

Public Document Pack



Monitoring Officer
Christopher Potter

County Hall, Newport, Isle of Wight PO30 1UD
Telephone (01983) 821000

Agenda

Name of meeting	CABINET
Date	THURSDAY 14 OCTOBER 2021
Time	5.00 PM
Venue	COUNCIL CHAMBER, COUNTY HALL, NEWPORT, ISLE OF WIGHT
Members of the committee	Cllrs L Peacey-Wilcox (Chairman), D Andre, J Bacon, P Fuller, C Jarman, J Jones-Evans, P Jordan, K Love and I Stephens
	Democratic Services Officer: Sarah MacDonald democratic.services@iow.gov.uk

1. **Minutes** (Pages 5 - 14)

To confirm as a true record the Record of Decision of the meeting held on 9 September 2021.

2. **Declarations of Interest**

To invite Members to declare any interest they might have in the matters on the agenda.

3. **Public Question Time - Maximum 15 Minutes for Written Questions and 15 Minutes for Oral Questions**

Questions may be asked without notice but to guarantee a full reply at the meeting, a question must be put including the name and address of the questioner by delivery in writing or by electronic mail to Democratic Services at democratic.services@iow.gov.uk, no later than two clear working days before the start of the meeting. Normally, Cabinet is held on Thursday, therefore the deadline for written questions will be Monday 11 October 2021.

Details of this and other Council committee meetings can be viewed on the Isle of Wight Council's Committee [website](#). This information may be available in alternative formats on request. Please note the meeting will be audio recorded and the recording will be placed on the website (except any part of the meeting from which the press and public are excluded). Young people are welcome to attend Council meetings however parents/carers should be aware that the public gallery is not a supervised area.

4. **Chairman's Announcements**
5. **Isle of Wight Council Corporate Plan** (Pages 15 - 54)
6. **Implications of the Health and Social Care Bill (2020-21) for the Council and the future of the Isle of Wight Integrated Care Partnership** (Pages 55 - 66)
7. **Better Care Fund Update 2021/22 and 2022-23** (Pages 67 - 76)
8. **Living Well and Early Help Service** (Pages 77 - 120)
9. **Ryde Transport Interchange Consultation Feedback** (Pages 121 - 218)
10. **Bus Service Improvement Plan** (Pages 219 - 304)
11. **Floating Bridge 6 Next Steps** (Pages 305 - 324)
12. **Housing Civil Penalties** (Pages 325 - 362)
13. **Options for the Future of Chillerton and Rookley Primary School** (Pages 363 - 372)
14. **Rough Sleeping Accommodation Grants** (Pages 373 - 396)
15. **Cabinet Member Announcements**

To invite Cabinet Members to provide a brief update on matters concerning their portfolio.

16. **Consideration of the Forward Plan** (Pages 397 - 416)

Cabinet Members to identify decisions which need to be amended, added or to be removed from the Forward Plan.

17. **Members' Question Time**

To guarantee a reply to a question, a question must be submitted in writing or by electronic mail to democratic.services@iow.gov.uk no later than 5pm on Tuesday 12 October 2021. A question may be asked at the meeting without prior notice but in these circumstances there is no guarantee that a full reply will be given at the meeting.

CHRISTOPHER POTTER
Monitoring Officer
Wednesday, 6 October 2021

Interests

If there is a matter on this agenda which may relate to an interest you or your partner or spouse has or one you have disclosed in your register of interests, you must declare your interest before the matter is discussed or when your interest becomes apparent. If the matter relates to an interest in your register of pecuniary interests then you must take no part in its consideration and you must leave the room for that item. Should you wish to participate as a member of the public to express your views where public speaking is allowed under the Council's normal procedures, then you will need to seek a dispensation to do so. Dispensations are considered by the Monitoring Officer following the submission of a written request. Dispensations may take up to 2 weeks to be granted.

Members are reminded that it is a requirement of the Code of Conduct that they should also keep their written Register of Interests up to date. Any changes to the interests recorded on that form should be made as soon as reasonably practicable, and within 28 days of the change. A change would be necessary if, for example, your employment changes, you move house or acquire any new property or land.

If you require more guidance on the Code of Conduct or are unsure whether you need to record an interest on the written register you should take advice from the Monitoring Officer – Christopher Potter on (01983) 821000, email christopher.potter@iow.gov.uk, or Deputy Monitoring Officer - Justin Thorne on (01983) 821000, email justin.thorne@iow.gov.uk.

Notice of recording

Please note that all meetings that are open to the public and press may be filmed or recorded and/or commented on online by the council or any member of the public or press. However, this activity must not disrupt the meeting, and if it does you will be asked to stop and possibly to leave the meeting. This meeting may also be filmed for live and subsequent broadcast (except any part of the meeting from which the press and public are excluded).

If you wish to record, film or photograph the council meeting or if you believe that being filmed or recorded would pose a risk to the safety of you or others then please speak with the democratic services officer prior to that start of the meeting. Their contact details are on the agenda papers.

If the press and public are excluded for part of a meeting because confidential or exempt information is likely to be disclosed, there is no right to record that part of the meeting. All recording and filming equipment must be removed from the meeting room when the public and press are excluded.

If you require further information please see the council guide to reporting on council meetings which can be found at <http://www.iwight.com/documentlibrary/view/recording-of-proceedings-guidance-note>

All information that is recorded by the council is held in accordance with the Data Protection Act 2018. For further information please contact Democratic Services at democratic.services@iow.gov.uk

Arrangements for Submitting Oral Questions at Meetings of Council and Cabinet:

The front desk “opens” for public wishing to attend the meeting half an hour before the meeting.

In the circumstances that a member of the public wishes to ask an oral question, they should approach the front desk and notify them of their intention. They will be given a form to complete which details their name, town/village of residence, email address and the topic of the question (not the question in full, unless they wish to provide this).

These forms will be numbered in the order they are handed back.

The time for registering questions will be for a 20 minute period (up to 10 minutes prior to the start of the meeting). After that time expires the forms will be collected and given to the Chairman of the meeting.

If time allows after dealing with any written questions, the Chairman will then ask those who have submitted a form to put their question. These will be in the order they were received. As the subject matter is known, the Chairman should be able to indicate which member will reply. If time permits the Chairman may accept further questions.

The option to ask a supplementary question will be at the Chairman’s discretion.

Once the defined period of time allowed for questions has passed (and assuming the Chairman has not extended this) then all remaining oral questions are left unanswered.

No oral question will receive a guaranteed written response, unless the member responding indicates as such.



Record of Decision

THE FOLLOWING DECISIONS WERE TAKEN ON THURSDAY, 9TH SEPTEMBER, 2021 BY THE CABINET

THE CALL IN PERIOD FOR THESE DECISIONS EXPIRES AT 5.00 PM ON MONDAY, 20 SEPTEMBER 2021

Members of the Cabinet who were present

Cllrs L Peacey-Wilcox (Chairman), D Andre, J Bacon, P Fuller, C Jarman, J Jones-Evans, P Jordan, K Love and I Stephens

Members also present(non-voting)

Cllrs G Brodie, A Garratt, S Hastings and D Pitcher

Officers Present

C Ashman, L Gaudion, S MacDonald, J Metcalfe, C Potter

Confirmed as a true record of decisions taken

Leader of the Council

Agenda item	Minutes
Decision reference	28 – 2021/22
Decision Taken	<u>RESOLVED:</u> That the Minutes of the meeting held on 15 July 2021 be agreed.

Agenda item	Declarations of Interest
Decision reference	29 – 2021/22
Decision Taken	Councillor Jordan declared an interest in minute 32 – Quarterly Performance Report.

	Councillor Bacon declared a pecuniary interest in Minute 34 as he was a D-Bid payer.
--	--

Agenda item	Public Question Time - Maximum 15 Minutes for Written Questions and 15 Minutes for Oral Questions
Decision reference	30 – 2021/22
Decision Taken	A written question was received from Mr P Coueslant (PQ 38-21). The Leader indicated that a written reply would be sent. No oral questions were received.

Agenda item	Chairman's Announcements
Decision reference	31 – 2021/22
Summary of Discussion	<p>The Chairman reported that today had been Emergency Services' Day. The Chairman's thanks were expressed to the Chairman of the Council, Cllr Brodie, and staff for arranging to mark the day with a flag-raising ceremony to recognise the work of the emergency services. Cllr Brodie reported that it was the first time a recognition day had been held on the island and that a permanent flagpole was also being arranged for St Thomas's Square in Newport. It was hoped that there would be some media coverage to raise public awareness.</p> <p>The government were intending to develop county deals and devolve powers to local geographical areas and were looking for areas to undertake a pilot scheme. The council had not initiated any county deals discussions with other councils as its current focus of was the completion of the Island Deal.</p> <p>The council had been successful in the Public Sector Transformation Awards and had been awarded Bronze in Communications for the roll-out of the NHS COVID app, and Silver in the Community category for the COVID response with partners, establishing 30 partner hubs. Both awards were a testament to staff and the benefits of partnership working in communities.</p>

Agenda item	Quarterly Performance Monitoring Report - Q1
Decision reference	32 – 2021/22

Summary of Discussion	The report covered the period to the end of June 2021. It was noted that the Corporate Scrutiny Committee had made some comments and it was confirmed that the budgetary situation was being reviewed in order to achieve the administration's objectives, and that the points raised would be taken into consideration in meetings over the next few weeks and fed into that review.
Decision Taken	Option 2: Cabinet approves the Performance and Finance Report – Quarter ended 30 June 2021 and Finance Report Quarter ended 31 March 2021 and the priority report detail as set out in appendices 1-9, together with the council's financial position as set out at 10-13.
Reason for the decision and corporate objective it aligns with	Ongoing management and monitoring of performance data, the council's strategic risk profile and financial situation is required to support the successful delivery of council priorities. As such, this report provides the Cabinet (and subsequently the council's scrutiny function) with the necessary information to record achievements and challenge areas of underperformance and to account for it to the wider community.
Options considered and rejected	Option 1: Cabinet does not approve the Performance and Finance Report – Quarter ended 30 June 2021 and Finance Report Quarter ended 31 March 2021 and the priority report detail as set out in appendices 1-9, together with the council's financial position as set out at 10-13.

Agenda item	Deployment of Discretionary Business Support Grant
Decision reference	33 – 2021/22
Summary of Discussion	Funding had been received from the government to help businesses affected by COVID. There was still £273,947 to be spent by 31 March 2022. A number of activities and projects which would benefit from the funding had been identified following discussions with the Economic Development Board. The Corporate Scrutiny Committee had noted the proposal.
Decision Taken	Option A - To support the remaining COVID discretionary business grant funds being committed in the area set out in paragraphs 12 to 17 above with details to be agreed by the Cabinet member in consultation with the Isle of Wight Economic Development Board Executive.

Reason for the decision and corporate objective it aligns with	<p>The council is currently reviewing its Corporate Plan to reflect the key objectives of the new administration.</p> <p>Supporting growth in the economy. Ensuring that all resources are used in the most effective way.</p> <p>Supporting the Island economy and local business is a key priority.</p>
Options considered and rejected	<p>Option B - To retain the unspent grant to provide individual grant payments to businesses at a later date (but before 31 March 2022).</p> <p>Option C - To not spend the remaining grant and return the unspent sum of £273,947 to government.</p>

Agenda item	Council support to Visit IOW in progressing D-BID 2
Decision reference	34 – 2021/22
Summary of Discussion	<p>Cllr Bacon withdrew from the meeting for this item, having declared a disclosable pecuniary interest.</p> <p>The Council had been asked to support Visit Isle of Wight in preparing for a ballot for the D-Bid. There was a strict formal process to be followed, and voting was due to take place in September/October this year. As a payer of business rates, the cost to the council would be £13,000, however it was believed to be beneficial for tourism and for the island as a destination. If the ballot was unsuccessful further research into other funding sources would be undertaken. Members were happy to support the recommendation, however they felt it would be necessary to try and raise the level of satisfaction with the D-Bid's outputs from 60%. Dissatisfaction was attributed to a number of factors including ferry performance and roadworks throughout the island. Smaller businesses would be encouraged to take up more of the advertising offered as part of the D-Bid.</p> <p>The Corporate Scrutiny Committee had supported the proposal.</p>
Decision Taken	Option A - To support the D BID proposition, agree to run and manage the legal processes necessary to undertake

	the ballot of potential levy paying businesses, agree to cast its votes in favour of the D BID proposition and set aside the funds required to pay the levy if successful.
Reason for the decision and corporate objective it aligns with	<p>The council is currently reviewing its Corporate Plan to reflect the key objectives.</p> <p>Supporting growth in the economy Ensuring that all resources are used in the most effective way</p> <p>Tourism is a key component of the island's economy and any proposition seeking to sustain and grow the visitor economy would support the council's objectives.</p>
Options considered and rejected	Option B -To not support the D BID proposal.

Agenda item	Referral of Motion from Full Council - Newport City Status
Decision reference	35 – 2021/22
Summary of Discussion	The Shaping Newport Steering Group had agreed with Newport and Carisbrooke Community Council (NCCC) that the bid should go forward. Members agreed with the proposal. The Corporate Scrutiny Committee had made no comment as the matter was to be debated the following week at Full Council.
Decision Taken	<p>Option 3: Support the motion and lead the preparation of a bid contingent on assistance towards the development of the bid being provided as part of the Shaping Newport Steering Group.</p> <p>AND</p> <p>Option 4: The bid to be approved by those delegated to act on behalf of the Isle of Wight Council, NCCC and the Shaping Newport Steering Group.</p>
Reason for the decision and corporate objective it aligns with	<p>The Alliance Group's priorities are yet to be formally agreed via cabinet and will set the direction for the council for the next four years.</p> <p>As currently set out, covid recovery is a key priority and the council recognises that the Island does benefit from a strong community spirit which was demonstrated through the covid pandemic. In terms of recovery civic pride is important to our community and this motion may provide an opportunity to build civic pride.</p>

Options considered and rejected	<p>Option 1: Not to support the motion.</p> <p>Option 2: Support the motion, conditional upon the council securing agreement from Newport and Carisbrooke Community Council to prepare the submission for nomination.</p>

Agenda item	Climate & Environment Strategy
Decision reference	36 – 2021/22
Summary of Discussion	<p>The Strategy was the result of a motion to Full Council in 2019 and was a very comprehensive document. The accompanying action plan contained 160 actions. Both documents would be continually reviewed and amended to correspond with scientific developments. Some of the actions were due to be completed prior to the first review after 9-months. The strategy was seen as part of a wider process ensuring sustainability for the island, fitting in with other existing and forthcoming strategies and plans, which would improve health, the environment and economic opportunity. Members hoped that any opportunity for offset would be dealt with locally, and it was suggested that offset arrangements for new home builds should be included in the Island Plan. Grant funding and joint working would be necessary to achieve some of the actions proposed. It was believed that the target of 2035 for schools was realistic. Funding had already been obtained for upgrading some council buildings which would fulfil the commitment made. Branstone Farm was a good example of sustainability and it was hoped that there would be more mixed-use developments in the future.</p> <p>Thanks were recorded to staff members Natasha Dix and Holly Jones for their work on the strategy.</p> <p>The Corporate Scrutiny Committee had fully supported the strategy.</p>
Decision Taken	<p>Option 1: Agree to adopt and support the Climate Change and Environment Strategy and Action Plan with the following commitments:</p> <p>(a) The aim to meet the target dates, as set out in the Strategy, to be net-carbon zero:</p> <ul style="list-style-type: none"> • as a council by 2030, • across the school estate by 2035 and

	<ul style="list-style-type: none"> • as an Island by 2040; <p>(b) To provide for the required staff resources to manage the co-ordination and the delivery of the Action Plan, of £94,314 (through the 2021/22 budget process).</p> <p>(c) The resources already committed within existing council service plans and budgets.</p> <p>(d) The development of business cases, applications for grants and other external funding for future projects to fulfil other council and community led actions.</p> <p>(e) A full Strategy review and update, for publication every two years.</p> <p>(f) The Action Plan is reviewed as and when required and in the first instance within the first nine months.</p> <p>(g) The delegation to commence the projects within the Action Plan, subject to available resources, in consultation with the Cabinet Member for Environment, Heritage and Waste.</p>
<p>Reason for the decision and corporate objective it aligns with</p>	<p>The Corporate Plan 2019-22 sets out 12 overarching outcomes that support the corporate priorities of Growth, Regeneration, Opportunity, Wellbeing. The Climate and Environment Strategy support the outcomes of:</p> <p>(a) The environment and unique island characteristics are celebrated – though supporting and enhancing our natural environments and developing carbon offset through a combination of biodiversity net gain, planting schemes, rewilding and supporting enhanced marine biodiversity.</p> <p>(b) The community feels safe and resilient – through energy and water resilience and supporting residents to ensure their homes are well insulated, energy efficient and adapted to protect from colder winters and warmer wetter summers</p> <p>(c) The island is a leading UK visitor attraction – through supporting low carbon growth, reducing range anxiety for electronic vehicle owners and enhancing the island as an outdoor destination</p>

Options considered and rejected	<p>Option 2: As per option 1 but with the agreement to adopt the Climate Change and Environment Strategy with all targets for the council, schools' estate and wider Island at 2030:</p> <p>The financial scale of the strategy to achieve the schools and island targets by 2030 are such that it is currently unaffordable to pursue as the council acting alone and will require a national government and private sector response.</p> <p>This affordability gap is significantly increased by an island wide target of 2030 and national policy does not support the delivery of net zero carbon by this date.</p> <p>Option 3: Do not approve the Strategy</p> <p>The UK has pledged to meet net zero by 2050. It is highly likely national policy will be updated in the future to reflect this target and mandate councils to take appropriate actions. The council could wait for national policy to make changes to service delivery and decide not to adopt a specific Climate Change Policy or Action Plan and not take advantage of the opportunities arising out of providing a leadership role for the Island.</p>
---------------------------------	---

Agenda item	Cabinet Member Announcements
Decision reference	37 – 2021/22
Summary of Discussion	<p>The Cabinet Member for Adult Social Care, Public Health and Housing Needs reported that, following the recent announcement from government about measures to address Adult Social Care, he believed that, although a step in the right direction, it would not address the employment issues in the sector on the island. More information was still needed but it was believed that next year's budget would still have to be cut. Other councils had similar concerns. The Cabinet Member for Strategic Finance, Corporate Resources and Transformational Change was also dissatisfied with the announcement as it would have financial implications and additional burdens for the council. The government had failed to release a costing analysis and this was still awaited. There had been no indication of the island's allocation but the majority of the funding would go to the NHS. A lot of the data would not be available until at least the fourth quarter. Although there would be some winners, it was believed that the island would be disproportionately disadvantaged.</p>

The Cabinet Member for Children's Services, Education and Lifelong Skills reported that there had been a focused Ofsted visit to Children's Services, looking particularly at Children in Need and children subject to Child Protection Plans. The team had set up a new social work model and had received a favourable report which would improve children's circumstances.

A report would come to Cabinet in October regarding options for the future of Chillerton and Rookley Primary School. It would be recommended that a 6-week consultation should take place and all responses would be fully considered before a report in Spring 2022 setting out the outcomes with the proposed next steps and timeframe.

The Cabinet Member for Regeneration, Business Development and Tourism reported that work was continuing on the Culture and Regeneration Strategy, and that 20 Expressions of Interest for the Shanklin Spa site had been received.

The Cabinet Member for Highways PFI, Transport and Infrastructure reported that comments received regarding Ryde Interchange consultation were currently being considered and would be incorporated in the final draft scheme. There had already been some minor changes to the original scheme. It was agreed that although it was mainly a transport plan, there were some public realm issues within it

An update was given on the floating bridge. The matter would be moving to mediation before the end of November. A technical report was being commissioned to assess the extent of the problems and potential cost of rectification. No decision would be taken on the future of the floating bridge until the technical report had been received. May 2022 would be the fifth year of its operation and would be due an inspection by the MCA, the cost of which would have to be borne by the council.

The Cabinet Member for Planning and Housing Provision reported that Island Plan roadshows were taking place. 13 had been done and a further 27 were still to be held. A total of 365 residents had so far been engaged. Thanks were expressed to Planning officers for their help and support and to Town and Parish Councils and community libraries who had hosted the roadshows.

	<p>The Cabinet Member for Environment, Heritage and Waste Management reported that potential funding routes were being explored to enhance the environment and the biosphere. A 'green levy' was a potential solution but would not be a tourist tax as had been indicated in the media. The idea was in the early stages and currently only in principle.</p> <p>The Cabinet Member for Strategic Finance, Corporate Resources and Transformational Change reported that the council's legal team had been accredited under the Lexcel scheme, by the Solicitors' Regulation Authority, having achieved 25/25 determinations of good practice. The legal team were commended by the Cabinet.</p>
--	---

Agenda item	Consideration of the Forward Plan
Decision reference	38 – 2021/22
Summary of Discussion	The forward plan was discussed. Although it was necessary to provide sufficient information on each item, the format would be reviewed to ensure that all information contained within it was factually correct before being published.

Agenda item	Members' Question Time
Decision reference	39 – 2021/22
Summary of Discussion	<p>Cllr Garratt asked a question regarding St Mary's junction (PQ 13-21) and a summarised response was provided verbally, a full reply would be sent in writing.</p> <p>A supplementary question was asked regarding whether the Cabinet Member for Highways PFI, Transport and Infrastructure would carry out a full review of the scheme, including safety issues at the Forest Road pedestrian crossing, and bring a report back to Cabinet at a future date.</p> <p>Cllr Garratt asked a further question regarding the Council Tax Support Scheme and how the poorer could be supported through the hardship fund. A full written reply would be sent.</p>



Purpose: For Decision

Cabinet report

Date **14 OCTOBER 2021**

Title **CORPORATE PLAN 2021-2025**

Report of **LEADER OF THE COUNCIL**

EXECUTIVE SUMMARY

1. This report sets out the vision and aspirations of the council's administration in its revised corporate plan. Members are asked to approve the corporate plan and recommend its adoption by Full Council.

RECOMMENDATION

2. To approve the corporate plan as set out in Appendix 1 and recommend its adoption by Full Council.

BACKGROUND

3. It is important that the council has a corporate plan to reflect the aspirations and desires of its political leadership, giving due regard to the needs of the Island and its many and varied communities as well as the needs of the organisation to achieve financial sustainability and improve its overall effectiveness in meeting the community's needs. The plan put forward here replaces the previous plan which was approved in July 2019.
4. The corporate plan provides a framework for decision making, which ensures that available resources are allocated to meet the priority needs of our communities and what matters most to the Island. Having a clear vision for the future, aligned with strategic priorities and activities also provides a framework for managing the effectiveness of the organisation as a whole, as well as for managing individual services. This in turn allows for good and effective scrutiny of both decisions and performance.
5. The corporate plan includes the vision of the Alliance Administration to work together openly and with the many communities within the Island to support and sustain our economy, environment and people.

6. The corporate plan sets out the Alliance Administration's aspirations and strategic priorities for the council, which are underpinned by a number of aligned and more detailed strategies and plans that translate the vision, desired outcomes and priorities into robust, outcome focussed delivery plans. Delivery of the priorities will require real collaboration between services across the council.
7. The plan also identifies key overarching aims, namely:
 - The provision of affordable housing for Island residents,
 - Responding to climate change and enhancing our status as a UNESCO Biosphere,
 - Economic recovery, in particular restoring and building upon the positive signs of sustainable growth prior to the pandemic
8. The plan also includes an agreed set of key performance indicators and measures that will provide the means by which to measure the success of the council's stated ambitions for the Island and its communities. These will be reported upon through the quarterly performance reports to Cabinet which are also available to the corporate Scrutiny Committee for its review.

STRATEGIC CONTEXT

9. This report introduces a review of the corporate plan with its associated priorities, for consideration and adoption. This framework will inform the allocation of the council's resources.

CONSULTATION

10. The plan has been prepared by the Alliance Administration in consultation with directors and senior members of staff. It has taken into account the aspirations and priorities of the Administration, as well as the environment within which the council must provide its services as described by a number of data sets, for example, the public health outcomes framework, and adult social care outcomes framework.

SCRUTINY COMMITTEE

11. This report will be considered by Corporate Scrutiny Committee at its meeting on 12 October 2021. Corporate scrutiny comments and recommendations will be reported verbally to the meeting of the Cabinet on 14 October 2021.

FINANCIAL / BUDGET IMPLICATIONS

12. There are no specific financial implications for the council in approving the corporate plan. The plan must be considered as a partner document to the medium-term financial strategy and accompanying budget setting process for 2022/2023 and therefore has been written to align with it and be delivered within available resources.

LEGAL IMPLICATIONS

13. There is no legal requirement for the council to adopt a corporate plan. However, such a plan provides the necessary framework and context upon which the council can direct its decision making and significantly contributes to robust corporate governance arrangements.

EQUALITY AND DIVERSITY

14. The council as a public body is required to meet its statutory obligations under the Equality Act 2010 to have due regard to eliminate unlawful discrimination, promote equal opportunities between people from different groups and to foster good relations between people who share a protected characteristic and people who do not share it. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
15. In the adoption of the plan, it is not considered that there would be any negative impacts on any of the protected characteristics, although in the delivery of individual strategies and action plans that underpin the corporate plan, equality impact assessments will be undertaken where necessary.

OPTIONS

16. Option 1 – To approve the corporate plan as set out in Appendix 1 and recommend its adoption by Full Council.
17. Option 2 – To propose and approve amendments to the corporate plan as set out at Appendix 1 and recommend its adoption by Full Council.
18. Option 3 – To not approve the corporate plan as set out at Appendix 1.

RISK MANAGEMENT

19. Failure to approve a corporate plan for the council will mean that there will be a lack of clear direction and priorities upon which decision making can be directed and resources allocated. It will also mean that the council is less likely to secure improvements for the Island's communities, fail to respond to the needs of its residents and this will severely impact upon the council's reputation.
20. Without a corporate plan there is a risk that key stakeholders and especially the public will be unclear about the council's aspirations and goals for the Island and may therefore be unwilling to commit their time and energy to working with the council for the betterment of the community. This would prove particularly challenging as the council looks to attract new inward investment to stimulate the economy and work more closely with its partners on, for example, the integration of health and social care.

EVALUATION

21. It is appropriate to implement a new corporate plan at this time to ensure that it is reflective of the Alliance Administration's priorities for the council. The corporate plan provides a clear strategic framework upon which available resources can be directed to agreed priorities for action that our communities and staff can understand and articulate. It also provides the basis for effective decision making, action plans and delivery, clear performance and risk management that contribute to ensuring successful delivery of outcomes.

22. The corporate plan is only the starting point in an effective performance management and scrutiny framework. All other plans the council develops on its own, or with its partners, need to align and underpin the corporate plan. It therefore should be the basis for service, team and individual plans for each member of staff.

APPENDICES ATTACHED

23. Appendix 1: Draft Corporate Plan 2021-2025.

Contact Point: Assistant Chief Executive & Director of Strategy, ☎ 821000 e-mail wendy.perera@iow.gov.uk

WENDY PERERA
Assistant Chief Executive

CLLR PEACEY-WILCOX
Leader of the Council

Isle of Wight Council Corporate Plan

Contents

Foreword:.....	2
The Key Areas for Action	3
A. Provision of Affordable Housing for Island Residents.....	3
B. Responding to Climate Change and Enhancing the Biosphere	3
C. Economic Recovery	4
About Our Plan	5
Our Core Values	6
Strategic Partnerships and Covid Recovery	7
Introduction:	7
Strategic Finance, Transformational Change and Corporate Resources.....	9
Introduction:	9
Adult Social Care and Public Health.....	12
Introduction:	12
Community Protection, Digital Transformation, Housing Provision and Housing Need.....	18
Introduction	18
Children's Services, Education and Lifelong Skills	21
Introduction	21
Planning and Community Engagement	25
Introduction:	25
Regeneration, Business Development & Tourism	27
Introduction:	27
Environment, Heritage and Waste Management	30
Introduction:	30
Highways PFI, Transport and Infrastructure	33
Introduction:	33

Foreword:

By Councillor Lora Peacey Wilcox, leader of the Isle of Wight Council

As leader of the Isle of Wight Council I present the Corporate Plan for the council which sets out strategic priorities and direction for the period 2021 to 2025 drawn up by the Alliance Administration.

The Alliance priorities are set against a clear aim to work together openly and with our communities to support and sustain our economy, environment and people.

Since March 2020 the coronavirus pandemic been the most significant challenge our community has faced for many years, and the process of response and recovery to the demands of covid-19 will continue across the lifetime of this plan. I am very aware of the loss and suffering the pandemic has caused and I will ensure that helping individuals, communities, and businesses to recover from the long-term impacts of the pandemic, emotionally, physically, and financially will be critical to everything we do.

However, the pandemic is not the only challenge we have. Climate change is something that can no longer be ignored. The pressures on our community caused by the lack of affordable housing and the seasonal and low wage nature of our economy also need to be tackled, as must the council's long term funding position which continues to be concerning in the absence of the long promised but still undelivered Island Deal from Government.

I am committed that we should seek out the resources necessary from Government and secure the step change in investment to the Isle of Wight that will help us to 'level up' the opportunities for our residents with those of mainland authorities. In the meantime, we will do all that we can to secure income from other sources to help us in this goal.

I am also conscious that the needs of the Isle of Wight must never be forgotten by the Government as it looks to develop its plans under the health and care bill, the levelling up/devolution bill and its planned reforms for adult social care. I want to work with and lobby Government so that the Island is at the forefront of the Government's thinking as it develops its national agenda. I will endeavour to make sure that the Government recognises that the Isle of Wight is a place it can and should do business with.

I will do all I can to run the council in as open and transparent way as is possible, making sure that the residents are involved wherever possible in all the key decisions we must make. I want to devolve more powers and responsibilities to local communities, town, parish, and community councils, giving everyone an opportunity to have more say and involvement in everything the council does. However, there are some areas where this may not always be possible and if that is the case then I will say so and explain why. to those who want to know.

In delivering this plan we will listen to your views about what should be done to support achieving our mission. No one person can have all the good ideas and we will look to involve subject experts. Improving Island life is something we all have an interest in and is something we can all contribute to in some way, great or small.

We will be a council of the people and for the people of the Isle of Wight. That is why the Island's people will be at the heart of everything we do.

Councillor Lora Peacey Wilcox
Leader of the Isle of Wight Council

The Key Areas for Action

This plan sets out the wide range of what the council intends to achieve for our Island community and the values that will sit behind everything we do. How we do business is as important as what we do. Whilst much of what we plan to achieve will be delivered within each of the different Cabinet portfolios we have three key areas of activity that will be our main areas of focus for the lifetime of this plan which will need to be central to everything we do as a council.

A. Provision of Affordable Housing for Island Residents

The Island is facing a housing crisis like never before. Since the onset of the pandemic over 80 per cent of its private rented stock has become unavailable for long term lets. Approximately 15,000 households struggle to accommodate themselves in the local housing market. Those on the lowest incomes and highest needs struggle to afford current market rents and prices, well below the Government's accepted standard definition of affordable housing. Recent successes in securing affordable housing grants from Government are helpful but have done little to stem the numbers of Island residents needing affordable accommodation.

We will work to increase the rate of affordable housing. We will need to use public and private assets to increase the availability of housing across the Island. We will work to bring empty properties back into use, including compulsory purchases, encourage housing associations to increase their rate of delivery of new homes and we will look to secure investment that will allow the council to promote the delivery of affordable homes.

B. Responding to Climate Change and Enhancing the Biosphere

The Isle of Wight is a unique place to live and work. Over 75% of the Island is subject to some form of environmental designation and 50% percent of its area is designated as an Area of Outstanding Natural Beauty. Further, in 2019 the Island and the waters surrounding it became a UNESCO Biosphere Reserve, providing international recognition of its unique natural landscape.

In 2019 the council declared a climate emergency and committed to working towards achieving a net-zero carbon status for the Isle of Wight by 2030. Following further work the Climate Change Strategy, which came into effect in 2021, revised these targets to be net-carbon zero as a council by 2030, across the school estate by 2035 and as an Island by 2040. An Action Plan has been introduced to guide the work needed to achieve these targets. Over and above this, going forward, every decision taken must have regard to the need to reduce the council's and the Island's carbon footprint.

We will need to both support and exploit our position as a UNESCO Biosphere Reserve to lever in funding and support for the work we must do, including achieving our net zero aspirations. We will work closely with town, parish, and community councils to support them in helping to deliver our aspirations and we will challenge the utility companies and our partners to support us in making the Island a sustainable place to live and work. In so doing we will look to also address issues of fuel poverty and health inequalities by making homes more energy efficient and by creating new opportunities for local people to make better use of the landscape to support their health and wellbeing.

As such, every decision we take will not only need to have regard to our Climate Change Strategy but must also have regard to supporting, sustaining, and enhancing our Biosphere status.

C. Economic Recovery

Prior to the onset of the pandemic the Island economy was showing positive signs of sustainable growth in what is a well-balanced public /private and service versus manufacturing economic structure. Key sectors such as composite and marine manufacturing have been on successful trajectories in recent years with the key tourism and care sectors underpinning our “foundational” economy offer. The Island offer as a great place to live work and play clearly gained traction during the pandemic providing a good basis for restoring Island business growth and attracting inward investment. The deployment of nearly £100m of Government support to assist Island businesses during the successive lockdowns and resulting trading restrictions will hopefully ensure as many businesses as possible come through the other side of the unprecedented economic shock of 2020/21.

The core strengths of the Island economy remain as a platform for recovery, the investment in high speed broadband, the increased interest in the quality of life, open green space and the highly connected attractions of island life all combine to enable continued promotion of the Isle of Wight as great place for business.

Having good premises and a strong local skills pool are also key factors in helping realise our regeneration ambitions. Our investments with partners in the provision of high-quality business accommodation, which reflects the new more flexible requirements of a post pandemic, further supports the Island’s “offer”.

Growing our skills base and retaining our workforce in key sectors, such as hospitality and social care will be a key challenge for the next five years as will helping those who have lost time from education to recover and achieve their personal goals. These will be key aspects of our Island skills plan.

About Our Plan

Our plan seeks to achieve much for our Island's community as is described in the following sections for each specific area (portfolio) of activity. We will have one councillor responsible for each portfolio so the public can be clear about who is leading the work in each area. All these councillors come together to make up the Cabinet, which is the council's main decision-making body, which is collectively responsible with the Corporate Management Team for the delivery of this plan. The Corporate Management Team comprises the most senior staff in the organisation who have the responsibility for advising on the decisions we take and for translating these decisions into the actions that deliver our aspirations for the Isle of Wight.

For each portfolio we have broken down our planned activities into two parts:

- Those which are driven by the elected councilors and reflect the needs and aspirations of our communities as expressed to ward councillors
- Those which the council must do to meet its legal requirements, in accordance with Government directives or to secure good governance of a multi-million-pound organisation.

The aspirations of our communities have been arrived at by the members of the Alliance, including Green party members, Independents and others working together closely, as they will continue to do so going forward, to recognise those aims and translate them into the key aims set out in this plan.

As a result of our actions, we want the Isle of Wight to be a place where everyone:

1. Can develop their skills and fulfill their potential.
2. Is part of the community and enjoys good health.
3. Enjoys the benefits of a green and thriving economy.
4. Understands the work of the council and the challenges it faces.

We will monitor our success through the quarterly performance management reports presented to the Cabinet that will track our performance against the key indicators and key actions listed in this plan. We will not be afraid to make decisions where we find things are not progressing as we had hoped and will monitor the environment in which we operate and change our plans to take advantage of new opportunities or manage emerging risks to our aspirations.

Our Core Values

Our purpose is to work with and support the Island's community, finding ways to help it to satisfy its needs independently or to provide services directly where necessary. We value:

1. Being community focused:

This means, wherever possible, putting the needs of our residents first.

2. Working together:

This means engaging realistically with partners to make the most of integrated working, helping communities to help themselves and being a strong council team that delivers on these values.

3. Being effective and efficient

This means being the best that we can be in how we organise and deliver our services, using all our limited resources wisely and carefully, getting on with things where we can.

4. Being fair and transparent

This means making decisions based on data and evidence and in an open and accountable way.

Strategic Partnerships and Covid Recovery

Introduction:

The Isle of Wight benefits from a strong community spirit which has served it well throughout the response to the covid pandemic and has made a significant difference to the lives of the community. We understand that the community has a key role to play in shaping the work of the council in general and its recovery from the pandemic. We will look to build on these strengths and support the work of the community and volunteers as we look to rebuild the social, economic, and environmental wellbeing of the Island's community following the pandemic.

We will aim to transfer some of our agreed and listed assets to town and parish councils where they can demonstrate the positive impact this will have in their communities and there is no detriment to the council's wider aspirations. We will also engage with local communities, the voluntary and community sectors and listen carefully to their views when we come to make key decisions.

Our partners will be central to everything we do and where we cannot follow their wishes, we will explain why this cannot be done.

Councillor Lora Peacey Wilcox

Leader of the Council and Cabinet Member for Strategic Partnerships

Administration's Aspirations	Key Activities
1. We will ensure that we listen to people. We will do so by holding consultations in which we will have a proper discussion with residents about issues.	<ul style="list-style-type: none"> • The adoption of all policies and strategies will follow community consultation exercises • Increase the level of public and independent expert advice for all key decisions
2. We will challenge the 'confidentiality culture' that inhibits the provision of information to our communities.	<ul style="list-style-type: none"> • All background papers to decisions will be routinely published • Develop and maintain a document library based on the issues of real interest to the community
3. We aim to empower and enable parish and town councils to help and support their local communities	<ul style="list-style-type: none"> • Ensure all council assets are managed in the most effective way to meet Island and/or local need.
4. Replace the current failing approach to securing an 'Island Deal' including actively pursuing Government for legislation to tackle inequality with the mainland.	<ul style="list-style-type: none"> • Conclude the latest round of representations to government by December 2021. • Work with the Island's MP to scope out the legislative changes necessary to 'level up' the Island with the mainland by March 2022 • Work with the Island's MP and Government to secure the passing of legislation to 'level up' the Island with the mainland by December 2024

Administration's Aspirations	Key Activities
5. Support and increase the influence of Healthwatch and the voluntary sector	<ul style="list-style-type: none"> • Increase the role of the voluntary sector in delivering services to the community by December 2022 • Increase the input of Healthwatch and the voluntary sector in the development of council policy and services by March 2022.
6. Prioritise dealing with health inequalities and the resulting poverty highlighted during the pandemic.	<ul style="list-style-type: none"> • Undertake a public health led approach to addressing poverty and inequalities in each of the Island's most deprived areas.
7. Review and, where necessary, change the management structure of the Isle of Wight Council to better serve the needs of the council and the Island.	<ul style="list-style-type: none"> • Meet with senior management to review guidance and policy to ensure cost effective implementation.
8. Covid recovery will be integral to everything we do for residents and Island business	<ul style="list-style-type: none"> • Improve the Island's resilience and wellbeing relative to its position when national lockdown ended in July 2021

The Ongoing Business of the Council	Key Activities
Work with government and local partners to secure, where possible, the local control of central powers where this is to the benefit of the Island and its community	<ul style="list-style-type: none"> • Respond to the outputs of the Government's levelling up bill – due in autumn 2021 • Relate the 'opportunities' in the Bill to the work to be done to specific legislation to 'level up the Island with the mainland from January 2022

We will use a range of indicators to measure how we are making progress such as:

- Percentage of residents, very or fairly satisfied, with the Isle of Wight as a place to live
- Percentage of residents, very or fairly satisfied with the way the Isle of Wight Council runs services
- Percentage of residents, very or fairly satisfied with the ability to interact online and offline with Isle of Wight Council services
- Percentage of residents who strongly or tend to agree that the Isle of Wight Council provides value for money

Strategic Finance, Transformational Change and Corporate Resources

Introduction:

The Isle of Wight Council has been required to make savings of almost £130m in its annual spending since the introduction of Government driven austerity in 2010. This has been a challenging feat on a total annual net planned expenditure of £150m. However, in doing so it has been required to substantially reduce the level of service it has been able to offer the community in almost everything it does.

The impact of the Covid-19 pandemic makes it even more unlikely that Government will provide the additional funds the council needs to keep pace with the demands for its services. As such, it is more important than ever before that we make the best use of our finances, make sure that we only plan to spend what we have and try to leverage as much income as we can from other sources so that we can do the best for our Island community.

We will aim to secure additional income from sources that, wherever possible, do not have a further negative impact on our community. We will look to secure grant funds whenever they become available, provided they are consistent with what we want to achieve, and we will look to invest the council's money and spending locally to support individuals, help businesses and improve our services.

The council has a great many assets that could be put to better use by the community and at the same time save money for the council. We will review all of these assets and work with local town, parish and community councils to find better ways for these assets to work positively for the community.

Councillor Chris Jarman

Cabinet Member for Strategic Finance, Transformational Change and Corporate Resources

Administration's Aspirations	Key Activities
9. Keep the Council solvent and take all the measures we can to improve the financial position of the council.	<ul style="list-style-type: none"> • Refresh the council's commercial strategy and approach towards securing investment and income generation opportunities by March 2022. • Refresh the council's procurement strategy by March 2022 to enhance our approach to social value, environmental sustainability and "Think Local"
10. We will aim to spend and invest as much council money on the Island as is possible	<ul style="list-style-type: none"> • Develop a social value policy by March 2022 to fully recognise the community impact of our financial decisions • Engage with the local business sector to reduce the burdens on suppliers in bidding for work; afford support and guidance in how to successfully prepare tenders; using local advertising routes to make opportunities more accessible and seeking

Administration's Aspirations	Key Activities
	local quotes for contracts with a value of less than £25,000.
11. All major short term future capital/ revenue commitments by the council will be reviewed and put on hold where appropriate. A clear timeline for this review process will be created.	<ul style="list-style-type: none"> • Capital expenditure not already committed will be immediately paused for review and approval as part of the process for setting the budget for future years • Cabinet will recommend the capital programme for approval by Full Council in February of each year
12. We will actively look at invest to save opportunities which we can borrow to fund	<ul style="list-style-type: none"> • All capital spending proposals will only be considered after the appraisal of the potential for an invest to save approach has been undertaken • We will retain a 'transformation budget' to pump prime changes in service delivery that provide long term savings to the council.
13. We will initiate a strategic infrastructure and capacity review of all key utility services	<ul style="list-style-type: none"> • We will hold discussions with Southern Water and SSE for clarity around meeting infrastructure and capacity needs for the Island by November 2021. • We will make joint representations with other local authorities at a regional level to ensure SW meet effective capacity and infrastructure requirements and take more responsibility for impacts on the Island's road network. • We will produce a utility capacity audit by October 2022
14. There will be transparency and disclosure of IWC finances, debts, loans and contracts	<ul style="list-style-type: none"> • We will develop and maintain a document library of debts, loans and contracts from November 2021

The Ongoing Business of the Council	Key Activities
Ensure the council's planned expenditure is ultimately no greater than its expected income and that it has a sound approach to financial decision making.	<ul style="list-style-type: none"> • Deliver a plan to manage the substantial debt we inherited and, where possible, reduce the burden of interest payments. • We will produce a financial plan for approval by the Full Council each February • We will publish and monitor the council's spending and financial performance quarterly, identifying any remedial actions to be taken. • Cabinet members will review their portfolio budgets monthly with their lead directors
Continue to build upon the success of "Believe in Great" (BIG) organisational development plan delivered in partnership with staff to drive culture change and to encourage staff to be ambitious, innovative,	<ul style="list-style-type: none"> • We will update and deliver the BIG Action plan each April, in conjunction with the council's employees, so that they continue

The Ongoing Business of the Council	Key Activities
creative and action oriented in the planning and delivery of activities for and on behalf of the community	to be empowered to deliver services within the corporate framework
Work to ensure the council is recognised as a good employer and a great place to work, recognising the value of staff to the organisation	<ul style="list-style-type: none"> • Deliver an organisational development strategy and action plan for the council by January 2022 to take account of the wider workforce planning and development issues that go towards being an employer of choice. • Continue to deliver the council's attendance and wellbeing strategy designed to increase workforce resilience, productivity and work/life balance. • Secure improvements in our recruitment processes and in the promotion of careers and opportunities in local government. • Continue to exploit the benefits and opportunities brought about by agile working methodologies and hybrid working and which can bring about improvements in service delivery.
Ensure the effective and timely delivery of benefits and support payments to vulnerable people.	<ul style="list-style-type: none"> • Continue to work closely with Islehelp to provide quick and easy access to information, guidance and assistance to those in need.

We will use a range of indicators to measure how we are making progress such as:

- The percentage of predicted revenue outturn (net cost of services) compared to budget (quarterly measure)
- The percentage forecast revenue income (fees and charges) compared to budget (quarterly measure)
- The value of cumulative capital expenditure compared to profiled budget (quarterly measure)
- The level of income generation through the delivery of identified commercial and investment initiatives (annual measure)
- Number of local supplier tender awards (annual measure)
- Total value of gross business rates payable (annual measure)
- Number of Band D equivalent properties (annual measure)
- Average working days lost to sickness per employee (quarterly measure)
- Average time to answer calls to the contact centre (quarterly measure)
- Average speed of processing new benefit claims (quarterly measure)
- Reducing debt and interest payments

Adult Social Care and Public Health

Introduction:

The core purpose of the Adult Social Care services is the delivery of person-centered, high quality and sustainable care support for all. The Care Close to Home Strategy (CCtH) introduced in April 2017, has resulted in the many key improvements. We are working to update the CCtH strategy to take account of the many changes we have faced in responding to the Covid-19 pandemic and are producing an updated series of action plans that will be delivered over the life of this corporate plan.

These action plans will continue to focus on helping people in receipt of adult social care to live at home for longer, as we know this is the preference for many of the people we support. To do this we will work creatively to avoid the unnecessary use of hospital care, care homes and temporary accommodation and focus packages of care to meet the needs of a diverse community. This will initially be through short to medium term interventions, adaptations, equipment, and technology that help to prevent or delay people's need for longer term support.

As a council, we will not be complacent. We will continually strive to make things better, to do things differently and to ensure that our decisions are driven by local people's values and priorities.

Our collective focus will be to support people to live fulfilling lives and to maintain, or regain, the maximum level of independence possible. Both adult social care and homelessness are key national, as well as local political priorities where significant reform is awaited from Government. It is a matter of pride, therefore, that 90% of all care providers on the IoW are rated as good or outstanding by the Care Quality Commission and that, despite very significant pressure and a shortage of affordable housing, no child has had to live in bed and breakfast accommodation since the start of 2020. Reducing health inequalities and poverty are a priority, supporting our community alongside improving access to good and high quality care and health services is essential.

Our residents enjoy good health and wellbeing however the pandemic has highlighted the need to both improve the provision of health education and protect our population from harm. We have seen the consequences of poorer health of the population from Covid-19, with some members of our community having been disproportionately affected. Key aspects of this include preventative programs and improving understanding of key health issues which we will implement across the health and care system. We will do all that we can to challenge inequalities and the causes of poverty that impact on poor health and subsequent need for health care.

