difficult.

#### Recommendation 12

I would strongly challenge the conclusion that the current service was not fit for purpose and the associated report does not give the evidence to support this conclusion. The current bus network in Stevenage carries millions of passenger journeys a year in Stevenage and is depended on by large numbers of people who without it would not be able to make the journeys they do. The service can certainly be improved on and Arriva are continually striving to deliver this, both with actions that we are taking, but also in partnership with Hertfordshire County Council. The network is provided with relatively low levels of subsidy and low fares yet it is a comprehensive network in Stevenage serving the vast majority of areas. With single journeys costing no more than £2 and unlimited annual travel available on our network for as little as £1.92 per day, bus travel in Stevenage offers excellent value.

The wider question about how we pay for our buses as a country is one that has dominated the industry and government for a long time. The majority of services in Stevenage and in the wider UK are commercial services, meaning that the costs of operating them are primarily covered by the fares generated by the passengers using the service. Regardless of the model of operation, if the network is dependent on revenue from passengers then, the network will align to a level that can be supported by this revenue. Undoubtedly if this revenue can be topped up by additional funding, then this will lead to much improved services, but as always the question comes down to where this funding comes from which becomes a political decision.

One item specifically which Stevenage Borough Council can influence in terms of funding is the level of departure charge levied on bus operators and hence indirectly bus passengers for the privilege of serving the bus station. This departure charge is one of the highest we pay across Arriva. The provision of a central bus station brings huge economic benefit to Stevenage, yet the costs of providing it are heavily shouldered by Arriva and indirectly those passengers using it who are often the least affluent in society. In many towns and cities, there is no departure charge levied for serving a bus station and the scale of the cost at Stevenage does make it an outlier. Put simply, if as an operator we didn't have to shoulder this cost which we do not elsewhere, we would be more able to invest in service improvements, newer fleet or lower fares in Stevenage. If Stevenage Borough

Council are genuinely serious about delivering improved bus services in the town, then this is something they can do to facilitate this.

Recommendation 13

As per recommendation 11, we are happy to explore new routes. Ultimately our challenge will always be whether new routes are commercially sustainable, ie is there sufficient demand to generate sufficient revenue to cover the costs of operation? There are many pockets of passenger demand unfulfilled by the current bus network, but getting them over the hurdle of being commercially sustainable can be difficult. It also must be considered that many of the journeys possible on such a service can already be made on other services and it is important to ensure that any new services don't significantly abstract patronage from existing services.

I hope I've covered everything satisfactorily. If you need anything further from me, just let me know.

Regards  
Michael

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# DRAFT

## Template Scoping Document

<b><u>Environment &amp; Economy Select Committee</u></b>	
<b><u>Scrutiny Review Title:</u></b>	<b>Scrutiny of the Stevenage Skills Framework</b>
<b><u>Background issues</u></b> to review – rationale for scrutinising this issue:	Members considered a presentation on the Stevenage Skills Framework 27 March 2024, following this meeting the Chair advised that this item should be added to the Committee’s Work Programme for 2024-25.
Is this issue covered by Corporate Plans?	Yes, this is a core strand of the Council’s Corporate Plan - Transforming our Town – Enterprise & Skills: “Opening up access to outstanding skills, training and educational opportunities”
<b><u>Focus of the review:</u></b> (State what the review focus will be)	The Committee held a session on the Stevenage Skills Framework when it met on 27 March 2024. Following this session and following discussion with the Chair and Vice-Chair it has been suggested that there could be a focus on: <ul style="list-style-type: none"><li>• Is there any existing data re Stevenage Young People destinations post 16-18 education?</li><li>• What opportunities are out there re STEM training and job opportunities including apprenticeships?</li><li>• How can more young people from Stevenage find employment in the booming sectors of life-science, space industry and regeneration?</li><li>• What are the barriers to older people retraining and re-entering into employment?</li></ul>
<b><u>Timing issues:</u></b> Are there any timing constraints to when the review can be carried out?	
The Committee will meet on (provide <b><u>dates</u></b> if known):	Dates: Day/Month/Time/Venue <ul style="list-style-type: none"><li>• 15 July 2024 – Draft Scoping Document &amp; Officer PowerPoint Presentation considered by the Committee.</li><li>• Tuesday 17 September – witness interviews</li></ul>