We will work to ensure that our Island's health and healthcare system continues to improve and that as an Island we tackle the key issues relevant to our population and geography. We will focus on those with the most needs, recognising the diversity of need, with different groups of people on the Island experiencing different outcomes. We will focus on inclusion to improve and drive better health outcomes. Both mental and physical health are key to this and we want to work with our communities focusing on all aspects of health and their interconnectedness. Our approach means we will work to tackle those issues that impact on poor health including our environment, education and housing.

Working across all partners and agencies linked with health is an important part of shaping and responding to community needs and is highly valued.

Over 16,000 people on the Island are unpaid carers, providing essential care and support to their partner, child, parent, friend or neighbors and we recognise the fantastic work that unpaid carers

do within local communities. We will continue to provide support for unpaid carers within our council systems and policies.

We are very aware of the fact that the health system is likely to undergo significant changes over the life of this plan with the emergence of Integrated Care Systems and local Integrated Care Partnerships. We will do all that we can to make sure that the needs and interests of the Island's community are properly represented and accounted for in these changes. We will look to integrate our services with health partners only where this is in the best interests of the community or where we are required to do so.

Councillor Karl Love

Cabinet Member for Adult Social Care and Public Health

Administration's Aspirations	Key Activities
15. Place the health and wellbeing of residents at the centre of all we do.	<ul style="list-style-type: none"> • Ensure that the health and wellbeing of our residents is considered within all council policy decisions and embedded within partnerships with bespoke Island initiatives provided to support our communities. • Develop a health and wellbeing strategy will focus on our Island's diversity, inequalities, and area of deprivation. • Putting the people at the centre of planned programmes of support with consultation, intervention, and actions. • Support smoking cessation initiatives and smoke free environments, health eating and weight loss, alcohol, and substance misuse, inspire physical activity and • Work with partners to introduce a programme of work focused on improving mental health and wellbeing
16. Review the current arrangements in respect of the management of Public Health.	<ul style="list-style-type: none"> • A full and independent review of the Public Health Strategic Partnership with Hampshire County Council reporting the outcomes to the Cabinet in autumn 2022 for consideration and action.
17. Promote the building of affordable supported social retirement housing to ensure residents maintain their independence for as long as possible	<ul style="list-style-type: none"> • Open Green Meadow extra care housing facility in Freshwater by October 2021, providing 75 units of affordable extra care housing for elders and disabled adults aged over 55. • To undertake a review of the IW Independent Living Strategy, including the possibility of developing owner occupied extra care facilities. This review to be completed by end of January 2021

Administration's Aspirations	Key Activities
<p>18. Support the restoration of Mental Health Support Services and treat mental health support as a priority across all areas of the council</p>	<ul style="list-style-type: none"> • Strengthen the role of the council's Mental Health Champions, resourcing and increasing community participation and the public voice. • Assess how our strategies, commissioning decisions and directly provided services support and improve mental health and wellbeing. • We will work closely with partners such as health services, town and parish councils, the voluntary sector and employers to improve the social determinants of poor mental health, creating a place-based approach to mental wellbeing. • Review the IW Suicide Prevention strategy and action plan. Progress will be monitored by the Health and Wellbeing Board.

The Ongoing Business of the Council	Key Activities
<p>Recognise the contribution made by unpaid carers to the Island community by providing information and support</p>	<ul style="list-style-type: none"> • Review the IOW Carers Strategy following a period of consultation with unpaid carers and those they support. Agree and deliver a new strategy and action plan by September 2022 • Increase the number of carers receiving support.
<p>Review the Care Close to Home" strategy, promoting, improving and protecting wellbeing and continuing to increase the numbers of people we support in their own homes.</p>	<ul style="list-style-type: none"> • Complete action plans for the new strategic across each of the six themes by December 2021
<p>Drive forward integration with health, putting in place the right governance, commissioning and delivery arrangements so that we secure care closer to home.</p>	<ul style="list-style-type: none"> • By December 2021, to agree and deliver a Community Services strategy with the IoW NHS Trust and CCG which expands upon current integrated arrangements across ASCHN and the local NHS – explicitly, to include learning disabilities and mental health services to ensure that people can get the right support when they need it. This will include services working together in local community hubs planned for Newport and Sandown. • By December 2022, to agree and deliver integrated community commissioning arrangements with the CCG, building on the current Better Care Fund arrangements.
<p>Champion the need of the Island in development and implementation of the NHS</p>	<ul style="list-style-type: none"> • Ensure full democratic representation on the shadow (April 2022) and main (April 2023)

The Ongoing Business of the Council	Key Activities
<p>sponsored Hampshire and Isle of Wight Integrated Care System</p>	<p>boards of the Integrated Care System</p> <ul style="list-style-type: none"> • Develop and secure support for an Isle of Wight 'branch' of the Integrated Care System (April 2022) and seek the delegation of some ICS functions to the local branch by April 2023 and then ongoing as the opportunities arise
<p>Agree and secure ongoing funding for key schemes funded by the Improved Better Care Fund</p>	<ul style="list-style-type: none"> • Complete review of the Early Help Living Well Service by December 2021 • Implement the recommendations of the bed based review of the Regaining Independence Service – reducing the numbers of nursing home beds commissioned and reinvest these funds into home based reablement to start from April 2022 • Undertake a full review of the regaining Independence Service, including funding by April 2022. Ensuring that the review also includes consideration of the recommendations from the recent bed based review of the Regaining Independence Service – reducing the numbers of care home beds commissioned and reinvest these funds into home based reablement • Renew the contract with Mountbatten by December 2021 relating to the delivery of the Raising Standards Initiative which focuses on supporting all CQC regulated care across the Island to be high quality. Report this to the Cabinet for consideration in January 2022. • Review the IOW Market Position Statement to ensure that independent providers understand the future needs of people living on the Island and the priorities of local people.
<p>Continue to drive improvements in adult safeguarding practice, embedding Making Safeguarding Personal and ensuring a high quality and consistent approach across the council and its partners.</p>	<ul style="list-style-type: none"> • Review current safeguarding thresholds to ensure that they retain their accuracy and impact and deliver multi-agency training based on any recommendations. By June 2022 • Deliver a campaign of public media focused safeguarding protective measures.
<p>To ensure clinically safe effective services are delivered across the Public Health responsibilities, within budget and to those that are in greatest need,</p>	<ul style="list-style-type: none"> • Quarterly performance reviews of all services to confirm, need, quality and clinical safety.

The Ongoing Business of the Council	Key Activities
undertaking procurement of services as required.	
On behalf of the Health and Wellbeing Board update the Joint Strategic Needs Assessment (JSNA) ensuring the data is relevant, current and informs decision making at all levels of the council and the health system.	<ul style="list-style-type: none"> • Complete a refresh of JSNA by July 2022 including Covid-19 Impact Assessment and ensure its use by partners to inform decision making
To ensure that the public health impact of the Covid-19 pandemic is actively monitored and that the public are properly informed of the actions they may need to take	<ul style="list-style-type: none"> • Monitor the presence of Covid-19 across the Island and initiate activities in response as detailed in the CONTAIN action plans.
Sexual Health and Inclusion Services	<ul style="list-style-type: none"> • Review the existing contractual agreements by January 23 • Maintain a high quality service for our Island which is a bespoke diverse service. • Annual report from the local manager to be submitted to the Cabinet Member for consideration, February recurring. • Support a reduction of unintended pregnancy. • Developing a new safe confidential space for diversity LGBT+ and inclusion. Facilitate a sexual health and inclusion worker providing support for health education, health improvement

We will use a range of indicators to measure how we are making progress such as:

- Rate of permanent admissions to residential and nursing care homes per 100,000 population (older people 65+) (annual measure)
- Proportion of people in receipt of care and support funded by the council supported to remain in their own home (annual measure)
- Number of households in temporary accommodation (annual measure)
- Proportion of older people (65+) still at home 91 days after discharge from hospital into reablement/rehabilitation services (quarterly measure)
- Number of people discharged from hospital progressing direct to long term support at home (ASCHN funded) (quarterly measure)
- Average number of people on the housing register (per month) in each of the bands (quarterly measure)
- Proportion of people in need of secondary mental health support (annual measure)
- Life expectancy at birth (males) (annual measure)
- Life expectancy at birth (females) (annual measure)

- Number of people stopping smoking 4 weeks (in the commissioned service) (quarterly measure)
- Number of people achieving weight loss of 5% of body weight in 12 weeks (in the commissioned service) (quarterly measure)
- Number of adults 25+ taking part in sport or physical activity (quarterly measure)
- Successful completion of alcohol treatments (quarterly measure)
- Smoking at time of delivery (birth of baby) (quarterly measure)
- Percentage of children overweight or obese in Y6 (quarterly measure)
- MMR vaccination coverage at 2 years old (quarterly measure)

Community Protection, Digital Transformation, Housing Provision and Housing Need

Introduction

Regulatory and Community safety services incorporates regulatory functions such as Trading Standards, Environmental Health and Licensing The service ensures regulatory compliance through support, intervention and enforcement which in turn enables the successfulness of our business sector as well as economic growth. Working in partnership the service also tackles some of the wider problems such as crime, anti-social behaviour/disorder and reducing reoffending, as well as environmental issues such as contaminated land remediation and improvement in air quality.

For the next few years we will focus our activities on the recovery of the Island’s business sector, following the covid pandemic, supporting those businesses which pose the highest risk to safety or public health of our communities. We will put greater emphasis on support and education with enforcement activity reserved for only the most serious of offences. We will seek to explore ways in which regulatory services can support businesses and communities in their activities.

We will also focus on the more vulnerable areas of our communities where the impact of crime, anti-social behaviour and domestic abuse can be significant. We will put to best use the expected funding from 2021-2025 to address issues such as violent crime reduction (under 25s), safer streets (focus on the safety of women and girls) and domestic abuse (following the introduction of the Domestic Abuse Act 2021).

We will work to increase the rate of affordable housing for Island residents using public and private assets to increase the availability of housing across the Island. This will include work to bring empty properties back into use, using measures including compulsory purchases and looking to secure investment that will allow the council to promote the delivery of affordable homes.

We will work to renew and refresh the council’s website, making it simpler for people to find the information they need in a timely way and for them to communicate with the council. It will become the window on the council and is key to our aspirations to be open and transparent in everything we do. In the meantime, we will work to improve our digital presence by making greater use of social media and targeted communications with the public.

Councillor Ian Stephens

Deputy Leader and Cabinet Member for Community Protection, Digital Transformation, Housing Provision and Housing Needs

Administration’s Aspirations	Key Activities
19. Endeavour to reintroduce CCTV monitoring where needed to support public safety	<ul style="list-style-type: none"> • Endeavour to reintroduce 24 hour CCTV monitoring to one third of identified ‘hotspots’ annually • Reduce the levels of street based unwarranted attention faced by woman and girls by the introduction of the safe streets programme.

Administration's Aspirations	Key Activities
20. Create a new accessible council website	<ul style="list-style-type: none"> Phase 1 of a new website including services for planning; fostering; registrars; coastal management; parking; adult community learning and adult social care to be operable by 31 March 2022. Phase 2, for all other services to be operable by March 2023
21. Support Island wide digital connectivity to support Island businesses and residents.	<ul style="list-style-type: none"> Support Wight Fibre rollout of full fibre to the premises to June 2023 Identify options to reach noncommercial property to enable maximum possible coverage -June 2023
22. Housing that is created must be housing fit for purpose. We will prioritise truly affordable housing for Island residents, meaning housing that is not just affordable to rent or buy but affordable to live in and maintain.	<ul style="list-style-type: none"> Work with partners, including town and parish councils to deliver innovative solutions to secure the provision of affordable housing for Island residents Where necessary make use of the council's housing company to address market failure in meeting needs Where possible use available powers including compulsory purchase Introduce temporary housing schemes to meet local needs by September 2023 Increase the number of affordable housing units available by December 2023
23. Wherever possible bring appropriate empty and derelict buildings back into use for affordable housing.	<ul style="list-style-type: none"> Annually increase the number of empty and derelict properties that are brought back into residential use from April 2022 and keep the Empty Property Strategy under review so that it remains fit for purpose.

The Ongoing Business of the Council	Key Activities
Work in partnership to deliver key priorities for community safety in the reduction of crime, anti-social behaviour and disorder, reduce reoffending and prevention of radicalisation (counter terrorism).	<ul style="list-style-type: none"> Deliver the violent crime reduction unit funded by the Home Office including local interventions. Complete the Domestic Abuse Act capacity fund review and Strategic plan. Put in place the new Strategic Domestic Abuse Partnership by March 2022
Deliver the statutory regulatory functions to keep the Island businesses, residents, and visitors safe from harm.	<ul style="list-style-type: none"> Deliver a revised statutory intervention programme 2021-23 to prioritise the highest risk areas including the backlog of regulatory work following the Covid pandemic.
Continue to ensure the private sector housing stock is fit for purpose and compliant with current housing standards.	<ul style="list-style-type: none"> Extend the licensing scheme following review for Houses in Multiple Occupation to other HMO categories, by March 2023.

<p>Enable those with a disability to access funding for adaptations so that they can live safely within their own homes.</p>	<ul style="list-style-type: none"> • Increase the delivery of the annual Disabled Facility Grant scheme so that people are able to undertake adaptations more quickly
<p>Bid for, promote and deliver the various home energy efficiency grant schemes to improve Island homes and reduce energy consumption.</p>	<ul style="list-style-type: none"> • Actively monitor with partners and stakeholders the availability of funds to support these schemes and make targeted bids as they become available

We will use a range of indicators to measure how we are making progress such as:

- Percentage population that feel safe in the community (annual measure)
- Amount of funding secured for the Island for community safety initiatives (annual measure)
- Percentage of 0,1 or 2 rated premises for food hygiene (annual measure)
- Amount of money saved to vulnerable consumers by trading standard interventions. (quarterly measure)
- Number of empty residential properties where IWC intervention results in their being brought back into residential use (annual measure).
- Percentage of long-term empty residential properties (annual measure)
- Number and value of Disabled Facility Grants issued (quarterly measure)
- Number of temporary housing units delivered (annual measure)
- Number of new affordable homes built (annual measure)

Children's Services, Education and Lifelong Skills

Introduction

Children and families on the Isle of Wight benefit from a high performing Children's Services department. Our social care services are rated as 'good' in all areas by Ofsted, our services for children with special needs perform as well any in the region, our services to support schools are highly valued and schools are increasingly performing better, although there is still more to do.

Children's Services is a highly regulated and inspected area of the council's activity and has to carry out over 200 statutory duties. Therefore, it is important that the council continues to perform these functions well. Doing the basics well is particularly important for Children's Services and the children and families that we support in so many ways.

Our ambitions for the duration of this corporate plan are that we remain a high performing department as measured by our fulfilment of statutory duties and a broad set of performance and quality markers that are regularly scrutinised through the council's democratic processes. We are also ambitious for all of our schools and aspire to help all schools on the Island become at least 'good' in Ofsted terms, measuring progress along the journey. We are equally ambitious for children with special needs and will maintain high performance in terms of the timeliness of education, health and care plans and engage with families more effectively whilst also seeking to bring the high needs block of schools funding back into balance in the long term.

We will continue to transform our children's social care services through the embedding of our 'Hampshire and Isle of Wight Approach' to social work which has been demonstrated to enable more children to stay safely with the families rather than come into public care. Allied to this we will work on transforming our work with foster carers and placement providers to ensure that for children who do need to come into care, we provide the highest quality care possible.

Councillor Debbie Andre

Cabinet Member for Children's Services, Education and Lifelong Skills

Administration's Aspirations	Key Activities
24. Listen to parents and students and work with them to develop 'needs driven' Childrens Services	<ul style="list-style-type: none">• Delivery of Isle of Wight Children's Services Participation Strategy and annual action plan, including response to the annual children in care 'Brightspots' survey, implementation of the Young Inspectors programme, Care Leavers allotment programme, Come Dine with Us, participation of IoW children in All Parliamentary Programme, Have Your Say Activity Week, STAR awards, children's participation in recruitment and tendering processes.• Facilitation of the Hearing Young People's Experiences (HYPE) group and ensuring recommendations from this group are taken forward through the Corporate Parenting Board.

Administration's Aspirations	Key Activities
	<ul style="list-style-type: none"> • Developing an 'Expert by Experience' group to inform Transformation Programme within Children's Services. • Co-producing with Island Parent Carer Network all significant policies and strategies in SEND such as sufficiency strategy, SEN Support guidance, self-evaluation against new SEND Ofsted framework and refresh of SEND action plan.
25. Work with local communities to maintain and ensure appropriate local school provision	<ul style="list-style-type: none"> • Complete consultation on Chillerton and Rookley school • Ensure a strategic school places plan is in place and maintained.
26. All council decisions must be considered with regard to their impact on young people and future generations	<ul style="list-style-type: none"> • Review council decision making template by December 2021
27. Promote active engagement with the Youth Council and Youth MP (YMP)	<ul style="list-style-type: none"> • Increase member and staff engagement with the YMP, also children in care and care leavers via the corporate parenting board. The YMP will be included in the membership of the Corporate Parenting Board • Increase engagement with parents via Parent carer network.

The Ongoing Business of the Council	Key Activities
Work with and challenge schools' performance to ensure that all are good or outstanding.	<ul style="list-style-type: none"> • Regular school improvement visits to all maintained schools through the Leadership and Learning Programme • Co-construct with headteachers a coherent annual professional development programme based upon comprehensive data analysis • Ensure schools are familiar with the new Ofsted framework and are prepared for when routine inspections commence again • Raise standards of attainment at every key stage • Focus on raising standards of attainment for vulnerable groups such as those with special educational needs, those living in circumstances of relative poverty and those open to social care. • Work closely with the Regional Schools Commissioner to challenge performance in the academy sector.

<p>Work with and challenge schools in financial deficit to secure a more sustainable position for the schools and the council.</p>	<ul style="list-style-type: none"> • Review the budgetary projections for every maintained school and intervene if and where necessary. • Where schools are forecasting a future budget deficit, provide support and challenge through the finance and school improvement teams. • Where necessary issue a notice of concern and intervene using formal processes to ensure good budget management.
<p>Maintain a focus on children’s safeguarding practice to ensure a high quality of service with effective systems to protect children and keep them safe.</p>	<ul style="list-style-type: none"> • Delivery of the early help strategy and action plan to support families in the community, through Family Hubs and the wider early help offer to prevent escalation into more costly statutory services. • Ensure an effective and timely response to keep children safe and protected from harm, abuse and neglect, through consistent thresholds applied at the Multi Agency Safeguarding Hub. • A robust and effective quality assurance programme ensures that effective social work interventions are delivered in a timely way and where required. • Effective managerial oversight ensures risks to children are understood and actions taken to mitigate those risks and needs. • Delivery of children’s social care transformation programme, embedding the Hampshire and Isle of Wight, incorporating strengths based, family focused support and practice informed by restorative practice and motivational interviewing, building safeguarding capacity through the Resilience Around Families Team (RAFT) to enable more children to live safely at home. • Where children cannot remain safely at home, other permanent arrangements are established in a timely way that best suit the needs of the child. • Implementation of a new social care case management system to improve both efficiency and accessibility to key safeguarding information.
<p>Grow the number of foster carers and adoptive parents on the Isle of Wight.</p>	<ul style="list-style-type: none"> • Delivery of the Modernising Placement Programme. This will include a detailed needs analysis to understand the needs of children in care. Design new care

	<p>pathways that better reflect the needs of children on the island, enhance our foster carer recruitment by developing foster carer hubs that provide additional flexible support to foster carers when they need it most.</p> <ul style="list-style-type: none"> • Develop a psychological service embedding trauma informed care and develop an urgent and extended care model in conjunction with Hampshire colleagues. • Continue to work with Adopt South to access a wider pool of prospective adopters to meet the needs of island children being placed for adoption.
--	--

We will use a range of indicators to measure how we are making progress such as:

- Number of children looked after at year end (per 10,000 of 0-17 year old population) (annual measure)
- Number of Intermediate / Advanced and Higher Apprenticeship starts in year (annual measure)
- Percentage of Level 2/3 qualified adults (**annual** nomis data from ONS) (annual measure)
- Proportion of working age population qualified at NVQ level 2 or higher (annual measure)
- Percentage of early help cases closed with positive outcomes achieved. (annual measure)
- Percentage of children on a child protection plan that are then referred for a second or subsequent occasion. (quarterly measure)
- Percentage of primary schools graded as good or outstanding in the most recent inspection (not including schools with no inspection score).
- Percentage of secondary schools graded good or better in most recent inspection
- Average attainment 8 measure at year 11 when compared to comparator authorities
- Number of post 16/17 Not in Education, employment, and training (NEET) or % of
- Percentage of care leavers in education, employment, or training (quarterly measure)
- Proportion of children living in poverty (all under 20)

Planning and Community Engagement

Introduction:

Development and maintenance of a high-quality planning service is a key priority for this administration. We are committed to ensuring the right level of development on the Island that meets our needs. Making sure that our communities have an effective voice in the decision-making process around for planning applications will be key features of our approach. We will also look to inform and advise on the restrictions which are placed on the Local Planning Authority by national policies, and which may not always serve the needs of the community in the way we would wish to see it.

We are committed to bringing for the agreement of a new Island Planning strategy by 2023 and this will be a major step forward for the Island enabling the right planning policies to be in place to secure a sustainable future as we progress over the next 15 years. Through this process we will ensure that all Islanders have a safe and secure place they can call home as part of welcoming, thriving and inclusive communities; this is one of the most important ambitions of a progressive planning and housing delivery approach we will develop within the council. The whole council will take an active part in addressing housing market failure to achieve our housing ambition.

The Island's unique attributes as an Area of Outstanding Natural Beauty and a UNESCO Biosphere Reserve recognise the importance of the local environment both national and internationally. Our planning policies will seek to protect and enhance these attributes and make sure that we are able to make much more of them in informing any policy decisions that we need to take.

We recognise the importance of enforcement in supporting the delivery of our planning policies and in helping to maintain the integrity of the Island's environment and support its businesses. We want to ensure that people no longer aim to 'game' the system and undermine the policies we will have debated at length with our community. We will continuously review our enforcement activities and look to develop new approaches to their delivery and look to secure whenever possible additional powers and funding to support these aims.

Councillor Paul Fuller

Cabinet Member for Planning and Community Engagement

Administration's Aspirations	Key Activities
28. Review, enhance and improve our Planning Department to improve outcomes and adherence to statutory obligations	<ul style="list-style-type: none">• Complete a peer review of the service by April 2022 identifying areas of best practice and for improvement against comparator authorities. Implement an action plan in response to the recommendations of any review.
29. We will reduce the current proposed housing development numbers while ensuring we meet our local housing need.	<ul style="list-style-type: none">• Champion the adoption of a new Island Plan based on housing targets evidenced to meet Island needs and compliant with legislation for adoption by September 2023
30. Use the recent brownfield site data to identify housing opportunities.	<ul style="list-style-type: none">• Identify priority sites for development by March 2022 and work for start on site on some schemes by December 2023

Administration's Aspirations	Key Activities
31. Only develop greenfield sites when absolutely necessary.	<ul style="list-style-type: none"> Develop by January 2022 an evidence framework to support any decisions to be taken in respect of greenfield sites not already allowed for in the draft Island Plan
32. Accelerate the completion of the Island Plan. The process to be followed will include meaningful engagement with residents and town and parish councils	<ul style="list-style-type: none"> Complete all Island consultation on draft Island Plan by and seek adoption through the formal process by September 2023
33. Parish/town council representative(s) to sit on the Isle of Wight Council Planning Committee.	<ul style="list-style-type: none"> Amend the council's constitution to allow a representative from the relevant town, parish or community council to be a non-voting member of the committee and contribute to the debate on applications in its area, by July 2021

The Ongoing Business of the Council	Key Activities
Planning and building control regulatory and enforcement activity	<ul style="list-style-type: none"> Consideration and determination of planning applications. Building control Service Planning Enforcement

We will use a range of indicators to measure how we are making progress such as:

- Proportion of new housing development commenced on brownfield land (annual measure)
- Number of major planning applications received (quarterly measure).
- Percentage of all planning applications processed within timescales (quarterly measure).

Regeneration, Business Development & Tourism

Introduction:

A key focus of our corporate strategy is to encourage new businesses to set up and existing businesses to expand on the Isle of Wight and to create sustainable jobs and wealth for the Island's community. This is essential for the Island's future prosperity and overall wellbeing especially as it looks to recover from the impacts of the Covid-19 pandemic.

We will aim to complete the council's planned regeneration schemes and attract at least 30 new businesses here as well as supporting 100 businesses to grow and develop at the same time. We will help create 500 new jobs over the lifetime of the plan. We will also make sure that the Island's residents benefit from this activity by having access to the right skills and training to support new and growing businesses. Recognising the value of all paid work in helping people fulfill their potential will be an important our economic and health and wellbeing approach.

We will build and grow our vibrant cultural sector, breathe new life into our high streets and make sure that the Isle of Wight continues to be a major UK visitor destination

Councillor Julie Jones-Evans

Cabinet Member for Regeneration, Business Development & Tourism

Administration's Aspirations	Key Activities
34. Complete key regeneration projects to drive employment, skills and inward investment.	<ul style="list-style-type: none"> • Secure development partner(s) for Newport Harbour by March 2023 • New homes available at Newport Harbour by March 2024 • Secure development partner for Shanklin Spa by May 2022 • Establish actions in response to Island opportunities provided by the proposed Solent Freeport – April 2022 • Continue to market Island Technology Park for 'opportunistic' investments as part of the Solent freeport scheme • Secure infrastructure funding for Nicholson Road scheme by March 2024
35. Engage with Business and communities on Island regeneration progress	<ul style="list-style-type: none"> • Digital Innovation Centre to open in 2022 • Pier Street, Sandown to open in 2022 • Seek to secure Venture Quays planning permission for new homes 2023 • Branstone Farm Business Park to open in 2022, with new homes available from October 2022 • Camphill infrastructure improvements to be completed by March 2023 • Establish and maintain Economic Development board sector sub-groups by December 2021 • Stage an annual regeneration progress event in June 2022 and annually thereafter

Administration's Aspirations	Key Activities
	<ul style="list-style-type: none"> Initiate regular business focused interactive communications (quarterly e-newsletters) starting November 2021
<p>36. Elevate the role of creative industries as part of our regeneration strategy.</p>	<ul style="list-style-type: none"> Increase the value of the creative sector to the Island's economy by March 2023 Increase the number of jobs in the creative industries by March 2025 Establish resources to create an Island Cultural strategy Strengthen relationships with Historic England and the Arts Council
<p>37. Use available powers to deal with long term empty or derelict buildings that mar our seafront and town centre areas.</p>	<p>Co-ordinating <i>positive landlord engagement</i>, enforcement and CPO powers with regeneration enabling capacity to identify clear plans for derelict buildings.</p> <ul style="list-style-type: none"> In each year we will bring two of the most derelict properties, as identified by the local community, back into use or have them tidied up so that they are no longer a blight on the community.
<p>38. Focus on regenerating our High Street and visitor economy to assist post Covid-19 recovery and growth</p>	<ul style="list-style-type: none"> Through continued commitment to the HHSAZ in Newport and Ryde we will assess the impact of diverse uses, such as events and their potential to reinvigorate our other town centres. By 2025 we will have increased the number of people living in town centre locations. Work with VIOW to help increase year-round tourism and increase the quality of visitor attractions and accommodation, particularly sustainable and accessible tourism. Develop a sustainable and accessible tourism campaign approach to start in 2023.
<p>39. Promote people-oriented place planning for town centres</p>	<ul style="list-style-type: none"> By March 2023 in addition to the place plans already developed we will support the development of a place plan for the Bay area in collaboration with Lake, Sandown and Shanklin town councils and commence work on a place plan for the West Wight area.

The Ongoing Business of the Council	Key Activities
<p>Continue with our public engagement programme to underpin area-based social regeneration activities covering the whole Island.</p>	<ul style="list-style-type: none"> Provide quarterly updates on progress with the regeneration strategy to policy scrutiny committee, business and resident databases

The Ongoing Business of the Council	Key Activities
	<ul style="list-style-type: none"> • In areas without a place plan collaboration and communication focus undertake bi - annual community presentations in liaison with local town and parish councils
<p>Work with businesses and training providers to develop a plan for increasing the number of apprenticeship placements and reduce the number of young people not in education, employment or training.</p>	<ul style="list-style-type: none"> • Working with Island Futures we will use external funding sources to deliver a range of apprenticeship and training opportunities such as the Governments Kickstart programme. • Support for the Island Careers partnership and its efforts to link schools and business.

We will use a range of indicators to measure how we are making progress such as:

- Number of jobs on the Isle of Wight (annual measure)
- Number of visitors to the Isle of Wight (annual measure)
- Average gross weekly wage for an Isle of Wight resident (mean income level) (annual measure)
- New of jobs created and protected by regeneration projects (annual measure)
- Number of jobs in creative industries (annual measure)
- Number of people living in new town centre locations (annual measure)
- Average number of out of work benefit claimants (per month) (quarterly measure)
- Average number of in person advice and guidance activities per month with business seeking to grow and develop the Isle of Wight (quarterly measure)

Environment, Heritage and Waste Management

Introduction:

The Isle of Wight has a unique environment which sets it apart from other areas of the country. Over 75% of the Island is subject to some form of national environmental designation and over 50 percent is classified as an Area of Outstanding Natural Beauty (AONB). Further, the whole Island has been designated a UNESCO Biosphere Reserve, one of only 7 in the UK. We will work to protect and enhance the Island’s natural environment and make sure that all the decisions we take are consistent with this aspiration. We will look to further add value to the landscape by seeking dark skies designation for those areas of the Island where it is most appropriate and seek support from the local communities to secure this status.

We want to capitalise on these unique features to support our economic growth and recovery from the Covid-19 pandemic without ever putting these special assets at risk. They will also be our catalyst for a focused approach to the climate change agenda and we will work across the council and with partners for the Isle of Wight to be carbon net zero by 2040. As part of this work, we will continue to drive up the already high recycling rates across the Isle of Wight and continue to reduce the amount of waste that we produce.

We will preserve and conserve our rich historic and cultural heritage and develop these assets in partnership with our communities and stakeholders, so that the Island’s unique place is understood and celebrated and can act as a driver of regeneration and individual physical and mental health and wellbeing.

Councillor Jonathan Bacon

Cabinet Member for Environment, Heritage and Waste Management

Administration’s Aspirations	Key Activities
<p>40. Support and enhance our Biosphere and AONB areas. Support the active management and development of Biosphere status and secure Dark Sky status.</p>	<ul style="list-style-type: none"> • Annually increase the number of trees planted and maintained from April 2022 in accordance with a new tree management and planting plan to increase biodiversity, green corridors and off set carbon impacts. • Agree short term (from July 2022) and long term (from June 2023) environmental stewardship agreements (including tree planting) with Natural England • One part of the Island will have a Dark Sky Space designation by March 2024 following the completion of a positive business case and with secured funds by March 2022.
<p>41. Continue to develop successful waste management and increase recycling rates further.</p>	<ul style="list-style-type: none"> • Increase the number of garden waste subscription services by 50 percent by April 2023 • Annually reduce the volume of non-essential waste sent to landfill to achieve net zero by April 2025

Administration's Aspirations	Key Activities
<p>42. Commit to develop sustainable transport options with a focus on infrastructure to encourage active travel.</p>	<ul style="list-style-type: none"> • Complete a Local Transport Plan (LTP) 4 by April 2022 based on the need for long term sustainable transport options. • Annually increase by 20 percent from April 2022. the number of towns, parish and community councils with local walking and cycling infrastructure plans which can be used to support capital funding bids
<p>43. Promote the increased use of renewable energy in all sectors.</p>	<ul style="list-style-type: none"> • Secure commitment from all stakeholders to improve grid connectivity to the mainland and a roadmap for its achievement. • Prepare capacity planning study for the Island in relation to renewable energy by end of February 2022 including a heat network options analysis for the Forest Road Energy Recovery Facility. • Increase the capacity in the local supply chain to deliver low carbon and retrofit works as well as the tidal energy industry by December 2022. • All council facilities to use 100 per cent green energy or onsite renewable generation where possible by March 2024. • Use the procurement process to increase the proportion of suppliers to the council that use 100 per cent green energy or onsite renewable energy generation by March 2025
<p>44. Embed both the Biosphere and the Climate Change Strategy into policy, including the Island Plan; advanced by appropriate Action Plans. All council decisions are to have regard to the Biosphere and the Climate Change Strategy</p>	<ul style="list-style-type: none"> • Publish and Promote the Climate and Environment Strategy and fully launch 'Mission Zero' by April 2022. • Introduce a *new Climate and Environment Impact Assessment screening tool for corporate decisions by April 2022 • Introduce Climate Change training modules to all staff, councillors and other stakeholders by August 2022 through the e-learning Hub. • Introduce carbon literate Climate Ambassadors to support decision making; undertake and complete Carbon Literacy Training by April 2023 • Publish a policy Matrix detailing how the Climate and Environment Strategy, the Island Plan, the Sustainable Transport Plan and the Biosphere Plan are aligned and mutually supportive of each other by July 2022 and together form the means to

Administration's Aspirations	Key Activities
	guide the maintenance and use of the Biosphere. This work will be supported and overseen by a Biosphere Steering Committee drawn from all relevant sectors of the Island, including representatives of the Environment, Business, Art and Culture and Wellbeing.

The Ongoing Business of the Council	Key Activities
Work towards the delivery of a new Records Office	<ul style="list-style-type: none"> <li data-bbox="815 510 1421 669">• We will plan and secure funds for the development of a new facility; construction works to start on site by April 2025, subject to the agreement to a full business case by March 2023
Secure the future of the Island's geological collection by working with regeneration and investment partners.	<ul style="list-style-type: none"> <li data-bbox="815 680 1421 819">• We will act to maintain the accreditation status of the collection at all times and work with relevant bodies to enhance its display wherever possible

We will use a range of indicators to measure how we are making progress such as:

- Carbon emissions (annual measure)
- Increase number of IWC employees cycling or walking to work (when they attend a workplace) (annual measure)
- Number of Island schools and colleges participating in the Eco Schools Programme (annual measure)
- Town & parish councils participating in the Green Impact Programme (annual measure)
- Total number of garden waste subscribers (quarterly measure)
- Percentage of domestic waste diverted from landfill (quarterly measure)
- Reduction in residual (LACW) household waste per person (quarterly measure)
- Percent of council facilities using green energy only or on-site generation (quarterly measure)
- Percent of council suppliers using green energy only or on-site generation (quarterly measure)
- Number of fly tip incidents (quarterly measure)
- Number of fly tip actions taken (quarterly measure)

Highways PFI, Transport and Infrastructure

Introduction:

Enabling all modes of transport connectivity both to and around the Island is extremely important to support our plans for the sustainable future and prosperity of Island residents, and in attracting visitors and future investment. Our new transport plan aims to provide an effective and safe transport network which is key to allowing accessibility for all, aiding active lifestyles, tackling congestion and air pollution as well as providing a unique visitor attraction.

The completion of the seven-year core investment period of the PFI contract has significantly improved the roads on the Island and we now have some of the best in the UK. We will work with our highways service partner Island Roads to continue to improve our highways infrastructure and ensure value for money services in the coming years. We will continue to work with transport partners as well as being an active partner in the Infrastructure Task Force, and with our community to make the Island work for everyone.

The parking infrastructure and services provide value for residents in supporting sustainable transport outcomes and road safety. Working with our communities we will be looking at the balance between supporting thriving towns and the need to manage car parking provision safely and sustainably.

We will continue to manage our harbour assets to provide attractive and well managed services.

Councillor Phil Jordan

Cabinet Member for Highways PFI, Transport and Infrastructure

Alliance Group Aspirations	Key Activities
45. We will aim to find a permanent working solution to Floating Bridge 6 and, if appropriate, achieve this by scrapping and replacing it.	<ul style="list-style-type: none"> • Complete the contract dispute process as soon as possible without compromising the potential for further legal action. • Commission an independent engineering report to establish the potential for FB6 to operate as was intended and a cost/benefit analysis of the outcomes by January 2022. • And then by March 2022 either: <ul style="list-style-type: none"> ○ Appoint an independent organisation to design a new floating bridge in consultation with the community OR ○ Appoint an independent organisation to manage the necessary improvement works to make FB6 work as was intended
46. We will aim to bring forward a comprehensive Island wide parking strategy by 2024	<ul style="list-style-type: none"> • Liaise with all town & parish and community councils to agree suitable strategies and consultation processes.
47. Undertake an Island wide speed assessment project, including looking at all aspects of vehicle speed management,	<ul style="list-style-type: none"> • Completion of the speed assessment project with recommendations on actions by October 2022 for implementation from

Alliance Group Aspirations	Key Activities
including 20mph zones and effective enforcement	April 2023 subject to funding being secured in the 2022/23 budget
48. Establish a working group to consider the full range of options for appropriate charging and permits for parking	<ul style="list-style-type: none"> Establish joint councillor/staff group with agreed terms of reference by December 2021 Fully costed options to be produced by October 2022 for implementation in April 2023
49. Ensure compliance with Island Roads contract and with all other external contracts.	<ul style="list-style-type: none"> Continue to effectively monitor and manage the PFI Highways contract following the completion of the core investment period.
50. Actively pursue a Government imposed public service obligation on Cross-Solent services	<ul style="list-style-type: none"> Consult with the community to scope out what a public service obligation might encompass by June 2022. Complete dialogue with the Solent operators on the voluntary adoption of a public sector obligation by November 2022. If necessary, work with the Island's MP and Government to encompass the public service obligation in any legislation to be passed to 'level up' the Island with the mainland by December 2024

The Ongoing Business of the Council	Key Activities
Continue to work with the Transport Infrastructure Board to improve infrastructure, public transport and mainland connectivity.	<ul style="list-style-type: none"> Produce an annual report highlighting the key improvements and successes of the partnership. Adopt and implement an Enhanced Bus Partnership with bus operators by March 2022. Bids for grant funding to improve bus services on the Island from a £3bn government grant scheme will follow the BEP.
Developing and delivering local safety-based highway improvement schemes through an annual capital programme of works.	<ul style="list-style-type: none"> An annual report to be produced on the delivery of schemes by October of each year
Review the Integrated Transport Plan – develop and delivery LTP4	<ul style="list-style-type: none"> Complete a draft local transport plan in consultation with the community by September 2022
Continue to represent the Island on all transport related matters through partnership groups such as Solent Transport and Transport for South East.	<ul style="list-style-type: none"> Any key decisions to be taken by these groups will be referred to Cabinet and the public made aware as and when required.
Continue to seek funding for improvements to the local traffic arrangements in the Undercliff area	<ul style="list-style-type: none"> Consultation with the local community on measures to tackle traffic in the local communities by September 2022

We will use a range of indicators to measure how we are making progress such as:

- Average Road condition index (WCCI) Cat 1 roads (annual measure)
- Average Footway Condition (annual measure)
- Percentage of Category 1 Emergency Responses within 2 hours – (hazardous potholes, fallen trees, street lighting etc.) (quarterly measure)
- Percentage of highways inspections undertaken (Sec 58 Highways Act compliance) (quarterly measure)
- Number of Public transport users (quarterly measure)
- Car parking utilisation (quarterly measure)

This page is intentionally left blank



Purpose: For Decision

Cabinet report

Date	14 OCTOBER 2021
Title	IMPLICATIONS OF THE HEALTH AND SOCIAL CARE BILL (2021-22) FOR THE COUNCIL AND THE FUTURE OF THE ISLE OF WIGHT INTEGRATED CARE PARTNERSHIP
Report of	LEADER AND CABINET MEMBER FOR STRATEGIC PARTNERSHIPS AND THE CABINET MEMBER FOR ADULT SOCIAL CARE, PUBLIC HEALTH AND HOUSING NEEDS

EXECUTIVE SUMMARY

1. The Health and Social Care Bill (2021-22) is currently making its way through Parliament and will formally see Integrated Care Systems established as statutory bodies from April 2022. NHS clinical commissioning groups will be dissolved, with their functions, responsibilities and staff transferring to Integrated Care Systems. The Isle of Wight will be part of the Hampshire and Isle of Wight Integrated Care System, but the Bill envisages a significant number of services being organised in an integrated way across a smaller geographical area based on upper tier local authority boundaries.
2. This paper examines the wide range of options for a multi-agency locally based health and care partnership based on the Isle of Wight's footprint and the opportunities this might create to improve population health outcomes for the whole community.
3. Notwithstanding these opportunities the fundamental challenge to overcome is the structural deficit in the NHS model for funding health services on the Island which will negatively impact the clinical and financial success of any new locally based organisation if it is not addressed.

RECOMMENDATION

4. This paper recommends options (a) and (d) and that the council:

Explores the potential for forming a place based joint committee for the delivery of NHS services and Isle of Wight Council Services on the Isle of Wight, on the basis of delegating responsibility for the delivery of Better Care Fund activities to the joint committee in the first instance.

AND

Looks to abolish the Isle of Wight Integrated Care Partnership at the point that a new Local Place Based Partnership is established for the Isle of Wight by the Hampshire and Isle of Wight Integrated Care System.

BACKGROUND

5. The Health and Care Bill 2021-22 is currently making its way through the Parliamentary approvals process. Amongst other things it will formally establish new statutory bodies to be known as Integrated Care Systems (ICS) which will bring together providers and commissioners of NHS Services, local authorities and other partners to plan health and care services to meet the needs of their population. As a result of the formulation of ICS's the government will dissolve clinical commissioning groups effectively bringing an end to the client provider split in the in the NHS.
6. The Isle of Wight will be part of the Hampshire and Isle of Wight Integrated Care System, serving a population of c1.9 million people and with an NHS budget of c£3billion; it is expected to operational from April 2022.
7. Integrated Care System's will be made up of two parts, an Integrated Care Board and a Health and Care Partnership:

The Integrated Care Board:

This is the NHS Body responsible for NHS strategic planning, the allocation of NHS resources and NHS performance management across its geography. It will receive a financial allocation from NHS England (NHSE) for the majority of health services across its area and will be accountable to NHSE for its performance in caring for its population.

The Integrated Care Board (ICB) will comprise as a minimum a chair, chief executive, three executive directors, two non-executives and members from NHS trusts, general practice and local authorities. As a single board, all members will share accountability for its work. The body is also able to make local decisions about appointing other members to the organisation. NHS trusts or foundation trusts will continue as independent bodies.

The ICS Health and Care Partnership:

A partnership between the organisations that provide for health and care needs across an area. It is jointly convened by the NHS and the upper tier local authorities in its geography. It has responsibility for preparing an 'integrated care strategy' setting out how the assessed needs of the population are to be met by the exercise of functions of the Integrated Care Board, NHS England and the responsible local authorities. It will coordinate services and plans to improve population health and reduce inequalities between different groups. The Integrated Care Board and local authorities will have a duty to consider the Partnership's care strategy when making decisions about the services and outcomes they are looking to deliver for their community.

The membership of the partnership is to be determined locally to complement existing local configurations and arrangements such as Health and Wellbeing Boards. The Health and Care Bill sets out the minimum membership for Health and Care

Partnerships as one member appointed by the Integrated Care Board and one member appointed by each of its upper tier local authorities. The committee can appoint any other members and determine quoracy arrangements.

There is a clear expectation that local authorities, including directors of public health and people who access care and support, or their nominated representatives, have a key role to play. Other potential members identified in Integrated Care Systems' guidance are: Healthwatch, Health and Wellbeing Board members, other statutory organisations, voluntary, community and social enterprise (VCSE) sector partners, social care providers and organisations with a relevant wider interest, such as employers, housing and education providers and the criminal justice system. It is likely that membership may change as the priorities of the partnership evolve.

8. There is an explicit expectation in the Health and Care Bill that a significant amount of the work to be undertaken by the Integrated Care Board will be delegated to a more local level based on the concept of 'place', this is generally acknowledged to be an upper tier local authority area – such as the Isle of Wight.
9. The creation of Local Place Based Partnerships to accept this delegation of responsibility (and funding) from the Integrated Care Board is not prescribed in the Health and Care Bill and local partners are able to work together determine the approach that best suits their needs and to agree that approach with the Integrated Care Board.
10. The introduction of Local Place-Based Partnerships represents a significant opportunity for more formal and closer working between NHS organisations, local authorities social care providers, the voluntary and community sectors and community leaders, with shared commitments to and accountability for improving the health of a local area such as the Isle of Wight. However, the success of Local Place Based Partnerships will still rely on the quality of the frameworks that are created and the strength of the leadership of the partnership.
11. Local Place Based Partnerships are expected to work closely with Health and Wellbeing Boards and have due regard to local joint strategic needs assessments and health and wellbeing strategies. It should be noted that Health and Wellbeing Boards also have a duty to improve the health and wellbeing of their local population and reduce health inequalities. Any local partnership or Health and Wellbeing Board is integral to underpinning any approach to population health management (PHM) and understanding the current and future health and care needs for local residents.
12. The challenge for all local authorities is in determining to what extent they are willing or able to commit to any of the new structures as a means of improving the overall approach to health and wellbeing locally. This includes their active involvement in both the Integrated Care System and also the Local Place Based Partnerships. However, the involvement of local government will be essential for the Integrated Care Systems to be able to drive meaningful improvements in health and wellbeing due to the need to impact the wider determinates of health alongside clinical interventions. Equally the local authority needs to work with NHS partners to deliver its public health duties and improve outcomes. Therefore, there is an argument that local authorities will want to be closely involved with the introduction and development of these partnerships so that they can secure the best possible outcomes for their community.

13. Local authority engagement in the Integrated Care System will provide a further way to influence and develop NHS funded services. The council's active involvement with the Integrated Care System and in developing a Local Place Based Partnership for the Isle of Wight would allow it to influence the new place based arrangements and consider what of its own local authority funded responsibilities it would be prepared to delegate to the Local Place Based Partnership for the wider good of the community. This would need to build on opportunities for improving population health and social care outcomes and not for any other reason.
14. In coming to this decision, the council would want to consider the range of services on the Isle of Wight that will be the responsibility of an Integrated Care Board:
- Planned hospital care, rehabilitative care, urgent and emergency care (including out-of-hours and NHS 111) - provided by the IW NHS Trust, Portsmouth Hospitals University NHS Trust is a strategic partner.
 - Mental health services - provided by the IW NHS Trust, Solent NHS Trust is a strategic partner.
 - Learning disability services - provided by the IW NHS Trust, Solent NHS Trust is a strategic partner.
 - Ambulance services - provided by the IW NHS Trust, South Central Ambulance Services (SCAS) is a strategic partner
 - General practice services – provided through three primary care networks

The Health and Care Bill proposes that dental, optometry and community pharmacy services will remain the responsibility of NHS England although it is likely that responsibility will transfer to the Integrated Care System from April 2023.

15. It is arguable the fundamental purpose of a local authority is to improve the overall quality of life for the residents of its area. However, there are some services that align more closely to the health and care agenda than others and which more naturally fall into consideration for delegation to a Local Place Based Partnership. These include:
- Adult social care
 - Children's social care
 - Public health
 - Housing

16. The Isle of Wight, as a place, currently has all of its key NHS services (other than primary care) provided through a single body, the IoW NHS Trust and commissioned by the Hampshire, Southampton and Isle of Wight Clinical Commissioning Group. However, whilst this has meant an easily recognisable lead body for the NHS on the Isle of Wight it has brought significant challenges in terms of financial and clinical sustainability. Addressing these issues has been central to the delivery of the health and care improvement plan produced in 2018.

17. This plan was key to recent improvements in the Trust's overall performance (as rated by the Care Quality Commission) supported by the strategic partnerships outlined earlier. However, the health and care improvement plan also identified a demonstrable structural financial deficit inherent in the delivery of health care to a small population. This must be resolved by the partners within the Integrated Care System as it becomes responsible for NHS finance and performance (including clinical) across the area.

18. As the development of the Integrated Care System progresses it is likely that the role of these strategic partners will develop further to support the sustainable delivery of high quality clinical services on the Isle of Wight to the extent that they warrant inclusion in the new place based body. These partners include Portsmouth Hospitals University NHS Trust, Solent NHS Trust and South Central Ambulance Service (SCAS).
19. There are a number of possible place-based governance arrangements which could be agreed with the Integrated Care Board to drive and oversee health and care integration to improve the health and wellbeing of the Island's population in association with the local authority and other partners.

A Consultative Forum:

20. This would effectively meet to inform decisions taken by the Integrated Care System NHS body, local authority and other partners. It would have no accountability for the decisions taken about the delivery of health and care services at a local level but would be able to question the Integrated Care Board about the impact of the decisions it has made on behalf of the community. It is effectively a continuation of the remit of the current Isle of Wight Integrated Care Partnership (ICP)

B. Committee of the Integrated Care Board:

21. The committee would have delegated authority to take decisions about the use of the Integrated Care Board's resources in the area. So effectively it can shape and influence the work of the Integrated Care Board locally to improve the overall health and wellbeing of the Island's population. However, the range of the delegations, impact of the delegations and the degree of 'influence' of the council and other bodies are likely to be limited in scope if the committee did not have a wider influence over other contributors to the health and care agenda (e.g. some council services).

C. Joint Committee of Statutory Organisations:

22. In this model the Integrated Care Board and other organisations such as the council would delegate decision making on specific functions and/or services to a joint committee. This would require the council to agree to delegate some of its responsibilities and resources to the joint committee to align with those of the Integrated Care Board and with the objective of making best use of all resources to meet the statutory requirements of both bodies and improve population health and wellbeing.

D. A single accountable officer with delegated authority:

23. A single accountable individual would have delegated authority from the Integrated Care Board body (and possibly other statutory agencies) to take decisions about the delivery of health and care services across a geography. They could possibly be advised by a local area committee of interested parties however, this would be influenced by the degree of delegation and involvement of other statutory agencies in the arrangements.

E. Lead Provider Agency:

24. A single organisation would contract with the Integrated Care Board for delivering all of its required outcomes across a single geography. This could for example be the Isle of Wight NHS Trust or one of its partners, but ultimately one organisation would be responsible for the delivery of all services. The specification of the outcomes would be agreed with the Integrated Care Board but could be co-produced with the lead provider agency.
25. Health and care partners on the Isle of Wight have a long track record of working collaboratively to improve overall population health and wellbeing since 2015. This was firstly through a Local Care Board (LCB) and more latterly through an Integrated Care Partnership (ICP). However, neither the LCB or the ICP had any formally delegated authority from any of the members to act on their behalf and therefore both have been limited as to what they can do by the limitations on each statutory partner's constitutional governance and decision making process. The introduction of Integrated Care System's and the proposed place based partnerships do offer an option for closer meaningful integration and management of health and care services. The extent of that integration locally would seem to be determined by the appetite of the partners to grasp and commit to the opportunity that is on offer.
26. The Better Care Fund (BCF) on the Isle of Wight has remained consistent and largely unchanged since its inception in 2013. Additional schemes were added in 2017 as a result of the Improved Better Care Fund (iBCF) which increased the funding received from central government. Further schemes were included in 2019 as a result of the integration of continuing healthcare with the council's adult social care services. The majority of expenditure (with the exception of the iBCF funding) is recurrent. The Better Care Fund is delivered through existing contractual relationships and internal service delivery teams This is now overseen by the Hampshire, Southampton and Isle of Wight Clinical Commissioning Group and the council in collaboration and agreement via a section 75 agreement.
27. The current Better Care Fund section 75 agreement is a complex and extensive document which has the opportunity to be simplified thereby reducing the burden for reporting and accounting. Many schemes now overlap, and a review of each scheme will help to remove duplication. Information is being sought from NHS England Regional BCF Lead, Hampshire and Isle of Wight BCF leads to maximise alignment and reduce administration in the BCF planning for 2021/2022.
28. A review of the Better Care Fund schemes is being undertaken during 2021/2022 that will lead to a revised framework for Isle of Wight delivery of effective integrated services at local place based level by 2022/2023. This will also lead to a structured review of the BCF section 75 agreement framework around the development of local place based principles and Isle of Wight health and care plan refresh. This coincides with the work underway to review and consider the council's approach to the Local Place Based Partnership agenda.

STRATEGIC CONTEXT

29. The council's new draft corporate plan is to be considered at the same meeting of the Cabinet as this paper. It will include a provision for the council to work to the Island being a place where everyone "is part of the community and enjoys good health". Active engagement with the development of the Hampshire and Isle of Wight

Integrated Care System and more importantly in shaping a new Local Place Based Partnership for the Island would support the council in delivering this aspiration.

CONSULTATION

30. This paper has been developed following discussions with the Isle of Wight Local Care Board, Hampshire, Southampton and Isle of Wight Clinical Commissioning Group and representatives from the Isle of Wight NHS Trust.

SCRUTINY COMMITTEE

31. The subject was debated at the Policy and Scrutiny Committee for Health and Social Care in September and it concluded that:
- It was vital that the Director of Adult Social Care have a position on the ICS NHS body as well as on the Hampshire and Isle of Wight ICS Partnership.
 - The Island's MP be requested to assist the Council in pressing the Government for additional funding for adult social care as a matter of urgency.
32. The comments of the Corporate Scrutiny Committee will be reported verbally following its meeting of the 12 October.

FINANCIAL / BUDGET IMPLICATIONS

33. The Hampshire and Isle of Wight Integrated Care Board has yet to determine to a financial allocation for the Isle of Wight or the services that it will delegate for local management in any form. However, it is known that the Island's health services provided through the NHS Trust have an annual structural deficit of £20m as a result of providing services in a unique Island context and a further additional operating deficit of c£16m in the current year.
34. The Isle of Wight Council has agreed a lawful and balanced budget in 2021/2022 which is predicated on savings of some £3.5m on its budget for 2020/2021. It cannot set a deficit budget and has forecast a need to save £9m over the three years starting in 2022/2023. If any investment is required for a Local Place Based Organisation it would need to be funded from existing resources.
35. The value of the 2021/2022 Better Care Fund is £52.4m, which includes £6m as Integrated Better Care Fund and winter pressures funding. The Isle of Wight Better Care Fund operates more as an aligned rather than a pooled budget currently. The Integrated Better Care Fund and winter pressures funding is non-recurrent and subject to central government determining its continuation on a year on year basis.

LEGAL IMPLICATIONS

36. The Better Care Fund Policy Framework set out by the Department of Health & Social Care (DHSC) and the Ministry of Housing, Communities and Local Government (MHCLG) provides the mechanisms for joint health, social care, and housing, planning and commissioning of integrated care to support independence (including reducing admissions to care homes), avoid hospital admissions and delays at discharge to appropriate care.

37. The Better Care Fund is mentioned throughout the NHS White Paper “Integration and Innovation” (February 2021) mainly in the context of:
- a). changes to the legal functioning of the Better Care Fund (standalone from the NHS Mandate) and
 - b). re-invigoration of place-based structures for NHS/Adult Social Care (ASC) integration (Health & Wellbeing Boards (HWB) and BCF/S.75 arrangements) as a mechanism for agreeing priorities, particularly local mental health, community and primary care services integrated care pathways.
38. The Isle of Wight Better Care Fund section 75 agreement is a large and complex document dating back to its inception 2013, revised for 2017-2019 with the Integrated Better Care Fund, which has been rolled forward in 2019/2020 and 2020/2021 by Deed of Variation. The document sets out the legal basis, governance, key performance indicators and reporting, schemes descriptions/service specifications for the delivery of the fund. There is an opportunity to simplify the section 75 Agreement to reflect new governance and aspirations based on a Local Place Based Partnership and the principles, priorities, and fit with both the Integrated Care System and local authority direction of travel.
39. The NHS England Better Care Fund programme is managed regionally with an allocated regional manager. The Isle of Wight is part of the Better Care Fund Forum to ensure exchange of NHS England guidance and information is obtained.
40. The oversight of the Better Care Fund’s section 75 for the Island is done in collaboration by the Hampshire, Southampton and Isle of Wight Clinical Commissioning Group and council commissioners. Proposals to use the funds must be submitted to both the Integrated Care Partnership and then the Health and Wellbeing Board for formal sign off and approval. This is in addition to the sovereign organisations’ internal governance routes (e.g. Hampshire, Portsmouth and Southampton CCG Partnership Board and the council’s Cabinet). Monitoring of Better Care Fund spend is provided via a quarterly reports for section 75 aligned budget use.

EQUALITY AND DIVERSITY

41. The council as a public body is required to meet its statutory obligations under the Equality Act 2010 to have due regard to eliminate unlawful discrimination, promote equal opportunities between people from different groups and to foster good relations between people who share a protected characteristic and people who do not share it. The recommendations in this paper should in the long term lead to improved health outcomes for all including those with the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

OPTIONS

42. The options available to the council are as follows:
- (a) Explore the potential for forming a joint committee for the delivery of Integrated Care System NHS services and Isle of Wight Council services

for the Isle of Wight, on the basis of delegating responsibility for the delivery of Better Care Fund activities to the joint committee in the first instance.

- (b) Work with the Integrated Care System's Integrated Care Board to develop a consultative committee to advise the Board on the delivery of health services on the Isle of Wight.
- (c) Work with the Integrated Care System's Integrated Care Board to develop an Isle of Wight Committee to advise on the delivery of health services on the Isle of Wight and secure whatever influence possible without any delegation of council services and resources.
- (d) Look to abolish the Isle of Wight Integrated Care Partnership at the point that a new Integrated Care System sponsored Local Place Based Partnership arrangement is established for the Isle of Wight.

RISK MANAGEMENT

- 43. If the council is not engaged with the development of the Hampshire and Isle of Wight Integrated Care System and in trying to shape a Local Place Based Partnership for the Island then it risks missing the opportunity to impact on improving the overall health and wellbeing of the Island's population. Its only impact would be in following the statutory requirement to collaborate with the NHS on improving population health. However, improving public health is part of its wider responsibilities already so it does run the risk of not making the best use of all available opportunities to do this.
- 44. The council may choose to engage with the new Hampshire and Isle of Wight Integrated Care System arrangements and the Local Place Based Partnership to as much or little a degree as it wishes. The more it engages then the greater the likelihood of the responsibility for the management and allocation of more NHS resources being delegated to the Isle of Wight. However, the council would need to delegate the control of some of its own resources to the partnership with the risk, which could be mitigated with appropriate conditions for delegation. that the partnership is not able to deliver on the council's statutory responsibilities in these areas. Therefore, the degree of delegation needs to be carefully considered to not expose the council to risk of challenge in any failure to discharge its statutory duties effectively and properly.
- 45. In delegating some of its resources to be discharged by the Local Place Based Partnership, the council would be giving up the opportunity to use some or all of these resources to help manage the overall challenges within its budget. However, it is possible that by the partnership making better use of the totality of health and care resources available there could be wider efficiency and service delivery savings which could be to the council's benefit.
- 46. The council will want to be minded to guarantee that there is adequate local democratic representation and oversight at the level of both the Integrated Care Board and also the Local Place Based Partnership. This will ensure the views of the community can be clearly heard alongside those of people who need care and support in the development of delivery of strategies to improve local population health.

47. The Integrated Care Board and Local Place Based Partnerships are new bodies, and it will take them time to understand and shape the role they wish to play in transforming population health. However, if the Local Place Based Partnership is successful it is going to require local leadership and dedicated resources to drive the organisation forward and bring together all partners to make a significant difference to the health of the Island's population. The model favoured by NHS partners would be for an independent chair of the Local Place Based Partnership accountable to all partners for the finance and performance of the partnership.
48. At this time there are considerable pressures across the NHS to deliver services in response to the ongoing covid-19 pandemic, deal with winter pressures and catch up with the delivery of services delayed by covid-19. The delivery of care services may be overshadowed to some extent by these wider agendas and the council may therefore want to take a deliberate, incremental and phased approach to the delegation of all or any of its services to the remit of a Local Place Based Partnership.
49. The formation of the Hampshire and Isle of Wight Integrated Care Board by April 2022 is unlikely to provide sufficient time for it to agree the delegation of resources and responsibility for outcomes to place based arrangements in 2022/2023. As a result, the existing arrangements will be likely to continue in the coming year. Therefore, there is time to build a strong local arrangement in readiness for the delegation of responsibilities from 2023/2024 onwards, provided their leadership and governance can be identified early
50. There can be no successful Local Place Based Partnership model if the Integrated Care Board or the NHS nationally is unable to properly fund the structural deficit in the NHS funding for the Isle of Wight.

EVALUATION

51. There is still a significant amount of uncertainty about how the proposals in the Health and Care Bill will impact on the Isle of Wight and its relationship with Hampshire, Portsmouth and Southampton Clinical Commissioning Group/Integrated Care System. However, the Health and Care Bill and the developing Local Place Based Partnerships do offer an opportunity for the council to play a full and active role in shaping improvements in population health and wellbeing for many years to come.
52. On this basis it would be sensible for the council, as a community leader, to secure a role in which it is able to influence the allocation and spending of NHS resources on the Isle of Wight, ensuring that the benefit of that spend is maximised for the local community. At the same time, it should also consider to what extent it is able to make best use of its current and future resources to increase the integration of health and care services, making the most of all the funding available to the Island and thereby making the biggest difference for the Island's community. The more the council is able to commit to a shared arrangement then the more influence it is able to exert over the Local Place Based Partnership arrangements.
53. However, there are a significant number of unknowns at this time; not least of which the degree to which the structural and operating deficits in the health budget will be addressed when the new arrangements come into place. The level of delegation of the functions and services of the Integrated Care Board is also unclear. Both of these factors impact on any potential Isle of Wight partnership arrangements, as do any existing partnership arrangements in place with Isle of Wight health partners.

54. In addition to the uncertainty relating to the NHS position it must be noted that the lack of clarity as to the future funding of adult social care also has the potential to impact on future Integrated Care System partnership arrangements. Government announcements in recent weeks do not give any indication about additional funding for council services and continue to leave open the opportunity for local authorities to level a social care precept as part of the council tax as the means of funding the increasing demand pressures on the adult social care budget.
55. The picture is still taking shape and the council may choose to wait and see how it evolves or could seek to find a route into the emerging arrangements that minimises its risk but maintains its ability to extend its input should things progress successfully. On this basis the joint committee would offer the more suitable approach, making use of the council's investment in the Better Care Fund, which is already considered a 'shared spend' with health and subject to formal agreement with health partners. In effect this offers no more than the council is committing at present but does open up the possibilities of sharing responsibility for developing and integrating arrangements for the delivery of health and social care services on the Island with shared accountabilities for its success.
56. The joint work between the council, health and other partners has demonstrated over the last six years the strength of mature and collaborative arrangements between all the players in the health and care system locally. Strong place-based networks will be central to extending the success of these arrangements. However, the Isle of Wight's existing Integrated Care Partnership has been restricted in its ability to act as more than a 'consultative' committee, on the basis that it has no formal delegation of responsibility or resources. It has been a coalition of the willing but has contributed to strong and effective working arrangements across the area.
57. It is unlikely the council would be able to exert more influence other than as an existing stakeholder were the place-based model to be in the form of a committee of the Hampshire and Isle of Wight Integrated Care Board. The local organisation would need to continue to work with the council as needed when services interact, but the ability to influence and shape the decisions and direction of the Integrated Care Board would be limited by the extent to which the council is able to influence the Integrated Care System Health and Care Partnership. The same would also be true in all other potential models of place-based delivery.

BACKGROUND PAPERS

58. "[The Health and Social Care White Paper explained](#)", Helen McKenna, Kings Fund, March 2021
59. [Integrated Care Systems: design framework](#), NHS, June 2021
60. [Isle of Wight Health and Care Plan 2018-21](#)

Contact Point: John Metcalfe, Chief Executive, ☎ 821000 e-mail john.metcalfe@iow.gov.uk

JOHN METCALFE
Chief Executive

CLLR LORA PEACEY WILCOX
Leader of the Council and Cabinet Member for Strategic Partnerships
CLLR KARL LOVE
Cabinet Member for Adult Social Care, Public Health and Housing Needs



Purpose: For Decision

Cabinet report

Date **14 OCTOBER 2021**

Title **BETTER CARE FUNDING UPDATE 2021/22 and 2022/23**

Report of **CABINET MEMBER FOR ADULT SOCIAL CARE, PUBLIC HEALTH AND HOUSING NEEDS**

EXECUTIVE SUMMARY

1. This report provides an update to Cabinet on the review and direction of travel of the current Better Care Fund (BCF) Section 75 Agreement; national direction and principles for management of 2021-22 BCF; and development of 2022-23 BCF.
2. The final BCF submission will be presented to the Health and Wellbeing Board 28 October 2021 for approval (statutory sign off process) before the final submission is made to the National BCF team as required by 11 November 2021.
3. This report is provided to Cabinet to ensure that the Council's senior leadership is not only aware of the position with this critical funding stream towards health and social schemes but is also able to confirm their support or otherwise for the current direction of travel.
4. The council's cabinet is asked to consider the information provided in this report and is asked to agree the recommendation made.

RECOMMENDATION

5.

Option 1 – namely: To note the proposals and provide approval for:

- i. Key areas for review in 2021-22
- ii. How the BCF allocated funds are intended to be managed by senior staff of both the council and Hampshire, Southampton and Isle of Wight Clinical Commissioning Group (CCG) to develop and report the BCF scheme and the schemes for 2021/2022 and 2022/23.
- iii. Agree issue of Deed for Variation for 2021-22 and develop a revised Better Care Fund S75 Agreement with revised schemes for 2022-23

BACKGROUND

6. The current BCF has been in place since April 2017 and is based around the following schemes:
 - a) Locality/Community Model (nursing, crisis response and falls etc).
 - b) Hospital to Home (Home and Residential Care, Single Point of Access, Personal Assistants etc., Winter Pressures spend)
 - c) Carers Support
 - d) Community Voluntary Sector (Early Help and Intervention etc)
 - e) Support for Providers (Raising Standards)
 - f) Promoting Independence (Disabilities Facilities Grant, Equipment inc. Assistive Technology, etc.)
 - g) Rehabilitation, Reablement and Recovery (Integrated Discharge Team (SPARRCS), Rehab. bedded care, Reablement etc.)
 - h) Integrated Mental Health Provision (Woodlands and Mental Health (MH) Grants)
 - i) Learning Disabilities (Westminster House)
 - j) Continuing Healthcare including Hospital Discharge Scheme (HDS)
 - k) Care Act Infrastructure (Maintenance of ASC provision etc.)

7. Since 2018/2019 the BCF has been stable in terms of the workstreams it contains, and the funding attached by both the council and the CCG to those workstreams. The only significant change has been the inclusion of both the Continuing Health Care (CHC) provision and Funded Nursing Care (FNC) following the integration of the CCG team with the councils Adult Social Care and Housing Needs Department in January 2019.

8. Senior staff of both the council and the CCG are engaged in both the development and reporting for the BCF scheme under the current governance process applied. The schemes for 2021/2022 continue to be in development as central government has, to date, not released the guidance for this financial year (at time of drafting report it is expected the Planning Template return and guidance will be received 17 September 2021). It is anticipated for this financial year the following activities will be required:
 - The governance process for the BCF will be reviewed and aligned with the refresh of the Integrated Care Partnership (ICP) and the new Integrated Care System (ICS) also reflecting the now merged CCG for Hampshire, Southampton and the Isle of Wight.
 - Between September 2021 and March 2022, the current BCF schemes will be reviewed to identify effectiveness and value for money. This will inform decision around which schemes stop, carry on or are changed
 - On receipt of the national guidance for the BCF, the Section 75 Agreement to govern the BCF for 2021/2022 will be developed in partnership by the council and the CCG in terms of deeds of variation. The Section 75 Agreement will provide clarity around the transfer of the CCG minimum mandated contribution to Adult Social Care and the agreed way in which that will be spent. It is accepted that the contribution will be transferred without

deduction or expectation that it will be recharged against CCG service deliverables.

9. The total value of the 2020-21 BCF was £52,400,000.
10. Mandatory inclusion in the BCF includes:
 - o CCG contribution to Adult Social Care (ASC) (uplifted by 5.3 per cent for 2021-22) to be used for social care and out of hospital spend
 - o ASC Disability Facilities Grant
 - o ASC Improved BCF (iBCF) and Winter Pressures Funding
11. The remainder is non-mandatory (except NHS funded Hospital Discharge Scheme (new in 2020-21) and accounted for £32.4m of the fund. CCG contribution overall is c.£42m and ASC c.£10m. on 2020-21.
12. The IW BCF operates more as an aligned budget than a pooled budget.
13. There are three proposed areas for BCF review in 2021-22:
 - a) **Early Help and Prevention** (including all voluntary sector funded Better Care Fund services) – agreed by Integrated Care Board, the council is leading and is due to report by October 2021 to action agreed outcomes in 2021-22 including revised scheme and associated budget for 2022-23 Better Care Fund.
 - b) **Rehabilitation, Reablement and Recovery (Regaining Independence)** – a bedded care review has been initiated by the Community Oversight Group; a full review of Rehabilitation, Reablement and Recovery, including discharge pathways, Integrated Discharge Team (IDT), Onward Care Intervention Team etc., is proposed. To action agreed outcomes in 2021-22 including revised scheme and associated budget for 2022-23 Better Care Fund. (This will incorporate a review of the SPARCCS (Single Point of Access Service) and Enhanced Professional Service scheme lines and a re-specification within the context of Hospital Discharge Service and Integrated Discharge Team to support allocation and Local Authority agreement of the associated funding from the NHS Adult Social Care Mandatory Contribution.)
 - c) **Refresh of the other Better Care Fund Schemes and associated funding – revised Framework for Isle of Wight delivery of effective integrated services at locality (Integrated Care Partnership) level by 2022-23** – Undertake a structured review of the Better Care Fund Section 75 agreement framework, scope, metrics/Key Performance Indicators and funding opportunities, based on agreed Integrated Care Partnership over-arching principles and IW Health and Care Plan refresh. This is intended to potentially reduce the number of individual Schemes (11) to reflect the updated models of integrated practice being agreed/consolidated; e.g. with key over-arching schemes such as Discharge and Community Integration, Voluntary Sector Offer, Integrated Mental Health and Learning Disabilities, and Continuing Healthcare.

STRATEGIC CONTEXT

14. The IW BCF Section 75 (S75) is a large and complex document dating back to its inception 2013, revised for 2017-19 with the iBCF, which has been rolled forward in 2019/20 and 2020/21 by Deed of Variation. The document sets out the legal basis, governance (BCF S75 Board via Integrated Care Board (ICP), to Health and Wellbeing Board), Key Performance Indicators and reporting, Schemes descriptions/service specifications etc.
15. Many written Schemes and associated service specifications are out of date in terms of reflecting up to date practice; particularly affected by rate of change over the past year and governmental directives. Many Schemes now overlap in terms of integration. There is opportunity to simplify the S75 Agreement to reflect new governance and aspirations based on emerging ICP place principles, priorities, and fit with both NHS Integrated Care Systems and Local Government direction of travel.
16. The BCF Plan and S75 needs to be considered within the context of the Isle of Wight Health and Care Plan and emerging council Corporate Plan to drive system transformation, financial savings and efficiencies while being focused on local people and local delivery. And the S75 agreement will remain in place as the financial and contractual vehicle between the CCG and Local Authority and supports the development of an integrated health and care partnership and refresh of the Islands Health and Care Plan.
17. The framework for the BCF derives from the government's mandate to the NHS, issued under Section 13A of the NHS Act 2006. The BCF provides a mechanism to promote and strengthen integration of health, social care and housing planning and commissioning. And in this context the use of pooled funding arrangements remains consistent with the development of Integrated Care Systems/Partnerships (ICS/ICP).
18. It brings together ring fenced CCG allocations, and funding paid directly to local government, including IBCF, Disabled Facilities Grant and winter pressures alongside locally identified budgets into pooled budget arrangements.
19. The BCF Plan aligns with a number of strategic plans including:
 - The IOW Health and Wellbeing Strategy – in particular the BCF aligns with the Living Well and Aging Well domains.
 - The IOW Health and Care Plan – the BCF aligns with the focus on prevention, integration and care close to home
 - The ASC Care Closer to Home Strategy (CCtH) -which also aligns to the Councils corporate plan. The BCF provides a vehicle for delivery of CCtH core delivery and enabling pillars including: promoting wellbeing, improving wellbeing and protecting wellbeing as well as integration and partnerships and commissioning for value and impact.
 - The HIOW Partnership of CCGs Delivery Plan
 - The System Winter Resilience Plan
 - The Extra Care Strategy
 - The Disabled Facilities Grant Plan
20. In addition, it should be noted that any proposals under a revised Health and Social Care Bill may impact on the Better Care Fund, and councils and CCG staff will address any impact once it is known.

CONSULTATION

21. The BCF planning template and associated Section 75 agreement is developed and updated by the CCG and council. Wider stakeholders including ICP partners, have been involved in the development of the Health and Care Plan and BCF planning.
22. This paper has been discussed with the Cabinet Member for Adult Social Care, Public Health and Housing Need, the Leader of the Council (both of whom are members of the ICP), and the Chair of the Policy and Scrutiny Committee for health and social care.

FINANCIAL / BUDGET IMPLICATIONS

23. For 2021/22 and 2022/23 Finance leads in the Council and CCG will work jointly with BCF scheme leads to review all funding allocations. The approach and detail will be worked up and agreed through the System Finance Group. This will also provide focus in ensuring any queries in relation to the level of mandated contribution by the CCG are resolved.
24. The total value of the Better Care Fund in 2021/22 is £52,794,044. This value is made up of both mandated and discretionary funding contributions from both the CCG of £42,004,343 and the council £10,789,701.
25. From this allocation, services are then agreed in line with the BCF guidance and funding transferred to either the CCG or council based on who commissions the service. The table below shows the schemes within the BCF and where the money has been transferred to provide the services and contractual payment commitments against each of the identified schemes:

Scheme	BCF FUNDING ALLOCATED TO EACH PARTNER		
	CCG £'000	IWC £'000	Total £'000
1) Locality / Community Model	7,621	67	7,688
2) Hospital to Home	69	1,261	1,330
3) Carers	0	577	577
4) Voluntary Community Sector	0	863	863
5) Provider Sector	0	80	80
6) Promoting Independence	44	3,250	3,295
7) Rehabilitation, Reablement and Recovery	5,004	5,612	10,617
8) Regaining Independence - Hospital Discharge Scheme	0	4,317	4,317

9) Integrated Mental Health Provision	2,246	147	2,393
10) Learning Disability Services	0	1,070	1,070
11) Continuing Health Care and Funded Nursing Care	15,573	0	15,573
12) Care Act and Infrastructure	0	4,991	4,991
Total BCF funding shared between CCG/IWC to fund scheme contracts	30,558	22,236	52,794
	58%	42%	100%

* Hospital Discharge Schemes are still under review and subject to change following government decision on any ongoing funding.

26. The above figures include an uplift of 5.3 per cent compared to 2020-21.

LEGAL IMPLICATIONS

27. The BCF Policy Framework set out by the Department of Health and Social Care (DHSC) and the Ministry of Housing, Communities and Local Government (MHCLG) provides the mechanisms for joint health, social care, and housing, planning and commissioning of integrated care to support independence (including reducing admissions to care homes), avoid hospital admissions and delays at discharge to appropriate care.
28. The BCF is mentioned 13 times in the NHS White Paper “Integration and Innovation” (February 2021) mainly in the context of:
- changes to the legal functioning of the BCF (standalone from the NHS Mandate) and
 - re-invigoration of place-based structures for NHS/Adult Social Care (ASC) integration (Health and Wellbeing Boards (HWB) and BCF/S75 arrangements), as a mechanism for agreeing priorities, particularly local mental health, community and primary care services integrated care pathways.
29. The BCF is mentioned in the Health and Care Bill due to be set before Parliament in the Autumn, including new powers of the Secretary of State to direct NHS Act Section 75s (delegations) outside the Mandate.
30. The IW BCF S75 is a large and complex legal arrangement dating back to its inception 2013, revised for 2017-2019 with the iBCF, which has been rolled forward in 2019/2020 and 2020/2021 by Deed of Variation. The document sets out the legal basis, governance (BCF S75 Board via Integrated Care Board (ICP), to Health and Wellbeing Board); Key Performance Indicators and reporting; and schemes descriptions/service specifications etc. There is opportunity to simplify the S75 Agreement to reflect new governance and aspirations based on local place-based partnerships principles, priorities, and fit with both NHS ICS and Local Government direction of travel.

31. Although required to review and revise the S75 agreement around the agreed priorities, it is not necessary to create a complete re-write of the S75 document every year to form a new agreement. In considering revisions:
- It will be reviewed to reflect any specific changes and will maintain the financial risk sharing between the CCG and council should the pooled budget overspend or underspend;
 - It will clarify the transfer of the CCG minimum mandated contribution to Adult Social Care and the agreed way in which that will be spent;
 - It will seek to simplify the S75 Agreement to reflect new governance and aspirations based on emerging ICP place principles, priorities, and fit with both NHS Integrated Care Systems and Local Government direction of travel.
 - It continues to maintain the spirit of the original S75 rather than seeking to start a new agreement that would take considerable time and resource to produce a very large agreement document from scratch with little change to the needs of the agreement.
32. The NHS England BCF Programme is managed regionally with an allocated regional manager. The Isle of Wight is part of the BCF Forum to ensure exchange of NHS England guidance and information is obtained.
33. The oversight of the BCF S75 for the Island is in collaboration between the IW CCG and council commissioners. This is overseen by both the Managing Director of the IW CCG and Assistant Director for Commissioning (IWC). Proposals to use the BCF funds must be submitted to both the ICP and then in turn via the HWB for formal sign off and approval. This is in addition to the sovereign organisations internal governance routes (e.g. CCG Partnership Board and councils Cabinet). Monitoring of BCF spend is provided via a quarterly monitoring reports for S75 aligned budget use.

National Approval of agreed plans

34. The BCF plan will be approved by NHS England following joint NHS and Local Government regional assurance process against a set of guidance principals in the BCF planning guidance submission return.
35. In summary:
- BCF planning submissions are due by 11 November 2021
 - Scrutiny of plans by regional assurers and regional moderation
 - Cross regional assurance and advice to NHSE BCF Board
 - Approval letters issued
36. There is regional accountability to ensure that all conditions and requirements are met. Region provides plan approval recommendations to national partners. Following submission they will provide constructive check and challenge to the local system and will advise remedial actions wherever the local plans do not meet expected requirements and also where the plan is compliant but there is scope to improve.
37. Where there are concerns over the submission, performance or compliance with BCF requirements, the Better Care Fund Support team (BCST) and Better Care Manager (BCM) will take action that could range from informal support, advice and guidance; moving through formalized support and formal regional meetings; up to formal escalation panels that involve NHS England and LGA. In the event of any intervention the BCM will track progress against the agreed actions.

38. In the event of national escalation, under the NHS Act 2006, NHS England does have the ability to direct the use of CCG funds where an area fails to meet the BCF conditions.
39. The escalation panel may also make recommendation that an area should amend plans that relate to spending of the DFG, Winter Pressures or IBCF, but this money is not subject to NHSE powers. However if there is not agreement and a plan cannot be agreed Departments can recover grant payments or withhold future funding.

EQUALITY AND DIVERSITY

40. The council as a public body is required to meet its statutory obligations under the Equality Act 2010 to have due regard to eliminate unlawful discrimination, promote equal opportunities between people from different groups and to foster good relations between people who share a protected characteristic and people who do not share it. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
41. Any schemes that are reviewed under the BCF funding proposals may require the necessary equality impact assessment to be reviewed. These will each determine how a service promotes equality and diversity to ensure legal compliance in how the services we provide and the decisions that we make meet the needs of our local community under our equality and diversity duties.

OPTIONS

42. Option 1 – To note the proposals and provide approval for:
 - i. Key areas for review in 2021-22
 - ii. How the BCF allocated funds are intended to be managed by senior staff of both the council and Hampshire, Southampton and Isle of Wight Clinical Commissioning Group (CCG) to develop and report the BCF scheme and the schemes for 2021/2022 and 2022/23.
 - iii. Agree issue of Deed for Variation for 2021-22 and develop a revised Better Care Fund S75 Agreement with revised schemes for 2022-23
43. Option 2 – To note the proposals and not provide approval for:
 - i. Key areas for review in 2021-22
 - ii. How the BCF allocated funds are intended to be managed by senior staff of both the council and Hampshire, Southampton and Isle of Wight Clinical Commissioning Group (CCG) to develop and report the BCF scheme and the schemes for 2021/2022 and 2022/23.
 - iii. Agree issue of Deed for Variation for 2021-22 and develop a revised Better Care Fund S75 Agreement with revised schemes for 2022-23.

RISK MANAGEMENT

44. There is significant risk to both the IOW Council, the CCG and the wider system in the event that BCF Plans and submission for future years are not agreed and subsequently approved by regulators. This risk is mitigated by thorough and early planning together with good governance. It is essential that the required reporting framework is adhered to.
45. The action being taken is to note and approve how the BCF allocated funds are intended to be managed and reviewed. In approving this approach there is no risk as it ensures that the council and CCG complies with its legal responsibilities to submit its BCF plans for approval by the national bodies.

EVALUATION

46. The proposed way forward has been carefully considered with senior staff of both the council and the CCG. Having considered the above, it is felt that option 1 is preferred, as it maintains the requirement to agree and prepare to sign off and submit BCF planning submissions which are due by 11 November 2021, following approval by the Health and Wellbeing Board on 28 October 2021.

Contact Point: Ian Lloyd Strategic Manager ASC Partnership and Support Services,
☎ 821000 ext 8964 e-mail ian.lloyd@iow.gov.uk

LAURA GAUDION
*Director of Adult Social Care and
Housing Needs*

(CLLR) KARL LOVE
*Cabinet Member for Adult Social Care, Public
Health and Housing Needs*

This page is intentionally left blank



Purpose: For Decision

Cabinet report

Date	14 OCTOBER 2021
Title	LIVING WELL AND EARLY HELP SERVICE FOR ADULTS
Report of	CABINET MEMBER FOR ADULT SOCIAL CARE, PUBLIC HEALTH AND HOUSING NEEDS

EXECUTIVE SUMMARY

1. This report seeks authority from Cabinet to approve the continued funding for the Living Well and Early Help services for adults within our community.
2. The Living Well Service has been a part of our local health and social care system since 2018 and provides valuable community-based wellbeing and resilience support for our islands vulnerable residents.
3. Isle of Wight Council confirm ongoing funding (from council CCG budgets) for the financial year 2021 – 2022 with the intention that a full-service review was undertaken, including consultation with island residents via people who had accessed and/or delivered the service over the past three years. The Council proposal is that the review leads to the recommissioning of a refreshed community service offer providing a greater community outreach focus to ensure that the wellbeing of local people was maximised.
4. It is appreciated that there is a lack of certainty in council funding for Adult Social Care as a result of recent announcements. The risk associated with this lack of certainty will be managed through our contracting procedures as we move forward. As with all Adult Social Care contracts a six month termination clause allows for a contract to be ended if funding should cease. There are no financial penalties associated with termination in this way. There is the potential for risk in ongoing service delivery and any activity delivered under the early help provision would have to be absorbed within other statutory services.
5. The aim of the Living Well Service is to deliver a holistic community person centred well-being support, in partnership with local communities, Town and Parish Councils and the voluntary sector. The service will work towards ensuring that people are enabled to live well and independently at home and in their communities. In addition, this service is designed to support the statutory and community sector to better enable people to live well in their own home, to support people returning home from hospital, to increase community-based support in order to reduce the need for more complex Adult Social Care interventions.

6. The scope of the Living Well Service has increased over time and is now aligned to other voluntary sector initiatives including:
 - a. Care Navigators
 - b. Living Well Support Workers
 - c. Brokerage support for self-funding care
 - d. Volunteering Good Neighbours Scheme
 - e. Help Through Crisis
7. This report is provided to Cabinet to ensure that the council confirm their support for the recommissioning of this service with a greater focus on support within local communities and partnership working.
8. The Council's Cabinet is asked to consider the information provided in this report and in the appendices and is asked to agree the recommendation made.

RECOMMENDATION

9. Option One. Commence formal reshaping and tendering of the Living Well and Early Help Service for Adults with a revised service specification, which reflects the feedback provided by local people and stakeholders, as part of the recent consultation and regular reporting from the current providers. To offer a contract for a three-year initial term, with the option to review and extend for up to a further two years. The three-year contract for the recommissioning of a Living Well and Early Help service would ensure that the service is developed to meet the needs of our Islands residents for the future and to encourage our local voluntary sector partners to bid for the contract opportunity, as there will be greater certainty in terms of funding.

BACKGROUND

10. In 2017 a review of the adult social care demand data identified that over 55% of older people living on the island did not meet the financial threshold to receive council funded adult social care and as a result were required to make their own arrangements for care and support. In addition, the information reviewed identified that approximately 40% of local people who approach Adult Social Care for help were deemed not to be eligible for statutory care and support at that point. As Adult Social Care was unable to assist people, they were sign posted to other organisations for support but inevitably, this resulted in people re-presenting to Adult Social Care at a time in the future, with reducing well-being and having not being able to live well and independently in their communities and homes.
11. The Living Well Service was established to help our local communities and vulnerable Island residents to access support. The Islands demographic challenges meant that positive, proactive and person focused early help was essential in managing demand for statutory services. As one in five of the Island's population is over the age of eighty years old, and as there is higher than national average population of adults with learning disabilities on the Isle of Wight, our approach to early help and promoting wellbeing and resilience is critical.
12. The Living Well Service was co-designed with a consortium of voluntary sector partners. It was intended that the Living Well Service would:
 - a. Support a reduction in delayed transfers of care through contribution to the high impact change model

- b. Create community capacity to divert demand from Adult Social Care, particularly those that are ineligible for statutory funding (42% of enquiries)
- c. Support people to increase their ability to self-care, live well and retain their independence thereby helping to reduce/delay the need for emergency admissions and a move to residential care

By:

- d. Building individual and community resilience
- e. Ensuring demand on statutory organisations is more appropriate, increasing workforce capacity (right person, right task)
- f. Supporting Voluntary Community Social Enterprise (VCSE) organisations to be better able to play an active role in a Health and Care System response, avoiding more costly interventions except in the most complex cases
- g. Improving and enabling appropriate non-statutory safeguarding responses
- h. Making sure that carers felt more supported, reducing carer breakdown or crisis
- i. Ensuring that people funding their own care feel they have direct support
- j. Supporting people to feel less socially isolated

13. In addition, it was proposed that the Living Well Service was driving the development, regaining, and sustaining of each person's independence by making sure that:

- a. People ineligible for Adult Social Care funding receive relevant and timely support from the voluntary and community sector, to help them live well and independently, provide care closer to home and help reduce delays in transfer of care back into the community
- b. Lower re-referral rates to Adult Social Care as people are supported to develop or regain, and sustain independence (we need to understand better why people are re-referred to know we can meet this outcome)
- c. People feel more confident so that they can manage their own care
- d. Carers feel more supported, reducing carer crisis or breakdown
- e. People's mental health needs are supported as part of the holistic response from VCSE organisations thereby reducing demand on other services and sustaining independence.

14. Key to the service was ensuring that our Island residents were supported to live as independently as possible and that

- a. People, families, and carers have access to early help that focuses on choice to achieve care at home, or closer to home.
- b. People are better able to manage their own care and have access to support that will enable independent living
- c. For those unable to be completely independent, supported self-care will be achieved, with the ability to make a self-referral back if they are experiencing difficulties or crisis.

15. The importance of having a holistic service to support people not eligible for statutory services, enable us as a council to ensure that people live a good, healthy and happy life, that they are helped to 'thrive' and not simply 'survive', and that we minimise the need for intrusive or unwanted statutory service interventions.

16. Originally the Living Well Service was commissioned by the council using monies from the Improved Better Care Fund (IBCF) in 2017. The initial grant funding agreement ended in 2020 and was replaced with annual joint grant funding between the Isle of Wight Council (IWC) and the Hampshire, Southampton, and Isle of Wight Clinical Commissioning Group (CCG), as the service was expanded to include the services outlined in paragraph six of this report.
17. The service has been a success and supports people to increase their ability to self-care, live well and retain their independence.
18. The very low re-referral rate back into adult social care is a key indicator of the success of this community support service, diverting people away from the statutory services and supporting people to maximise their independence and well-being in their own homes and local communities.
19. 2021/2022 saw the end of the commissioning arrangements and provided an ideal opportunity to reflect on the current service and how this could be improved to support local people. Whilst the outcomes we are seeking to deliver are unlikely to change, the review has enabled us to ask people about how we can do better, the support that they want and how they want that support to be delivered.
20. Following the request by Islands Integrated Care Partnership, a deep dive review and engagement exercise in relation to the Living Well service and early help offer for adults on the Isle of Wight was undertaken in 2021. The results of that review have enabled consideration to be given to the recommissioning of a Living Well and Early Help service for adults and to ensure that the service is developed to meet the needs identified by our Islands residents for the future.
21. The review has indicated that any new Living Well and Early Help service for adults needs to include the following areas of support as we move forward:
 - Support that is based and bespoke to local communities – helping and supporting people with their own well-being, low level care and support needs, and to maintain positive mental health in the communities in which they live
 - Providing greater access to advice, guidance, information and support for people and their families who fund their own care
 - Building sustainable solutions, based in local communities, that support local people to ‘thrive’ in their own communities and homes.
 - Ensuring that there is easy to access and positive support for local people who experience health and social care crisis.
22. The service specification and outcome measures for the recommissioned service will be developed in collaboration with our Town and Parish Councils, and with key stakeholders to ensure the early help offer for the Isle of Wight is fit for purpose, sustainable and is able to continually meet the needs of the community. The responses already provided by island residents as part of the full consultation undertaken will also be used to share the service specification and outcomes. We will ensure that the new early help service for adults is reflective of the views that people have shared and the needs (and wants) that they have identified.

STRATEGIC CONTEXT

23. The Living Well and Early Help Service for adults is a key pillar to the Care Close to Home strategy and the under-pinning pillars of promoting, improving, and protecting wellbeing. Our council is committed to helping people to remain in their own homes where they want to and to providing them with support to do so where they have care and support needs.
24. In addition, the Living Well and Early Help service for adults needs to be considered within the context of the Isle of Wight Health and Care Plan, and emerging council Corporate Plan, to drive system transformation, financial savings and efficiencies, while being focused on local people and local delivery. It supports the development of a refresh of the Islands Health and Care Plan for 2022-2025.

CONSULTATION

25. To ensure that the future Living Well and Early Help Service for adults meets the needs of our island residents, a survey was produced in consultation with the current providers of the Living Well Service and our health partners during early July 2021. The survey ran for three weeks into early August 2021 and the survey results can be found at Appendix One to this report.
26. Wider stakeholders including the Integrated Care Partnership, have been involved in the development and scope review of Living Well and Early Help Service for adults.
27. This paper has been discussed with both the Cabinet Member for Adult Social Care, Public Health and Housing Need in addition to the Leader of the Council (both members of the Integrated Care Partnership).

FINANCIAL / BUDGET IMPLICATIONS

28. The current annual contract value is £784,980 which is jointly funded by the Hampshire, Southampton, and Isle of Wight Clinical Commissioning Group (CCG) £357,089 and the Isle of Wight Council £427,891.
29. The funding for the service comes from four schemes, the Integrated Better Care Fund (IBCF) £393,086, the mandatory minimum to Social Care £118,342, non-mandatory CCG £238,747, non-mandatory Isle of Wight Council £34,805. The only non-recurrent funding stream is the IBCF funding element which is awarded annually (the £393,086). In consultation with the council's finance team, it is believed that the IBCF funding to the Local Authority is highly unlikely to end.

EQUALITY AND DIVERSITY

30. The council as a public body is required to meet its statutory obligations under the Equality Act 2010 to have due regard to eliminate unlawful discrimination, promote equal opportunities between people from different groups and to foster good relations between people who share a protected characteristic and people who do not share it. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

31. The recommendations which are being proposed by the Council in this report; the re-commissioning of the Living Well and Early Help services, will not have a negative impact on equality and diversity. Stage One EIA can be found in Appendix Four

32. The Living Well and Early Help Service offer is available to all residents on the Isle of Wight.

OPTIONS

33. Option 1. Commence formal reshaping and tendering of the Living Well and Early Help Service for Adults with a revised service specification, which reflects the feedback provided by local people and stakeholders, as part of the recent consultation and regular reporting from the current providers. To offer a contract for a three-year initial term, with the option to review and extend for up to a further two years. The three-year contract for the re-commissioning of a Living Well and Early Help service would ensure that the service is developed to meet the needs of our Islands residents for the future and to encourage our local voluntary sector partners to bid for the contract opportunity, as there will be greater certainty in terms of funding.

34. Option 2. Award a further 12-month grant agreement for the Living Well and Early Help Service to existing providers from 1 April 2022 – 31 March 2023 at current funding levels, to provide a further opportunity to develop a platform for continuous feedback (survey) to continue to determine, based on the view of Island residents, how the service needs to develop as we move forward.

35. Option 3. No formal decision to agree option one or option two and the Living Well and Early Help service for adults is terminated from 1 April 2022.

RISK MANAGEMENT

36. Option 1 ensures stability within the Voluntary, Community, Social Enterprises (VCSE) sector, to provide capacity within the community that builds on the current service design.

The funding element provided by the IBCF is awarded on an annual basis to the Local Authority, should the funding from the IBCF be stopped (at a total value of £393,086) the Local Authority and the CCG would have to consider either ending or reducing support offered based on any additional finance which could be made available.