	<ul style="list-style-type: none"> <li>• Tuesday 8 October – witness interviews</li> <li>• Site Visit – to be confirmed (possible dates in September)</li> <li>• Tuesday 12 November – Draft Report &amp; Recommendations.</li> </ul>
<b>SBC Leads</b> (list the Executive Portfolio Holders and SD's Heads of Service who should appear as witnesses):	<p><i>Officers have suggested the following people:</i></p> <ul style="list-style-type: none"> <li>• <i>Lloyd Briscoe, Portfolio Holder, Economy, Skills and Transport</i></li> <li>• <i>Daryl Jedowski, Corporate Policy and Performance Manager.</i></li> </ul>
Any <b>other witnesses</b> (external persons/critical friend)?:	<p>To be identified by the Committee at the scoping meeting. <i>Possible options identified by officers as witnesses and evidence base:</i></p> <ul style="list-style-type: none"> <li>• <i>Representatives of the STEM Industry in Stevenage</i></li> <li>• <i>Hertfordshire Futures Service Lead, Greta Gardiner from the Stevenage Borough Council Stevenage Works Team to present on the established and ongoing Stevenage Works construction element.</i></li> <li>• <i>Test the impact on older people back to work</i></li> <li>• <i>Consider the Nursery/ Childcare needs – Interview with Sharon Bell Stevenage Children's Centre</i></li> <li>• <i>CAB view – training for Universal Credit</i></li> <li>• <i>Possible Secondary Head Teacher (possible witness – Head Teacher Barnwell School, Tony Fitzpatrick or the Assistant Head Teacher, Jackie Johnson)</i></li> </ul>
<p><b>Allocation of lead Members</b> on specific individual issues/questions:</p> <p>Any other Questions Members wish to cover:</p>	<p>To be identified by the Committee at the scoping meeting.</p> <p>Members will undertake their own desktop and fact-finding research and ask questions on the following areas (list the issues to address during the interviews):</p> <p><i>To be identified</i></p>
<b>Site visits and evidence gathering in</b>	Site visits will be arranged for STEM Discovery Centre and Officers will also look to arrange a

<p><b><u>the Community</u></b></p>	<p>visit to Airbus Campus and/or SITEC at NHC.</p>
<p><b><u>Equalities and Diversity issues:</u></b> The review will consider what the relevant equalities and diversity issues are regarding the Scrutiny subject that is being scrutinised</p>	<p>It was agreed that the review would address equalities and diversity issues directly in the review.</p> <p><b><u>Equalities &amp; Diversity Issues</u></b> – Are there any E&amp;D issues to consider in this review? –</p> <p>The review should consider what equality and diversity issues there are within the cohort of young people in Stevenage including ethnic background, educational attainment, disability, cultural barriers, family backgrounds etc.</p>
<p><b><u>Constraints</u></b> (Issues that have been highlighted at the scoping stage but are too broad/detailed to be covered by the review):</p>	<p><i>To be identified by the Committee at the scoping meeting</i> (These issues can be captured and dealt with via other means – Briefings/email/officer action etc)</p>
<p><b><u>Background Documents/data</u></b> that can be provided to the review</p>	<p><i>As identified by the Committee at the draft scoping meeting:</i> Evidence requested:</p>
<p><b><u>Agreed Milestones and review sign off</u></b> -To be agreed by Members and officers</p>	<p><i>Formal response from Executive Portfolio Holder (Executives have a Statutory requirement to respond to Scrutiny review recommendations two months after receiving a final report and recommendations of a review: <b>Date Executive Portfolio responses are expected</b> (dependent on the final report &amp; executive portfolio response template publishing date): <b>DD MM YY</b></i></p> <p><b><i>Date for monitoring implementation of recommendations – final sign off (typically one year from completion of the review): <b>DD MM YY</b></i></b> (Close to this date the Select Committee will receive a report at a Committee meeting to agree the final sign off of the review recommendations)</p>