37. Option 2 allows for the Isle of Wight Council and the CCG to seek to gain better information and knowledge on the needs, hopes and desires of our islands community, however, it does not provide the sustained support within the VCSE sector at a time of rising health and care need.

- It also enables the specification to be reviewed and refined in collaboration with service users and the public
- It provides the opportunity for the measurement of more meaningful outcomes ensuring the service is able to evolve and meet the needs of the community.

38. Option 3 provides the greatest risk as the service provision would end, increasing the reliance on statutory services and increasing the pressures on the island's community in both health and social care.

EVALUATION

39. The Living Well Service was independently evaluated in 2019 by the Institute of Public Care (IPC),

Professor Bolton's evaluation report is provided as Appendix B to this report. The overall findings from the report were significant, and concluded the following:

"The Living Well services help a wide range of people on the Isle of Wight. The work and case studies shared (including customers themselves) were of a very high standard. These services are taking significant pressures off the statutory services and supporting collaborative work in the voluntary sector"

"the work that is taking place helping older people, carers and those with learning difficulties is of a high standard and should be sustained for the longer term if the council and its partners can find the resources"

40. The benefits of having a sustainable Living Well and Early Help offer gives the islands community greater resilience to support statutory services in effectively using the resources which are currently available to meet our island resident's needs.

41. The disbenefit of not progressing forward with a sustainable service would mean greater pressure on statutory services with an increased demand and reliance on statutory services to meet the needs of individuals within our community. It would also reduce the resilience of individuals within our community, leading to a greater demand on the already pressured health and social care system following the global pandemic.

APPENDICES ATTACHED

Appendix 1 – Results from Living Well and Early Help Survey.

Appendix 2 – Institute of Public Care evaluation of Living Well Service.

Appendix 3 – Presentation for ICP.

Appendix 4 – Equality Impact Assessment.

Contact Point: Alaster Sims, Commissioning Officer, Strategic Commissioning and partnerships, Adult Social Care. ☎ 821000 ext. 6934 e-mail Alaster.sims@iow.gov.uk

Laura Gaudion
Interim Director of Adult Social
Care and Housing Needs

(Councillor) Karl Love
Cabinet Member for Adult Social Care, Public
Health and Housing Needs

This page is intentionally left blank

LIVING WELL AND EARLY HELP

Abstract

Conclusions following community engagement

Alaster Sims
Michelle Jones
Liz Elliott

Living Well and Early Help Survey Results

1. INTRODUCTION

First thanks must go to all people who participated in the survey and who participated in the “lets hear your voice sessions”, without their input we would not be able to shape the service for the needs of our islands community.

In order to ensure that the future Living Well and Early Help Service meets the needs of our island residents a survey was produced in consultation with the current incumbent providers, the Isle of Wight Council (LA) and the CCG during early July 2021. The survey ran for three weeks into early August 2021, and was advertised via:

- Promotion by the incumbent providers
- Social media (IW Council & CCG)
- Isle of Wight County Press
- The Island Observer
- Digital engagement via email networks
- Posters at our islands Libraries

The survey was run on a digital platform and designed to be as inclusive as possible in light of the challenges and legacy of Covid-19:

- Accessibility to the survey was noted as a challenge by the incumbent providers in relation to those people not engaged with digital platforms and those affected by digital poverty.
- To ensure these people were not excluded support was made available by AGE UK, People Matter Isle of Wight and the Isle of Wight Council to conduct the survey over the telephone or request a paper copy from the IW Council.
- Publicity: The survey was promoted by the incumbent providers to their service users, through all the channels available to the IW Council, and by the CCG

2. SURVEY RESPONSES

The survey was completed by **108** individuals, of which:

- **Eighteen people** accessed the survey via the telephone
- People Matter Isle of Wight (PMIW) assisted **one person** over the telephone to complete the survey
- Age UK assisted **seventeen people** over the telephone to complete the survey
- The Isle of Wight Council did not receive any requests to assist anyone over the telephone to complete the survey.

People Matter IW received a request for a paper copy instigated on behalf of a client who they had been supporting (via leaving an answer phone message with the Local Authority), however no record of this can be found with the Local Authority.

The low level of response is therefore disappointing in the context of the number of people who access the current services each month, and the Islands population.

Please see **Appendix A** for the survey questions, responses and themes.

3. FOCUS GROUPS

Following the survey three 'Tell us What you think' online sessions were organised for 17th August 2021 at 0930, 1430 and 1800hrs to give people the opportunity, and an alternative way, of telling us what they feel is needed for our islands community to live well and remain independent.

One person joined the online sessions, a member of staff from one of the incumbent providers. They provided useful insight regarding the Brokerage Service, and also shared their personal perspective as a recent service user in support of an elderly relative.

4. Conclusions

Although the feedback from the survey and community engagement was limited by the small cohort of people who responded, it has highlighted the current provisions within our commissioned service are meeting the following outcomes for living well and early help.

Building individual & community resilience

Developing, regaining and sustaining independence

Living as independently as possible

Enhancing quality of life for people with long term conditions

Helping people to recover from episodes of ill-health or following injury

Ensuring people have positive experience of care

Treating and caring for people in safe environment and protecting them from avoidable harm

Reducing social isolation

Improving physical and mental health and wellbeing

Maintaining independent lifestyles wherever possible within people's own homes and communities

Person centred care and support planning, proactive support

Support choice for patients, families and carers preferred place of care

Prevents delayed discharges from hospital

Developing community assets

Overview and conclusions from the survey

Question 1: Who completed the survey

- 62% members of the public
- 18% statutory bodies
- 11% working for the LA
- 10% service users

Question 2: Have you used the living well Service?

- 27% Yes
- 73% No

Question 3: How did you find out about the Living Well Service?

- 21% Online via the internet
- 79% Other

A high proportion of people responding to the survey were made aware of the service **through Age UK and by word of mouth.**

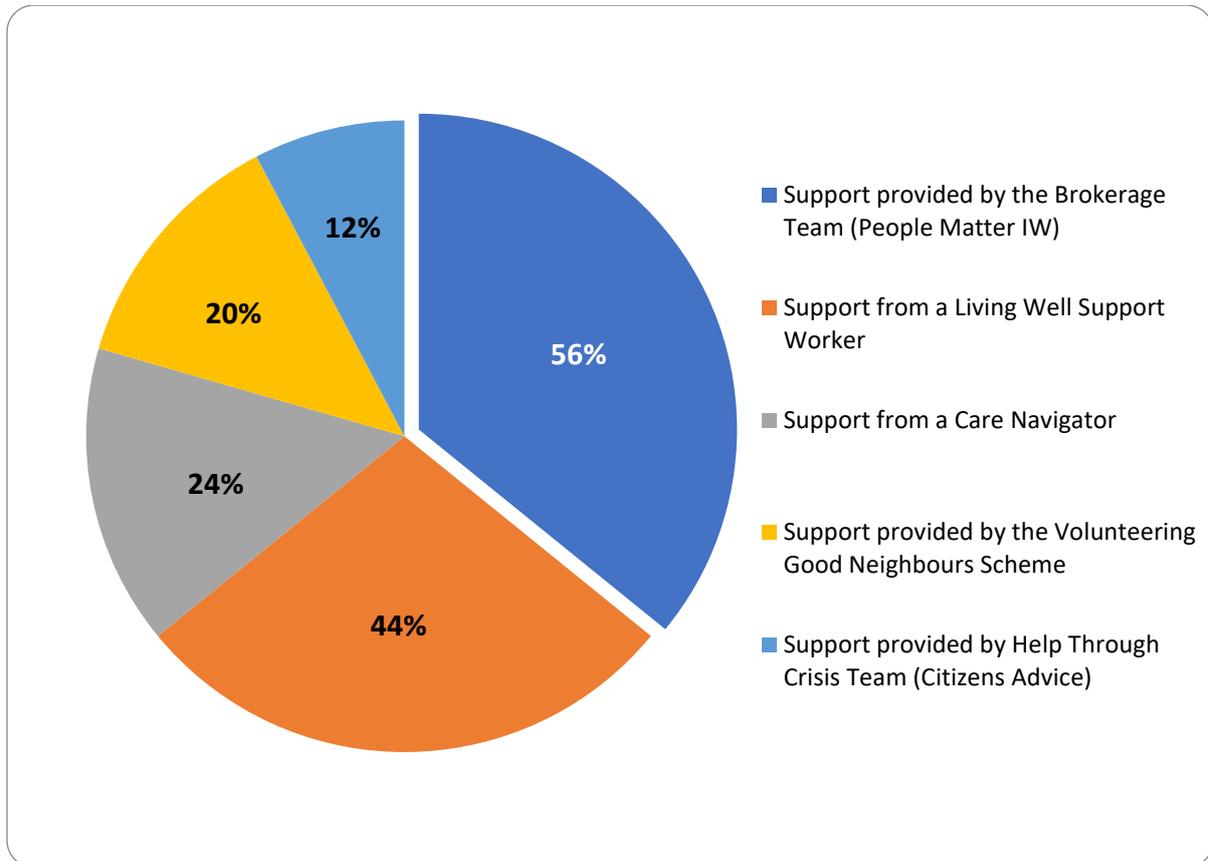
Question 4: What might have made it easier for you to find out about the living well service?

21 responses were received, they included:

- presentations at team meetings
- more publicity locally in papers
- an online referral form
- posters in library's
- information in GP surgery's

In general, the over-arching theme was **better and more regular publicity** of the services being offered.

Question 5: What do you use the Living Well service for?



The survey showed that the **Brokerage Service** was the most used element of the LWEH services. Followed by Living Well Support Worker and Support from a Care Navigator.

Please note, in context that people will access more than one element of the LWEH service, and only a small number of people who responded were service users.

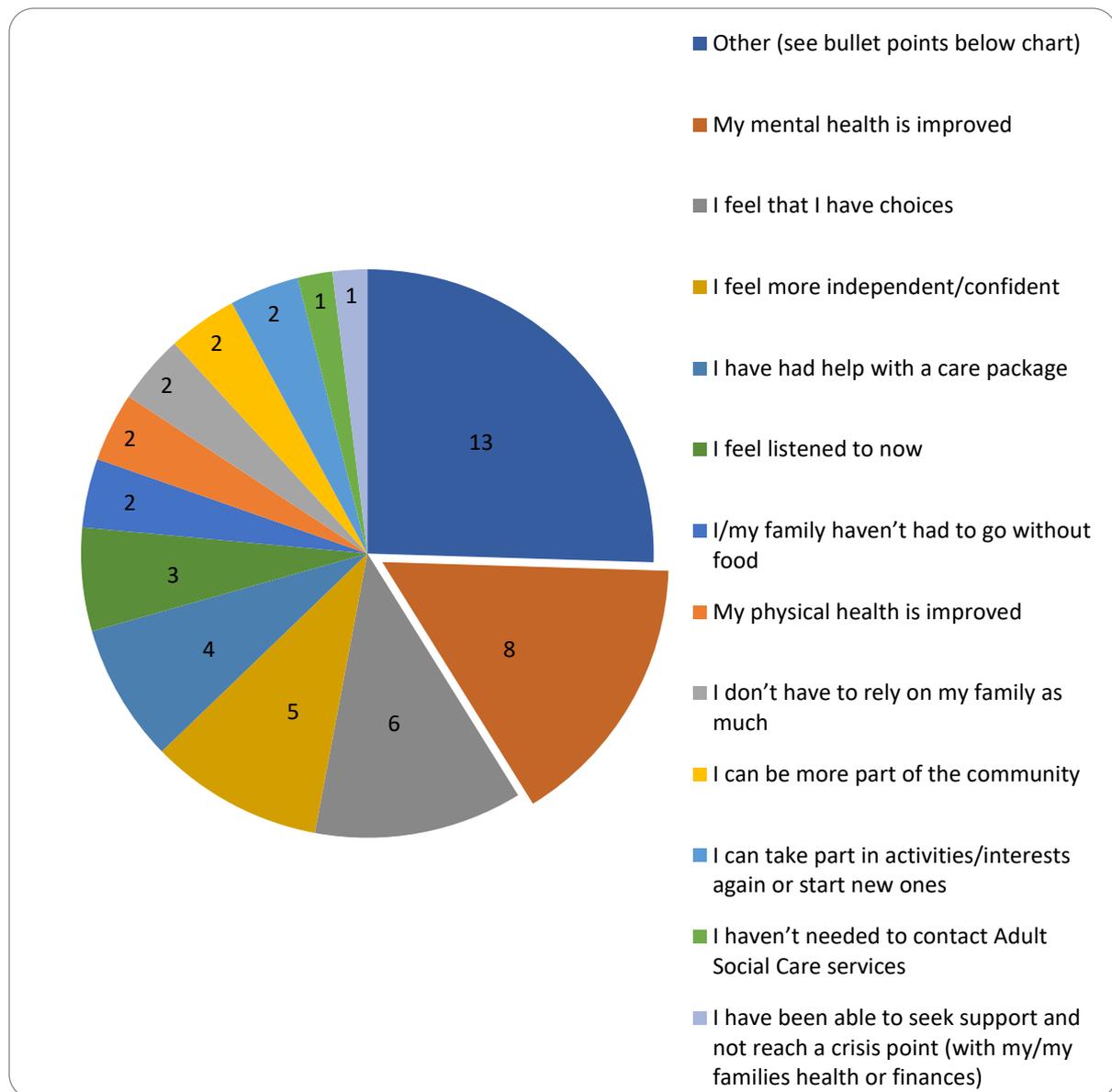
Question 6: We have heard that some people have found they get too many offers of support from different people, groups organisations and this can make it confusing about who is doing what, is there anything you feel we could do to improve access to these services.

23 people responded to this question, recurring themes to this include:

- A nominated key worker to be assigned
- To have a simple defined process including easier access
- To have clearly defined roles within the services

Question 7: How has the living well service improved your life?

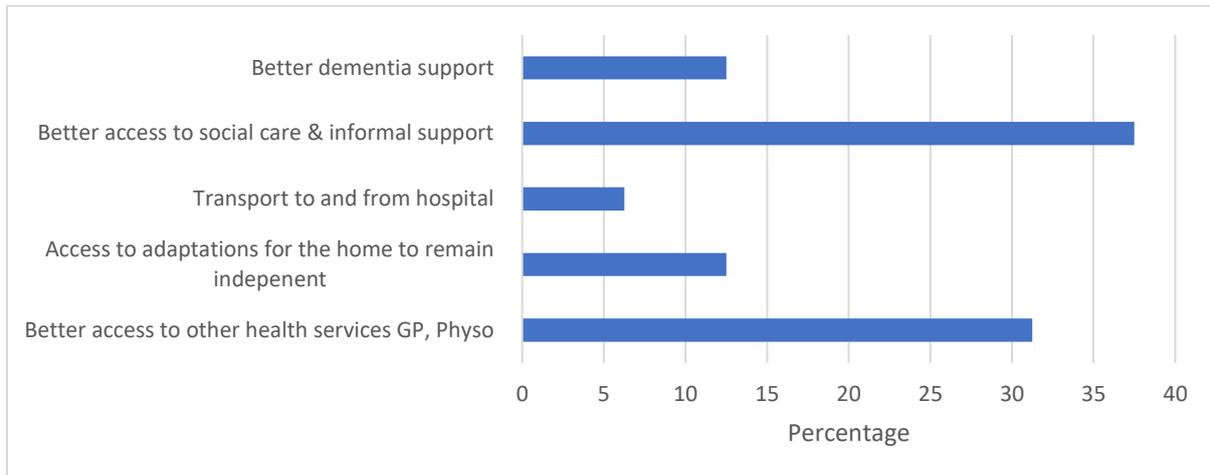
This question allowed respondents to select all options that were applicable. 23 people answered the question, these were their responses:



- I have been helped with managing power bills that I couldn't afford to pay
- My parents have accessed care from PAs
- It provided me with the respite that I needed to carry on with my carers role
- No improvement. Just caused me stress and I'm not the one that needs support
- I can access help with the internet
- Referred client for help with decluttering
- I am learning where to go more now when I do need help and hopefully get to know who to contact so hopefully it will be less daunting and easier having been so independent and self-sufficient all my life
- I have some free time as my role as sole carer because of a PA

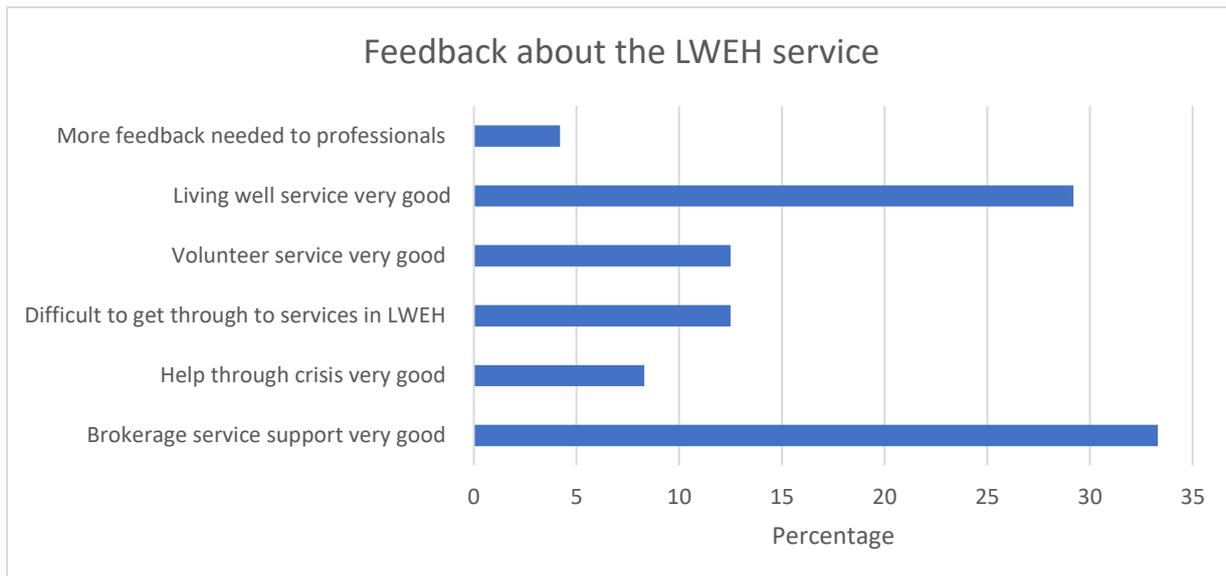
Question 8: Is there any other support, advice or information that could help you live well or could help avoid a crisis situation?

18 people responded to this question:



Question 9: Do you have anything you would like to share about the living well service?

Of those respondents who answered the question 67% had something to share:



The overall feedback in answer to this question was that the Living Well service was **good overall but better communication is needed both between professionals and the service, and more capacity within the service to respond to people seeking help from the service.**

Of the respondents who answered this question 4 work for social care and 1 works for the Local Authority. Responses were as follows:

It took a week for them to decide whether it met the criteria

The staff at age U.K. are fantastic. Responsive, considerate and they often go the extra mile

I'd like feedback from my referrals, I have no idea when or if the person has been contacted

As a professional working within care and support, the Living Well Service is invaluable. I have consulted with various people from the Living Well Service in my current job and previous employment. I don't know what I'd do without them.

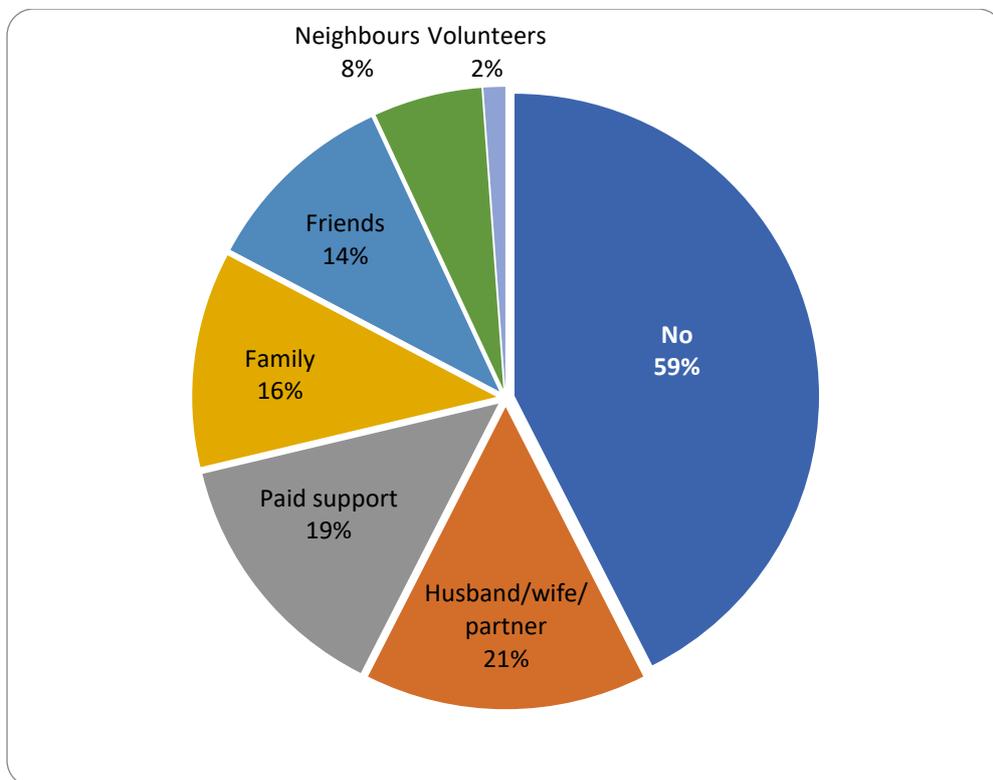
Living well used to be really good and helpful in supporting people before they reach crisis. There was someone from the Living well team in every morning and we could ask questions to them if needed. Unfortunately, this stopped when Covid started and i now feel that the links have been lost. Communication needs to be improved and it can take a long time to get through on your phone lines.

Question 10: Would you access support from the service if you needed it?

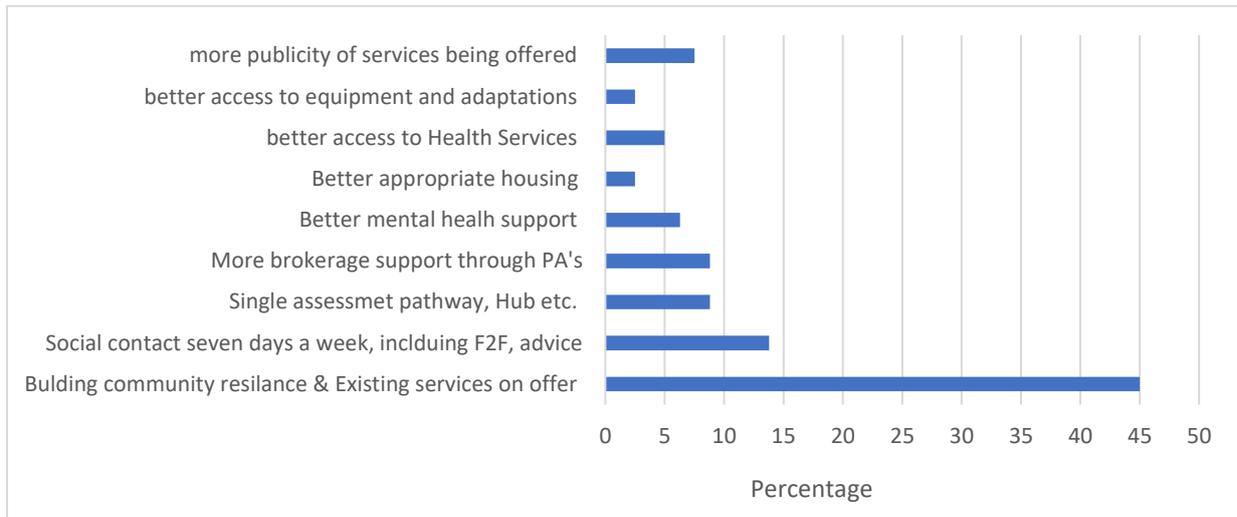
85% Yes

15% No

Question 11: Are you getting support from other people to help you remain independent at home?



Question 12: What do you think the Living Well service should provide to help people keep their independence?



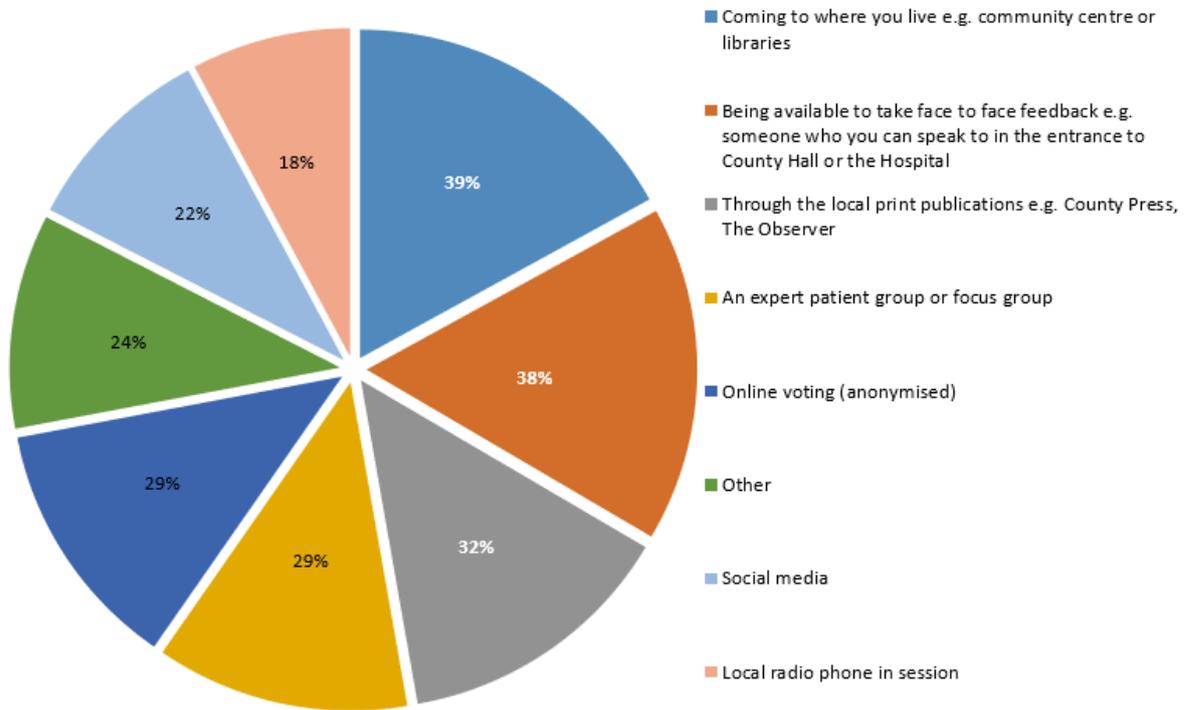
In summary to question 12 (which included a free text answer), the majority of people felt that **building community resilience through the services which are currently being offered, was the most important factor** in providing services to meet the needs of our community

Please note, the limitations of the survey must be taken into consideration with only a small number (approximately 10% of the people completing the survey) being service users and 61% of the respondents being members of the public seeking support.

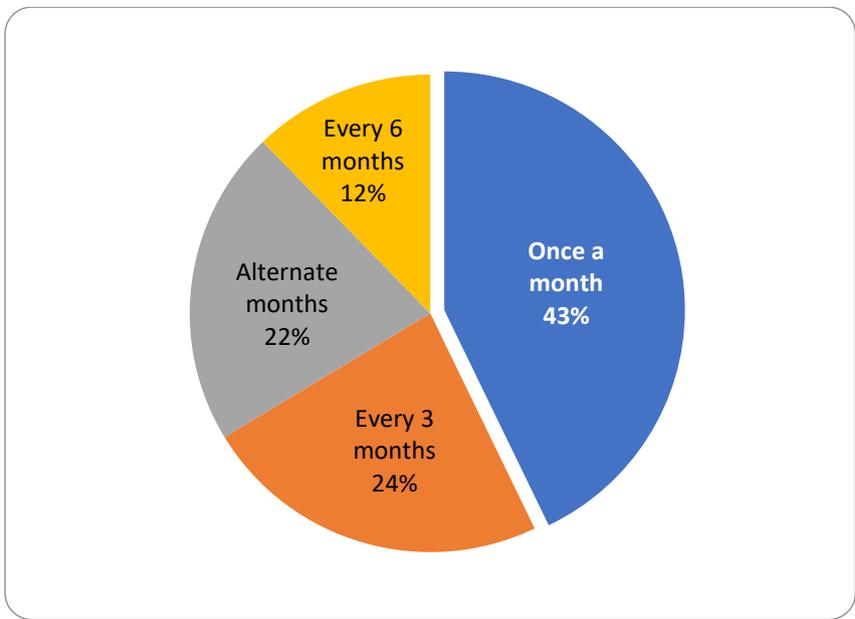
Of the respondents **23%** either worked for the VSCE, social care, the LA or an acute health provider. The responses from the **9** respondents who work for the VSCE were as follows:

Social contact including at weekends. People are lonely seven days a week! Introduction to community services - people are often scared to go on their own
Face to Face contact
Stop people getting into crisis Take away the fear of getting help and support Highlight all the support available & if necessary, guide people through getting the help they need
Help with finances, paperwork, benefit claims, small aids and adaptations, isolation and signposting to other organisations
Advice, signposting, electronic referral for people to fill in themselves and refer themselves to other services. Try not to disempower people but help them maintain their own independence.
Don't know what is offered - how do we find out about what the different organisations can offer
Support for people who are struggling financial, especially in this day of covid and people losing their jobs or just on very low income. Easier assessments to help people at home with carers going into the property to assist, and possibly widening the threshold, as there are a lot of people who just miss out, because of this
Information, short term support
Listen to each person about what they want and what they can do and then link with local opportunities and work collaboratively instead of just signposting on. Find out that they have actually flourished and succeeded in their aims.

Question 13: We know that some people feel there are too many surveys. Can you suggest any other ways you think we should find out what people need and want?



Question 14: How often should this be?



Isle of Wight

A review of Living Well Services

Report

October 2019

Isle of Wight

A review of Living Well Services

Report

1 Introduction

The Isle of Wight Council invited the Institute of Public Care (IPC) to review the services they commissioned under their “Living Well” programme. The review, undertaken by Professor John Bolton, took place on the Island on 8th and 9th October 2019. The review consisted of interviews with stakeholders, consideration of the data and discussions with the local authority commissioners.

2 Summary of findings

The Living Well Services help a wide range of people on the Isle of Wight. The work and the case studies reviewed (including by customers themselves) describe services of a very high standard. These services are taking significant pressures off the statutory services and supporting collaborative work in the voluntary sector.

There are some areas that require clarification as to how the service might meet needs in both low-level hospital discharges and with people recovering from mental ill health.

However, the work that is taking place helping older people, carers and those with learning difficulties is of a high standard and should be sustained for the longer term if the council and its partners can find the resources.

3 Background

3.1 The context

There are significant demographic challenges on the Isle of Wight, particularly with an ageing population (one in five of the population on the island is over 80 years of age) and there is a higher than average population of adults with a learning disability (including those within the autistic spectrum). Historically, this has led to a higher proportion of both of these groups of people ending up in residential care – although the Care Close to Home strategy, introduced in April 2017, has resulted in significant reductions in the rates of permanent admissions to care homes for both working age adults and elders, with rates now at national averages. Adult Social Care on the island faces a real challenge in how to help people gain or regain the right levels of independent living relevant to their needs.

Over 55% of older people living on the island do not meet the financial threshold to receive state funded social care so they are required to make their own arrangements. Over 40% of those people who approach adult social care for help are deemed not to be eligible for care. There were other significant challenges in building the optimum “out of hospital” care arrangements, and the Care Close to Home strategy has especially

focussed on building reablement and investing in support for people not eligible for social care, i.e., those people whose needs do not meet adult social care eligibility criteria.

The Isle of Wight was one of the pioneers of Area Community Coordination. Some councils (e.g. Thurrock, Derby City and York City) have used their work in the community to meet the wider needs of their communities and to ensure that people that don't have formal access to adult social care services still receive the support they need. This did not work for the Isle of Wight and, at one level, the Living Well programme can be seen as an alternative way of approaching this same set of conditions. It is different, however, in that it was especially focussed on those people who are not eligible for adult social care.

3.2 What is 'The Living Well Service'?

The Living Well Services was established to help the Island address some of challenges described above, and in particular, challenges in adult social care duty teams in meeting the demands of the numbers of people approaching them for help.

The Living Well Services were commissioned by the Isle of Wight Council (Adult Social Care) using monies from the Improved Better Care Fund (iBCF) in 2017: indeed, the Living Well Service account for the single largest item of expenditure against the three year iBCF allocation of funds. The services were contracted out to voluntary organisations on the island by way of a grant which was received on behalf of the other organisations by the Age UK IW Office on the Island. The value of the contract was £599,602 in the first year; £547,268 in the second year and finally £480,321 in July 2019. There are no new resources to fund this programme so the Council will need to decide if it wishes to continue with the scheme using its own resources or if possible in partnership with the local NHS.

The Living Well Services cover four different aspects of the work of the NHS and the Local Authority on the Island. These are:

- A **brokerage service** to assist people who need help in making their own arrangements for packages of care (mostly designed and set up for older people on the Island). This service is run by People Matter IW.
- A **support and advice service for older people** who need practical, financial or other advice in order to assist their daily living and to help people retain their independence. This service is run by Age UK IW.
- A **support and advice service for family carers with relatives** living on the island who are using the NHS Acute Hospital. This is run from a Carers' Lounge in the hospital. This service is run by the Carers IW.
- **Housing and support to independence** for those living on the island that have a learning disability or are within the autism spectrum. This service is run jointly by Osel Enterprises and People Matter IW.

These services work collectively and collaboratively under a single coordinator who helps support their work. Each of the workers report day to day to the organisation in which they are based. The main benefits of the collaboration are that: the organisations triage the precise support they will provide to someone referred to them across all of the

services ; and the sharing of information about what is happening in the community and voluntary sector on the Island. This has led to a very well-informed group of workers¹.

Currently, over 250 people per month are being assisted by the programme (this has been steadily increasing over time from 150 a year ago). Most of these are older people and that will also include some older carers. Of these 83% report that they got the help they needed. Only 4% are referred back to the formal adult social care services to get the help they need.

Most of the referrals to the services come from Adult Social Care with General Practitioners and Community Nurses making the second highest group of referees. The requests for support for carers came almost entirely from the hospital for this specific service. Overall, about one third of referrals come from the council; one third from the NHS and a further third are either self-referrals or from voluntary or other organisations (including "other").

The quality of the work with older people and with carers from the information provided was very high and seen by carers themselves as invaluable and supportive both emotionally and practically.

In addition, 120 adults with a learning disability have also been helped many of who with accommodation and helping their independence.

4 The participating organisations

Age UK IW has the ability to raise monies through its own charitable efforts and through bidding for monies from national programmes e.g. the National Lottery. There are services already provided under their efforts. These include the Care Navigators Programme that was established in 2015 and funded by the National Lottery with previous match funding from the Clinical Commissioning Group (NHS Commissioning). That match funding has been removed but the lottery funding will continue until the end of this financial year.

There is a strong link with the Living Well programme as their aim is also to assist people to access support that makes living at home easier or to advise on the financial support for people to purchase their own care which is delivered by People Matter IW. In addition, Age UK IW run the 'Age Friendly Island' programme that provides an education programme to assist local organisations think about the way they assist people in old age. In particular they look to help reduce social isolation on the island (which is widely reported to be a particular challenge). This is also a Lottery Funded initiative that was started in 2015 and for which the money is now running out.

Age UK IW also run a scheme to recruit and support volunteers to assist older people on the island and another scheme that acts as a handyperson service to help older people with practical tasks including simple maintenance and repairs to aid daily living.

¹ Their work reminded me of the vision of the 1970's social worker where their role was to be in the community helping with signposting, information, advice and counselling for people in their local communities.

The **Carers Centre** already has a service to offer advice, information, guidance and emotional support for carers who have relatives on the island. They did not have a presence in the hospital prior to this programme.

Osel Enterprises are well established and already provide a range of employment and day care services for adults with a learning disability with a strong emphasis on helping their customers' progress. Whilst, **People Matter IW** is a User-Led Organisation (ULO) that focuses on advocacy, information and advice for their members. They have focused their efforts in this programme on assisting people with housing advice and support.

It is worth noting that all the participants said that it is the collective work of the four organisations working together, sharing ideas and information that has particularly led to their success in meeting the needs of people that are referred to them

All four of these organisations raise monies through charitable works and bids to funding organisations that contribute significantly to the work on the island. These contributions to the island economy should not be overlooked.

5 The aim for Living Well Services

The original contract (grant) for the work includes a "Living Well Scheme Specification". It stated that the programme would serve four groups of people, older people, people with a learning disability, people with mental health conditions and for carers.

5.1 Support for older people

The evidence that I received from customers, managers and commissioners showed that the role of the Living Well Staff in assisting people within the community who are offered a simple assessment to help them plan their future support arrangements works very well. Their knowledge of the range of activities taking place in the community (in excess of 100 different community or voluntary organisations) was consistently described as "outstanding". One member of staff from Age UK IW sits in the adult social care duty team most days of the week and the staff reported that her knowledge is exemplary and very useful for the duty workers. This member of staff links directly with the workers from People Matter IW who offer the brokerage service for self-funders which again was highly praised by those who used it.

5.2 Support for adults with a learning disability

The work of the service for adults with a learning disability has had a rather slow start. Initially some good work was undertaken by helping a cohort (30 people) look to find accommodation in order to move away from residential care. The service will now combine the skills of a worker from Osel who have a lot of experience in helping people move towards greater independence and the People Matter IW worker who will continue to use their expertise in finding accommodation.

It is worth continuing to pursue the right models for this service area. Options include looking for those currently living with ageing carers who will need accommodation in the future as well as continuing to support those who are currently in residential care and able to move on to independence.

5.3 Support for carers

The work with carers was highly praised by those who had benefitted from both their advice and their emotional support. They obviously play a very important role in the hospital helping patients and their carers in sorting out arrangements both in the hospital (with the ward staff) and in assisting in the discharge planning. The examples shared with me of the work with carers showed a high standard of support on offer from this service.

5.4 Support for people with a mental health condition

As far as I was able to ascertain the service has not had much contact with people who have mental health conditions though there is still an option to develop the services through the joint work of Osel and People Matter IW.

Notwithstanding the positive observations on the work of the Living Well Service, the specification isn't very clearly written in Paragraph 1.2.1 when it describes what it expects the service to contribute to the "out of hospital care" arrangements. The Living Well programme does help self-funders sought out their care arrangements post hospital and in addition it does offer invaluable support to carers to ensure the best possible outcomes are delivered for the people for who they are responsible. However, the Living Well has not played a role that has been developed in other places where the voluntary sector can play a part in assisting older people to settle back at home after a period in an acute hospital. This is an option that could still be considered.

So overall there may need to be further clarity on low level support for hospital discharge and support to those recovering from mental ill health, but the other service areas offer a high standard of support clearly supplementing and complementing the work of the statutory agencies in an excellent way.

6 Are these 'preventive services'?

Overall the range of help being provided and the quality of that help in the Living Well Services came across as really impressive. The knowledge about what are the available services (formal or informal) gained by the staff working for this service is invaluable to others working on the Isle of Wight. Some really impressive bits of help and support were noted. There is no doubt that these services are taking pressure from:

- Front line assessment and care management staff in the local authority
- Nursing and the multi-disciplinary staff in the hospital
- Longer term social work and care management staff
- Helping General Practitioners and others address the needs of customers who might not be eligible for formal care.

However, it is hard to define if these are actually 'preventive services', if the definition of prevention is about stopping the need for care and support from arising in the first place. There will be some people who receive advice and guidance that will either lead them into services that they will fund for themselves or they may help people to find some solutions that are outside of the formal statutory services (in their families, their neighbourhoods or in their communities).

Most of the people being helped do require some kind of specific assistance. Sometimes they are helped to claim benefits that will enable them to purchase more for themselves, sometimes they will receive emotional support that may reduce the risks of carer breakdown or to sustain people in the community for longer. So, in this way the Living Well Services could be understood better as “early help”.

In a way, it may not matter the route people take from the Living Well Service in that these are people with clear needs and most of them are getting the right advice and support they need, thereby taking pressure off the formal services. This is how they might best be described and that might be what is always expected of them. Their value to the system is the way in which they can help quite large numbers of people in a very cost-effective way.

6.1 Measures

There are a number of measures in place to show the work being undertaken by the Living Well Services. These include:

- the number of people being helped overall
- those being helped that would have otherwise required support from the council
- those who were helped who felt their confidence and ability to sustain their independence had been sustained
- numbers being referred to adult care from the services
- percentage of requests that related in reduced transfers of care
- percentage being helped to make decisions about their care needs
- percentage reporting greater confidence
- the percentage who felt supported through transfers to and from hospital.

This reporting mechanism can be slightly improved, so the following suggestions have been made:

- The total number being supported each month by the Living Well Service
- The number of carers being supported
- The number of people being supported through brokerage
- The number of people being supported through the learning disability services
- The number of people being supported to find their own solutions within the community and voluntary sector
- The number of people (not carers or brokerage) being supported out of hospital

For each of these groups (above) then take:

- The percentage of those people being helped who report that their needs were met
- The percentage of those being helped who reported that they had gained confidence to remain or become more independent living in the community
- The percentage for each of these groups who would otherwise have required help from adult social care or the NHS

I think this approach may enable both the Living Well Services and commissioners to recognise the parts of the services that are working really well and those that may require more thought and attention. It is worth continuing to note the source of the referral for each of the different types of people being helped.

7 Conclusion and Recommendations

The Living Well Services help a wide range of people on the Isle of Wight. The work and the case studies shared (including by customers themselves) were of a very high standard. These services are taking significant pressures off the statutory services (adult social care and the NHS) and supporting collaborative work in the voluntary sector.

There are some areas that require clarification as to how the service might meet needs in both low-level hospital discharges and with people recovering from mental ill health.

However, the work that is taking place helping older people, carers and those with learning difficulties is of a high standard and should be sustained for the longer term if the council and its partners can find the resources.

Recommendations going forward:

1. Check the terms of reference for the services and clarify the expected role of the Living Well Team in assisting low level hospital discharges and how they might support adults recovering from mental ill health. It may be a consideration that one or both of these original proposals won't work under the current arrangements with the available resources.
2. Look to sustain the measures being used and keep them simple but focus more on the work of the different services and how each part of the service is meeting the differing customer needs.
3. Council commissioners might want to commence discussions with partners, particularly within the NHS as to the value of these services to both parties and how they might jointly fund all or a significant part of the programme in the future. The priorities should be the work with older people and with carers.
4. The council may want to ensure that the tremendous knowledge that individual workers from the Living Well Team continues to be available to health and care professionals on the Island. One of the ways of assisting with this is to consider the length of contract that might be offered in the future to provide security and to help with staff retention – perhaps repeating the existing three year funding arrangements.

Professor John Bolton
Institute of Public Care
October 2019



Living Well Early Help - options

Context

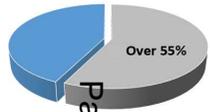
The **Living Well Early Help service** was established to help the Island address some of the demographic challenges which present themselves.



One in five of the population is **over the age of eighty** years old



There is a higher than national average population of **adults with learning disabilities** on the Isle of Wight



Over 55% of older people living on the Island **do not meet the financial threshold to receive state funded social care**, so they are required to make their own arrangements. Over 40% of those people who approach Adult Social Care for help are **deemed not to be eligible for statutory care**

The **Living Well Early Help service** is a key part of the *Health and Care Plan* for 2019 – 2021, contributing towards sustaining people away from statutory services both at a health and social need level, by supporting people to:

increase their ability to self-care

live well and retain/gain their right levels of independence, and meet their own objectives

reduce and delay the need for emergency admission or move into residential care

The service is currently operated and run in collaboration with other Island partners, led and managed by Age UK IOW. After the three-year grant funding ended for the service in 2020, the CCG and the LA agreed to ensure joint funding was available for the future, and since 2020 the grant funding envelope has been for recurrent 12 month periods:

- A new grant agreement is in place to 31st March 2022, combining both health and social care elements of the service
- A deep dive review of the service and community engagement was carried out in 2021 to determine the future scope of the Living well and Early Help Service.