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<b>Lead AD</b>	<b>AD (Stevenage Direct Services) Steve Dupoy</b>
<b>Deputy</b>	<b>AD (Planning &amp; Regulation) Zayd Al-Jawad</b>
<b>Chair</b>	<b>Cllr Rob Broom</b>
<b>Vice-Chair</b>	<b>Cllr Andy McGuinness</b>

**Environment & Economy Select Committee Scrutiny Work Programme 2024-25**  
**(Including main review items, one-off meetings, review revisits and policy development items)**

The work programme is the main guide to the Committee’s work throughout the year. However individual items can be raised at Committee meetings and consider as one-off items on a case-by-case basis at future meetings.

<b>Scrutiny Review Items 2024/25:</b> (Main review, one-off updates, briefings etc.)	<b>Strategic Director, Assistant Director, Lead Officer(s) &amp; Portfolio Holder</b>	<b>Provisional meeting date(s) identified</b>	<b>Other details: i.e. (i) Number of meetings item can be covered in? (ii) Whether scoping required? (iii)Expectation/ style of meeting &amp; (iv) other details</b>	<b>Comment by lead Assistant Director/Deputy</b>	<b>Chair/ Vice-Chair Preference &amp; Priority</b>
<b>Bus Scrutiny Review –</b> Executive Member & Partner response to the 2023-24 E&E Scrutiny review.	Lead AD Stevenage Direct Services, Steve Dupoy, Cabinet Member for Economy, Skills & Transport, Cllr Lloyd Briscoe	15 July 2024.	Not applicable.		

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<b>Scrutiny Review items 2024/25:</b> (Main review, one-off updates, briefings etc.)	<b>Strategic Director, Assistant Director, Lead Officer(s) &amp; Portfolio Holder</b>	<b>Provisional meeting date(s) identified</b>	<b>Other details: i.e.</b> <b>(i) Number of meetings item can be covered in?</b> <b>(ii) Whether scoping required?</b> <b>(iii) Expectation/ style of meeting &amp;</b> <b>(iv) other details</b>	<b>Comment by lead Assistant Director/Deputy</b>	<b>Chair/ Vice-Chair Preference &amp; Priority</b>
(Main review) <b>Stevenage Skills Framework</b>	Co-operative Neighbourhoods Programme Manager, Daryl Jedowski, SD, Tom Pike and Cabinet Portfolio Holder for Economy, Skills & Transport, Cllr Lloyd Briscoe	15 July 2024 – Draft Scoping Document considered by the Committee.  Tuesday 17 September – witness interviews  Tuesday 8 October – witness interviews  Site Visit – to be confirmed (possible dates in September)  Tuesday 12 November – Draft Report & Recommendations.	(i) meetings to be completed. (ii) A full scope would need to be completed. (iii) Interviews and evidence gathering	Following the meeting the E&E Committee had on 27 March 2024 where it opened a discussion with North Herts College and the LEP on the Skills Framework it was agreed to continue this work into 2024/25 with further sessions.  Session with Stevenage Works – Case Study (Greta Gardiner) and a possible further 2 sessions to provide a deeper understanding of the Council and partners offer: <ul style="list-style-type: none"> <li>• Interview Large Employer</li> <li>• SME's</li> <li>• T Level Hybrid</li> </ul>	The Chair has said that this is a high priority and carry on the work of the committee the review could include: <ul style="list-style-type: none"> <li>*update on Stevenage Work Well Programme</li> <li>*Impact on older people back to work</li> <li>*Nursery/ Childcare needs</li> <li>*CAB view – training for Universal Credit</li> </ul>