Next steps

Stage 1:

Agree direction and option 1, 2 or 3 formally by ICP following community engagement and deep dive review

Convey ICP decision to IWC cabinet members for formal ratification through Local Authority Forward Plan

Stage 2:

Implement and embed agreed option if agreement is given by Cabinet

Key Actions

Report back to incumbent provider current position and future key events

Finance Subgroup to identify funding envelope

SRO's (AHS/LG) to provide a report back to ICP cabinet decision

Current Funding Position

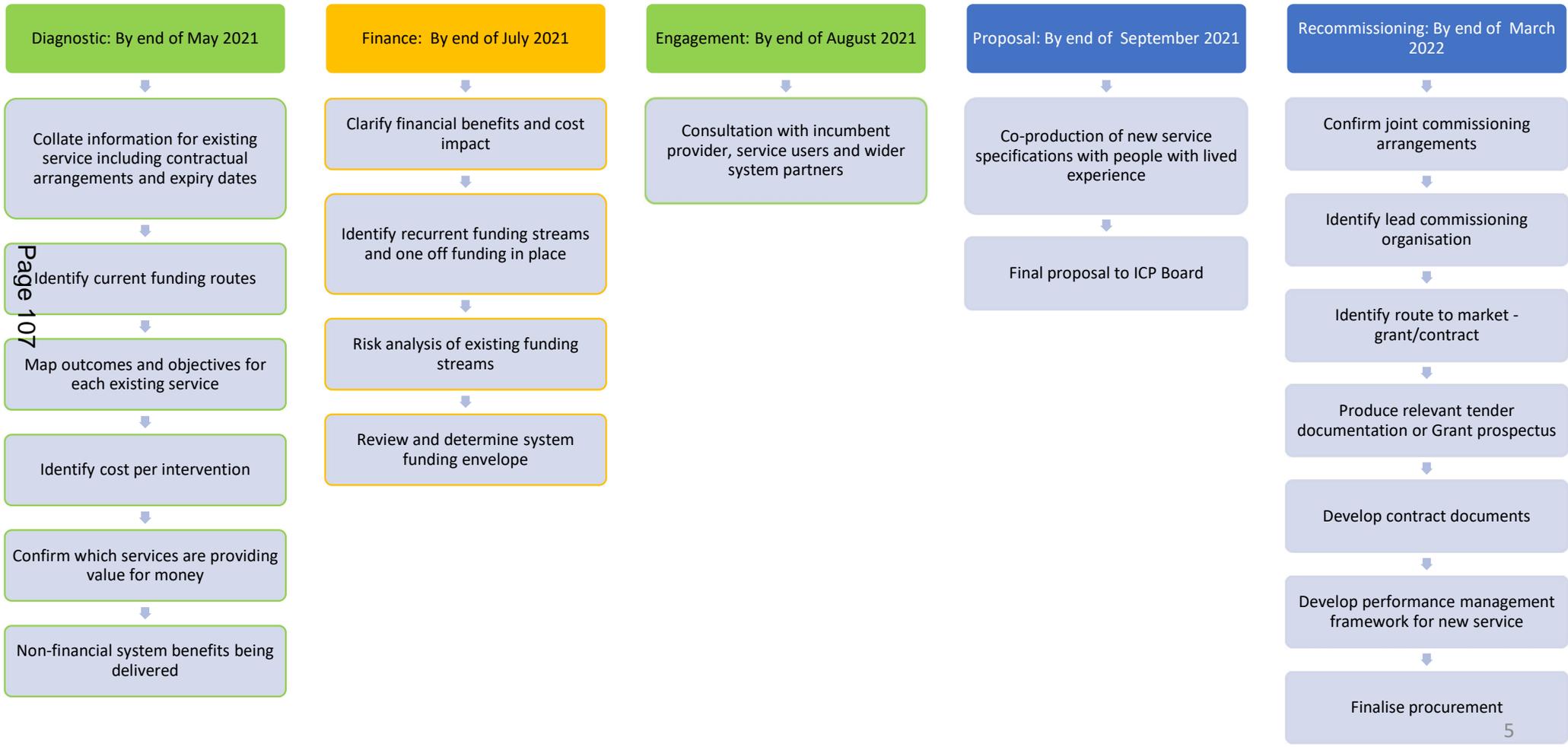
The current funding position, including activity being delivered against the funding provided, is to be validated within the Finance Subgroup:

Total Annual Value: £784,980

Service	Annual Cost	Activity	
		2020	2021
Living Well & Early Help Team	£272,031	201 referrals per month	332 referrals per month
Brokerage Scheme	£121,055	38 clients per month	55 clients per month
Volunteering Good Neighbour Scheme	£69,000	583 support hours per month available	662 support hours per month available
Help Through Crisis	£84,000	43 clients per month	73 clients per month
Care Navigators – community based	£238,894	285 people per month accessing service	287 people per month accessing service

Delivery Plan & Timelines

High level extract of the Delivery Plan actions highlighting key milestones:



Page 107

Commissioning Intentions

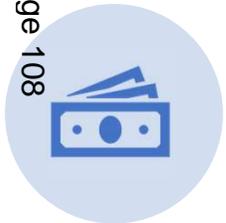


Commissioning, funding and contracting proposals



Continued Joint Commissioning Arrangements between Local Authority and Health Commissioning teams

Page 108



Financial arrangements to be as a Pooled Budget

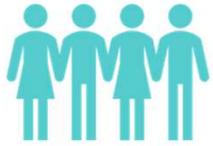


Provide stability to services with the appropriate monitoring and ability to flex to accommodate demand and transformation



Ensure detailed continuous feedback from service users and the islands community can occur for the Living Well and Early Help Service future development.

Community engagement & deep-dive



Ratified the existing services are what is needed within our community for living well and early help support, diverting people away from statutory service intervention, and empowering individuals to have sustained support, to live well and remain independent

Page 109



Based on the limited response and short duration of engagement, it identified that the provisions under the current service offer were meeting the needs of our community

Is the service meeting the objectives?

Community Engagement Results & Deep Dive Review

The overall service meets the following needs in the community:

- Help people to increase their ability to self care and reduce reliance on GP's and acute hospital services
- Helps people to live well and retain/gain their right levels of independence, and meet their own objectives
- Reduce and delay the need for emergency admission or move into residential or nursing care

Page 11

Outcomes Living Well and Early Help	Yes	No
Building individual & community resilience	✓	
Develop, regaining and sustaining independence	✓	
Living as independently as possible	✓	
Enhancing quality of life for people with long term conditions	✓	
Helping people have positive experience of care	✓	
Treating and caring for people in safe environment and protecting them from avoidable harm	✓	
Reducing social isolation	✓	
Improving physical and mental health and wellbeing	✓	
Maintaining independent lifestyles wherever possible within peoples own homes and communities	✓	
Person centred care and support planning, proactive support	✓	
Support choices for patients, families and carers preferred place of care	✓	
Prevents delayed discharges from hospital	✓	
Developing community assets	✓	

Options for consideration

1

- Proceed with the formal tendering of the Living Well and Early Help Service (LWEH) in its current format and specification for a three - year contract with the option to extend for a further two years, based on the deep dive review and the limited feedback from community engagement

Page 11
Benefits - Enables stability within the VCSE sector to provide capacity within the community building on the current service design

- ✓ Enables specification review and refinement in collaboration with service users and the public
- ✓ Provides opportunity for measurement of more meaningful outcomes ensuring the service is able to evolve to meet the needs of the community
- Disbenefits - Current funding streams have been identified as risk factors, limited engagement for service design

2

- Award a 12-month grant agreement for the Living Well & Early Help service 1st April 2022 – 31st March 2023 at current funding levels, develop a platform for continuous feedback (survey) to be run and advertised by incumbent providers, including a monthly opportunity for a focus group / feedback to take place

✓ Benefits - To gain better information and knowledge on the needs, hopes and desires of our Islands community

- Disbenefits – only provides 12-month stability for incumbent providers, risk for ongoing funding channels

3

- No formal decision to agree option 1 or option 2 and funding for the LWEH service will cease on 31st March 2022 destabilising support network which was developed on the Island

✓ Benefits – System saving of £784,980

- Disbenefits – Increase in the reliance on statutory services and increased pressure on Island community in both health and social care. Increased breakdown in services to enable to live well and provide preventative services (value not quantified)

Recommendation

Following the deep dive review and engagement work undertaken in 2021, the proposal of a three-year contract for the recommissioning of a Living Well and Early Help service (option 1) would ensure that the service is developed to meet the needs of our Islands residents for the future.

This proposal is in line with the direction of the ICP previously noted on 26/05/21 and ensures that we can continue to provide support for well-being and resilience in our island communities for local people.

The future service will comprise of four main areas:

1. Support in local communities – helping people with their own well-being, low level care and support needs and to maintain positive mental health
2. Greater access to advice, guidance and support for people and their families who fund their own care
3. Building sustainable volunteer led community solutions for local people that not only support local people to ‘survive’ but also to ‘thrive’ in there own communities
4. Ensuring that there is easy to access and positive support for local people who experience health and social care crisis

The service specification and outcome measures will be developed in collaboration with our local residents, town and parish councils and with key stakeholders to ensure the early help offer for the Isle of Wight is fit for purpose, sustainable and is able to continually meet the needs of the community.

Future updates

Intended Updates for ICP Board	
22nd September 2021	Proposal Paper following review and engagement ICP Decision
14th October 2021	Proposal Paper to Cabinet
28 February 2022	Contract/Grant award decision
31 March 2022	Noting paper on contract award
30 September 2022	Noting paper following 6 month review of new contract arrangements

This page is intentionally left blank

Stage 1 Equality Impact Assessment – Initial Screening

Assessor(s) Name(s):	Alaster Sims
Directorate name:	Strategic Commissioning and Partnerships Team, Adult Social Care
Date of Completion:	17/09/21

Name of Policy/Strategy/Service/Function Proposal

Living Well and Early Help Service for Adults

The Aims, Objectives and Expected Outcomes:

The Living Well Service has been a part of our local health and social care system since 2018 and provides valuable community based wellbeing and resilience support for our islands vulnerable residents.

At a meeting of the Isle of Wight Integrated Care Partnership (ICP) on 26 May 2021 the continued support for this service offer for our local communities was indicated. The ICP confirmed ongoing funding (from council and CCG budgets) for the financial year 2021 – 2022 with the intention that a full service review was undertaken, including consultation with island residents and people who had accessed and/or delivered the service over the past 3 years. The proposal was that the review would lead to the recommissioning of a refreshed service offer providing a greater community focus to ensure that the wellbeing of local people was maximised.

The aim of the Living Well Service was to deliver a holistic assessment offer supported by a voluntary community sector centred response to ensure that people who do not meet the eligibility criteria for Adult Social Care support and/or funding were enabled to live well, independently. In addition this service was designed to support the statutory sector (the Council, and our health partners) to better manage transfers of care between hospital and home, to create capacity to divert demand for ASC and to reduce or delay the need for emergency admissions and residential care.

The scope of the Living Well Service has increased over time and is now aligned to other voluntary sector initiatives including:

- a. Care Navigators
- b. Living Well Support Workers
- c. Brokerage support for self funding care
- d. Volunteering Good Neighbours Scheme
- e. Help Through Crisis

Equality Impact Assessment Guidance can be found here; [Viewing Document: Equality Impact Assessment Guidance \(iow.gov.uk\)](#) or, via SharePoint.

Please delete as appropriate:

- This is a proposal for a new, changed or removed service (*check whether the original decision was equality impact assessed*)

Key Questions to Consider in Assessing Potential Impact	
Will the policy /strategy/service/council/school function proposal have a negative impact on any of the protected characteristics or other reasons that are relevant issues for the local community and/or staff?	No
Has previous consultation identified this issue as important or highlighted negative impact and/or we have created a “legitimate expectation” for consultation to take place? A legitimate expectation may be created when we have consulted on similar issues in the past or if we have ever given an indication that we would consult in such situations	No
Do different groups of people within the local community have different needs or experiences in the area this issue relates to?	Yes - each individual has their own unique set of circumstances and needs
Could the aims of these proposals be in conflict with the council's/school's general duty to pay due regard to the need to eliminate discrimination, advance equality of opportunity and to foster good relations between people who share a protected characteristic and people who do not?	No
Will the proposal have a significant effect on how services, council or schools function/s is/are delivered?	No
Will the proposal have a significant effect on how other organisations operate?	No – the tendering of the services is the legal route to market
Does the proposal involve a significant commitment of resources?	Yes – financial implications have been discussed with CCG and LA Accountants
Does the proposal relate to an area where there are known inequalities?	No
<p>If you answer Yes to any of these questions, it will be necessary for you to proceed to a full Equality Impact Assessment after you have completed the rest of this initial screening form.</p> <p>If you answer No to all of these questions, please provide appropriate evidence using the table below and complete the evidence considerations box and obtain sign off from your Head of Service/Headteacher.</p>	

Protected Characteristics	Positive	Negative	No impact	Reasons
Age	X			The services which are being delivered will be available to all Adults regardless of age
Disability	X			The services which are being delivered will support and meet the needs of the diverse range of people who meet the service eligibility criteria regardless of disability
Gender Reassignment			X	The services are and will be delivered with appropriate policy in place to ensure that support is given consistently and in a transparent manner with equity irrespective of a persons status in regards to gender reassignment.
Marriage & Civil Partnership			X	The services are and will be delivered with appropriate policy in place to ensure that support is given consistently and in a transparent manner with equity irrespective of a persons marriage or civil partnership status .
Pregnancy & Maternity			X	The services are and will be delivered with appropriate policy in place to ensure that support is given consistently and in a transparent manner with equity irrespective of a persons pregnancy or maternity status
Race			X	The services are and will be delivered with appropriate policy in place to ensure that support is given consistently and in a transparent manner with equity irrespective of a persons race or ethnic background
Religion / Belief			X	The services are and will be delivered with appropriate policy in place to ensure that support is given consistently and in a transparent manner with equity irrespective of a persons religion or belief
Sex (male / female)			X	The services are and will be delivered with appropriate policy in place to ensure that support is given consistently and in a transparent manner with equity irrespective of a persons gender
Sexual Orientation			X	The services are and will be delivered with appropriate policy in place to ensure that support is given consistently and in a transparent manner with equity irrespective of a persons sexual orientation.

Are there aspects of the proposal that contribute to or improve the opportunity for equality?	Yes
The Living Well and Early Help service promotes and supports all members of the island community to improve their resilience away from statutory services, the incumbent providers are fully aware of the need for equality and these services ensure inclusion and allows for the development of equal opportunities for all.	

Evidence Considered During Screening

There is no statutory duty under the Care Act 2014 to provide Living Well and Early Help services

All elements of ensuring equality will be reviewed through the legal route to market and following the appropriate procurement of the future service. Each organisation who submit a tender for the services will have to demonstrate that they have appropriate policy and procedures in place to mitigate any risk in regards to Equality and Diversity.

Head of Service sign off & date:	
Legal sign off & date:	

A signed version is to be kept by your team and also an electronic version can be published on the council's / school's website (follow the link from the EIA page on the intranet) unless it relates to staffing/



Purpose: For Decision

Cabinet report

Date	14 OCTOBER 2021
Title	RYDE TRANSPORT INTERCHANGE – PUBLIC CONSULTATION UPDATE
Report of	CABINET MEMBER FOR HIGHWAYS PFI, TRANSPORT AND INFRASTRUCTURE

EXECUTIVE SUMMARY

1. This report provides an update on the planned improvements to the transport interchange in Ryde, the outcomes of the public consultation, and the project delivery programme.
2. This report has been produced as a result of a decision by Cabinet on 15 July which delegated to the Director of Neighbourhoods “to feed back on the findings of the public consultation before a final decision was taken to proceed with the scheme, on condition “That the findings of the public consultation are reported to a future meeting of the cabinet to inform a final decision on the detailed design of those elements of the project to be implemented by the council...””.

The Ryde Interchange project is part of a wider joint partnership bid with Hampshire County Council (HCC) and Portsmouth City Council (PCC) for a share of the Department for Transport (DfT) Tranche 2 Transforming Cities Fund (TCF).

3. The report also provides an update on the termination of respective leases necessary to complete land assembly.
4. The revised timetable following the consultation period has significantly reduced the contingency time within the delivery programme.
5. Financial risks are also to be noted, and it is highlighted that the primary mitigation measures are variations to scope of works, and working with PCC, HCC and DfT to manage cost pressures or savings on all schemes within the region’s bid within the broader funding allocation.

RECOMMENDATION

6. **OPTION 1:** Cabinet note the contents of the consultation feedback and approves the recommended modifications as detailed under para. 19 in list (a)-(t) in this report, and the resulting Revised Outline Design as shown in Appendix 7 and 8, with the exception that the relocation of the taxi rank and the design of the Rose Garden be explored further with key stakeholders prior to a final design decision being

made, and further detailed design of planted areas and the incorporation of public art will be developed through ongoing community engagement.

All other matters required to progress and deliver all elements of the TCF funded Ryde Transport Hub projects be delegated to the Director of Neighbourhoods in accordance with this decision, the requirements of DfT and within available TCF resources.

These decisions are required to enable the design of the whole scheme to be finalised in accordance with these recommendations in so far as practical, legal and financial considerations allow.

BACKGROUND

7. As detailed in the previous Cabinet report (July 15th), the project involves a number of enhancements aimed at making the Ryde Transport Interchange area more attractive and supporting cleaner greener transport:
 - (a) Remodelling and refurbishment of the Esplanade bus interchange
 - (b) Reinstatement of the pier tramway for pedestrians and cyclists.
 - (c) Refurbishment of the station buildings
 - (d) Improvement of cycling links east and west from the interchange.
8. The council TCF funded element will be delivering the bus station, highway and cycling improvements; Wightlink will complete the pier tramway reinstatement and South Western Railways / Island Line (SWR) the station refurbishment. These elements have physical interfaces although different design / implementation programmes; all are required to be completed by April 2023. This means that contracts for implementation of some elements will need to be issued before the detailed designs are completed and construction costs established for others. The council's works are planned to commence on site early in 2022 to be completed in around 12 months depending on detailed design following the consultation.
9. The project is Department for Transport (DfT) funded via the Transforming Cities Fund (TCF) as a part of wider programme in partnership with Hampshire County Council (HCC) and Portsmouth City Council (PCC).
10. The overall funding bid was successful in attracting a total of £55.6 million, approximately £10million of which is earmarked for the Ryde Transport Interchange improvements with implementation required by 30 March 2023.
11. This report has been produced as a result of a decision at the Cabinet Meeting of the 15 July which determined to await the results of the consultation process prior to a delegation to the Director of Neighbourhoods to "finalise the design and materials for those elements of the project to be implemented by the council informed by the findings of the public consultation, terminate leases as necessary to complete land assembly in a timely manner and to instruct implementation of works subject to construction costs being within the available funding and TCF programme window", on condition "That the findings of the public consultation are reported to a future meeting of the cabinet to inform a final decision on the detailed design of those elements of the project to be implemented by the council...".

12. The public consultation which took place from the 22nd June to the 3rd August resulted in a good deal of positive engagement across a broad cross section of the community and other stakeholders. A detailed summary of responses and consequent proposed modifications to the proposals are provided in this report.
13. The scheme also supports aims established through the Climate Change and Environment Strategy, and the upcoming Bus Improvement Plan and the Enhanced Bus Partnership due in April 2022. Prioritising sustainable transport will also be key to addressing needs already identified in developing the Island's new Local Transport Plan for 2023 and 2038. Public transport is a key factor in delivering wider carbon neutral aims and sustainable people movement throughout the Island."
14. Although the project is now on a very tight timetable for delivery, this additional time has allowed for the consultation results to be fully reviewed and assessed to finalise the design by the end of October. In November, quotations will be required from sub-contractors and suppliers to agree a final scheme cost with the main contractor. This will enable an order to be placed at the end of that month. We will be working with the preferred contractor to organise and mobilise so as to enable an on-site start in the first quarter of 2022. The works are expected to take 12 months dependant on the final detailed design, results of on-site surveys and statutory utility diversion requirements.

STRATEGIC CONTEXT

15. As detailed in the previous Cabinet report (July 15 2021) the project supports The Corporate Plan 2019-22 and the 2019-2030 Regeneration Strategy.
16. The project also supports the newly approved Climate Change and Environment Strategy, and the developing new Local Transport Plan, by encouraging the use of more sustainable means of transport.
17. Special consideration has also been given to the historic nature of the Ryde Interchange as reflected in its status as a conservation area.
18. Further consideration has also been given to the unique environmental context as reflected in the range of protected areas abutting the site.
19. The strategic context above and local aspirations as captured by the recent consultation and engagement exercise, and in documents such as the Ryde Public Realm Strategy and the Ryde Place plan, will inform the ongoing design of the scheme and its implementation.

SCHEME DEVELOPMENT

20. The findings of the consultation have positively informed the evolution of the design, materials and landscape planting to help create a space that is more than a functional transport interchange rather a gateway to Ryde and destination in itself. A consequently revised scheme overview plan is included at Appendices 7 and 8 incorporating the following modifications informed by the consultation:
 - (a) A number of raised planting beds have been detailed to be constructed from stone contemporary with the existing stone walls fronting the Rose Garden. These will provide both facility for planting displays and seating options

although could be converted to provide pedestals for public art or incorporate that within planting displays.

- (b) Ground level planting beds have been incorporated where people would not be encouraged to dwell / sit at the bus entrance and exit interchange.
- (c) The parking bays immediately to the west of the pier access road have been removed to provide to provide a ground level parking bed
- (d) Service tails will be left to Western Gardens to serve future concession or allow installation of an external tap / drinking fountain / showers for beach users as was sought in the consultation.
- (e) A temporary toilet block will be provided at Western Gardens prior to demolition of the existing toilets and retained until the new facilities are opened as a part of the station refurbishment.
- (f) A 'seaside' planting theme will be adopted as was preferred in the consultation
- (g) The access control barriers to the pier have been removed with only the height restriction remaining which will facilitate unimpeded access to the pier
- (h) The pedestrian access to this historic pier is retained and whilst pedestrians and cyclists will have the option to use the segregated routes on the reinstated tramway pier they will not be excluded from the historic pier.
- (i) The taxi rank and drop off parking bays immediately adjacent to the station on the pier access road will be constructed with a contrasting surface to help reduce the visual perception of carriageway width
- (j) The pedestrian / cyclist crossing of the pier access roads is provided on a flat top road hump to avoid any level changes for those crossing and introduce a traffic calming feature
- (k) The egress from the pier access road has been moved marginally to the west and the signalised crossing of the Esplanade marginally to the east to improve visibility of the signal head for emerging traffic
- (l) The 'tulip' tree is retained providing an easily identifiable meeting point and the expanded area between that and the station left vacant to provide space for busking or alfresco dining.
- (m) The busways will be surfaced in a contrasting coloured 'tarmac' consistent with the findings of the consultation
- (n) The pedestrian areas will be surfaced in limestone style paving similar in style to that used in St Thomas Square creating a smooth surface preferred by those with mobility impairments
- (o) The expansive paved area to the north of the busway between the Rose Garden to the east and pier access road to the west is not easily segregated to provide separate routes for cyclists and pedestrians. This will be designated as a shared surface in accord with DfT design guidance LTN1/20 with which the scheme is required to comply. Corduroy paving will be provided at each of the entry points to the area together with tactile paving at each of the road crossings
- (p) Cycle / scooter parking will be provided immediately to the east of the station building
- (q) Conservation type kerbs and traditional / heritage style black street furniture will be deployed throughout the scheme consistent with the findings of the consultation.
- (r) Bus shelters incorporating seating and real time bus information are provided at each bus stop together with heritage style benches and bins.
- (s) The zebra crossing to the east of the George Street junction will be incorporated into the signal control at that junction allowing:
 - (i) The provision of a large, raised planter on the north side

- (ii) The extension of the cycleway on the north side to the western end of the rose garden
 - (iii) The extension of parking on the south side of the road to provide an additional 6 spaces replacing those removed to accommodate the taxi rank to the west.
 - (t) The signal controls at the George Street junction will only operate when triggered by either a bus or pedestrian demand rather than cycling
21. This amended scheme will be subject to safety audits which may identify the need for further refinement. The initial findings (Stage 1) will be reported verbally at the meeting (if available at that time).
22. Two suggestions arising through the consultation are proposed to be explored further. These are:
- (a) The relocation of the taxi rank to the Rose Garden frontage. This has been suggested by a taxi operator and would allow the reinstatement of parking on the south side of the road or widening of the pavement to provide alfresco dining opportunities for the fronting businesses; and
 - (b) The reconfiguration of the rose garden to provide planting interspersed with seating on the northern boundary whilst routing the footway on the southern side.
23. Further detailed design of planted areas and the incorporation of public art will be developed through ongoing community engagement.

CONSULTATION

24. The scheme was developed to reflect work undertaken on previous proposals for the area, the funding award conditions, and aspirations of the Ryde Regeneration Working Group (RRWG) and informed by earlier public consultation exercises. That RRWG, which comprises members from Ryde Town Council, Ryde Society and Ryde Business Association, has acted as a steering group for the project and defined specific objectives for the area which are captured in the 'Ryde Esplanade and Interchange Plan Walkabout' notes of 24 April 2019 attached at Appendix 1. These established the following longer-term objectives which are largely to be realised by the scheme:
- (1) Increase accessibility and pedestrian priority from Union St to Western Gardens through restructure of footpaths and roadways.
 - (2) Relocation of Western Garden Café and Toilets to allow for clear sight and potential access to pier entrance.
 - (3) Safe vehicle drop off zone for Wight Link, Bus and Rail passengers.
 - (4) Bus Station reformatted with standing buses removed in favour of sheltered bus stops (as was done in Newport several years ago).
 - (5) The two lanes for standing taxis consolidated to 1 and a call down system insisted upon.
 - (6) Train Station buildings stripped back to expose ironwork, reinstatement of railing, with heritage enhancement being paramount
 - (7) New, upgraded space created at bus/rail station allowing for improved commercial opportunities.
 - (8) Consistency between Western Gardens/Interchange and seafront – incorporating interactive public realm/art/café/stalls/children friendly design

- (9) Create a level walkway between platforms, creating a direct link to Hover Travel – or alternatively a DDA bridge/lift/walkway.
 - (10) Inclusion of DDA and Public Convenience within the interchange bus/rail station.
 - (11) Create a better commuter/travel experience with digital signage at town entry roads/interchange concourse identifying parking provision/Fastcat and train times etc
25. There has also been ongoing input from the principal partners in the project Wightlink, South West Railways and Southern Vectis.
 26. Whilst there is no statutory duty to consult on this scheme, a public consultation was launched on 22nd June 2021 for a six-week period which sought detailed feedback on suggested materials and planting that will help define the space in and around Ryde Bus Station, Ryde Esplanade rail station and Ryde Pier. Broader commentary was also invited on additional features and the overall scheme.
 27. Covid 19 movement and engagement restrictions prevented the traditional exhibition led approach to consultation. Consequently, this exercise was primarily delivered through an online consultation document and survey supported with press releases, display of consultation materials at the pier head and bus station, on bus displays. On-line face to face and small group meetings were also held where possible to discuss issues that are difficult to explore through a survey structure. Small group engagement has and will be ongoing following the conclusion of the public consultation to improve understanding around more of the scheme details raised, and options considered.
 28. Representations outside of the established consultation mechanism have been received regarding the scheme from a number of parties including Historic England, The Ryde Society, Twentieth Century Society and the Bus and Rail User Group amongst other individual representations. These have been replicated within Appendix 5 as qualitative responses with design team commentary provided thereon.
 29. A further approximately 1,700 individual responses were received comprising of a single statement which were prompted by a petition which sought that 'The Isle of Wight Council should use the planning process when changing Ryde Esplanade'. Following the receipt of further petition responses which passed the numbers over the required threshold of 2,500 responses, this matter was discussed at Full Council as a petition on the 15 September 2021.
 30. Members should be assured that the council has and will continue to follow the appropriate planning procedures. Furthermore, the current consultation has provided an opportunity for all people to be involved in the development of the scheme and to help ensure the best decision is made about this project as is apparent from the consultation response.
 31. 329 individual responses were received to the consultation with a wide range of engagement across the age / gender ranges and proportional engagement from those with disabilities. Further details are provided in Appendix 2 the majority (approx. 62%) of respondents were aged 45-74, with 34.8% identifying as female and 55.8% identifying as male, and 15% stating that they had a disability.

32. Respondents identified a broad mix of usual modes of transport with the majority identifying either the car or walking as their usual mode of transport.
33. A detailed summary of responses is provided in appendices to this report.
 - (a) Appendix 3 details the quantitative responses to specific questions asked about material choice options
 - (b) Appendix 4 summaries the qualitative responses to the question relating to additional features which people would like to see incorporated into the scheme
 - (c) Appendix 5 reproduces all of the qualitative responses to the question inviting general observations for completeness together with design team commentary on those.
34. A specific alternative proposal was received from Bob White FIHE, MCIHT, MICE and have been reproduced in appendix 6 together with commentary on that. The option has inherent difficulties, does not give cause for any fundamental rethink of the approach and would not deliver the funding objectives.

SCRUTINY COMMITTEE

35. The subject of this report has been considered at the Policy and Scrutiny Committee for Neighbourhoods and Regeneration on 8 July 2021.
36. The committee resolved that “the council ensure that it is made clear to the local community that comments on all aspects of the Ryde Transport Interchange scheme are welcomed as part of the Public Consultation”.
37. The committee further resolved that “The Director of Neighbourhoods agreed to circulate to the Committee the responses received to the consultation process.”
38. The council communicated its willingness to receive comments on all aspects of the scheme and was pleased to receive a high number of detailed free text responses as outlined above which have informed the resulting revised design.
39. The Director of Neighbourhoods has forwarded to the Chairman of the committee the responses received to the consultation process.

FINANCIAL / BUDGET IMPLICATIONS

40. Whilst the TCF funding bid secured £10 million for the implementation of the scheme within the wider allocation of £56 million for the Portsmouth City region, it is understood that cost pressures or savings on all schemes within the region’s bid will be managed within the broader funding allocation in liaison with SEHRT partners and DfT.
41. The construction cost estimates for each component remain to be confirmed following completion of the detailed designs.
42. IWC’s transport interchange project will be delivered through available funding, retaining sufficient funds for accrual to the PFI network for future maintenance. If necessary, the scope of the project or funding allocation will be varied to do so in liaison with PCC as the DfT’s accountable body. In such circumstances the

consultation findings will be used to help inform any future decisions around changes to the scheme.

43. As detailed below, the revised scheme still requires the demolition of a kiosk café and toilet block which are owned by the council and are currently the subject of leases. As such there could be an ongoing loss of c. £8,000 per annum of rental income. However, this project places no further constraints on a new concession (or similar) being agreed for Western Gardens in due course by Property Services.

It may be necessary to make a compensation payment equal to twice the rateable value to the leasee of the café and provision for that will be made within the construction cost.

44. The DfT require all Tranche 2 Transforming Cities Fund projects to be completed by March 2023 otherwise funding may be clawed-back. This risk is being mitigated by careful programme management including appropriate reviews at key stages to assess viability and affordability and adjust scope if needed.
45. As a consequence, delivering this project does not present a significant financial risk or exposure for the council. Although there may be some abortive costs to the council if the project is not delivered and DfT requires some or all of the feasibility funding to be returned. This risk is being managed through ongoing liaison with DfT and PCC with regards to progress and issues, and through the appropriate use of project milestone gateways.

CARBON EMISSIONS

46. Though the core aim of the Transforming Cities Fund is increasing productivity and providing better access to good jobs. The proposals for the Ryde Transport interchange significantly promote and will enable the use of sustainable travel, whether it would be use of public transport or active travel to connect with the cross Solent links with the Portsmouth City Region.
47. Whilst the proposed improvements will not directly impact the Council's carbon emissions, they will facilitate reduced bus journey distances improving the efficiency and reliability of bus services and so reduce the associated carbon emissions. In turn any increase in the use of sustainable travel is forecast and therefore a reduction in private vehicle use. This is expected to result in associated carbon emission reductions.
48. Further consideration will also be given to Scope 3 emissions during construction, once the outline design is agreed and detailed designs, methods and material choices are being developed, with a view to reducing operational carbon during construction or the embodied carbon of materials.

LEGAL IMPLICATIONS

49. Portsmouth City Council (PCC) are the accountable body for the DfT grant and IWC council is subject to the terms of a funding agreement between PCC and IWC.
50. The project elements and benefits have been agreed with DfT as a part of the bidding process and any significant changes would require further negotiation via PCC.

51. To implement the scheme, it will be necessary to take possession of the toilet block and Ryde Pier Café. Whilst both of these are owned by the council, they are currently the subject of leases. The lease for the toilet block to Ryde Town Council makes specific provision for repossession in a timely manner. The lease on the Ryde Pier Café is longer standing and covered by the landlord and tenant act. This gave the tenant a right to renew the lease when it expires in March 2022 unless the site is required for redevelopment. Following a notice from the tenant to request renewal of the lease, IWC has issued a counter notice informing the tenant that the property is required for redevelopment.

EQUALITY AND DIVERSITY

52. The council as a public body is required to meet its statutory obligations under the Equality Act 2010 to have due regard to eliminate unlawful discrimination, promote equal opportunities between people from different groups and to foster good relations between people who share a protected characteristic and people who do not share it. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
53. An equality impact screening assessment has been undertaken in respect of the project which is linked in the background papers to this report. This found either positive or no impact on the protected characteristics under the Equality Act 2010 and consequently no further assessment is required.

PROPERTY IMPLICATIONS

54. As mentioned previously, to implement the scheme it will be necessary to take possession of the toilet block and Ryde Pier Café which are owned by the council and subject to leases.
55. The scheme requires the demolition of these structures to allow for a new approach to the pier.
56. TFC funding has also been secured to fund an enhanced concession and public toilet facilities through the refurbishment of the Esplanade railway station so as to mitigate against any loss of key facilities. These will be under the management of SWR as is currently the case.

SECTION 17 CRIME AND DISORDER ACT 1998

57. Section 17 of the Crime and Disorder Act 1998 (as amended by Police and Justice Act 2006) provides that: ‘...it shall be the duty of each authority ... to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all it reasonably can to prevent, crime, disorder, antisocial behaviour adversely affecting the environment, and substance misuse in its area’.
58. Section 17 applies to all duties, activities and decision making. Ignorance or failure to respond to the requirements of section 17 leaves the Council open to legal challenge.

59. The scheme design contributes to reducing crime, disorder and antisocial behaviour by improving visibility across Western Gardens and the interchange improving natural surveillance.

OPTIONS

60. OPTION 1: Cabinet note the contents of the consultation feedback and approve the recommended modifications as detailed under para. 19 in list (a)-(t) above, and the resulting Revised Outline Design as shown in Appendix 7 and 8 with the exception that the relocation of the taxi rank and the design of the Rose Garden be explored further with key stakeholders prior to a final design decision being made, and further detailed design of planted areas and the incorporation of public art will be developed through ongoing community engagement.

All other matters required to progress and deliver all elements of the TCF funded Ryde Transport Hub projects be delegated to the Director of Neighbourhoods in accordance with this decision, the requirements of DfT and within available TCF resources.

These decisions are required to enable the design of the whole scheme to be finalised in accordance with these recommendations in so far as practical, legal and financial considerations allow

61. OPTION 2: Cabinet note the contents of the consultation feedback and recommended modifications as detailed under para. 28 in list (a)-(t) above, and the resulting Revised Outline Design as shown in Appendix 7 and 8 and the exceptions but agree alternative modifications as specified.
All other matters required to progress and deliver all elements of the TCF funded Ryde Transport Hub projects be delegated to the Director of Neighbourhoods in accordance with this decision, the requirements of DfT and within available TCF resources.

These decisions are required to enable the design of the whole scheme to be finalised in accordance with these recommendations in so far as practical, legal and financial considerations allow.

RISK MANAGEMENT

62. This project is overseen by the major highway improvements project board comprising the portfolio holder, director and senior managers in relevant services. That project board meets monthly, receives progress reports from the project manager and reviews progress against programme, spend against budget projection and the established risk log making interventions when necessary to manage and minimise risk.
63. Risks which are significant in terms of the TCF wider allocation for the Portsmouth City region, will be managed in liaison with SEHRT partners and DfT as per the partnerships Assurance Framework and related measures, including regular formal and informal updates with PCC, SEHRT partners, and DfT.

EVALUATION

64. The preferred option is recommended to reflect the views of stakeholders and to allow a timely instruction to be issued for the implementation of the council's works and hence reduce the risk of inflationary costs and the delivery programme extending beyond the TCF programme window which may compromise the funding availability.

APPENDICES ATTACHED

- Appendix 1 - Ryde Esplanade and Interchange Plan 'Walkabout' notes of 24 April 2019
Appendix 2 - Demographic Breakdown of Survey respondents
Appendix 3 - Quantitative responses to specific questions asked about material choice options
Appendix 4 - Qualitative response summary to the question relating to additional features which people would like to see incorporated into the scheme with commentary
Appendix 5 - Qualitative responses to the question inviting general observations for completeness together with design team commentary.
Appendix 6 - Alternative proposal promoted by Bob White and commentary thereon
Appendix 7 - Revised plans with recommended modifications to the consultation plan (West)
Appendix 8 - Revised plans with recommended modifications to the consultation plan (East)

BACKGROUND PAPERS

- (a) Equality Impact Screening Assessment
- (b) Ryde Transport Interchange Public consultation document
- (c) The Ryde Place Plan
- (d) The Ryde Public Realm Strategy
- (e) Historic England's Advice Note 'Streets for All' (2018)
- (f) DfT Design Guidance LTN1/20

Contact Point: David Newton, Strategic Manager – Transport and Regeneration Infrastructure – Capital Programme, ☎ 821000 e-mail david.newton@iow.gov.uk

COLIN ROWLAND
DIRECTOR OF
NEIGHBOURHOODS

(CLLR) PHIL JORDAN
CABINET MEMBER FOR HIGHWAYS PFI,
TRANSPORT AND INFRASTRUCTURE

This page is intentionally left blank

Walking Group:

Cathy Foulkes, Zoe Thompson, Cllr Phil Jordan, Cllr Michael Lilley, Jenny Ward, Abi Wheeler, Stella Davis.

*Additional walking group on 22nd May with Ryde Town Council: Cllr Jordan Cllr Lilley, Cllr Critchley, Cllr Axford, Cllr Conyers, Cllr Adams, Town Clerks Saskia Blackmore, Ady White. In addition Chris Simmons and wheelchair user Gary Axford were in attendance.

Aim:

To consider the Western Garden and interchange area, identifying improvements and opportunities for future regeneration.

Initial Thoughts:

Two very obvious issues were raised, firstly the general appearance of the interchange area, and secondly, problems with ease of access for pedestrians (and on occasion drivers), with traffic taking priority throughout the whole area.

This report will detail the discussions and feedback from the group, and generate the key priority improvements for the area.

Views and Vistas: Western Gardens.



The group agreed that the views from the Western Garden area were pleasing, and a significant part of the town, but the area is not maximised and lacks in regards to public realm.

The green amounts to a good area, which could be utilised as a multi-purpose small scale arts, entertainment, leisure space.

Various suggestions have been outlined in previous consultations, A speigeltent, fountain feature, appropriate sculpture, bandstand etc

Any feature would need to compliment the heritage from both the town and that of the reflected views of the historic pier.

There is seen to be opportunity for rapid 'uplift' of this area. For example, the current seating is situated in front of a large flowerbed, completely restricting the view of the seafront.



If more significant redevelopment of the area is likely to be delayed, then consideration should be given as to the purpose, and position of street furniture, flowerbeds etc to make the area more practical and welcoming.

If more significant restructuring was possible in this area the consideration should be given to re-locating the café and toilet block to the far side of the green

The recent refurbishment of the café is welcomed, and demonstrates how the commercial offering can be significantly improved with investment however visually, this block restricts

visibility to the entrance of the pier, which if opened up could help to increase the use of the area, with it becoming an extension of the interchange.

Thought could also be given to improved access to the beach area here.

RYDE ESPLANADE AND INTERCHANGE PLAN WALKABOUT
24TH APRIL 2019

The Western Gardens area is highly visible from Union St, a draw to the seafront, and equally, a great standing point to view the town, however there is a feeling of disconnect between the spaces. This could be dealt with through strong, more imaginative landscaping, street furniture, street art etc

Views and Vistas: Interchange.

Visually the interchange area of the bus and rail stations are very poor. They look rundown and bleak in appearance.

This area is vast, and is primarily that of concrete. The way the buildings have been configured mean that there are no views of the sea or sky line. The roadway is particularly dominant due to its size with the addition of the taxi rank further widening the area.



The train station is a mix of old and new, with some of the original heritage features, such as iron work obscured due to the low ceiling height of the buildings. This makes the station very dark and unwelcoming. It is reminiscent of an underground street subway.



The unwelcoming feel of the station means that commuters and visitors are unlikely to spend any time in this area. Giving thought to opening up the station through redesign would not only allow for better lighting, increased feeling of safety, but also

increase opportunity with people seeing it as a space where they can comfortably wait and spend time. This would allow for a more extensive and an upgrading in the commercial opportunity, for example a more diverse range of refreshments, gifts as well as items that would appeal to regular commuters.

Interestingly in the public consultations carried out by ARC in 2018, community feeling was that although this area is named 'the gateway' to Ryde, it is considered with much more value as a destination and as part of the town as a whole. This is likely to be why there is such strong feeling as to the visual and heritage aspects of the interchange area, rather than just practicality as a transport link.

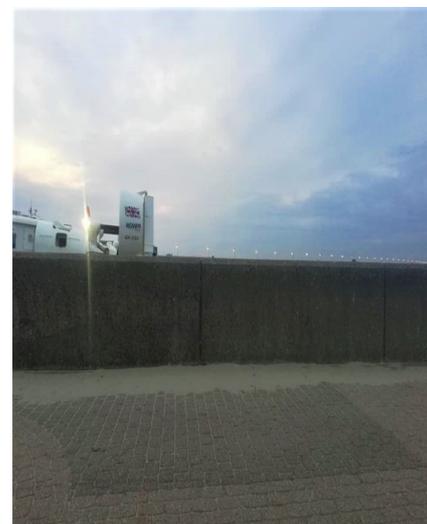
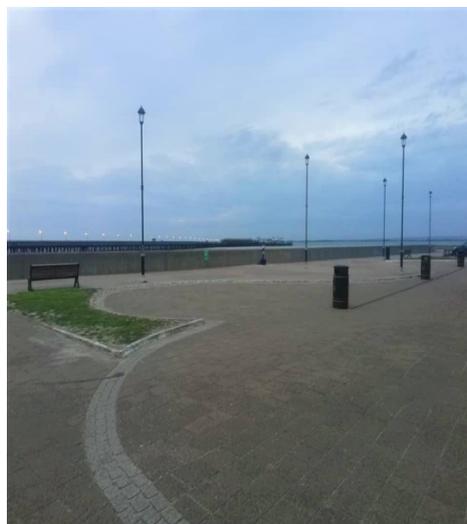
RYDE ESPLANADE AND INTERCHANGE PLAN WALKABOUT
24TH APRIL 2019

On exiting the station area, you're faced with a variety of basic flowerbeds and street furniture. It appears that this large area is poorly throughout with little real value, other than having the potential for an increase in antisocial behaviour, as it becomes a 'hangout' spot, whilst visitors and commuters quickly pass through.

Moving eastwards of the bus station, there is a considerable walk to reach the hovercraft. Public can access the hover travel terminal via the bridge (if able). The bridge offers the first views of the sea within the whole area. Tourists will often stand at the top of the bridge steps to take in the view and observe the hovercrafts. It seems a shame that this is the best and only vantage point for this. Some thought should be given as to how this view and the draw of the only commercial hovercraft can be promoted.

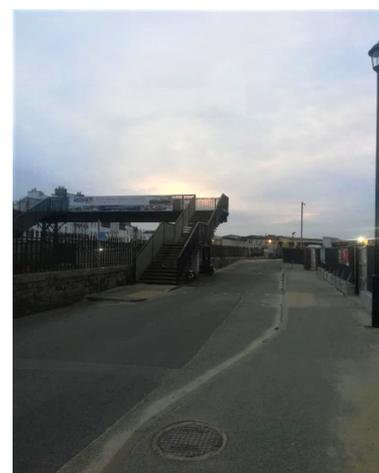
In the Hovertravel area, we once again see a vast amount of space, including a significant car park area, and further additional taxi parking much of which appears to be under utilised. There is no character given to this area at all. Lots of concrete!

Even around the sea wall area to the west of the ice rink, there could be potential for viewing points and the first opportunity in many meters to actually walk with a sea view. But the public realm is very poor, and uninspiring, and is obviously blighted by the derelict ice rink building.



This whole area, continuing eastwards is dedicated to parking. This further limits enjoyment of the area for the public as it means natural footfall is more naturally redirected back up to the road and away from the sea views.

Consideration must be given to the first impression for visitors as they come off the Hover.



All customers exit the Hover in this direction, yet there is no signage, no indication as to where they are in relation to bus/train station which may be required for onward journeys, or where the beach/town areas are. Giving a generally bleak 'welcome'.

Accessibility – Western Gardens & Pier

Although Western Gardens may not technically be classed within the interchange area, it was felt that if an aim was to increase footfall both to and from the interchange, then Western Gardens must be considered within any planning.

A greater natural footfall from the town to the interchange would be helpful, and Western Gardens is what will bridge that space.

Currently the end of Union St, around Western Gardens, is dominated by traffic. It can be particularly difficult to cross from the left-hand footpath of Union St.

Consideration must be given to ways in which the pedestrians can take priority to oncoming traffic around the junction and the roundabout. Widening pathways, increasing crossing opportunities and traffic calming measures would improve this whole area. Taking inspiration from redevelopment of areas such as Oxford Circus – London, where significant expansion of pedestrian walkways have been used to manage high footfall & traffic areas, could be useful.



Pedestrians are currently required to cross from Western Gardens into the bus/train station to then enter the pier. Traffic takes full priority in this area, with cars entering the pier, car drop offs, and parked cars all in this very small area. Footpaths are very small, and the pier entry designed in a chicane gateway style, which is particularly hard to navigate with luggage, pushchairs, wheelchairs etc



This whole area is difficult to navigate, it encourages traffic into the town and up the pier due to there being no drop off area, and can result in traffic congestion onto the main road at busy periods waiting for the barriers. It is often observed that cars who do use this as a drop off point reverse back into oncoming traffic when turning is not possible.

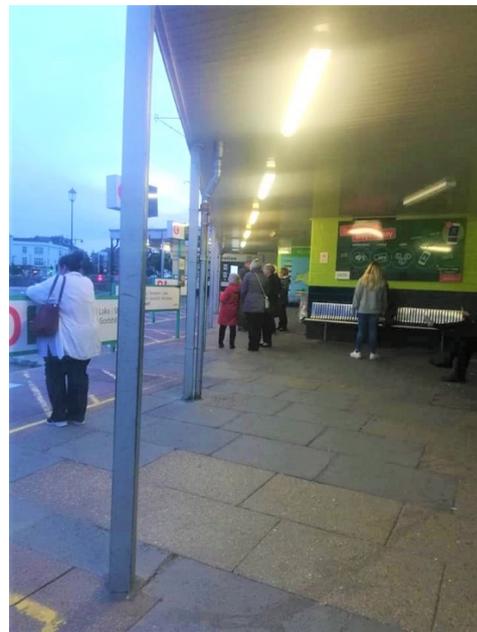
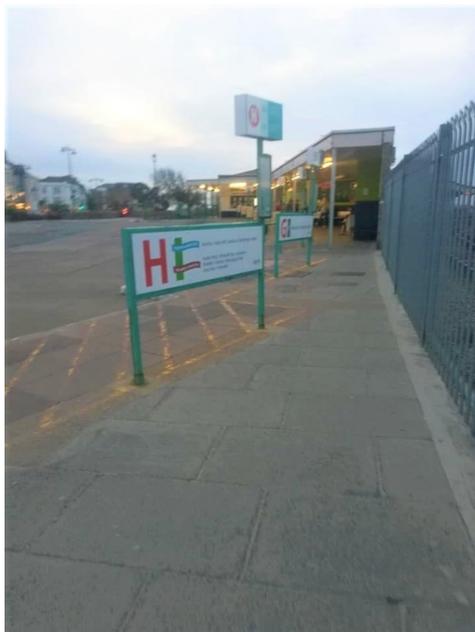
RYDE ESPLANADE AND INTERCHANGE PLAN WALKABOUT
24TH APRIL 2019

A direct route to the pier entrance could be achieved from Western Gardens if redesign was achieved with the toilet/café block being re-located.



It was also noted that despite the history and heritage of the pier, other than a small blue plaque, there is no notification/visitor information at this end of the pier to celebrate this.

The bus station area would benefit from full redesign. Buses are not required to be held at this bus station for any length of time, and so bus stop sections, running parallel, would reduce the amount of space required, allowing for wider walkways. Currently when public are queuing for a bus, the full width of the walkway is taken up. This is uncomfortable and congested when people are required to walk through this way to reach the Hover Travel terminal from the station. For a high footfall area, the pedestrian pathways were seen to be inadequate.



Toilet facilities are restricted to a disabled toilet within the ticket office opening time. Or using the toilets on Western Gardens requiring travellers to go back out of the interchange area.