<b>Scrutiny Review items 2024/25:</b> (Main review, one-off updates, briefings etc.)	<b>Strategic Director, Assistant Director, Lead Officer(s) &amp; Portfolio Holder</b>	<b>Provisional meeting date(s) identified</b>	<b>Other details: i.e.</b> <b>(i) Number of meetings item can be covered in?</b> <b>(ii) Whether scoping required?</b> <b>(iii) Expectation/ style of meeting &amp;</b> <b>(iv) other details</b>	<b>Comment by lead Assistant Director/Deputy</b>	<b>Chair/ Vice-Chair Preference &amp; Priority</b>
				Apprentice etc • a Secondary & Primary School Teacher site visit to STEM Discovery Centre and SITEC * Incorporate an update on changes to the LEP incorporated into HCC	
(Update) <b>Ongoing monitoring/watching brief on the Climate Emergency</b>	Cabinet Portfolio Holder for Environment, Cllr Simon Speller, AD Planning and Regulatory, Zayd Al-Jawed, Head of Climate Action, Fabian Oyarzun.	2 sessions: (i) Oct/Nov 2024 (ii) Feb/March 2025	(iii) This would take two meetings to be completed. (iv) No scope required. (v) Interviews with Executive Portfolio Holder for the Environment, Cllr S Speller & Head of Climate Action & AD	E&E should continue with 2 sessions during the year in Oct/Nov to coincide with the Annual Climate Change update to Council and in March to drill down on some specific measures.	The Chair has stated this continues to be a high priority area for the Committee to monitor. The Chair is keen to find out progress of the fleet bio-fuels.

<b>Scrutiny Review items 2024/25:</b> (Main review, one-off updates, briefings etc.)	<b>Strategic Director, Assistant Director, Lead Officer(s) &amp; Portfolio Holder</b>	<b>Provisional meeting date(s) identified</b>	<b>Other details: i.e.</b> <b>(i) Number of meetings item can be covered in?</b> <b>(ii) Whether scoping required?</b> <b>(iii) Expectation/ style of meeting &amp;</b> <b>(iv) other details</b>	<b>Comment by lead Assistant Director/Deputy</b>	<b>Chair/ Vice-Chair Preference &amp; Priority</b>
(One-off performance review meeting) <b>Update on the Indoor Market</b>	Cabinet Portfolio Holder for Resources & Transformation Cllr Jeanette Thomas Estates – Mark Sullivan. Tina Benson TC Manager.	To be advised.		Provide a one-off review update on the Indoor Market following up on actions from the 2017 Scrutiny review.	The Chair has advised that the priority for this is low due to the amount of work that the Committee are engaged in so recommended to keep in the work programme but not schedule it for 2024-25.
(One-off performance review meeting) <b>Update on the current position with the Cost-of-living review.</b>	Various Business Units and Exec Portfolio Holders. Co-operative Neighbourhoods Programme Manager, Daryl Jedowski.	February 2025.		Provide a one-off review update on the current position with the Cost-of-living review.	
(One-off performance review meeting) <b>Parking</b>	Robert Woodisse, Engineering Services Manager, Livu	To be advised.	(i) One meeting. (ii) a simple scope would be required. (iii) Interview with AD	Provide a one-off performance review session on Parking Enforcement with	The Chair has advised that the priority for this is low due to the amount of work that