Should an individual be unable to navigate the stepped bridge across to the Hover Travel terminal, they are required to walk several more meters around the full length of the extensive car park, and then back on themselves to the ticket office. This is not clearly marked, and adds considerable time onto someone's journey, despite the terminals all being in close proximity (as the crow flies!).

This is particularly disappointing and unwelcoming for visitors and commuters' makes travelling with a disability, young children, luggage difficult – which for a 'gateway to the island' is unacceptable.

Consideration could be given as to more direct routes for passengers from the bus station/train station and Hover travel areas.

An option would be to look at establishing a level crossing between the existing platform that allows for footfall directly onto the hover travel site. This would require co-operation and thought to the existing trains. A discussion was had about the possibility of having shuttle carriages between Ryde Station and Pier Head, then an onward train from Ryde station through. It could be that the old carriages are kept for this shuttle service, given they are a 'tourist experience' in themselves. It was also mentioned that this could help to ensure revenue on this stretch of rail line, as currently due to the short duration it can be easy for commuters to travel without a ticket at busy periods

RYDE ESPLANADE AND INTERCHANGE PLAN WALKABOUT
24TH APRIL 2019



Alternatively, an accessible bridge/lift direct from the train platform across to the Hover travel area. Making the transfer between transport much easier and quicker

Reducing the footprint of the bus station area would not only improve commuter/travel experience, but also allow for better provision for those wishing to bypass the interchange but walk a more natural/direct coastal path route.

For those who have no choice but to access Hover Travel via the long route, because of no access over the step bridge consideration must be given to the drop curbs, and paving layout.

Currently those requiring a dropped curb have to cross the road turn left down the opposite pavement then use the drop curb to cross back.



The natural walk way if someone was travelling from the bus station to hover travel, means that you are taken a significant distance away from the ticket office, to then have to turn back.

The area around Hover Travel is vast, with parking for coaches, cars and more taxi spaces. This could be reduced, and landscaped to make it more appealing and fitting for a coastal area.

Because the dominant feature is concrete and parking, a coastal path walking route is lost, which results in a division between the town, area and the esplanade. Ideally having an interchange area which fits more seamlessly between the two would not only help accessibility and the visual appearance of the area, but also help to increase footfall.

RYDE ESPLANADE AND INTERCHANGE PLAN WALKABOUT

24TH APRIL 2019

CONCLUSIONS:

The following are seen as priorities:

SHORT TERM:

- Assess and re-locate seating/raised flower beds etc in Western Gardens area to ensure appropriate and making the most of the space. – IWC/RTC
- Update signage – Bus station – IWC/RTC
- Include appropriate/helpful signage at Hover Travel Exit – Hover Travel/IWC/RTC
- Increase understanding of heritage (pier/hover etc) with information boards.
- Electric Bike hub/Bike station at bus/rail station.
- Regular discussions with travel operators to ensure a joined up and consistent approach to future development, regenerating and projects. RTC/IWC/SWR/HT/WL/SV

LONGER TERM:

- Increase accessibility and pedestrian priority from Union St to Western Gardens through restructure of footpaths and road ways.
- Relocation of Western Garden Café and Toilets to allow for clear sight and potential access to pier entrance.
- Safe vehicle drop off zone for Wight Link, Bus and Rail passengers.
- Bus Station reformatted with standing buses removed in favour of sheltered bus stops (as was done in Newport several years ago).
- The two lanes for standing taxis consolidated to 1 and a call down system insisted upon.
- Train Station buildings stripped back to expose ironwork, reinstatement of railing, with heritage enhancement being paramount
- New, upgraded space created at bus/rail station allowing for improved commercial opportunities.
- Consistency between Western Gardens/Interchange and seafront – incorporating interactive public realm/art/café/stalls/children friendly design
- Create a level walkway between platforms, creating a direct link to Hover Travel – or alternatively a DDA bridge/lift/walkway.
- Inclusion of DDA & Public Convenience within the interchange bus/rail station.
- Create a better commuter/travel experience with digital signage at town entry roads/interchange concourse identifying parking provision/fastcat and train times etc

All stakeholder groups must work together in achieving an interchange area which is visually appealing, reflecting the heritage of the town and the coastal area, as well as providing a comfortable, accessible travel hub.

Please note that the Ice Rink and the 'wet end' of the pier were not considered within this discussion, however must be taken into consideration if improvements to the area are to be achieved successfully.

Documentation from previous consultations can be used for reference:

ARC: Ryde Public Consultation - 2018

IOW Chamber of Commerce: Ryde Mater Plan – 2015

Atkins: Ryde Public Realm Strategy 2004

Ryde Town Council Position Statement: 2018

This page is intentionally left blank

APPENDIX 2

Demographic Breakdown of Survey Respondents

Category	Percentage Responses	Total Responses
Age Bracket		
Under 18	0.94%	3
18-24	4.06%	13
25-34	9.38%	30
35-44	14.38%	46
45-54	20.63%	66
55-64	21.88%	70
65- 74	20.00%	64
75+	2.19%	7
Prefer not to say	6.56%	21
Answered		320
Skipped		9
Gender		
Female	34.80%	111
Male	55.80%	178
Other	0.31%	1
Prefer not to say	9.09%	29
Answered		319
Skipped		10
Disability		
Yes	15.00%	48
No	77.50%	248
Prefer not to say	7.50%	24
Answered		320
Skipped		9

Usual Mode of Transport	Percentage Responses	Total Responses
Bus	31.43%	99
Car	63.49%	200
Walk	65.4%	123

Motorcycle	4.76%	15
Bike	18.41%	58
Taxi	6.35%	20
Answered		315
Skipped		14

Analysis of Responses to Quantified Questions

Question	No. of Responses	%	Recommendation
Preferred Planting Type			Seaside Theme
Seaside Theme: Palms/Flower Beds	202	61.4	
Native Species: Trees/ Shrubs	127	38.6	
Bus Carriageway Surfacing			Red 'Tarmac'
Traditional Black 'Tarmac'	105	32.8	
Coloured 'Tarmac'	126	39.4	
Concrete – blocks or imprint	89	27.8	
Pedestrian Paving			Limestone as preferred by disability and conservation groups
Limestone as St Thomas Square	101	31.5	
Block Paving	62	19	
Tegular Paving	158	49	
Kerbing Type			Conservation Style
Traditional precast concrete	82	25.6	
Conservation style concrete	238	74.4	
Street Furniture Style			Traditional
Contemporary – Stainless Steel	58	18.2	
Traditional – Black	134	42	
Natural – Stone / Wood	127	39.8	
Pier Furniture Style			Traditional
Contemporary – Stainless Steel	95	29.6	
Traditional – Black	226	70.4	

caesf

This page is intentionally left blank

Analysis of Responses to Qualitative Questions – Other Features Sought

Other Features Sought	No. of Respondents	Commentary
Public / Local Art	44	Facilitated by the scheme
Cycle Parking / lockers	40	Provided by the scheme
Improved Signage / Town Map	35	Provided by the scheme
More Green Space / planting	15	Provided by the scheme
Traditional Design	11	Adopted for the scheme
Do Nothing	10	Not consistent with consultation findings
Public Toilets	10	Provided in refurbished station
Waterfront Café / outside dining	7	Beyond scope but not precluded by scheme
Performance / Busking Area / Bandstand	7	Beyond scope but not precluded by scheme
Pedestrian / Cycle Segregation	7	Provided where possible
Waste Bins	7	Provided by the scheme
Scooter Parking / Charging	6	Provided by the scheme
Shaded / Sheltered Seating	6	Provided by the scheme
Bus Shelters	5	Provided by the scheme
Disabled friendly wide, smooth walkways	5	Provided by the scheme
Cycle charging points	4	Beyond scope but not precluded by scheme
Traffic Calming / Raised Pedestrian Crossings	4	Provided where appropriate
Electric car charging points	3	Beyond scope but not precluded by scheme
Fountain / Water Feature	3	Beyond scope but not precluded by scheme
Defibrillator / First Aid Centre	3	Beyond scope but not precluded by scheme will seek inclusion in station refurbishment
Waterfront Seating	2	Beyond scope but not precluded by scheme
Modern Design	2	Not consistent with consultation findings for traditional design
Outside Tap / Drinking Fountain at Western Gardens	2	Facilitated by the scheme
New bridge to Hovertravel	2	Beyond scope but not precluded by scheme
Pier Walkway / Cycleway	2	Beyond scope but included in Wightlink delivered component of wider project
Reduce pavement clutter	2	Provided by the scheme
Keep café and toilets / seating area	2	Not consistent with scheme to be replaced in station refurbishment

Keep parking on south side of road	2	Replacement parking provided to east of George Street
Out of town P&R using small buses	2	Beyond scope but not precluded by scheme
Drop off area for cars	2	Provided adjacent to station on pier access road
Reopen ice rink	2	Beyond scope but not precluded by scheme
Hanging baskets	2	Beyond scope but not precluded by scheme will seek inclusion is station refurbishment
Real Time bus information	2	Provided by the scheme
Breastfeeding / Nappy Changing Facility	1	Beyond scope but not precluded by scheme will seek inclusion is station refurbishment
Sensory Garden	1	Facilitated by the scheme in raised planning beds
Planting incorporating flowering perennials	1	Facilitated by the scheme in surface and raised planting beds
Outdoor Sports Equipment	1	Beyond scope but not precluded by scheme
Fairy Lights in Trees	1	Beyond scope but not precluded by scheme
Move bus station to John Street with free rail connection	1	Inconsistent with scheme principles
Put cycleway in carriageway outside Rose Garden	1	Would require loss on street parking and facility for temporary bus / coach stops – segregated facilities can be accommodated within existing footprint
Zone for skateboarding ./ roller skates	1	Beyond scope but not precluded by scheme
Beach skips	1	Beyond scope but not precluded by scheme
Recreate octagonal pier toll houses	1	Beyond scope but not precluded by scheme
Use nose in bus parking as at Gunwharf	1	Inconsistent with scheme principles
Wooden seating (metal too cold)	1	Not consistent with consultation findings
Farmers market	1	Beyond scope but not precluded by scheme
Refresh Bowling Alley	1	Beyond scope but not precluded by scheme
Nightclub	1	Beyond scope but not precluded by scheme
New skatepark	1	Beyond scope but not precluded by scheme

Smooth footways / cycleways for skaters	1	Provided by the scheme
Move buses to Hovertravel	1	Inconsistent with scheme principles
Dogging Locations	1	Beyond scope but not precluded by scheme
Provision for Bus Museum Shuttle	1	Facilitated by the scheme
Reinstate Dotto Train	1	Beyond scope but not precluded by scheme
Pedestrian crossing west of roundabout at Dover Street	1	Beyond scope but not precluded by scheme
Kiosks selling island produce	1	Beyond scope but not precluded by scheme will seek inclusion is station refurbishment
Meeting Point	1	Provided by the scheme
Showers for beach users	1	Facilitated by the scheme
Ground level lighting	1	Not consistent with consultation findings for traditional design
CCTV	1	Retained within the scheme
Keep 'Tulip Tree'	1	Retained within the scheme
Motorcycle parking	1	Beyond scope but not precluded by scheme
Residents only parking	1	Beyond scope but not precluded by scheme
Pedestrian crossing near swimming pool	1	Beyond scope but not precluded by scheme

This page is intentionally left blank

Analysis of Responses to Qualitative Questions – Other Comments

Other Comments	Commentary
Yes a tunnel x x	Beyond scope of the scheme but not precluded by it
One of the best view points on the Island is the area just to the west of the pier, which has been designated as parking spaces. There's a huge missed opportunity here to have an amazing cafe and seating area, we are lacking good quality waterfront cafes with sea and sunset views. A building with lots of glass to make the most of our unique and spectacular views. It would be madness to lose the opportunity to add this for the sake of a couple of parking spots.	The drop off parking spaces immediately to the west of the pier access road have been deleted from the scheme. Whilst the construction of a new café building on western gardens is beyond the scope of the scheme this is not precluded by the proposal.
We are in a fortunate position to have a town on a beautiful beach, it is what brings tourists to the area but there are very few waterfront eateries /bars. When making this huge investment it seems crazy not to take the opportunity to provide a beautiful cafe, see stair ant or bar area that would overlook the water to the west of the pier. Something with large glass windows (similar to the bandstand in sandown), to give a year round place to appreciate our spectacular beach, and pier.	Whilst the construction of a new café building on western gardens is beyond the scope of the scheme this is not precluded by the proposal.
The scheme requires full public consultation, otherwise judicial review is likely. The toilet block should not be demolished. It provides a 34 hour facility. The proposed toilet in the station will not provide 24 hour access as the railway closes in the evening there is no access and it does not have the same capacity. This will deprive Ryde residents visitors and transport users of a vital facility necessary for human dignity and which is a human right. The council believes it will save £38,000 per year on toilet maintenance for those toilets. However that toilet block open 24 hours a day is a vital facility for Ryde and easily and conveniently accessed by visitors and locals alike. It is necessary and answers a basic human requirement which the proposed alternative smaller and with restricted opening hours will not do. Ryde should be visitor friendly. This proposal is not. The removal of a popular cafe easily accessible to all and the addition of a cafe in the station is simply not adequate. The cafe is used by interchange users and those that use the Western Gardens, which is a popular meeting point for residents and visitors alike. The road scheme is an old one from years ago when a new station building was proposed. It has just been stuck	Generally, there is no statutory requirement to undertake consultation on highways improvement schemes however we have been pleased to add value to this phase of design work by undertaking the recent public consultation and the ongoing targeted stakeholder engagement. Once the outline design of the scheme has been agreed, IWC will review all details to ascertain if any individual elements require any specific authorisation so as to ensure that the council continues to act in accordance with good practice, policy and the law. The current toilet block does not provide a 24hr facility and will be replaced within the refurbished station with extended opening hours. The refurbishment of the station will provide an option to accommodate a café and whilst the construction of a new café building on western

<p>in without thought. It is not designed for or appropriate for this scheme. The loss of part of the Western Gardens for a pick up and drop off area and the rose garden is an unacceptable loss of amenity. This area is heavily used and is a popular meeting place. It will have a detrimental effect on the view of Ryde from the Pier considered very important by Historic England. It will also cause traffic difficulties and is unnecessary.</p>	<p>gardens is beyond the scope of the scheme this is not precluded by the proposal. The proposed highway arrangements largely reflect those previously promoted although those were not implemented due to commercial difference between partners at the time rather than fault with the scheme. However, the design has been re-assesed and modified to ensure it remains appropriate. The scheme provides a net increase in public amenity space and will remove the concrete block build café and toilet block which currently detracts from the Victorian streetscape.</p>
<p>Putting taxis on the south side of the Esplanade is impractical and will create congestion both for traffic and pedestrians. The bus station now works reasonably well. The new scheme will make it harder for buses to enter and exit causing delays and congestion. The existing arrangement allows for travellers to shelter in close proximity to their intended bus. Permitting buses to cross the Esplanade and go up George Street will slow down circulation and cause congestion. The provision for pedestrians is worse than it is currently. The reconfiguration of the roads and the loss of pavement space on the south side of the Esplanade lead to loss of amenity, more congestion, more pollution and a less attractive environment for residents and visitors alike. We adopt the comments of the former traffic consultant who has cricised this scheme. The road reconfiguration the drop off and pick up area and the new bus roadway and parking arrangements proposed are unnecessary harmful to the visual appreciation of and vista from and to Ryde Esplanade which is the sea facing boulevard of Ryde a Victorian town on the sea and its big selling point. The pier and the Esplanade are the first things a visitor using the ferry or the train experience. The Esplanade part of the scheme is unnecessary, detrimental to Ryde and needs to be completely rethought, with the money better spent on modest visually appealing improvements to ,for instance, the facade of the station facing the Esplanade and increasing the areas for flower displays.</p>	<p>The scheme provides 2 taxi ranks, one on each side of the road with intervisibility between the two allowing customers to access taxis from either side without having to cross the road and for operators to see when a rank is empty and move over to that. The current bus station does not work well with significant conflict between those waiting for a bus and pedestrians. Services accessing George Street currently have to U turn at the roundabout extending journey times and pollution. The reconfiguration increases pavement space on the south side of the road. The parallel parking of buses reduces the size of the area which needs to be provided for bus maneuvering and facilitate significant improvement to pedestrian walkways. The bus stops created are not lay over spaces and will only be occupied whilst buses are loading / unloading and consequently will obstruct vistas only fleetingly. The funds are not available to be spent alternatively rather must provide specific benefits to bus accessibility and service schedules</p>

<p>Do not let this dangerous scheme go ahead. As a cyclist and as a pedestrian I am very concerned. I know from experience frequent near-misses occur between cyclists and pedestrians in this area, added to now by reckless illegal use of e-scooters. We can at present safely walk through this area East/West in a straight line, crossing only one entry road, instead we will have to zig-zag and make six crossings, encountering cyclists manouvering about us while we shift past bus queues whichever way we are obliged to go. Pedestrians will lose the right to walk on the main Victorian pier as they have enjoyed doing for 200 years and be forced on to a modern cycle track, obliged to keep a lookout for mainly, commuting cyclists; it will be no pleasure, with an inferior view and the chagrin of seeing passing cars on the historical part of the pier with no appreciation of what they are travelling on. A notable and beloved Tulip Tree will be lost. There is already a danger point at the Quay Road junction where pedestrians heading West have to look out for traffic coming at them from the Esplanade, then traffic from Quay Road as well as - the dangerous bit - vehicles surprising them coming from the slip road unseen over their left shoulder. Looking out for cyclists passing close by will be an added hazard. Like most cyclists I want to get a move on and at present it takes very little time using the road. I don't want to slow down and carefully weave amongst families, prams, mobility scooters, dogs and bus passengers. There are pinch-points in this scheme - for example the exit from what will remain of the Rose Garden and where the loading bay Outside the Royal Esplanade is. Groups of people like to spread out and others need space. I don't want any of this scheme nor do my friends.</p>	<p>At present people walking from east to west must contend with conflict between pedestrians and those waiting for buses on a narrow walkway and have to cross the comparatively wide pier access road. The proposed arrangement significantly widens the pedestrian walkway and modifies the crossing of the pier access road so only one lane is crossed at a time on a raise pedestrian platform. The reinstatement of the tramway pier to provide segregated walking and cycling option will not prevent people from choosing to walk on the historic pier. The 'tulip tree' is retained as a part of the scheme. The scheme segregates cyclists form pedestrians at the Quay Road junction and will not mix those with other road users. The footway is widened at the exit to the Rose Garden to accommodate the cycle track without reducing the footway width. Similarly the exiting footway width is retained outside the Royal Esplanade.</p>
<p>Excellent scheme. Definitely use heritage themed street furniture signage etc. Please use the opportunity for some really spectacular planting and greening</p>	<p>Heritage themes street furniture is the preferred option from the consultation and is proposed. Significant planting and greening will be supported by the scheme and enlarged planting areas are now proposed.</p>
<p>This consultation is remarkably superficial. I understand that may be a consequence of the grant funding ,but to be asked about the colour of paving, planting and materials rather than the substance of a significant remodelling of a public space feels patronising. This scheme is a weak shadow of the schemes proposed in the past and a real sign of the decline in the level of ambition for the public realm</p>	<p>The consultation offers the opportunity to raise a wider variety of issues and such input is greatly appreciated. The highway arrangement options are practically limited by the need to create a bus connection between the bus station and George Street. The</p>

<p>locally. It still prioritises motorists over pedestrians which seem enormously retrograde given that most of the changes will impact more on pedestrians than motorists. The cycling provision is an improvement.</p>	<p>proposed highway arrangements largely reflect those previously promoted although those were not implemented due to commercial difference between partners at the time rather than fault with the scheme.</p> <p>The scheme significantly improves facilities for pedestrians who have been priorities in the design to ensure that the pedestrian desire lines are provided without obstruction and are given priority at road crossings with signals.</p>
<p>I don't think all this needs doing , just some areas need up grading</p>	<p>The current arrangements are simply not fit for purpose resulting in conflict between pedestrians and those waits for buses on a very narrow walkway and requiring bus service to travel extended distances with consequent implications for journey times and pollution.</p> <p>This scheme is a component of a much larger initiative which refurbishes the station and reinstates the tramway pier neither of which could be funded independently</p>
<p>Too much road looks like a motorway junction</p>	<p>The access road to the pier will be formed in two lanes with planting in the central area reducing the crossing width for pedestrians. Part of the drop-off zone will be replaced with planting. planting and different surfaces will also be used in other areas to reduce the visual impact of carriageways. Pedestrian friendly space has been prioritised over vehicular space.</p>
<p>Good idea to revamp the area</p>	<p>Agreed</p>
<p>I am still unsure if this is a project that will be beneficial overall but I will continue to study and consider</p>	<p>Consultation now concluded</p>
<p>More vegetation, more pedestrian access, preserve the view from/of the pier</p>	<p>The scheme significantly improves pedestrians access and will be modified to include a number of large raised planting beds</p>
<p>Consideration must be given from the start of the project how things like planting, Western Gardens and place making can be incorporated into the plan, not just an add on at the end. Things like getting the Coastal Gardener and ARC involved to look at more</p>	<p>The scheme has been modified to include a number of large raised stone planting beds and surface level planting the planting of which will be informed by ARC who will also</p>

<p>exciting planting options, looking to incorporate bee bus stops (Living roof bus stops as seen in places like Brighton, Leicester, Cardiff etc) could be quick wins for the council /transport providers to combat environmental issues, as well as fit with the priorities Ryde has. Consideration should be given to things like making one of the crossings rainbow as can be seen in London, Dublin, Bristol etc. Again linking with themes that are important to Ryde as a place. Specific updates, feedback, and collaboration with the local community will help to make this project one that fits with Ryde, rather than something that has been put upon it.</p>	<p>explore the opportunity for a 'feature' bus shelter to be implemented if funding allows.</p>
<p>Whilst the bus station area is long overdue for a revamp, the proposed scheme can at best described as naive and poorly thought out. In particular the proposed new pier entrance totally unnecessary, highly pedestrian unfriendly. Quite apart from the loss of a large chunk of the western gardens along with the public toilets etc.</p>	<p>The highway arrangement options are practically limited by the need to create a bus connection between the bus station and George Street. The proposed highway arrangements largely reflect those previously promoted although those were not implemented due to commercial difference between partners at the time rather than fault with the scheme. The scheme provides a net increase in public amenity space and will remove the concrete block build café and toilet block (replaced in the refurbished station) which currently obstruct the view of the Victorian streetscape.</p>
<p>To ask about colours and plants is an absolute insult when removal of the cafe and toilets is far more important. It is perfectly possible that new toilets in the station will either not happen or not be available. If smaller format buses were used then the lights and access to George Street would not be necessary. Most buses seem to run nearly empty and cause problems on the island's roads. A good regular bus service is important but not with these oversized buses. The bus station would not be as hazardous for pedestrians with smaller vehicles and improved visibility. Covid brings the possibility of more home working for professionals who want a better quality of life but need to be able to go to a London office. This interchange is vital to help smooth transit for people who may live on the island but have work commitments on the mainland.</p>	<p>The consultation offers the opportunity to raise a wider variety of issues and such input is greatly appreciated. This scheme is a component of a much larger initiative which refurbishes the station and reinstates the tramway pier neither of which could be funded independently and cannot be implemented independently. Smaller bus vehicles would not have the capacity necessary to deliver the current and expected increase in demand for bus service. The scheme will continue to maintain the key aim of support both frequent and occasional commuting to and from the Island.</p>

<p>The Isle of Wight Bus and Rail Users' Group (IWBRUG) would like to express its support for this project. The IWBRUG exists to promote the interests of bus and rail users in the Island and to campaign for improvements in public transport. We work to improve the lot of those for whom it is a necessity and to encourage its wider use. Our interests range from the general, such as concessionary fares, to the particular, such as co-ordination between bus and ferry services and Island Line trains, down to the detail of specific routes in local districts. We hold members' meetings every month in Newport and twice a year - (normally January and July) - we organise a public meeting, where representatives of the bus and train operators and the council attend to address the public, answer questions and outline service changes. The new interchange scheme replaces the present bus station layout with around 8 bus stops, retaining the existing capacity. The stops will all be close to the station entrance, enabling easy convenient interchange between buses and trains. It is important that the capacity for bus services is retained near the station to provide convenient connections. Many passengers arriving by ferry and train continue their journeys by bus to Ryde town centre and beyond, and will benefit from this facility. The scheme will give buses on the routes that use George Street direct access from the bus station. This will benefit routes 2, 3, 8, 37 and the Downs Breezer, comprising 7 buses/hour – half of the total of 14 buses/hour departing in the summer months. Bus travelling distances on these routes will be reduced by 1 km and times by over a minute without missing out any stops. This will be a great benefit – reducing delays to passengers, traffic on the Esplanade and saving carbon emissions. I hope that these comments can be given due consideration in the decision-making process. If you have any questions or would like to discuss any points, please do not hesitate to contact me. Regards, James Nevell Secretary, Isle of Wight Bus and Rail Users' Group 73 Monkton Street Ryde Isle of Wight PO33 2BB jamesnevell@hotmail.com</p>	<p>Agreed</p>
<p>Small point, but if waste bins are uncovered crows will be able to access them and create mess. It is to be hoped that there will sufficient bins and that they are emptied on a regular basis.</p>	<p>Noted – waste bins will be of the covered variety</p>

<p>The loss of the popular café, situated in the sunshine with views of the sea, is much criticised. Would it be possible to relocate it to one of the "gained Public Amenity Areas"? A "revitalised concession" sounds like an indoor kiosk with no seating or view. I think it's unfortunate that all the parking spaces outside local businesses on the Esplanade are going to be lost to taxi parking. Could this be reconsidered? Litter bins, regardless of design, need to be large capacity for busy periods along with being animal and bird proof. Litter bins in nearby parks are clearly not big enough as they are frequently overflowing and litter is spread about by foxes, crows and seagulls. This development would be an opportunity to rectify the situation and make less work for both council staff and volunteer litter pickers.</p> <p>need toilet</p>	<p>The refurbishment of the station will provide an option to accommodate a café and will provide replacement toilets. Whilst the construction of a new café building on western gardens is beyond the scope of the scheme this is not precluded by the proposal.</p> <p>Additional public parking spaces are to be created on the south side of the road to the east of George Street Additional waste bins will be provided as a part of the scheme</p>
<p>This project fails its own mandate to have proper input from residents of Ryde, for example in the choices above that are not reflective of history and historic furniture in place now which is key to the character of the esplanade and town, for example in the pushed nature of the project that has directly resulted in minimal opportunity for input from Ryde residents and all island resident users of these Ryde facilities, and for example in the reduced opportunity in terms of days to respond on any aspect of the proposal: the local island administration failed to serve the Ryde and wider community in this regard on this project; possibly this will invalidate the entire project and its funding as it is part of project mandate that this should be done in an effective manner I believe. Overall it seems unsatisfactory and outside of mandate for this to be presented in this way.</p>	<p>Generally, there is no statutory requirement to undertake consultation on highways improvement schemes however we have been pleased to add value to this phase of design work by undertaking the recent public consultation and the ongoing targeted stakeholder engagement. Once the outline design of the scheme has been agreed, IWC will review all details to ascertain if any individual elements require any specific authorisation so as to ensure that the council continues to act in accordance with good practice, policy and the law.</p> <p>The proposed highway arrangements largely reflect those previously approved although those were not implemented due to commercial difference between partners at the time rather than fault with the scheme.</p>
<p>I've spoken to as many taxi drivers and proprietors as I can and the general consensus is that we can't afford to lose any of our rank spaces. Trying to ascertain how many cars there are that use the rank at any given time is quite a tricky task but to give you an idea, Ryde taxis on their own have over 30 Hackney plated vehicles which can use the rank. That's without any of the other smaller firms and independents, I estimate the number has to be</p>	<p>The time taken to engage with taxi drivers and proprietors is appreciated. Taxi rank capacity is not determined on the basis of demand by taxi operators rather than the taxi customer demand. The proposal formally provides a two space taxi rank on the pier access road immediately adjacent to the station exit whilst also providing a 6 space rank on the opposite side of the road with</p>

around 50/55 cars and minibuses at least. Obviously at this time of year and given the current circumstances with the relaxation of the covid rules, you tend not to see too many cabs on the rank at any one time. However, once the season finishes and winter sets in, it's a daily occurrence that you can't even get on the rank due to the large number of vehicles queuing up down there. Reducing our spaces to six/eight is quite honestly very worrying for me and the other proprietors who rely on the rank for a large part of their income. Moving the rank over the road away from the other transport links is also causing concern amongst the drivers. Only last week I was dropping a nice family outside the Alamo as they were going for a meal to celebrate someones birthday. As we pulled up there was a couple, clearly intoxicated who were having a row and swearing at each other quite loudly. With several licensed premises on that side of the road, not only will it be putting the general public in the firing line if they have to wait there for taxis, we as drivers will have to sit outside these premises, day in, day out right by the tables where all the drinkers will be. Not an ideal situation at all, and not a pleasant environment to be working in. Another issue causing concern is the signage, directing people to the taxi rank. I can only see confusion amongst the general public as to where they are supposed to go for a taxi. Once the two cabs from over the road have gone, people will start to filter over the road towards the King Lud and this is only going to cause problems. People will be crossing the road unnecessarily and at busy times, this will create problems and possible accidents. Something that has been mentioned a few times is the possibility moving the rank further along to the spaces on the left, just by the bridge to the hovercraft. There would be enough room there for the same amount of spaces we have at the moment, the public would not have to try and cross the road and we would still be part of the transport hub. We feel it is important that taxis are easily accessible to everyone. This would not affect the businesses on the seafront, causing them to lose their parking spaces and trade, and I'm sure this idea would appease those business owners. There are no bus stops in this area. We would not be pulling out in front of buses as they will be going straight up George Street. It's also a good place for people to be waiting for taxis. There's already seating available there, along with the flower beds which is more

good intervisibility between each rank allowing operators to move from the south side to the north side once a space is free which also providing for customer collections on the south side of the road to better meet the needs of the night time economy. There is no basis to presume that people crossing the road will create problems and possibly accidents. The scheme has been designed to provided pedestrian priority on desire lines and all pedestrian crossings of the Esplanade are equipped with signal controlled crossings to provide both protection and priority for pedestrians. The taxi rank could be relocated to the Rose Garden and parking reinstated on the south side of the road and this option will be explored with operators as the scheme is finalised although this would place the rank more distant from the station exit and remote from the customer demand.

<p>preferable than waiting outside of the pub, both for the public, and for us.</p> <p>We feel this would be a safer compromise and you can still make all of the changes necessary to improve the interchange. At the end of the day, I think it's in the public's best interest not to have to cross the road to get to the taxi rank. It's in your best interest that you don't upset the businesses on the seafront, and as public transport providers, it would be more acceptable for us to be a part of the transport hub with enough spaces for everyone, and easy access for the public.</p>	
<p>Where I have not ticked an option, I have no view. However I think the whole scheme is ill thought out. The cafe is well used and long established, removing it leaves the western seafront without a food facility with outside seating. Traffic is prioritised over pedestrians and buses turning right across the carriageway to go up George st will cause confusion and in my view pedestrian accidents. Why not simply make the roundabout by Ryde castle hotel a "traditional" roundabout? I think converting the tramway to a walk/cycle way is the only good thing about the whole scheme! Please leave the space on the front of the pier vehicle entrance alone!!! As usual this is not consultation but a series of closed questions giving you false justification for options you have already decided.</p>	<p>The scheme does not prioritise traffic over pedestrians rather provides direct pedestrian connections on the desire lines supported with signal controlled crossing to give both safety and priority over vehicles when crossing the Esplanade. Retention of the existing arrangement would not secure the funding for the wider initiative to refurbish the station and reinstate the tramway pier nor realise the benefits of reduced journey time and pollution which minimise the impact and promote public transport use. The consultation offers the opportunity to raise a wider variety of issues and such input is greatly appreciated.</p>
<p>Don't knock down the cafe.</p>	<p>An alternative café concession opportunity will be created in the refurbished station</p>
<p>The addition of a dedicated cycle way is welcome. However it seems to pay lip service as it only runs for a short distance. Shared cycle / pedestrian ways are dangerous and do not meet the needs for either pedestrians or cyclists. Extending the dedicated cycle route to meet with the new tram way pier route is key if you are to avoid cyclists colliding with pedestrians or simply using the road way. The tram pier must also be segregated to ensure both cyclists and pedestrians can move safely. This is your chance to get this right and could be the beginning of seeing a dedicated cycle network that fans out from Ryde esplanade. That could have a dramatic impact on increased levels of cycling. Shared paths give no confidence to cyclists and place pedestrians in danger.</p>	<p>The shared use of the expansive section of paving north of the busway reflects the DfT design guidance LTN1/20 with the scheme is obliged to comply. The facility on the reinstated tramway pier will provide segregation between pedestrians and cyclists</p>

AS IT IS, IT IS GOOD, WHY CHANGE ANYTHING?	The existing arrangement is not fit for purpose, does not promote the use of sustainable transport and provides a very poor image on the arrival to Ryde
Just leave it as it is	The existing arrangement is not fit for purpose, resulting in conflict between pedestrians and those waiting for buses on a very narrow walkway. It also does not promote the use of sustainable transport and provides a very poor image on the arrival to Ryde.
Make sure there is very clear signage to segregate traffic from pedestrians and ensure that it has excellent toilets, shops and cafes to welcome visitors to the island.	Where pedestrians and cyclists are segregated their routes will be surfaced in contrasting materials and marked accordingly. Toilets will be provide in the refurbished station
I think that the Ryde Transport Interchange scheme should be created to reflect the grandeur and elegance of Victorian Ryde, in keeping with such railways station fronts as Windsor.	Traditional / heritage design styles will be used
I like the scheme and think it will make the whole area much improved and it is very much needed. Although it could have gone further it is a great start and will be better than what we currently have .	Agreed
Survey Monkey survey design has not allowed us to do this easily and has narrowed comment into a series of choices. We have indicated our preference, as requested but this is an oversimplification of our considered comment which is given below. We are a local charity affiliated to the national statutory consultee for matters relating to nationally registered parks and gardens (Gardens Trust) for whom we provide comment on such sites on the island. In addition we have extensive inventory records developed from our own research and survey of designed landscape sites across the Isle of Wight, which has led us to put forward nominations for national registration and nominations for sites to be part of the Local List due to their designed landscape interest. We provide comment on any proposed changes for these Local Listed sites too. We also provide input into the development of national and local policies relating to designed parks, gardens and landscapes and have furthered our local knowledge through the completion of a number of projects such as the development of an Isle of Wight Parks, Gardens and Designed Landscape Historic Environment Action Plan and survey and record of	The consultation offers the opportunity to raise a wider variety of issues and such input is greatly appreciated. Yes this scheme is predominately a transport scheme focused on achieving an operational public transport interchange which is fit for purpose and will encourage people to make sustainable travel choices. The refined scheme includes significant additional planting features and opportunities consistent with the intent to make the location more than an interchange rather a destination in itself. While a Master Plan for the Public Realm for the whole Esplanade is beyond the scope of this project we will undertake work to ensure this project integrates well with the surrounding area as a part of the design process.

<p>Isle of Wight Walled Kitchen Gardens. We recognise that the site in question is neither nationally registered nor on the local list. However, as this public consultation relates to a significant existing and indeed historic area of public realm with significant historic and great potential designed landscape value, we would like to provide our views. It seems to us that this scheme is predominantly a transport related project and suffers from a lack of considered and strategic thinking regarding the changes to the public realm at the site and also how these relate to other parts of the Esplanade from Western Gardens to North Walk. In light of the likely future changes at Ryde Arena, and the recent transfer of management of parts of Eastern Gardens and Ryde Harbour to Ryde Town Council, we see this lack of strategic thinking a major missed opportunity and flaw in the scheme. Over the last few years, there has been a concerted effort to raise the standard of planting and street scene at Western and Eastern Gardens. We understand that this has been a partnership approach between the Isle of Wight Council and Ryde Town Council and this is very welcome. The colourful bedding schemes have gone some way to emulate the former glorious planting which can be seen in many historic pictures and postcards of the area. We believe that there is an urgent need for a Master Plan for the public realm for the whole Esplanade with an aim to truly create a 'gateway' to the island and the historic town of Ryde. It is disappointing to see so much emphasis being placed on traffic management within this proposed scheme and so little information on pedestrian/public realm and how this will function and complement changes.</p>	
<p>Shared use with cyclists needs to be carefully managed and integrated to allow the continued safe and pleasurable use of pavements by those wishing to stroll along the Esplanade for leisure and quiet seaside enjoyment. In our opinion, there is great scope for an innovative design to create a corridor that would provide a consistent and cohesive traffic free public realm space along the whole northern area of Ryde between Western Gardens and Appley Park and onwards into Puckpool Park. Whilst we accept that this may be too broad to be included in this project we believe a piecemeal approach risks creating a disconnected and inharmonious scheme at the Interchange and may undermine other future schemes. We would urge the IW Council to engage with professional landscape</p>	<p>The creation of a cohesive traffic free public realm space along the whole northern area of Ryde between Western Gardens and Appley Park and onwards into Puckpool Park is beyond the scope of this scheme which is primarily predominately a transport scheme focused on achieving an operational public transport interchange which is fit for purpose and will encourage people to make sustainable travel choices.</p> <p>Heritage style furniture, conservation kerbing and the use of stone for</p>

<p>architects to consider this now even if this means a delay to the public realm elements of the scheme. A few years ago, architecture and design students (from, I believe Southampton or Solent University) were asked to devise some conceptual designs for future development on the island and I believe that the brief included schemes for Ryde seafront. These were very conceptual but did show innovation and raised some interesting questions and ideas. Have these been looked at to inform an approach or could they be re-engaged with to provide input? This could be an exemplar site for such an approach and contribute to aspirations for regeneration to have a strong cultural element as the area is already well used for many events and festivals which should also be factored into the design approach. In terms of suggested design pallet, we believe the examples shown in the consultation to be rather dated and anodyne. There is scope to draw on the hey day of the area (late C19th to early C20th) as the basis of a design scheme to evolve a new approach for the area . If this is not possible, then we would favour heritage style furniture, conservation kerbing and the use of stone for walls and planting, academy grey for paving and black for any metal work. We would not wish to see the use of Redgra or similar bright surface painting to demarcate any future cycle way. In terms of planting, we would suggest an updated coastal seafront scheme with a mix of bedding and naturalised coastal planting reflecting the location. John Brownscombe Chairman Isle of Wight Gardens Trust.</p>	<p>raised planting beds with limestone effect paving and black for any metal work. Planting style will adopt a seaside theme</p>
<p>Completely unnecessary, unneeded scheme of works. The green space and cafe are far more welcoming and relevant to the area</p>	<p>The existing arrangement is not fit for purpose, resulting in conflict between pedestrians and those waiting for buses on a very narrow walkway. It also does not promote the use of sustainable transport and provides a very poor image on the arrival to Ryde.</p> <p>The removal of the concrete block built café and toilet block which is not contemporary with the Victorian buildings or listed pier structure was highlighted as a positive in the 2019 community-led 'Ryde Esplanade and Interchange Plan Walkabout'. Although presenting a potential link to a specific era of investment in Western Gardens Historic England</p>

	<p>have said the “building is not identified as a building that contributes positively to the conservation area” and so as a key enabler for the wider scheme the plans for its demolition and relocation of facilities remain within the scheme. However, it is agreed that the design team should seek to softening the impact and interface of the scheme within Western Gardens</p>
<p>You really only need to remodel the bus and train stations and improve access to the hovercraft terminal.</p>	<p>Remodeling the bus station to allow services to exit to George street and hence realise the journey time saving and pollution reduction benefits requires some bus stops to be moved to the west with consequent implications for the pier access road.</p> <p>As a part of the original bid for this scheme, IWC sought funding for improved access to the hovercraft terminal but that part of the bid was not successful.</p>
<p>It’s a shame there was no meaningful consultation before the scheme was agreed.</p>	<p>The initial scheme has been developed in consultation with the Ryde Regeneration Group comprising representatives of the Town Council, Business Association and Ryde Society.</p> <p>Much of the proposed highway arrangements were previously agreed through consultation but not implemented due to commercial differences at the time.</p> <p>This consultation offers the opportunity to raise a wide variety of issues and such input is greatly appreciated.</p>
<p>You don't make it clear how I take a copy of what I have written. Why not / or can you explain how I do copy it?</p>	<p>The survey monkey system does not provide a mechanism for you to keep a copy of your representation</p>
<p>It is very disappointing that the opportunity to invest in sustainable transport is so half hearted with regard to cycling and this development. Shared paths with no segregation of cyclists and pedestrians are really not acceptable in these busy areas. The links into and out of the area have not been considered at all. There is no cycling provision on the South side of the</p>	<p>The cycling facilities have been designed in accordance with the DfT guidance LTN1/20 with which the scheme is obliged to comply.</p>

<p>Esplanade for traffic moving Westward , the area at the bottom of George Street is already problematic for cyclists and this will make it worse. Also, please note cycle route 22 does not really go to Newport - except for mountain bikers willing to ride over rough terrain. Calling it a National Cycle Route is laughable.</p>	
<p>The design only considers the Pier gateway and not the scheme within the context of full Ryde Esplanade from the Pavilion to the Western Gardens area. I am against this proposal and asks that the Buses be moved towards the current Car Parking area and make the area around the Station, Hovercraft Terminal the Gateway to the Island and improve the Western Gardens area. Cycle tracks to be maintained through but in a controlled way. This removes the need for extensive traffic movement in the Western Gardens area. The road design around the current Car Parking area just down from the Hovercraft Bridge area to be modified to allow Buses to turn to go up George street and Cars traffic flow limited to a single two way road. to reduce use of private car traffic flow.</p>	<p>Remodeling the bus station to allow services to exit to George street and hence realise the journey time saving and pollution reduction benefits requires that it be moved to the west with consequent implications for the pier access road and Western Gardens</p> <p>The scheme does not provide for extensive traffic movements in Western Gardens simply accommodates the pier access road. Car traffic flow is limited to a single lane two-way road except on the pier access road where the impact can be further softened by creating a tree lined central reservation</p>
<p>Being born on this lovely island and living in Ryde area for nearly 35 years I welcome this project. I feel that if we are to present a positive impression of our island this is so important that we get this right. I am torn between the modern and traditional styles proposed of the furniture as I think the style of the Victorian furniture is beautiful but the painting of it is high maintenance if to prevent it looking shabby. If there is a way of doing the style in a more hardwearing finish than is offered. Also the steel benches are not user friendly to all ages. The stone and wood done in Traditional style is more preferable. I hope there will be many more public toilets available to the public and not just in the bus station. These must be a world away from the existing ones where people avoid using. Stainless steel is a no no. Tiling with black grout is a better option or wet room styles. More lighting across the whole of the Seafront will allow more use by the public in the evening and less by those intent on criminal or antisocial activity. CCTV in areas of concern should be a priority. Everyone needs to feel safe to use our beautiful town and I hope you will have this in mind when considering the designs.</p>	<p>A traditional / heritage design style will be adopted for the project</p> <p>The public toilets will be replaced with fully disabled compliant facilities in the refurbished station building.</p> <p>Street lighting will be improved and the CCTV in the area retained</p>
<p>the interchange is fine as it is</p>	<p>The current arrangements are not fit for purpose and require buses to make extended journeys creating more pollution.</p>

Great idea not before time. Excellent plan.	Agreed
The public toilets and cafe have always been a feature of Ryde Esplanade, they're well used, the loo is popular and a good example of municipal consideration for people. Don't sweep them away just because a government grant is available. Remember that Ryde is about people.	The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building
People need a loo and a cafe.	The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building
Please avoid shared pedestrian/cycle routes as elderly and disabled pedestrians find many cyclists very rude and intimidating.	The cycling facilities do envisage the use of shared space for short distances and have been designed in accordance with the DfT guidance LTN1/20 with which the scheme is obliged to comply. The amount of shared space has been further reduced in the modified plan.
It would be nice if the businesses along the esplanade (king lud, the alamo, Hong Kong express, etc.) were given more space on the pavement for outdoor seating	The option to widen the pavements to provide opportunity for alfresco dining at this frontage rather than car parking has been resisted by the by the frontage businesses
Will the public toilets be open when the station is shut?	Yes, the toilets will have extended opening hours consistent with the opening times of the facilities at the pier head
I really hope the IW Council listens to the majority on this one and not the minority who just shout the loudest on internet forums and spread negativity. This is a positive move by the Council, 100%, and when you look at the plans it is clear it prioritises the pedestrian and cycle users of the interchange over car/taxi/bus movements. It will simply be a nicer place to be and far safer, just because people do not right that on internet comments sections doesn't mean the majority of people don't feel the same way!	Agreed
It's hard to see how pedestrians and cyclists will access the transformed pier and also with no plans shown of the buildings, how they will change, makes it all a bit worthless. If the new buildings are rubbish, why bother?	The pedestrian and cyclist connection to the reinstated pier will be made through a refurbished station including a linking concourse from the bus interchange
I am not opposed to the old tramway becoming a pedestrian and cycle path, and I am very much in favour of demolishing and rebuilding the station at the dry end of the pier. As a local resident in Ryde, I am opposed to traffic lights at the junction of George St and the Esplanade simply to convenience buses, I	Traffic lights are required at the bottom of George Street to give priority to both pedestrians and buses. The intent of the scheme is to improve the public transport offer and hence encourage people to make

<p>am opposed to moving the taxi rank, I am opposed to mixing pedestrians and cyclists anywhere, and I am amazed at the suggestion of putting a pedestrian crossing at the bottom of Union St as I believe this would make for further traffic congestion in Union St and more cars using St Thomas's St with its very narrow opening off Lind St. The traffic scheme seems mainly to have been constructed in favour of the bus station.</p>	<p>more sustainable travel choices and hence those modes are prioritised over traffic movements. The cycling facilities do envisage the use of shared space for short distances and have been designed in accordance with the DfT guidance LTN1/20 with which the scheme is obliged to comply. The amount of shared space has been further reduced in the modified plan. No additional controlled pedestrian crossing is proposed at the bottom of Union Street nor is there reason to believe that more traffic would route via St Thomas Street</p>
<p>Don't listen to the vocal minority. This is a huge improvement on what is there today. Another great investment in the Island.</p>	<p>Agreed</p>
<p>Why do we have to give so much space to cars? They should not be allowed up the pier, a regular train could do the job. The interchange should reflect a more greener way to move around the Island. Trains, Buses, Cycle Ways. The train station is a disgrace as is the ice rink and the pavilion.</p>	<p>The scheme modifies the highway arrangements to better priorities pedestrian, cyclist and bus movements over other traffic and facilitates the refurbishment of the train station</p>
<p>Please don't put traffic signals at the bottom of George street. Keep the current set up where buses continue to have to navigate the roundabout before turning left into George street. Traffic will then only be coming from one direction so will be safer for any pedestrians in the area. This area can be particularly busy on weekend evenings with pedestrians and often these pedestrians have had a drink and are a higher risk of walking into the road. Reducing the number of directions these pedestrians will need to look before safely crossing the road</p>	<p>That would not realise the savings in bus journey time and pollution nor provide a priority crossing facility for pedestrians promoting people to use more sustainable means of transport and key to the business case supporting the wider project</p>
<p>It's a horrible concreting over and another St Mary's "we have to spend the money" LEAVE IT ALONE don't be like the last lot</p>	<p>The proposal significantly increases the space allocated to both pedestrians and planting in comparison with the existing arrangements. The improvement at St Mary's has proved successful in reducing traffic queues delays and pollution whilst providing improved facilities for both cyclists and pedestrians</p>
<p>RYDE TRANSPORT INTERCHANGE Comments on "Consultation" scheme dated June 2021 Bob White, FIHE, MCIHT, MICE (retired) 1. PRINCIPLES 1.1 It is inconceivable that a major public realm scheme in a Conservation Area and affecting numerous Listed</p>	<p>It is not agreed that the proposals for the remodeling of the bus station and pier access cannot be considered / understood in the absence of</p>

Buildings should be consulted upon in part only, without knowledge of the architecture of the proposed buildings on the Ryde Esplanade railway station site. The proposed layout, let alone details thereof, cannot be read to a satisfactory degree without options for all elements. 1.2 While use of the Tram Pier for pedestrians (but NOT cyclists) and replacement of the station buildings will be of significant benefit, these aspects cannot drive a single, inappropriate scheme for the transport interchange, least of all one that will harm the Western Gardens and the wider Conservation Area. In addition, the “arrival” of pedestrians and cyclists into the “station plaza” is in no way detailed by the current layout. 1.3 Neither CycleWight nor the local access group feel they have been consulted, and both deplore the proposed layout. There is no evidence of Historic England being consulted on the impact upon the Conservation Area and Listed Buildings, neither are the views of the Council’s Conservation Officer in the public domain. 1.4 The absence of visualisations of the proposed layout means that it is not possible for Councillors to make an informed decision on its merits. Visualisations of the earlier “iconic station building” scheme, best described as “Kings Cross comes to Ryde” are horrendous, and even without the buildings they demonstrate why the current “consultation” layout will neither preserve nor enhance the Ryde Conservation Area. It must be possible that a proper assessment of the proposal by Historic England will attract intense criticism of the DfT funding approach. 1.5 This assessment only relates to the western (interchange) half of the “consultation” scheme. No urban design imagination appears to have been applied to the other half, but the most major flaws lie in the interchange area. It is very unlikely that a credible urban design consultancy would put its name to this scheme, whereas highway engineers working without sensitivity to wider issues might. 2. DETAIL 2.1 Safety 2.1.1 Mixing cyclists and pedestrians on the Tram Pier is fundamentally wrong. Cyclists observably use the Promenade Pier at speeds in excess of the 10 mph limit for motorised vehicles, and feel safe to do so. Subjecting the most vulnerable road users to the potential of frequent conflict with cyclists is irresponsible, and fails to understand cyclists’ own preferences. 2.1.2 The close proximity and angle of approach at the exit of the “drop-off/pick-up station loop” will create potential danger in respect off the safe reading of the signal

detailed knowledge of the proposed rail station refurbishment. The reinstatement of the tramway pier and refurbishment of the station do not drive the transport interchange scheme rather the key drivers that are to better prioritise pedestrian, cyclist and public transport movements improvement ahead of private cars to encourage a modal shift towards more sustainable means of transport. CycleWight, the local access group and Historic England have been invited to participate in this consultation. The council’s conservation officer would not ordinarily be consulted through a public consultation rather has been involved as appropriate at key points in the development of the scheme. The previously envisaged and approved iconic station building which was not constructed due to commercial differences between partners does not form a part of this project. The development of the scheme has been informed by both the Ryde Regeneration group comprising representatives of the town council, business association and Ryde Society and specialist architectural and place making advice secured from Hampshire County Council. Cyclists and pedestrians are not mixed on the tramway pier rather will be provided for in segregation, nor will they be excluded from continuing to use the existing historic pier. The egress from the pier access road has been moved marginally to the west and signaled crossing marginally to the east to improve the signal head visibility for vehicles leaving the pier. This arrangement will be subject to the safety audit process and is fond unacceptable will be revisited.

heads. Such proximity between junctions and crossings is to be avoided.

Furthermore, no bus bay should be set on a curve because buses are long and straight. 2.1.4 The introduction of additional traffic signals to facilitate direct bus egress onto George Street is both wholly inappropriate in terms of modern urban design and will also introduce the potential for more collisions. It is well known that traffic signals have the potential to increase vehicle speeds, while the good use of street materials can improve the coexistence of pedestrians and vehicles, along with allowing, for example, a safer appreciation of vehicle movement. 2.1.5 While two of the main pedestrian desire lines may be catered for in the “consultation scheme”, the direct route between the station and the parade of Listed Buildings is not. To place two walls of buses across this desire line is both unsightly and potentially dangerous. 2.1.6 It is my understanding that the only actual (demonstrable) highway safety concern, based on Personal Injury Collision records for the area, lies at the lower end of St. Thomas Street, immediately to the west of Union Street. Inexplicably, no contemporary use of materials and alternative layouts is offered to address that concern. 2.1.7 The proposed modification of the main signalised crossing close to Union Street appears to retain the “half and half” arrangement of the existing. This is far less satisfactory, and potentially less safe, than creating a single crossing, with no “trapping” of people in the middle of the road. 2.2 Congestion

2.2.1 A fundamental flaw of the proposed scheme in relation to traffic flow is the placing of the pier egress traffic behind the signalised crossing. Currently, a red light at the crossing releases pier traffic. In the proposed layout, vehicles queuing across the unsightly loop and up the pier will discharge exhaust fumes into the newly fashioned public realm, where there is an expectation that people will gather and linger. This is very bad design. While it is accepted that a good scheme will not encourage easier vehicular traffic flow, such that traffic could increase, it is inconceivable that the DfT would wish to support a scheme that could increase congestion within a key area of the public space. 2.3 Conservation Area and setting of Listed Buildings – quality of new public space 2.3.1 The station forecourt (though cluttered) and Western Gardens currently read as one in terms of public space, the pier access road and short-stay parking bays for the station being absorbed into the overall public space. This can readily be enhanced

The introduction of signals at George Street provides not only for bus access but also protected priority for pedestrians on a previously unavailable desire line whilst also allowing the integration of the zebra crossing facilitating the provision of additional car parking on the southern side of the road extension of the cycle way and increased planting on the northern side of the road.

The scheme facilitates pedestrians movements across the Esplanade rather than introducing obstructions to that in comparison with the existing arrangements.

There is no demonstrable highway safety concern in the area based on PIC data although improved pedestrian crossing facilities of St Thomas Street are included in the scheme to help people cross the road there.

The modification of the signalised crossing of the Esplanade to the east of Union Street does not retain the existing half and half arrangement rather creates a single crossing. The intention of the scheme is to prioritise pedestrian, cyclist and public transport movement ahead of general traffic movements to promote the use of more sustainable travel modes which may result in greater delays for traffic. The DfT have awarded grant funding on the basis of implementation of this arrangement

The station forecourt and Western Gardens do not currently read as one public space, they are bisected by the pier access road practically enclosed by the rear walls of both buildings with no frontage activity creating a canyon effect which practically segregates the spaces.

The view southward from the existing pier is not of the Victorian facades on the southern side of the road rather the view greeting visitors is of the

<p>through decluttering and the use of better paving and landscaping materials. 2.3.2 The view southwards along the listed Promenade Pier is currently dominated by the listed parade that includes the King Lud public house and the charmingly refurbished Chocolate Apothecary. The low set Ryde Pier Café and toilets building is barely intrusive, and views from the pier open out onto the well-used café forecourt area of the Western Gardens. The north to south cohesion of the Listed Buildings within the Conservation Area will be sacrificed to achieve rows of buses (admittedly not a permanent barrier, but a regular one), and the view to the Western Gardens will become dominated by an unnecessary car loop and parking area on the sea wall, one that will have the appearance of a ramp because of level differences. 3. Conclusion 3.1 As stated in section 1.5, this assessment is not exhaustive. If a credible urban design consultancy, familiar with modern approaches to public realm design, was allowed to look again at the Ryde Transport Interchange with some knowledge of the proposed station architecture, “softer” options are likely to emerge with much better public realm and people movement options. Currently, the funding tail is wagging the placemaking dog, and, if this is unchecked, the outcome could be a very expensive dog’s dinner of a scheme that is more congested and less safe than the existing interchange. Ill-informed decision makers and pressurised designers could become liable for wasting public money and ruining this part of Ryde seafront. Bob White 26 July 2021</p>	<p>rear of the station and concrete block elevation of the rear of the toilet and café block obstructing views of Western Gardens.</p>
<p>Will the pedestrian and cycle lane on the pier not be at a lower level than the roadway? Putting people’s heads roughly level with the exhausts of cars on the roadway?</p>	<p>The desk of the reinstated tramway pier will be at a lower level than that of the historic pier although not to the degree that vehicle exhausts will be at head height</p>
<p>I think the plans need review. Removing the current ryde pier cafe and enviroment is less than ideal as is a great welcoming area.</p>	<p>The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building</p>
<p>Toilets along front to be similar to those near to the old high st post office in Newport self-funding</p>	<p>The public toilets will be replaced with fully disabled compliant facilities in the refurbished station building</p>
<p>Unclear where taxis will be located. Will there be enhancements to the Western Esplanade?</p>	<p>The taxis will be located in two ranks with intervisibility between those, one on the eastern side of the pier access road and one on the south side of the road</p>

<p>1. The scheme should be extended to the East to include redesign of pedestrian and traffic access to the Hoverport Terminal. 2. East-bound traffic should be permitted to turn right up George Street at the bus station lights, not only buses.</p>	<p>The extension of the scheme to the east is beyond the scope of the project although not precluded by it. The signal junction at St Georges Street does not have sufficient capacity to accommodate the additional turning movement which would either need to operate as a different phase or require the inclusion of a right turn lane. The purpose of the scheme is to reprioritise the space in favour of pedestrians, cyclists and public transport to encourage a shift to more sustainable transport modes. Providing for traffic to turn right into George Street would be inconsistent with that intention</p>
<p>Please remove the awful and tacky shops in the station building. Something to help tackle the addicts taking drugs in the toilets and the sharps they leave lying around - not a great look</p>	<p>The station will be refurbished as a part of the wider project</p>
<p>I would love a joined up cycle route from Seaview to Newport but it doesn't look joined up from your diagram. Coming from Seaview, the cycle signs peter out half way along the esplanade and I don't think it's possible now to get to Newport without going on the main road. It would help if you could draw a clear route from one side to the other for cyclists and put signage along it</p>	<p>The cycle route continues from the interchange to Ladies Walk on street using roads with low traffic volumes. The creation of an entirely off-road route from Seaview to Newport is beyond the scope of this scheme although not precluded by it</p>
<p>Lousy consultation. Should have been integrated with the proposals for the station and bus shelter rather than just this. An example of a lack of consultation by IW Council</p>	<p>The refurbishment of the station is being led by South Western Railway and whilst required for completion by April 2023 has a different development and implementation programme which has practically prevented a joined-up consultation of the different scheme promoted by different organisations</p>
<p>I don't like the design . It looks like the Hard in Portsmouth and I don't want the island to resemble Portsmouth in any way . The money would be better spent at the top of Ryde near Poundland . I think this idea is a disaster in fact I hate it .</p>	<p>The scheme does not take any design queues from the Hard in Portsmouth and it is difficult to see the comparison. It does not include an iconic glass building and adopts a traditional/heritage rather than modern design style</p>
<p>It is a waste of money, the stations need sorting out especially pier head and the bus station needs a tidy up</p>	<p>The scheme is funded from a DfT grant which would otherwise not be available</p>

<p>Doing up the train station building is not a bad idea but why the road? I spend a lot of time there. There is nothing to improve and at the expense of a lovely cafe with toilets and benches overlooking the Solent and pier. What does it say of us as an Island if we prefer having a cafe or seating area on the seafront in the middle of a monstrosity of a transport hub? And while there currently is a safe covered waiting and seated area for the busses, they want to replace it with a path shared by pedestrians, cyclists and scooterists, losing the rose garden? I can only assume that the people/person who came up with this either never spends time on Ryde seafront or gains something else out of it.</p>	<p>Remodeling the bus station is necessary to allow services to exit to George street and hence realise journey time savings and pollution reduction benefits promoting the use of more sustainable means of transport. This requires that the bus bays are moved to the west with consequent implications for the pier access road and Western Gardens. Whilst the café concession opportunity will be recreated in the station, the alfresco dining opportunity created on the station plaza will overlook the sea and the scheme does not preclude the option of developing additional café concessions on western gardens. The existing covered seating area for buses will be retained although widened to avoid conflict between waiting passengers and passing pedestrians. The Rose Garden will not be lost rather a footway provide through it to improve its accessibility.</p>
<p>The cafe needs to stay outside overlooking the sea, people, especially holidaymakers, whom we rely on, do not want to come on holiday and be cooped up in a bus station, it's madness to put it inside the bus station....</p>	<p>Whilst the café concession opportunity will be recreated in the station, the alfresco dining opportunity created on the station plaza will overlook the sea and the scheme does not preclude the option of developing additional café concessions on western gardens</p>
<p>the toilets should be spacious & easily accessible and clearly within view so people do not believe that only available for train passengers only. Concerned at the lack of trees considering we are a very green island although that is quickly being eroded by lack of action taken by planners and enforcers (ive been told not enough staff to check?)</p>	<p>The public toilets will be replaced with fully disabled compliant facilities in the refurbished station building The scheme has been further developed to include multiple surface level and raised planting beds, no existing trees will be removed to accommodate the scheme</p>
<p>This is not a consultation in most people's thoughts. You say the removal of the public toilets and cafe will open up the view of the pier, maybe but the new bus parking spaces will block the existing view of the length of the pier. The extra traffic lights for buses turning are not necessary, it's been quoted that Southern Vectis will save 8 minutes per journey. I've driven the current route at 20 mph and it took 57 seconds, these additional traffic lights will only cause</p>	<p>The view of the pier will not be negatively impacted by the new arrangement of bus stops with the majority being hidden behind the station building and others screened by largely existing planting. The traffic lights at the bottom of George Street are required to both priorities and safely accommodate</p>

<p>more stationary pollution around a pedestrian friendly area and occasional hourly tailbacks when the ferry arrives at the end of the pier. Proper consultation should have been instigated from the start. But what hope now! PS non of the options in the above survey demand my answer.</p>	<p>pedestrian crossing of the road on the desire line from the station whilst also reducing bus journey times. The journey time saving of 8 minutes is not recognized and did not form a part of the funding assessment. The development of the scheme has been informed by both the Ryde Regeneration group comprising representatives of the town council, business association and Ryde Society and specialist architectural and place making advice secured from Hampshire County Council. The proposed highway arrangements were previously agreed but not implemented due to commercial differences at the time</p>
<p>The western gardens is a valuable space and is used all year round. Any plan that takes out a grassed area and replaces it with road access is a flawed plan and wont get local support. Also removal of amenities' and a business in this current time is shear madness. There has been 2 or 3 better designs done in the past that achieve a better public realm outcome I cant understand why we are still spending money on new designs that change very little?</p>	<p>The scheme does not practically impact on the currently grassed area of Western Gardens beyond that necessary to widen the footway to accommodate a shared surface. The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building. The proposed highway arrangements are not entirely new designs rather were previously agreed but not implemented due to commercial differences at the time.</p>
<p>I would strongly object to the taxi rank being moved and the parking being taken from outside the local business on the esplanade. I see no reason for the taxi rank to be across the road. Surely using the car parking spaces further along after the bus station would be safer as then people do not have to cross the road.</p>	<p>The proposal formally provides a two-space taxi rank on the pier access road immediately adjacent to the station exit whilst also providing a six space rank on the opposite side of the road with good intervisibility between each rank allowing operators to move from the south side to the north side once a space is free which also providing for customer collections on the south side of the road to better meet the needs of the night time economy. There is no basis to presume that people crossing the road will create problems and possibly accidents. The</p>

	<p>scheme has been designed to provide pedestrian priority on desire lines and all pedestrian crossings of the Esplanade are equipped with signal-controlled crossings to provide both protection and priority for pedestrians. The taxi rank could be relocated to the Rose Garden and parking reinstated on the south side of the road and this option will be explored with operators as the scheme is finalised although this would place the rank more distant from the station exit and remote from the customer demand.</p>
<p>The present layout where the buses are discretely hidden around the corner remains far preferable than the new proposals - having buses visible in ranks on the road is not a nice sight. ditto the taxis. Re-furbish but leave site-ings as they are. Also no loss of the gardens, toilet and cafe. Also please NO global coffee shops such as Costa etc. Let's support local coffee shop owners</p>	<p>The current bus arrangement prevents their access to George Street requiring an extended journey and consequent pollution. Remodeling the bus station is necessary to allow services to exit to George Street and hence realise journey time savings and pollution reduction benefits promoting the use of more sustainable means of transport. This requires that the bus bays are moved to the west with consequent implications for the pier access road and Western Gardens. Whilst the café concession opportunity will be recreated in the station, the concession will be let by Southern Western Railway and the council will not have control over the operator</p>
<p>This scheme has my support. It will provide, convenient interchange between buses/trains/ferries which is important for commuters, visitors and other travelers. The direct bus access to George Street will reduce bus travel times and carbon emissions by avoiding unnecessary mileage on the Esplanade. However, it is also important that bus routes 4 and 9 can still reach the stop in Melville Street to pick up passengers. In the longer term, perhaps the proposed cycleway along the Esplanade could be relocated to north of the railway line (on the Hovercraft side), and the pavement restored to its present use as a footway. A new footbridge with ramps could be installed to enable cyclists to cross the rail line and reach the relocated cycleway. This would enable the gardens to be restored with flower</p>	<p>Agreed The installation of a new footbridge and provision of a cycleway on the north side of the railway is beyond the scope of the scheme although not precluded by it.</p>

beds along the Esplanade from the bus station to the rail tunnel.	
Does the new positions for the buses have an all weather shelter,as they are a long way from the present cover	Yes – each bus stop will be provided with a shelter incorporating real time information
You need to ask transport specialists and look at Portsmouth Gunwharf bus station . It works well and is modern, less susceptible to vandalism, drunks and drug abusers. Evening security should be considered in the budget to discourage antisocial behaviour which is often centered about both Ryde and Newport bus stations.	The scheme does not take any design queues from the Hard in Portsmouth rather will adopt a traditional/heritage rather than modern design style as is found to be preferred by this consultation
Taxis to have EQUAL priority with busses, not as an after thorght, Taxi rank to be accessible without walking past busses first	Taxis are an important part of the transport system but do not have equal priority to buses when developing / promoting sustainable travel solutions in which case the priorities are: pedestrians, cyclists, buses, taxis, private cars
Absolutely fuming the taxi trade was not consulted on the plans losing an 18 space rank. May I remind the Council the Island is dezoned! This means any taxi from across the Island has the right to work Ryde taxi rank. Where is the equal opportunities for taxi drivers to earn a wage to support their families. Yes about the reduction of the taxi rank and how this will effect the options for the general public !!!!	Taxi rank capacity is not determined on the basis of demand by taxi operators rather than the taxi customer demand. The proposal formally provides a two-space taxi rank on the pier access road immediately adjacent to the station exit whilst also providing a six space rank on the opposite side of the road with good intervisibility between each rank allowing operators to move from the south side to the north side once a space is free which also providing for customer collections on the south side of the road to better meet the needs of the night time economy. The taxi rank could be relocated to the Rose Garden and parking reinstated on the south side of the road and this option will be explored with operators as the scheme is finalised although this would place the rank more distant from the station exit and remote from the customer demand.
Thank goodness for change, the more seats the better and planters on the pier would be good as well.	Additional seats and planters both at ground level and in raised beds are now included in the scheme
How can you choose any of the above with no artists impression or a virtual tool of how the planned development will look? The public consultation on this massive project has been pathetic. I would rather none of tax payers money was spent on this	The design of the shared footway / cycleway reflects the DfT design guidance LTN1/20 for such facilities

<p>scheme until the residents of Ryde have been presented with detailed drawings and plans and had some say on the plans. A shared footpath and cycleway looks like an accident waiting to happen</p>	
<p>No mention of taxi's. Why not?</p>	<p>The proposed arrangements for taxis are detailed on the consultation drawing</p>
<p>More consideration for local businesses including transport provided by the "small man" current arrangements pushes taxis well away from buses and makes jo public go to the buses. Thus making more families into poverty due to further lack of work!</p>	<p>Taxis are an important part of the transport system but do not have equal priority to buses when developing / promoting sustainable travel solutions in which case the priorities are: pedestrians, cyclists, buses, taxis, private cars</p>
<p>1. Destroying the public toilets and cafe is a mistake. There is not the volume of traffic demand to support this vandalism. 2. The George Street bus entrance is badly misconceived. It brings (yet more) expensive and ugly traffic lights which will slow general traffic flow down. George St is quite narrow and continuing to use Dover / Melville St has many advantages. 3. The current look of the bus station has been the main issue for years. However there are no images of how this would look in the proposal (modern/classic etc). How can a project go ahead when there is no indication of the final design? 4. People don't come to visit a town to admire the traffic arrangements or colour of seats; they will revisit due to things like outdoor cafes/sea views and yes accessible toilets. The current plans will undoubtedly make things worse for Ryde as it ignores the 'human aspect'. It is not in the mind of the tourist. These plans have the feel of something planned by looking at a map and not from a thorough investigation on the ground. A proper consultation with supporting plans/images and 3D walk-through is the very minimum that should be expected. Ryde has waited for many decades to improve the bus station, but now that the opportunity presents itself, it looks like it will be completely squandered under pressure to do something. It will then need another 5+ decades to undo the damage from this thrown together, incoherent scheme.</p> <p>also i cant see the point of changing something that may not be needed as you close the toilets but no plan by south western trains of when work will start on the new ones, And talk among bus drivers they wont service Ryde while there are no toilets.</p>	<p>The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building</p> <p>The scheme is not predicated on the need to resolve traffic congestion rather to redistribute road space in favour of pedestrians, cyclists and buses to encourage the use of more sustainable travel modes.</p> <p>Only the buses which currently use George Street but have to U turn at the roundabout will access directly to George Street, the other services will continue to operate via their existing routes</p> <p>The design cannot be finalized without deciding the style be that modern or traditional.</p> <p>A traditional exhibition-based consultation was prevented by COVID movement and meeting restrictions. The refurbishment of the rail station will be completed by April 2023 and a temporary toilet block will be provided prior to demolition of the existing toilets and will be retained until the new toilets are opened</p>
<p>It's suggested buses go up George Street to reduce emissions but this is a dreadful idea and the traffic lights to allow this will actually increase emissions as</p>	<p>No new bus services will route via George Street just the ones which currently use that route.</p>

<p>normally free flowing traffic will be forced to stop with idling engines while the lights change to let the buses out. The new entrance to the Pier is far too close to the corner of the existing road as it turns round on itself at the bottom of Union Street. It could be dangerous as some cars go round the corner or come from St Thomas' Street very quickly I don't approve of the taxi rank being moved outside the shops on the Esplanade. Parking will be lost and it'll effect the businesses The demolition of the cafe is totally unnecessary. It's a thriving local business and no doubt currently pay rent to the council. If it's replaced by the rail company who may choose a franchise, it won't benefit local companies and the council have lost income Finally, the rose garden should be left alone and not turned into a path. It will result in yet more lost green space and grassy areas. It also has a lot of character which will be completely lost The street furniture and paving chosen should be sympathetic to the historic nature of Ryde Esplanade i.e. not stainless steel and concrete kerb stones</p>	<p>The new junction arrangement will reduce journey times and distances for those bus services reducing pollution. The access to the pier has been designed in accordance with national design standards and will be subject to safety audit Removal of the zebra crossing to the west of George Street has facilitated the provision of replacement parking The demolition of the cafe and toilet bock is required to allow the redesign of the bus station and improve visibility of the historic pier as sought by the Ryde Regeneration Group comprising members of the Town Council, Ryde Society And Ryde Business Associated during community walkabouts. The proposal will improve accessibility to / through the Rose Garden A traditional materials pallet will be used as determined through the consultation</p>
<p>Could there be a consideration that the existing cafe concession be relocated to the proposed new public block paved seating areas? Either to the area where the proposed public footpath starts or the central area between the main road and bus stop only lane. Both areas have proposed new tree planting and new public benches. This would give the visitor/resident more offer of snacks drinks etc and a good sense of place.</p>	<p>The intention is to provide an expanded café concession opportunity in the rail station well related to these new outside areas which could accommodate alfresco dining</p>
<p>Presentation of ponly onee option is poor. Scheme layout proposed not supported. You need to start again. Scheme gives too much priority to traffic there should be greater emphasis given to pedestrians. Total failure to recognise role WEstern Gardens plays as a pulnic open space whcih will be lost.</p>	<p>Presentation of one option is normal practice. The scheme has been developed entirely to deliver pedestrian, cyclist and bus priority over vehicle movements. Enhanced public spaces will be created with more scope for planting / public art than the current arrangements.</p>
<p>Pier walkway should be an enclosed structure to enable pedestrians to use in all weathers.</p>	<p>This is beyond the scope of the project but not precluded by it. In inclement weather pedestrians have the opportunity to use the rail link to access the pier head</p>

<p>Try to keep the black wrought iron decorated (Victorian) street furniture where ever possible to give continuity and consistency.</p>	<p>A traditional materials pallet will be used as determined through the consultation</p>
<p>People will naturally gravitate towards sea wall (proposed drop off point) which will likely cause obstructions to passengers. Many people use the current benches to sit and enjoy the view, this won't be very enjoyable with vehicles inbetween them and the sea wall. Where is this seating area to go?</p>	<p>Whilst new seating will be provided within the expanded pedestrian areas the existing seating may be relocated within Western Gardens which will benefit from an unobstructed view of the pier</p>
<p>The one key item that is missing from the plan is the installation of a level access route to the Hovercraft Terminal. At present the only two route in and out for pedestrians are over the bridge or a long walk around to the end of the car park and then all the way back through the car park. This is discriminatory against the elderly and disabled. As a regular visitor to the island sine 1953, in the last few years and currently, I travel to the island by public transport, arriving by hovercraft, before travelling on to my destination by bus. Being 70yo and with health issues, it is not feasible for me to carry my luggage up the steps and over the bridge and down the other side to get to the bus station. The only option is the long walk across the car park and back along the pavement to get to the bus. On the return journey I have to factor in additional time for this walk so that I do not miss my hovercraft booking and then subsequent trains. It would be of great benefit to all elderly and disabled persons and those younger with prams etc. to have a level access across the railway line from the Hovercraft terminal to the bus station either by a crossing or perhaps un underpass, without steps.</p>	<p>The improvement of the connection to Hover Travel was not supported in the bid to DfT. As a consequence, that improvement is beyond the scope of the project but not precluded by it.</p>
<p>It will be great to see this area improved for both locals and visitors. As a key gateway to the Island, first impressions count!</p>	<p>Agreed</p>
<p>This does not seem to be a consultation. The cost of the overall scheme is higher than the cost for the original interchange plans which included far more improvements and facilities. This current scheme seems to amount to a remodelling of the traffic management. Seems like another lost opportunity.</p>	<p>The cost of the overall scheme, when adjusted for inflation, is significantly less than the original interchange plans which included an iconic structure in place of the railway station although ultimately proved not to be deliverable.</p>
<p>There are many design pages on Facebook which I look at that suggest many designs such as benches that the back can flip to allow you to choose your view (eg watching the sea or the people on the esplanade). Making the area a little bit different than everywhere else would make it interesting.</p>	<p>A traditional materials pallet will be used as determined through the consultation</p>
<p>Does it ever rain in Ryde? - if so, where are you expecting people to stand to wait for their bus. I am</p>	<p>The revised arrangement provides for bus shelters at each bus stop</p>

<p>also baffled why we need that roundabout at the bottom of Union Street. Now would be a great chance to remove it, and gain back some green space, and reduce the pollution/tyre wear that it causes.</p>	<p>equipped with real time bus information The priorities between traffic movements achieved with a roundabout solution better reflect the traffic demands and consequently the use of this form of junction reduces congestion and hence pollution in this particular circumstance</p>
<p>This scheme will ruin Ryde seafront, it is a case of municipal vandalism, if it's all or nothing i would prefer nothing.</p>	<p>The scheme will significantly redistribute the hard surfaced areas to pedestrians rather than providing that for bus turning and taxi. The expanded planting beds will provide more planting opportunities than the existing arrangements together with opportunities for display of public art</p>
<p>More natural light in the terminal. How about a raised area into the roof offering views of the Solent - a tourist spot for photos.</p>	<p>Beyond scope of the scheme but not precluded by it</p>
<p>It is not clear whether pedestrians will exit the rose garden walkway and join the cycle path near quay road for hovercraft. It must be kept separate</p>	<p>The footway and cycleway at Quay Road are segregated and there is no requirement for pedestrians to cross the cycleway on their route</p>
<p>please leave it as it is, the money could be better spent elsewhere, if a better look of the interchange is required get Southern Vectis, Wightlink and southern railway to pay to tidy up what is already there and not demolish what we have</p>	<p>The money is specifically allocated for this project and is not available to spend elsewhere The issue is not solely about making the interchange look better (although that is an outcome) rather making it work more effectively and efficiently for people and bus services</p>
<p>Get rid of the palm trees that are blocking views of the zebra crossing or put in lights.</p>	<p>The revised plan removes the zebra crossing and puts in traffic lights at the bottom of George Street</p>
<p>Poor design. Doesn't take previous schemes into account. The general public that pay council tax on the island should be able to vote on this scheme for either a yes or no to proceed.</p>	<p>The traffic arrangements very much reflect those of the previously approved design. The matter of whether or not to proceed with such schemes are not determined by referendum rather established political processes</p>
<p>- Demolishing the thriving cafe to move the road slightly seems unnecessary and destructive. Also the new exit from the Pier is very close to the bend and could result in accidents. - Installing traffic lights for George Street will lead to more congestion and there's no problem having the buses go round the roundabout anyway - Moving the taxi rank outside the shops on the Esplanade will mean a loss of</p>	<p>The rearrangement of the bus station allowing services to exit directly to George Street and so reduce journey times and pollution is fundamental to the funding award which also allows refurbishment of the station and reinstatement of the tramway pier</p>

<p>parking spaces so lead to more pressure on existing parking and be detrimental for the shops - Turning the Esplanade rose garden into a pedestrian walkway is not necessary. It's a popular and lovely area as it is and the changes will lead to less greenery and seating. - Changing the layout of the bus station will mean buses park sideways instead of end on, so the view from the Esplanade will be dominated by the sides of lots of double decker buses, rather than the neater arrangement we have now - The scheme results in the loss of grassed areas and flower beds. Other people have argued there is more public space but it seems to be a paved area in the middle of the bus station, not exactly usable space for picnics and recreation. - Overall I'm concerned the scheme results in more road, more paving, more hard engineering and risks endangering the heritage of the Esplanade. It's not the sort of first impression we want to give to visitors. The fact the Town Council or local residents weren't involved in any decisions also seems very wrong. On the other hand, the planned changes to the train station as well as the new walkway and cycleway up the Pier are excellent ideas and will be of great benefit to the town. I hope those can proceed but that the Interchange won't</p>	<p>The signals at George Street will not lead to more congestion rather help to prioritise pedestrian and bus movements ahead of private cars. The parking lost to relocate the taxi rank is reprovided to the east of George Street where parking was previously restricted by the zig zag markings for the zebra crossing. The scheme does not result in the loss of grassed and planted areas and actually results in less road / hard surfaced area for vehicles. The Town Council was involved in the development of the scheme through attendance at the Ryde Regeneration Working Group which gave specific steers to this solution as detailed in the accompanying report.</p>
<p>IF "PEDESTRIAN WALKWAYS" ARE SHARED WITH CYCLISTS, THEN THEY AREN'T PEDESTRIAN WALKWAYS. MOST PEOPLE, ESPECIALLY OLDER AND VISUALLY IMPAIRED PEOPLE WANT TO WALK SAFELY IN A SPACE THAT IS RESERVED FOR THEM AND DOESN'T INCLUDE BIKES OR E-SCOOTERS.</p>	<p>The design of the shared footway / cycleway reflects the DfT design guidance LTN1/20 for such facilities which is the requirement of the funding award</p>
<p>The plan to demolish the extremely popular cafe, and well used toilets is completely against the spirit of Ryde as a destination. To remove existing, well loved facilities to provide road access to a pier that already has existing access is exceptionally short sighted. There exists plenty of scope for maintaining access to the pier AND retaining existing facilities in situ - let's not pretend that toilets and cafes inside the station building will have anything like the same appeal to visitors and residents as the existing facilities. This is a very short sighted approach to improvement.</p>	<p>The current bus arrangement prevents their access to George Street requiring an extended journey and consequent pollution. Remodeling the bus station is necessary to allow services to exit to George street and hence realise journey time savings and pollution reduction benefits promoting the use of more sustainable means of transport. This requires that the bus bays are moved to the west with consequent implications for the pier access road and Western Gardens. The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building</p>

<p>The whole plan is a farce including this consultation. Ryde Esplanade is currently a pedestrian friendly area that has no issues of traffic what so ever. I've asked many of the people I know if they've ever had issues of traffic down the bottom of union street and every time the answer is the same. No. The current area is a friendly and enjoyable area and has the unusual benefit of being both easy for traffic to navigate whilst also being a pedestrian friendly place. The destruction of this historic area just for the addition of a couple extra roads would be a true loss and completely unacceptable. The negative impact this project would have on the community is clear and so is it's potential negative impact on business. Businesses, at this time more than any other, need the support of the community and especially the authority. The fact that no one seems to want this, and is being met only with resistance should be enough for our public servants to drop the plans. Instead were being told it's going to happen regardless but it's all fine cause we get to choose the type of tree that's planted in the new green spaces. This is frankly insulting and condescending. I think many would agree that they'd rather see the 10 million refused than to spend it all on a project that no one wants, would damage businesses, the community, a historic esplanade and increase traffic. The whole thing is so poorly thought through that I'd believe it dreamt up by someone with a grudge against Ryde. I'd rather see the money not taken than to see the destruction of the Esplanade. Additionally, instead of focusing on an area that has no issues of traffic or public transportation (Esplanade) why not focus on the one area of Ryde that actually has severe issues and is causing an ever increasingly dangerous situation? Brading Road, especially the part outside of McDonald's, is quickly becoming less and less usable and safe. A fraction of the money being used to destroy Ryde Esplanade would be spent far better on sorting this situation out. The failure of our authority to take into account the public backlash against this incompetent project would be an insult to the people of Ryde, businesses and to democratic ideals. You are public servants. You serve the public. If the public deem it unworthy, so should you.</p>	<p>The current bus arrangement prevents their access to George Street requiring an extended journey and consequent pollution. Pedestrians travelling to / from the east are squeezed onto a narrow footway between the bus turning area and rail line boundary and conflict with others waiting for bus services. Remodeling the bus station is necessary to allow services to exit to George street and hence realise journey time savings and pollution reduction benefits promoting the use of more sustainable means of transport. This requires that the bus bays are moved to the west with consequent implications for the pier access road and Western Gardens. The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building</p>
<p>Dover Street/Esplanade roundabout should be a proper roundabout. There are many near misses with tourists who don't realise it is not a conventional roundabout.</p>	<p>There is no record of any accidents at this junction resulting in personal injury sufficient to justify modifying the arrangement. The priorities between traffic movements achieved better</p>

	reflect the traffic demands and consequently the use of this form of junction reduces congestion and hence pollution in this particular circumstance
I dont use it, it does look tired and dated so a refresh would be nice, but surely that's down to transport companies not council.	Agreed – the funding is being provided by a DfT grant
Concerned about the joint cycle and pedestrian areas as I have nearly been knocked over by cycles on these in the past and there will be lots of families with small children around.	The design of the shared footway / cycleway reflects the DfT design guidance LTN1/20 for such facilities which is the requirement of the funding award
Its a pity its all or nothing as the pier walkway is wanted, and will be excellent. However while the road layout will be different - it is a change and expense that i feel is just being done for change sake. It closes a good business removes toilets and seems to put a road on between the seating areas and the sea. I don't think this change will really enhance the area - and like Newport's St Mary's roundabout its a change - it will be change and different but that's it just change and different but with no real purpose.	Remodeling the bus station is necessary to allow services to exit to George street and hence realise journey time savings and pollution reduction benefits promoting the use of more sustainable means of transport. This requires that the bus bays are moved to the west with consequent implications for the pier access road and Western Gardens. The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building The improvement at St Mary's has proved extraordinary successful in reducing traffic queues delays and pollution whilst providing improved facilities for both cyclists and pedestrians
Needs to be in keeping with the Victorian buildings.	A traditional materials pallet will be used as determined through the consultation with new paving enhancing the Victorian buildings
The traffic layout is not good. It should be re designed. Listen to people for once	Remodeling the bus station is necessary to allow services to exit to George street and hence realise journey time savings and pollution reduction benefits promoting the use of more sustainable means of transport. This requires that the bus bays are moved to the west with consequent implications for the pier access road and Western Gardens.
Light and airy please not dark and dingy like the station!	Agreed

<p>I believe that having a taxi rank outside the retail units is a mistake and as a resident I will find the removal of parking deeply irritating.</p>	<p>The scheme provides two taxi ranks, one on each side of the road with intervisibility between the two allowing customers to access taxis from either side without having to cross the road and for operators to see when a rank is empty and move over to that.</p> <p>There is no reduction in on street parking rather replacement parking is provided to the east of George Street when the zebra crossing, and zig zag line markings will be removed</p>
<p>It looks like an opportunity has been missed to better integrate the hover port with bus and rail. The footbridge is not ideal for people with luggage or children or pets or those with limited mobility. The alternative is to fight their way up in the wrong direction to Quay Road via the taxi rank and coach parking. Under the new scheme they will then encounter a new hazard from cyclists as they approach the bus station. On the subject of cyclists, I have no idea why there is a belief that pedestrians mix with those travelling on vehicles travelling at twice and more of their speed. The answer to saving cyclists from the danger of motor vehicles is not to make them a danger to pedestrians. On page 11 of the plan document it says "Improving the environment for pedestrians is at the heart of the plan". It doesn't look like it to me. Cyclists should be kept off the tram pier. Unless the road pier is to have a hugely increased speed limit most cyclists could easily keep up with cars and will be less vulnerable to cars than pedestrians will be to cycles on the tram pier. I realise this is outside the scope of this plan, but I hope the railway part of the plan includes measures to tidy up that mess of temporary buildings and piles of junk on the far side of the rails at the Esplanade Station. I like the intention to place crossing islands at the bottom of Dover Street and on the Esplanade near the Ryde Castle. Crossing the Esplanade as a pedestrian in the area where the bi-directional cycle way is proposed will become more hazardous than it is now. It really hurts when you get hit by a silent person travelling at 15 miles per hour on a metal vehicle.</p>	<p>The improvement of the connection to Hover Travel was not supported in the bid to DfT. As a consequence, that improvement is beyond the scope of the project but not precluded by it.</p> <p>The design of the shared footway / cycleway reflects the DfT design guidance LTN1/20 for such facilities which is the requirement of the funding award</p> <p>The facilities for cycling and pedestrians on the tramway pier will be segregated and cyclists will not be excluded from the road pier should they wish to use it</p>
<p>Until the complete scheme is known ie how the pier, bus station and railway station no permission should be granted. It has been stated that a saving of 8 minutes is the reason for traffic lights being included</p>	<p>The relative interaction and requirements between the pier, rail station and interchange are well understood and the detail designs of</p>

<p>in the scheme to enable the buses to turn right up George St. Whoever timed this must have used a broken watch. I estimate 1/2 minutes saving. Also more pollution will be generated. Yes the area is an eyesore, but the traffic flow works. If it's not broken, don't change for change sake.</p>	<p>each element is not required to allow the others which may have a longer construction period to proceed. The journey time saving of 8 minutes is not recognized and did not form a part of the funding assessment. The revised scheme includes significantly more planting beds and greenery</p>
<p>Please ensure there is much more greenery - trees, shrubs and lawns.</p>	<p>Agreed</p>
<p>I believe that Wightlink should definitely be given permission to build a walkway down the middle between the two current paths. When the temporary structure was there I felt much safer walking down there especially with children and suitcases and gave a much better ambience to coming and going from the Island</p>	<p>Segregated pedestrian and cyclist facilities are proposed on the reinstated tramway pier</p>
<p>Think something like Victorian and for our Queen Elizabeth not dull colours bright is needed</p>	<p>A traditional materials pallet will be used as determined through the consultation with new paving enhancing the Victorian buildings</p>
<p>I do not want to see any hostile architecture (anti homeless benches/spikes that prevent people from laying on benches). It's repulsive. Also considering the island's rapidly growing skating community it would be very unwise to install any anti-skateboarding architecture or deliberately pick materials for pedestrianised areas that prevent skating. Southsea is a wonderfully smooth and easily accessible place to skate, people of all ages and disciplines use the seafront to practice. This brings visitors from all over to skate, visit the local cafes and eat at restaurants. By making Ryde an attractive place for skaters it would encourage those visitors to take the hovercraft over from Southsea! Plus, please don't forget about roller skaters, skateboarders and scooters as road users in their own right, people use these to travel/commute as well as exercise. It's frustrating to see cycle paths designed only with bikes in mind, bumpy stone or brick is difficult and dangerous to skate on.</p>	<p>A traditional materials pallet will be used as determined through the consultation with new paving enhancing the Victorian buildings. Surfaces will be smooth as preferred by both skaters and those with mobility difficulties</p>
<p>Not happy with the proposal to bulldoze the toilets and loss of the cafe to make way for a new slip road to the pier on part of Western Gardens. A loss of public conveniences cafe toilets etc and trees and plant beds lost, is not acceptable.</p>	<p>Remodeling the bus station is necessary to allow services to exit to George street and hence realise journey time savings and pollution reduction benefits promoting the use of more sustainable means of transport. This requires that the bus bays are moved to the west with</p>

	<p>consequent implications for the pier access road and Western Gardens. The impact on Western Gardens has been reduced in the revised plans. The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building and an increased area of replacement planting beds will be provided</p>
<p>The road layout is not beneficial to businesses, tourists, or Ryde residents. I strongly object to the cafe at Western Gardens being demolished to make way for an ugly road layout which does absolutely nothing to improve the area. This area is widely used by residents and tourists alike and to lose such a facility is detrimental to the area. The whole scheme needs a rethink, and a proper public consultation which has not been carried out.</p>	<p>Remodeling the bus station is necessary to allow services to exit to George street and hence realise journey time savings and pollution reduction benefits promoting the use of more sustainable means of transport. This requires that the bus bays are moved to the west with consequent implications for the pier access road and Western Gardens. The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building and an increased area of replacement planting beds will be provided.</p>
<p>I totally object to the removal of the cafe and toilets, as well as trees and grassy area, at the Western end of the plan, to be buried under more tarmac. This part of the scheme is totally wrong, it will ruin a very pleasant part of the esplanade, and should be reconsidered.</p>	<p>Remodeling the bus station is necessary to allow services to exit to George street and hence realise journey time savings and pollution reduction benefits promoting the use of more sustainable means of transport. This requires that the bus bays are moved to the west with consequent implications for the pier access road and Western Gardens. The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building and an increased area of replacement planting beds will be provided.</p>
<p>Ryde sadly lacks areas that are a joy to visit. For example, a space for small musical events to happen,</p>	<p>The scheme provides space for alfresco dining adjacent to the</p>

<p>reminders that we are a seaside Island - maybe Donald McGill post card posters, a good ice-cream stall, Somewhere to sit and have a good coffee with a view (French Franks?). Do not let the car rule this space. If you do it will fail.</p>	<p>refurbished station and will include an enhanced area for planting in raised beds. The scheme prioritise people, cycle and bus movement ahead of vehicles and is designed with that express purpose</p>
<p>I wasn't clear from reading the documents if it will still be possible to drive along the pier and drop someone off at the ferry terminal without paying. The pier is quite long and I need to drop elderly relatives at the terminal, as it's too far for them to walk. As part of the scheme I'd like to do this without payment or without the interruption of a barrier.</p>	<p>The barrier requiring payment to exit or leave the pier will be removed as a part of the scheme</p>
<p>Why is there no option for sheltered wooden seating? That is more traditional and what I would choose for a Victorian town. Most importantly though I strongly object to the proposed bus parking spaces. Buses are NOT a thing of beauty and this proposal gives them far too prominent a position at the bottom of the pier. They would almost permanently block the view of the Victorian buildings opposite the pier, pollute the road where people will be walking, be a danger to pedestrians crossing the road or running to catch a bus, hold up traffic flow. Buses should be parked away from the road and away from public view and NOT be given pride of place at the end of the pier. That is NOT what our visitors would expect to see at the dry end of an historic pier. I'm perplexed as to why the current bus station area cannot be upgraded and renovated. Why has it been removed altogether? A Gateway to the Island should above all be ATTRACTIVE. In that vein, it would be lovely to see the grand roundabout at the bottom of Dover Street/Pavilion restored to its former glory. Mediterranean planting should be replaced with the more traditional colourful flower beds that can be found elsewhere in the Eastern Gardens. It was once a stunning sight from both the Esplanade and Dover Street.</p>	<p>Sheltered seating will be provided at all of the bus stops and traditional materials pallet will be used as determined through the consultation with new paving enhancing the Victorian buildings Remodeling the bus station is necessary to allow services to exit to George street and hence realise journey time savings and pollution reduction benefits promoting the use of more sustainable means of transport. This requires that the bus bays are moved to the west with consequent implications for the pier access road and Western Gardens. The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building and an increased area of replacement planting beds will be provided. This will be in a seaside style as found to be preferred through the consultation</p>
<p>2 serious points of concern: 1) Air quality at the bottom of George Street will challenge legal limits if more double decker diesel buses are re-directed up George Street, which is narrow at the base with homes opening directly onto the pavement. The traffic lights at the base will exacerbate this as vehicles will be accelerating up a very steep hill from a standing start. Toxic fumes will be trapped at the base of the street. Our existing fleet is oversized for passenger needs (running on average at 10% of capacity) 2) Pedestrian crossing at the bottom of</p>	<p>No more buses are to be directed up George Street only those services which current use that route but now have to U turn at the roundabout - the effect of the scheme is to reduce bus travel distances and pollution The traffic lights will not exacerbate this position as buses effectively move from a standing start when entering George Street at the moment – the</p>