<b>Scrutiny Review items 2024/25:</b> (Main review, one-off updates, briefings etc.)	<b>Strategic Director, Assistant Director, Lead Officer(s) &amp; Portfolio Holder</b>	<b>Provisional meeting date(s) identified</b>	<b>Other details: i.e.</b> <b>(i) Number of meetings item can be covered in?</b> <b>(ii) Whether scoping required?</b> <b>(iii) Expectation/ style of meeting &amp;</b> <b>(iv) other details</b>	<b>Comment by lead Assistant Director/Deputy</b>	<b>Chair/ Vice-Chair Preference &amp; Priority</b>
<b>Enforcement</b>	Azoicai, Parking Management Officer, Cabinet Portfolio Holder for Economy, Skills & Transport Cllr Lloyd Briscoe.		Zayd Al-Jawed and Exec Portfolio Holder for Enterprise and Transport, Cllr Lloyd Briscoe.	some details on the service and the number of fines administered.	the Committee are engaged in so recommended to keep in the work programme but not schedule it for 2024-25.
(Possible main review) <b>Town Centre Regeneration</b>	The Leader, Cllr Richard Henry, AD Regeneration, Dave Wells and SD Tom Pike.	To be advised – The Scrutiny Officer would need to discuss this with the AD Regeneration, Dave Wells and SD Tom Pike.	(i) This would take a few meetings to be completed. (ii) A full scope would need to be completed. (iii) Interviews and evidence gathering	Initially an overarching Officer presentation to be provided and then a more focused thematic approach around the local skills agenda, access to work opportunities, placemaking, night-time economy etc.	The Chair's has advised that the priority for this is low given the complexity of the subject and the amount of the work that the Committee are engaged in so recommended to keep in the work programme but not schedule it for 2024-25.

Monitoring of Previous Reviews Recommendations/Actions							
Scrutiny Items:	Provisional meeting date(s) identified	Number of meetings item can be covered in?	Expectation/ Style of meeting/ date	Scoping details (Whether full scope or simple scope required)	Other details	Comment by lead Assistant Director/ Deputy	Complete ✓ *
28/9/23 Consider the Committee's Action Tracker	June/July 2023  17 Sep 2024.	One meeting	Members comment on the document – which may lead to further monitoring	No scope required			

Any monitoring of previous reviews will be agreed when the Committee considers the action tracker at its meeting on 17 September 2024.

2024-09-23

<b>Policy Development Items:</b>	<b>Strategic Director, Assistant Director, Lead Officer(s) &amp; Portfolio Holder</b>	<b>Provisional meeting date(s) identified</b>	<b>Number of meetings item can be covered in?</b>	<b>Expectation/Style of meeting</b>	<b>Scoping details (Whether full scope or simple scope)</b>	<b>Other details</b>	<b>Comment by lead Assistant Director/ Deputy</b>
(One-off pre-scrutiny policy development) <b>Updates on the development of the Tree Management and Green Space Strategies</b>	Green Spaces & Environmental Performance Manger, Julia Hill, Arboriculture & Conservation Manager, Cristian Pinta, Exec Portfolio Holder for Environment, Cllr Simon Speller.	Sep/Oct 2024		Session to include a briefing on how the Tree Management Policy is pursued with the public.  Officers to provide a one-off performance review session on how the Tree Management Policy is explained to the public to counter the general misconceptions of what is possible within the Councils current resources.	Simple scope	Following the pre-scrutiny policy development work the Committee carried out on the development of the Council's Biodiversity Action Plan in Feb 2024. Officers to provide an update on the Tree Mgmt. & Green Space Strategies.  Include a one-off update on how the Tree Management Policy is explained to the public to counter the	

Policy Development Items:	Strategic Director, Assistant Director, Lead Officer(s) & Portfolio Holder	Provisional meeting date(s) identified	Number of meetings item can be covered in?	Expectation/Style of meeting	Scoping details (Whether full scope or simple scope)	Other details	Comment by lead Assistant Director/ Deputy
						general misconceptions of what is possible within the Councils current resources.	
<p>One-off pre-scrutiny policy development)</p> <p><b>Refuse and Recycling service</b> (possible policy options linked to Government Guidance (once published)</p>		To be advised. (Autumn/Winter 2024/25)			Simple scope	To include an update on the Biofuel fleet.	Receive an update on the current Refuse and Recycling service and look at possible policy changes once Govt. Guidance is issued.