<p>Dover Street is already hazardous and without changes made to calm traffic approaching the Esplanade from the East it is likely to become more hazardous for pedestrians to cross as more vehicles opt to veer up Dover Street rather than be stalled by lights at the George Street junction. Visibility is already inadequate for pedestrians to safely cross by Ryde Castle hotel on Dover Street as vehicles have right of way and are not required to slow down at the Eastern Gardens roundabout.</p>	<p>signals do not provide for a right turn form Esplanade to George Street. Pedestrian crossing provision is improved adjacent to the Royal Castle Hotel as a part of the proposal</p>
<p>1. If parts of the pavement outside Hong Kong Express to the Codfather are going to be used for a loading bay, shopkeepers must be prevented from putting A boards on there, because the walkway will become too narrow. 2. Island Line must be compelled to tidy up the Pier Head Station: paint the walls, refurbish the roof. It is an eyesore.</p>	<p>Th existing pavement is to be extended to accommodate this loading bay which will not encroach onto the existing area Refurbishment of the pier head station is beyond the scope of this project although not precluded by it</p>
<p>I am concerned about the removal of the public toilets. As a new restaurant we are already limited to seating in the cafe due to having just 1 toilet. We already have people asking to use our toilet before travelling and we point them to the public toilets. I feel it is unfair to for us to be restricted to amount of customers by our single toilet but then have to manage the public and their toilet needs. Isle of Wight Festival, beers and buses, scooter weekend will be a nightmare without the public toilets. I am also very concerned about the taxi rank being moved to outside our restaurant. Many of the cafes have a delivery service and relying on the parking for delivery drivers. The passing trade will diminish dramatically, which many of the restaurants and eateries rely on in summer. The outside seating will be taken up by taxi drivers and those waiting for taxis, not the high paying customers who specifically visit our business for the restaurant experience. I feel the taxi rank should be moved to the end of where the bus station currently is as they then have direct access towards seaview or up dover street to head through ryde towards newport. It will not disrupt businesses either. Putting the taxis outside the restaurants will also cause trouble for the delivery drivers. Many of us have large deliveries from 32tonne lorries plus. It will make equipment delivery extremely difficult and regular supply deliveries tough. To keep the restaurant side pedestrianised will give the small businesses a fighting chance after a very tough 2 years and then a year plus of roadworks will give us another tough year. After 2 years of covid and 1 year of roadworks, the final outcome needs to be in favour of the small</p>	<p>The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building and an increased area of replacement planting beds will be provided. The option to relocate the taxi rank adjacent to the Rose Garden will be explored with the operators however it is proposed on the south side of the road to provide intervisibility between that and the one on the north side allowing customers to access taxis from either side without having to cross the road and for operators to see when a rank is empty and move over to that. While the focus of this scheme is to redistribute road space in favour of pedestrians, cyclists and buses to encourage the use of more sustainable travel modes, it also improves the public realm which should create an improved trading environment for local businesses.</p>

businesses on the seafront enhancing the passing trade and encouraging tourists to enjoy the seafront acknowledge all the beautiful Victorian seafront buildings. The last thing we want, when tourists arrive, is to be greeted with run down, shut up shops and restaurants because it has become too motorised and doesn't encourage tourists to spend time on the seafront.	
Amazing for the buses	Agreed
Avoiding queues and traffic jams in summer will be good.	Agreed
Try and create a well-lit safe area at night and an area that encourages day-time community congregation in the day which makes the most of the seaside views. This needs to welcome visitors and tourists!	Agreed
The existing station area is blighted from a large pigeon population. More should be done to deter the excessive amount of birds roosting there. Real time travel information of buses, trains and ferries should be available. Clear signing to the rail station should be provided to encourage use of Island Line services. Public drinking of alcohol should be banned throughout the whole site.	Real time information and improved signage will be provided as a part of the scheme although banning of alcohol consumption and bird deterrent is beyond the scope of the scheme.
Safe designated cycle route from Fastcat to Esplanade for the large number of commuting and tourist now cycling.	This is provide by the scheme
I would like to see the dotto train returned	Beyond the scope of the scheme although not precluded by it
Bring back the dotto train	Beyond the scope of the scheme although not precluded by it
Covered walkway to the of pier	Beyond the scope of the scheme although not precluded by it
I like it!	Agreed
better retail - maybe a little more class and much less tacky plastic for sale would be nice	Agreed – station refurbishment will provide expanded concession opportunity
Why is the disgusting looking pier head station's appearance not being improved under the scheme, it's the first thing anyone arriving on the island sees !!	Beyond the scope of the scheme although not precluded by it – to be progressed in tandem by Network Rail
1. The scheme does not focus on the environment but on 20th century transport. Old London Trains and diesel buses. One of the scheme is to reduce pollution, how have you done this? 2. The scheme is about a transport hub and not about enhancing Ryde as a town to attract investment, business and tourism. 3. The transport hub will reduce the attractiveness of Ryde, reduce business interest and investment. 4. The cause of traffic congestion near the Pier is the inefficient pay barrier on entering the	The scheme reduces pollution by avoiding the need for bus manouvering within the service yard and allowing those to exit directly to George Street rather than U turning at the roundabout. The scheme is intended to provide a more functional transport interchange but in so doing also

<p>pier. Improve the payment on entry/exit speed to solve the issue. 5. Public amenity areas shown are between the bus terminal and the road. How is this a public amenity area. The space next to the pier and cafe is a public amenity area, what you are proposing is a central traffic island. 6. Cycle Route. This is the very end of Cycle Route 22. It is misleading to suggest this will link with Ladies Walk, as a cyclist, this is a pathetic attempt to include the required cycle improvements. You do not address how cyclists will deal with buses emerging and crossing the carriageway? How will this make cyclists safer? 7. Misleading to suggest this will improve the view of the pier. Where will people now view the pier from? It appears the proposed concessions are inside the train terminal and bus station? Therefore for travellers in transit. 8. Opportunity missed to enhance the arrival and provide a good first impression of the Isle of Wight. Instead, you provide visitors with a bus station? 9. Where are the revitalised concessions? I don't see an outside designated space, to take in the proposed improved view of the pier? 10. Transforming Cities - Reduce Pollution. How does this plan reduce pollution. 11. Associated Industrial Strategy Document cites the Business Environment. How does this enhance the business environment in Ryde?</p>	<p>increases pedestrian areas and expands the area of planting beds. The vehicle barriers at the southern end of the pier will be removed as a part of the scheme The cycle route signage and route definition will be extended to link with Ladies Walk Cyclists will not have to deal with buses emerging and crossing the carriageway as they are routed on the shared surface to the north of the busway. The current arrival from the pier greet people with a view of the rear of the station building and back of a concrete block built public toilet. The scheme will provide a refurbished station, enhanced concourse and view of a tree lined boulevard The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building and an increased area of replacement planting beds will be provided. Enhancement of the broader business environment is beyond the scope of the scheme although not precluded buy it.</p>
<p>Many years ago a similar smaller scheme was proposed. It never progressed due to finance issues and the fact that it was discovered the ground conditions would not allow any major construction at this location. I assume this matter has now been resolved?</p>	<p>The previous scheme was much larger and included an iconic building in place of the current station. That scheme was not progressed due to commercial differences between the partners which do not arise with this scheme</p>
<p>The shared use of pedestrian & cycle way is wrong as you do not want people queuing getting on buses clashing with cyclist cutting across their access. Also do not make the same mistake as Portsmouth Council and lay tarmac surface at the bus access and terminal area as it is not practical. You must use high grade concrete. Also where are the plans for the Railway Station area! Also will anyone actually take note of this survey as we all know how what our IOW council are like.</p>	<p>The design of the shared footway / cycleway reflects the DfT design guidance LTN1/20 for such facilities which is the requirement of the funding award. The facilities for cycling and pedestrians on the tramway pier will be segregated and cyclists will not be excluded from the road pier should they wish to use it. The busway can be constructed with 'tarmac' as it does not need to</p>

	<p>withstand the pivoting movements of buses making three-point turns</p> <p>The plans for the refurbishment of the rail station are being developed by SWR on a different programme and will be advertised when they are ready.</p>
<p>Extending the cycle paths to go beyond the seafront would be useful. Having it just on the seafront encourages cycling in that area which is brilliant but certain cyclist find it daunting using main roads. A lane leading from Dover Street Roundabout and up dover street would be good as Dover Street is such a wide road that would be able to accommodate. Also please look into surveying only those living in the surrounding Ryde area because their input is of extra importance.</p>	<p>The option to provide an on-road cycle lane in Dover Street will be investigated.</p>
<p>Make it sustainable, low carbon impact where possible (see salt water concrete), maybe a high vantage point to watch the hovercraft that doesn't block commuters.</p>	<p>Agreed</p>
<p>Not a consultation at all Absolutely shocking way this scheme had been developed in secret. This should be a scheme to enhance the gateway but it's detrimental and just suited to vehicles. Shame on whoever is responsible</p>	<p>The scheme has been developed in consultation with the Ryde Regeneration Group comprising representation from the Town Council, Ryde Society and Ryde Business association as detailed in the accompanying report. It is designed to provided pedestrian priority on desire lines and all pedestrian crossings of the Esplanade are equipped with signal controlled crossings to provide both protection and priority for pedestrians whilst securing advantage for buses over private vehicles</p>
<p>I don't see the point in a new road layout it works the way it is the only time it doesn't is if there are issues with the barriers on the pier. It would be better to spend more money on the bus station and rail station and the pedestrian and cycle way on the old tram pier.</p>	<p>Remodeling the bus station is necessary to allow services to exit to George street and hence realise journey time savings and pollution reduction benefits promoting the use of more sustainable means of transport. This requires that the bus bays are moved to the west with consequent implications for the pier access road and Western Gardens. The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building and an increased</p>

	area of replacement planting beds will be provided
The walkway, sandwiched as it will be between the road and the railway and at a LOWER LEVEL will not be a good pedestrian or cyclist experience. Because views will be obstructed on either side you will not be able to see anything. It will be a wasted opportunity. Can the walkway be raised so it is above the level of the pier/cars and railway? Or use the tramway for cars and the pier for walkers/cyclists.	The tramway cannot be raised above the historic pier due to the visual impact on the setting of that historic structure. Vehicles cannot be directed via the tramway pier as that would require demolition of the listed station building to facilitate access
As the existing toilets and cafe are to be lost, will the new station building toilets and concessions be open to the public outside of station opening times?	Yes the new toilet will be open for a longer period than the existing ones are – although not 24/7
I'm a taxi proprietor in Ryde and I have just been reading about the plans for the new Interchange in Ryde. I was wondering if you could tell me why as far as I know, no proprietors have been contacted about moving the taxi rank across the road, away from the main hub. This is obviously going to have an effect on our trade so surely some consultation with the trade would have been appropriate ? In the original plans there was I believe four spaces at the interchange with a feeder rank over the road. In the latest plans those spaces seem to have disappeared and been given over to Southern Vectis, along with our main rank, pushing us further away from the public, and away from the interchange. How safe is it going to be for the general public to be crossing the road to get to us ? The service we provide for the public needs to be easily accessible for all transport users. The elderly, disabled, families with push chairs and young children, people with suitcases etc. Making the public cross this busy road is surely not in their best interest from a health and safety point of view, and puts us out of the way having a negative effect on our business. I thought the main point of the interchange was to integrate all travel options into one convenient place but it seems this is just geared up to serve Southern Vectis again. I'd appreciate any feedback you may have about the transport Interchange.	Taxi operators have been consulted though this consultation Two taxi rank spaces are provide at the bottom of the pier with the feeder rank retained on the opposite side of the road Pedestrians will be given priority and protection at crossing facilitated by signal control although they will not need to given the taxi rank on the northern side
No cover on the pedestrian walkway & Free train from Esplanade to Pier Head	Beyond the scope of the scheme but not precluded by it
A view of the sea from the esplanade would be great, so it is not blocked off by buildings I think this would make the cafes and bars on the seafront more appealing.	View of the sea from the Esplanade will be improved by demolition of the concrete block-built café and toilet block.
SWT has contacted me to say they will only allow 4 bikes on a long train and two on a smaller 2 carriage	Beyond the scope of the scheme but not precluded by it

train. This is awful a family of four cannot take their bikes on the train - can something be done ? thanks Bruce	
I have had many near misses from cyclists leaving the pier heading up St. thomas street... Can you add a shortcut for that direction?	Specific off-road provision is made for cyclists heading up St Thomas Street around the roundabout which will avoid conflict with vehicles
The interchange building should be flattened and rebuilt from scratch - it's an absolute pit	Whilst that was proposed in a previous scheme that could not be delivered due to commercial differences between the partners
It's hideous and only about money. Two years to consult. To be fair any consultation is stated as complete but awaiting review. Not worth the money if running a consultation in the first place. Waste of tax payers money but guess your alright jack!	Remodeling the bus station is necessary to allow services to exit to George street and hence realise journey time savings and pollution reduction benefits promoting the use of more sustainable means of transport. This requires that the bus bays are moved to the west with consequent implications for the pier access road and Western Gardens. The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building and an increased area of replacement planting beds will be provided
Why is Ryde Taxi rank not included into the transport interchange scheme.	Two taxi rank spaces are provided at the bottom of the pier access road with a feeder rank provided on the opposite side of the road
Why were Hovertravel not included as part of the consultation and beneficiary of the scheme? Southern Vectis, Island Line, Wightlink will all stand to benefit, why has Hovertravel not been considered?	The improvement of the connection to Hover Travel was not supported in the bid to DfT. As a consequence, that improvement is beyond the scope of the project but not precluded by it.
Better connections ie train to Newport	Beyond the scope of the project but not precluded by it.
Please, please make sure that whatever new toilet facilities are installed that they are accessible at all times & not closed when the station/bus interchange close. The current facilities by the cafe are the only other ones at that end of the town except for upper High Street ones as the Town Hall ones have been closed for a long time. It makes visiting Ryde tricky for us elderly folk!	The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building and the new toilet will be open for a longer period than the existing ones are – although not 24/7

<p>Please keep public toilets available. Also please keep the aesthetic consistent.</p>	<p>The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building and an increased area of replacement planting beds will be provided</p>
<p>Poor options to this survey. Why have u included options like paving in st Thomas Square ryde, which is UNSUITABLE as a pavement surface!!!!</p>	<p>The replacement limestone surfacing in St Thomas Square is entirely appropriate for use in a conservation area and a product has been specified which has a better slip resistance than that previously provided but now replaced in St Thomas Square</p>
<p>Make sure there is sufficient cover for rainy days</p>	<p>Agreed – cover bus shelters with real time information will be provided at all stops</p>
<p>Is there a 'drop off' area for cars? Don't forget the taxi rank.</p>	<p>Yes there are three drop-off spaces for car and a two space taxi rank on the north side with a feeder rank on the south side</p>
<p>A well thought out scheme which will certainly help improve the interchange area.</p>	<p>Agreed</p>
<p>Looking forward to it!</p>	<p>Agreed</p>
<p>don't make it an eyesore for those of us who live nearby</p>	<p>The opposite is the intention</p>
<p>It is long overdue! The bus station is an unpleasant place to linger even during the daytime. In the evening and after dark it has the air of being quite a hostile environment. It's definitely not user friendly at any time of the day or night. As the main public transport destination it reflects very badly on the town of Ryde because of its rundown appearance. The new proposals definitely aren't perfect. If you were starting with a blank canvas I'm sure a different layout could/would have been produced but with clever and imaginative planting and use of stylish materials in the public realm areas a new transport hub can be created that Ryde people will be proud. Please don't throw away this chance.</p>	<p>Agreed – significantly enhanced and expanded planting will be included in the revised scheme</p>
<p>Like the idea</p>	<p>Agree</p>
<p>Leave the green cafe and toilet alone and do send the buses up george street again as they were rerouted due to damaging the foundations of the houses</p>	<p>Remodeling the bus station is necessary to allow services to exit to George street and hence realise journey time savings and pollution reduction benefits promoting the use of more sustainable means of transport. No new bus services will be routed via George Street – only</p>

	those current U turning at the roundabout to use this route.
The proposed new toilets need to be free (like the ones being removed currently are). The new cafe concession in the station should be a local business (like the one being removed) NOT a chain.	The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building and an increased area of replacement planting beds will be provided. SWR will control the leases of concessions within the station building which are beyond the control of the council
Are HoverTravel part of this improvement scheme?	The improvement of the connection to Hover Travel was not supported in the bid to DfT. As a consequence that improvement is beyond the scope of the project but not precluded by it.
Losing the most used Coach party and event volume friendly public toilets in Ryde will disadvantage Rydes pedestrians and cyclists who day visit and attend events. Cyclists groups regularly use the Pier Cafe and toilets for a meeting point and comfort break because they can relax away from the vehicles and hustle and bustle whilst keeping an eye on their bicycles. they also meet there before returning to the mainland via the fast cat, this encourages cyclists, coach parties, EF students and general visitors to explore the seafront and upper Ryde. the flaw in the gateway project is there will be little room for cyclists to park 10 to 20 bicycles (groups) in the station where they can keep an eye on them whilst having a comfort break etc, this will force cyclists to immediately ride to the pier head where theres room and further toilets and planned cafes and shops, this will greatly disadvantaging the Esplanade and Union Street and beyond businesses. I fear the shared Cycle/scooter and pedestrian pavements will be dangerous as many scooters and cycles are now electric powered, cycle lanes should be at the side of the Road for this very reason. The bus station bus stops should rather run along the Esplanade (by the Rose Garden where they have historically parked where waiting passengers enjoyed waiting in the relaxed rose garden) where pedestrians would not need to cross roads to access and wait on exposed central islands surrounded by smoky traffic. if this was done it	The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building and an increased area of replacement planting beds will be provided. Cycle parking facilities will be provided immediately to the east of the station building visible from the alfresco dining area available to any café operator within the refurbished station The design of the shared footway / cycleway reflects the DfT design guidance LTN1/20 for such facilities which is the requirement of the funding award Remodeling the bus station is necessary to allow services to exit to George street and hence realise journey time savings and pollution reduction benefits promoting the use of more sustainable means of transport. This requires that the bus bays are moved to the west with consequent implications for the pier access road and Western Gardens. Pedestrians will not have to cross roads to access the bus stop on the

<p>would leave room for the Taxi's to also park on the bus station side rather than preventing customer parking for take away pick ups by parking on the Southern side of the Esplanade as the plan proposes. A cycle route could then pass along the side of the Road rather than the footpath. you say that the proposed scheme is "reducing the dominance of motor vehicles and improving priority to pedestrians" How can enlarging the highway possibly achieve this? The Western Gardens and its amenity location provides a relaxing environment, your plan shows a vehicle dominated environment with fumes and noise, the traffic lights will also cause more pollution by stopping the traffic. Your plan does not appear to have considered where the sun shines and wind blows, at the moment bus passengers wait for their buses sheltered from wind and rain, even if you provide small bus shelters the wind will whistle through un-obstructed and there appears little space to sit in the sunshine relax and have a peaceful beverage, meal or both. and note that all the concessions on the South side of the Esplanade are in the shade and cold wind for most of the day. It is very sad that your proposals will lose Ryde Esplanade its ambiance and relaxed sunny holiday atmosphere, only to be replaced by a large bus station and complex traffic system. this scheme does not encourage dwell and exploration time as its asking pedestrians to sit on islands in the middle of the Road, who wants to do that on a day out at the seaside, its seems more like an inner city type transport hub? Lastly The remaining Western Gardens will become a no go area without amenities and gardens to encourage visitors and the general public to dwell and relax there and I fear the proposed station toilets will become the new centre of substance misuse with migration of un policed users, creating a bad environment inside Ryde's Railway station. wish you would have consulted Esplanade residents, commuters, general public and businesses when you consulted transport providers to obtain a balanced picture of the environment your about to change forever. The strategy of RTC and RBA was to encourage visitors to stay and enjoy Ryde rather than pass quickly through its gateway, this scheme will encourage the opposite.</p>	<p>central island rather will have right of way across the busway on a raised crossing platform Additional parking is provided on the south side of the road immediately to the east of George Street such that there is no loss of parking for local businesses The scheme does not enlarge the highway rather significantly reduces the proportion allocated to vehicles and reallocated that in favour of pedestrian and enhanced planting All bus stops will be provided with shelters equipped with real time bus information The scheme is primarily intended to provide a more efficient and effective transport hub, it practically reduces the size of the bus station and reallocates that to people and planting in fact providing a greater area of planting bed than currently exists together with the potential provision for public art displays. The scheme does not preclude the development of further concessions in the Western Gardens nor creation of a bandstand. There is no basis to assume that the new station toilets will be any differently used to the existing facilities. The scheme was developed in consultation with the Ryde Regeneration Group comprising members of the Town Council, Ryde Society and Ryde Business Association as detailed. In the accompanying report.</p>
<p>Long term the existing railway should be replaced with a light rail surface transport arrangement with tram type cars inking with Newport and Cowes.</p>	<p>This is beyond the scope of the scheme although not precluded by it</p>
<p>Needs to put alternative to oil based transport forst amd have adaptable spaces for new transport start</p>	<p>This scheme reallocates road space / surfaced areas in better favour of</p>

<p>up such as tuk-tuks to be able to be on the mix Clear physical and visual demarkation for less able residents Passive background sounds such as river or waves to create a sense of calm</p>	<p>pedestrians cyclists and public transport. It facilitates the more efficient use of public service vehicles and does not preclude their transfer to more sustainable fuels – tuk-tuks are one of the more polluting forms of public transport Surface finishes are designed with tactile paving to aid the visually impaired</p>
<p>Should fit in with other transport systems.</p>	<p>Agreed</p>
<p>I think the way the cycle lane terminates by the bowling alley should be reconsidered. At the moment, it terminates onto the footway and creates possible issues with pedestrians. I believe that it should terminate onto the road instead, and the road should be narrowed at that point to let the cycle lane continue as much as possible: there is no need to have two lanes at that point of the roundabout. In general, I think there is a once-in-a-lifetime opportunity to make Ryde more pedestrian and cycle friendly and it should be taken more seriously. Off-road shared pedestrian/cycling space will not provide the additional infrastructure so desperately needed.</p>	<p>The design of the shared footway / cycleway reflects the DfT design guidance LTN1/20 for such facilities which is the requirement of the funding award</p>
<p>I fully support the scheme. I hope the building gets torn down and rebuilt.</p>	<p>Agreed</p>
<p>Get on with it ASAP.</p>	<p>Agreed</p>
<p>I think it looks great and well thought out. It will be a welcome addition to the town and something that will benefit both residents and visitors.</p>	<p>Agreed</p>
<p>Looks great and looking forward to seeing it built. Well done in securing the funding.</p>	<p>Agreed</p>
<p>Needs updating asap.</p>	<p>Agreed</p>
<p>Nothing about renovation the stations at both ends which are a disgrace.</p>	<p>The wider project provides for the refurbishment of the Esplanade station which will be delivered by SWR and Network Rail plan a refurbishment of the heavy rail pier and pier head station in the same timeframe</p>
<p>PLEASE MAKE IT WELCOMING FOR THE PEOPLE THAT VISIT OUR BEAUTIFUL ISLAND AT THE MOMENT ITS DISGUSTING</p>	<p>Agreed – that is the intention</p>
<p>I like the fact that cyclist will have priority over traffic going to and from the hovercraft terminal but I worry that the change of priority will cause potential accidents. Strong signage is required and the crossing must be raised to form a speed bump</p>	<p>The design of the shared footway / cycleway and segregated cycleways reflect the DfT design guidance LTN1/20 for such facilities which is the requirement of the funding award</p>

<p>*Please* can this scheme replace the awful galvanised palisade fence between the railway and bus station? It was installed a few years ago to replace a concrete block wall, but it's more appropriate for a prison than a transport hub.</p>	<p>This is beyond the scope of the scheme although not precluded by it and will be raised with Network Rail</p>
<p>There could be a weekly market that would attract trade, with managed gazebo pop-up huts.</p>	<p>This is beyond the scope of the scheme although not precluded by it</p>
<p>Why is the cafe next to the pier being removed - why not remodel and retain it as a place to sit and view the pier rather than covering it with roadway which will not enable people to view the pier other than by car?</p>	<p>Remodeling the bus station is necessary to allow services to exit to George street and hence realise journey time savings and pollution reduction benefits promoting the use of more sustainable means of transport. This requires that the bus bays are moved to the west with consequent implications for the pier access road and Western Gardens. Removal of the concrete block-built café and toilet block, which is not contemporary with the local Victorian vernacular., is required to enable this. Alternative facilities will be provided within the railway station.</p>
<p>The Isle of Wight has always been a very Victorian island in style. It would have been nice to see the furnishing and railings kept very sympathetic to that as the Victorian feel to the Island is what draws people here, its the Islands charm. The choices you have provided are too modern for the Island. I am aware the Island has to move forward but this can be done without losing the charm of the Island to sterile modern and plain furnishings.</p>	<p>A traditional materials pallet will be used as determined through the consultation with new paving enhancing the Victorian buildings</p>
<p>The loss of eight public parking spots (even limited ones) puts yet more strain on local parking when it is already really difficult, especially for anyone that lives in the area. Ryde needs more provision, not less.</p>	<p>The scheme has been modified to provide additional replacement on street parking immediately to the east of George Street</p>
<p>Include penalty clauses for late finishing or poor quality of workmanship, when giving out the contracts to do the job. Thus hopefully avoiding the Floating Bridge fiasco</p>	<p>The project will be delivered though the existing PFI contract which has such provision</p>
<p>The use of dedicated cycle paths opposed to share paths should be encouraged where possible.</p>	<p>Agreed</p>
<p>Looks like a well thought out scheme. My only comment would be does there need to be so much parking for taxis, which takes away parking from the public ?</p>	<p>Agreed, the scheme has been modified to provide additional replacement on street parking immediately to the east of George Street</p>
<p>I think the one way system exiting the pier is a bad idea. You're planning to create an exit on what is a hairpin bend of which i've seen many near misses</p>	<p>The egress from the pier access road has been moved marginally to the west and signaled crossing</p>

<p>happen as people come round that corner as it is. People exiting are going to be closer to the corner which in my eyes is an unsafe option and will potentially end in a incident. On top of this, you are removing a large area of public parking. While our local towns and businesses slowly die, its always great (Sarcasm) to see the council and other larger businesses are happy to help finish off the coffin for towns.</p>	<p>marginally to the east to improve the signal head visibility for vehicles leaving the pier. This arrangement will be subject to the safety audit process and is fond unacceptable will be revisited.</p> <p>The scheme has been modified to provide additional replacement on street parking immediately to the east of George Street</p>
<p>The lack of consultation on the overall design is disappointing as this will affect the landscape of Ryde for decades to come. It is also disappointing that the main building will not be changed, especially as this is extremely dated. The removal of parking outside businesses opposite the bus station is of concern - it doesn't support these independent traders nor its customers.</p>	<p>The overall design reflects that of the scheme previously approved for implementation although not taken forward due to commercial conflicts between the partners.</p> <p>This consultation has generated significant engagement and amendment to the scheme where that is appropriate</p> <p>The scheme has been modified to provide additional replacement on street parking immediately to the east of George Street</p>
<p>Can't wait for it to be implemented</p>	<p>Agreed</p>
<p>Heritage and uniqueness of the piers of Ryde could be celebrated, drawn upon</p>	<p>Agreed - A traditional materials pallet will be used as determined through the consultation with new paving enhancing the Victorian buildings</p>
<p>Where will public sevicees be eg. Toilets ?</p>	<p>The public toilets and café concessions opportunity will be replaced with fully disabled compliant facilities in the refurbished station building and an increased area of replacement planting beds will be provided.</p>
<p>Complete waste of tex payers money. Spend money on the youth of the island, transport links, and houses not this utter rubbish scheme</p>	<p>The money is specifically allocated for this project by the DfT, is not drawn from local budgets and is not available to spend elsewhere</p>
<p>5 fast charging ports on the taxi rank to allow taxi to become eco friendly</p>	<p>This is beyond the scope of the scheme although not precluded by it</p>
<p>Generally money better spent elsewhere,</p>	<p>The money is specifically allocated for this project by the DfT, is not drawn from local budgets and is not available to spend elsewhere</p>
<p>This is a disgraceful waste of Public Money. The Esplanade, green space, Café and toilets serve us well.</p>	<p>Impact on Western Gardens is being reduced. The access road to the pier will be formed in two lanes with</p>

<p>The station facelift should be financed by Wightlink and Southern Western Rail.</p> <p>This plan is a disgraceful waste of Public money, which could be better spent regenerating derelict buildings in Ryde Town.</p> <p>It works well as it is.</p> <p>This is a complete waist of time and money. It should be properly designed in keeping with the Victorina Buildings.</p> <p>Waste of time & money. Who thinks up these crazy ideas?</p> <p>No one cares about such details we just want broke curbs repaired.</p> <p>Please stop and think how Ryde is being spoilt.</p> <p>What a waste of money. Please just regenerate the Esplanade Railway Station and leave the Western Gardens as they are for us to enjoy.</p>	<p>planting in the central area reducing the crossing width for pedestrians and different surfaces will also be used in other areas to reduce the visual impact of carriageways.</p> <p>Alternative public facilities will be provided within the station with a space made outside to allow for seating.</p> <p>The funding is from central government and had to be used to improve sustainable transport to support economic prosperity in the Solent region. This scheme is a component of a much larger initiative which refurbishes the station and reinstates the tramway pier neither of which could be funded independently and cannot be implemented independently.</p>
<p>Where to start...</p> <p>This is so obviously urban design by a highways engineer/technician, as to be embarrassing! Good urban design (as encouraged by the government as recently as last week) in an historic (conservation area/listed buildings) context promotes:</p> <p>PUBLIC SPACES</p> <p>GOOD LINES OF SIGHT (including to and from key architectural elements)</p> <p>SAFE AND CONVENIENT MOVEMENT FOR ALL (starting with the most vulnerable)</p> <p>HIGH QUALITY, LEGIBLE MATERIALS</p> <p>The grant is for green commuting, of which there seems to be scant evidence. Neither Cycle Wight nor the local access group have been consulted, and both deplore the proposed layout.</p> <p>There is no evidence of Historic England being consulted on the impact upon the Conservation Area and Listed Buildings neither are the views of the Council's Conservation Officer in the public domain.</p> <p>Cycling on the Tram Pier will create additional conflict , whereas most cyclists will feel more comfortable using the existing pier. That is if they can get there. With the small amount of detail available, it seems that there will need to be a 24m ramp, from western gardens to gain the 1.9m height differential to the pier access point.</p>	<p>The aspects good urban design listed are noted and have and will be used to guide the design process while managing other project constraints.</p> <p>The highway arrangement options support the need to create a bus connection between the bus station and George Street. They scheme will also provide improved cycling facilities and more space for pedestrians.</p> <p>All the organization listed have been invited to comment.</p> <p>Pedestrian and cycle routes on the pier will be clearly segregated and the option to use the existing route, by either cyclists or pedestrians, will remain.</p> <p>No issues with access have been identified as yet but all such aspects will remain under review as detailed designs are developed.</p> <p>The Tram Pier proposal has been through a listed building consent</p>

<p>The height of the proposed walk way will put children at the exact same height as car exhaust fumes, in the prevailing S/W breeze, and be unusable in a north wind, producing a 1m swell at high tide.</p> <p>There are NO plans for anyone to view regarding the access and egress to the pier for pedestrians and cyclist. This is also true for any replacement toilets and concession outlets. Where's the detail?</p> <p>How can RTC and the IOWCC be so foolish as to agree to a scheme that has such little detail from its supposed partners, putting at risk a once in a generation opportunity, when more considered, sensitive options are on the table.</p> <p>Not having to go through the planning process is an insult to the people of Ryde, many of whom voted for a new era in local government, only a few months ago, who promised a new and more open approach.</p>	<p>process with opportunity for public comment on such matters.</p> <p>South Western Rail are currently developing designs for the station access and redevelopment which will be shared with the public as soon as possible.</p> <p>Generally, there is no statutory requirement to undertake consultation on highways improvement schemes however we have been pleased to add value to this phase of design work by undertaking the recent public consultation and the ongoing targeted stakeholder engagement. Once the outline design of the scheme has been agreed, IWC will review all details to ascertain if any individual elements require any specific authorisation so as to ensure that the council continues to act in accordance with good practice, policy and the law.</p>
<p>The Ryde Public Realm Strategy 2004 The IWC Ryde Conservation Zone Policy 2011 Would both need to be read and this plan would not withstand scrutiny as a proposal. This funding is inappropriate if all that can be achieved is more roads.</p>	<p>Both documents have been and are being reviewed as a part of the design process.</p> <p>The scheme reallocates vehicular space (such as road space and the bus station forecourt) in better favour of pedestrians, cyclists and public transport users. It also facilitates the more efficient use of public service vehicles, and enables an enhancement of the public realm, railway station and the addition of a new pier.</p>
<p>The Isle of Wight Council should use the planning process when changing Ryde Esplanade</p> <p>Ryde Esplanade is protected by a 2011 Conservation Zone policy. It states all changes should be of the highest quality, well advertised and scrutinised through the planning process by the public.</p> <p>The IWC must morally if not legally, follow their own rules.</p>	<p>Generally, there is no statutory requirement to undertake consultation on highways improvement schemes however we have been pleased to add value to this phase of design work by undertaking the recent public consultation and the ongoing targeted stakeholder engagement. Once the outline design of the</p>

	<p>scheme has been agreed, IWC will review all details to ascertain if any individual elements require any specific authorisation so as to ensure that the council continues to act in accordance with good practice, policy and the law.</p>
<p>I believe that The Isle of Wight Council should use the planning process when changing Ryde Esplanade</p> <p>Ryde Esplanade is protected by a 2011 Conservation Zone policy. It states all changes should be of the highest quality, well advertised and scrutinised through the planning process by the public.</p> <p>My response to this consultation is that the IWC must morally if not legally, follow their own rules before making any agreements or planning any changes The Interchange that is an integral part of a Conservation Zone.</p>	<p>Generally, there is no statutory requirement to undertake consultation on highways improvement schemes however we have been pleased to add value to this phase of design work by undertaking the recent public consultation and the ongoing targeted stakeholder engagement. Once the outline design of the scheme has been agreed, IWC will review all details to ascertain if any individual elements require any specific authorisation so as to ensure that the council continues to act in accordance with good practice, policy and the law.</p>
Representations Outside of Established Consultation	
<p>The Twentieth Century Society has been alerted to the proposed Ryde Transport Interchange scheme. The Society writes to object to the proposed loss of the eastern part of the Ryde Western Gardens, which make a positive contribution to the Ryde Conservation Area. The Twentieth Century Society is the national amenity society concerned with the protection, appreciation, and study of post-1914 architecture, townscape and design. The Society is acknowledged in national planning guidance as the key organisation concerned with the modern period and is a constituent member of the Joint Committee of the National Amenity Societies. The Ryde Western Gardens were developed from the late 19th/early 20th century. A bandstand (no longer in-situ) and enclosure were constructed in 1926, and in 1931-2 Pier Street was improved and the gardens expanded eastwards, following the demolition of the Pier Hotel (in 1929). The existing café and toilets building dates from this phase of development. The <i>Ryde Conservation Area Appraisal (2011)</i> includes 'Character Area 1: Esplanade, Pier and Seafront' and describes this area as "very much the face of Ryde". It</p>	<p>The comparatively modern concrete block build café and toilet block at the eastern end of Western Gardens greet arrivals to ride from the pier where they obstruct the view of the historic buildings on the seafront. The removal of these buildings to establish views of the historic pier from Western Gardens and the wider seafront was raised an objective of the Ryde Regeneration Group comprising representatives of the Town Council, Ryde Historic Society, and Ryde Business Association as detailed in the accompanying report. It is not accepted that the retention of these buildings is of any value to the local heritage rater detracts from that.</p> <p>The minor encroachment on Western Gardens is necessary to deliver the revised highway arrangements</p>

<p>states that “Along the Esplanade, the town’s origin as a traditional seaside resort and transport interchange is inherent in its architecture and landscaping.” The Society objects to the proposed loss of the eastern, interwar part of the Ryde Western Gardens, including the café and toilets block. The gardens make a positive contribution to the character and distinctiveness of the area as “a traditional seaside resort”. The eastern landscape was an important interwar addition and we agree with Historic England that the café and toilets building is of significance as it provides a “visible link to the civic investments in the seafront of the inter-war era.” Paragraph 199 of the <i>National Planning Policy Framework</i> (NPPF, 2021) relates to designated heritage assets, including conservation areas, and should be considered here: “When considering the impact of a proposed development on the significance of a designated heritage asset, great weight should be given to the asset’s conservation [...] This is irrespective of whether any potential harm amounts to substantial harm, total loss or less than substantial harm to its significance.” In the Society’s opinion, Ryde Western Gardens form an important part of the Ryde Conservation Area and should be preserved in their entirety. The proposed loss of part of the gardens would, in our view, cause harm to the conservation area and should be avoided. As Historic England has shown, it would be possible to revise the proposed transport plan to retain more of the gardens and we urge the local authority to do so.</p>	<p>previously agreed but not implemented due to commercial differences at the time.</p>
<p>I write in reference to the Ryde Interchange on which I have a number of comments. There may be more than one piece of information which will follow.</p> <ol style="list-style-type: none"> 1. The comment by Mr Ian Smith, of Ryde, a former IW Council conservation officer, which has been written in a letter to the <i>IW Observer</i> of 30th July, 2021, has my entire support. I have no doubt that your council will be able to examine the letter. 2. Ryde Pier Café and public lavatories – the buildings and facilities should remain, firstly because they require any demolition within a Conservation Area to be sought from the council and second because they require Listed Building consent. Third is that separate loos and a café are more appropriate on the west side of the pier (which would be less rushed and more holiday-like) while those on the east of the 	<p>Generally, there is no statutory requirement to undertake consultation on highways improvement schemes however we have been pleased to add value to this phase of design work by undertaking the recent public consultation and the ongoing targeted stakeholder engagement. Once the outline design of the scheme has been agreed, IWC will review all details to ascertain if any individual elements require any specific authorisation so as to ensure that the council continues to act in accordance with good practice, policy and the law.</p> <p>The correct procedures have been followed to-date in the development of the scheme.</p>

<p>pier (in the railway station) are more appropriate for hurried calls, both to the café and lavatories, as one passes through to trains, buses, taxis, cars, bicycles and on foot.</p> <p>3. Access to the pier – the proposed access should not be as far west as that which you suggest. The access would be better south of the trees, and there would be a longer run-in onto the pier (where tickets are sold).</p> <p>4. Egress from the pier - the egress from the pier would take vehicles out onto the Esplanade, but would always give way both to buses, taxis, etc (moving into the bus station) and on to the Esplanade for all vehicles (although a controlled crossing will remain).</p> <p>1. An option would be to allow, or disallow, parking (for a very limited period) facing east where parking is allowed facing the station as now.</p> <p>5. Some buses and taxis – some buses would come in to the bus station more or less as proposed, and taxis would make use of a third lane. The nearside lane is for buses to stop; the offside lane is for taxis waiting for hire; the central lane would take buses and taxis off towards the east. It would not be essential to allow any vehicle to cross from the bus station into George Street – that can be done via Dover Street either doubling back to George St or through Melville St.</p> <p>6. Other buses or waiting for cars for passengers – on the Esplanade east of the pier (and not allowing access to George St) <i>either</i>:</p> <p>1. more or less as proposed, save that more buses would be able to wait; <i>or</i></p> <p>2. for waiting cars for passengers principally from the pier or the railway station – this would provide</p> <p>7. Extend the bus station – about two extra buses waiting will help by adopting a less angular</p>	<p>The pier access needs to be moved to the eastern part of Western Gardens so as to provide sufficient space for buses to be able to exit via George Street and hence realise the journey time and pollution savings necessary to justify investment in the wider project. The minor encroachment on Western Gardens is necessary to deliver the revised highway arrangements previously agreed but not implemented due to commercial differences at the time</p> <p>It is entirely appropriate for traffic leaving the pier to give priority to buses and taxis – the intention of the scheme is to encourage use of such sustainable transport modes in preference to private vehicles</p> <p>It is proposed to modify the footway through the rose garden to provide the planting and seating next to the fence as suggested</p> <p>Between the end of the segregated cycle route to the east and pier access road to the west the expansive paved area is intended to be shared surface as recommended in the DfT design guidance LTN1/20</p> <p>Pedestrian crossings of the Esplanade and approached to those are modified to place them on the pedestrian desire line and give priority through signal control</p> <p>Parking lost on the south side of the road to accommodate the taxi rank is replaced immediately to the east of George Street</p>
--	---

<p>route from the bus station onto the Esplanade.</p> <p>8. Cyclists and Pedestrians (1) – your proposal is a lane for pedestrians and a lane for cyclists. That is appropriate where the route follows the Esplanade east of the footbridge (to the Hovertravel) and further eastwards. It would be even better if the current planting were not replaced by a footpath – it is possible to have beds, then a footpath, then a cycle-track.</p> <p>9. Cyclists and Pedestrians (2) – from the footbridge westwards it is not at all clear whether pedestrians and cyclists are meant to be ‘dual users’. It shouldn’t be. As far as possible cyclists are meant to use a planned route through the Interchange.</p> <p>10. Pedestrians ‘north and south’ – there would be as many crossings proposed as now,</p> <p>11. Parking – retain existing (car) parking on the south side of the Esplanade, and allow as much parking as is possible on the south side.</p>	
<p><u>Having No Consultation (on main elements) is a Failure of Communication by the Authority, and maladministration through giving misleading information.</u></p> <p>In this case, the format of the consultation put out does not allow you to make comments and be communicated with on the area which has impact on your business:</p> <ul style="list-style-type: none"> • Specifically, you will be damaged by the position of the proposed taxi rank, which is detrimental to business because it will reduce custom. • The Grade 2 listing of your building and its setting has not been considered against the IWC Ryde Conservation Policy 2011 • The traffic lights proposed at George St will reduce air quality for your pedestrian seating & leads to business loss • The parallel location of the buses obscuring outlook and visibility that you previously enjoyed 	<p>The overall design reflects that of the scheme previously approved for implementation although not taken forward due to commercial conflicts between the partners.</p> <p>This consultation has generated significant engagement and amendment to the scheme where that is appropriate</p> <p>The scheme provides 2 taxi ranks, one on each side of the road with intervisibility between the two allowing customers to access taxis from either side without having to cross the road and for operators to see when a rank is empty and move over to that. This is much more convenient for customers than the current ranking arrangement</p> <p>The only council owned building within the footprint of the scheme is the concrete block-built café and toilet block which is not listed</p>

<ul style="list-style-type: none"> • The plans produced in the consultation are wholly inadequate to interpret the impact of the changes being proposed. • D Sargison, Susan Van Praagh (owners Chocolate Apothecary) & Esplanade Ryde 	<p>Any modification to listed assets will be considered through the relevant statutory procedures</p> <p>The scheme reduces pollution by avoiding the need for bus manouvering within the service yard and allowing those to exit directly to George Street rather than U turning at the roundabout.</p> <p>The traffic lights will not exacerbate this position as buses effective move from a standing start when entering George Street at the moment – the signals do not provide for a right turn from Esplanade to George Street.</p> <p>The parallel location of the buses is necessary to allow services to exit via George Street and avoid the need for reversing within the bus yard improving efficiency and reducing pollution - the effect of the scheme is to reduce bus travel distances and pollution</p>
<p>I have read the consultation on the plans for the Ryde Transport interchange and completed survey (pointless as no one reads the results). I have though the following question/points to make.</p> <p>In the consultation the SWR logo exists but where in the paper are the plans for the railway station - pointless having a nice new interchange if the station property is not going to be re designed / refurbished. It will be dangerous to have the cycleway through the bus station where people will be waiting and queuing to alight bus's.</p> <p>Do not do what Portsmouth City Council did at the Hard Bus terminal where they laid tarmac as a surface (because it looked nice) only to find out that is was totally impractical and should have been high grade concrete. They are I think still trying to resolve the issue even after spending millions of pounds trying to put it right.</p> <p>Hope the project goes better that the floating bridge project!</p> <p>It seems as though the scheme has largely been designed already, with the consultation allowing for input on matters such as street furniture and the type of paving to be used.</p> <p>My understanding is that this is the first proper open public consultation about the scheme, is that right? If</p>	<p>The survey responses are considered in detail and where appropriate amendments are suggests those are adopted</p> <p>The station building is to be refurbished by SWR although has a shorter construction period and is being developed on a different programme. The proposals for that will be developed through the normal statutory procedures</p> <p>A concrete surface is only required where buses are making three-point turns or pivoting over a very short distance which is not required in this design</p> <p>The overall design reflects that of the scheme previously approved for implementation although not taken forward due to commercial conflicts between the partners.</p> <p>This consultation has generated significant engagement and amendment to the scheme where that is appropriate</p>

so, the really important matters have already been decided and designed, certainly from an active travel perspective. This seems to be the way IWC "consults", or at least it has been my recent experience of things (for example, the St Mary's junction scheme).

It's hard to comment in detail on plans when they are just presented like this and there is no opportunity to examine plans with the designers or project managers, or have a consultation event on site that helps people visualise and walk through changes. But my observations/questions from a cycling perspective are as follows:

-there is no continuous cycle route for people moving east-west or west-east through the area of the project. I think ideally one would want to see uni-directional segregated cycle lanes running from the roundabout by the Ryde Castle to the start of St Thomas St, located on the north and south sides of the Esplanade. This route is in the LCWIP plans for Ryde but this design is just a fudge that relegates cycling to the margins, with some token inclusion of shared route (ie a wider pavement) and a short stretch of bi-directional cycle lane.

-because of the absence of proper, continuous bike lanes in the scheme, if I were cycling through this scheme once built, I would just use the road and mix with traffic. It's direct which is what someone on a bike (just like someone in a car) would want and which is how cycle routes are supposed to be being designed now (see LTN 1/20 attached).

-all the cycle "facilities" are on the north side of the project area. Someone cycling east to west and using the "facilities" included in the scheme would have to cross over two roads (south side of Esplanade by the Ryde Castle to the bi-directional lane, and then north side St Thomas St to south side St Thomas Street) in order to use them. Again, just better to use the road.

-shared use pedestrian/cycle routes are (rightly) now deemed to be an option that should be considered only after all other options for separated lanes have been exhausted. I don't think that has happened here. Shared use routes have substantial potential for conflict with peds, especially in areas with high levels of ped activity. The way in which this scheme

The improvement at St Mary's has proved successful in reducing traffic queues delays and pollution whilst providing improved facilities for both cyclists and pedestrians despite initial public reservations

The form of the consultation was limited by the COVID19 social distancing requirements

There is a continuous route for cyclists through the scheme reflecting the DfT design guidance LTN1/20 with which the scheme is obliged to comply

There is nothing preventing cyclists from continuing to use the road and / or current pier should they feel so minded

The cycle routes connect with the route through the gardens linking to that alongside the harbour to the east and on carriageway route to be established in St Thomas Street

The opportunities to provide segregated routes through the interchange have been considered and found not to be possible. Consequently the flexibility provided by LTN1/20 in such circumstances has been applied to provide a partially shared surface route

Cyclists emerging from the new segregated facility on the reinstated tramway pier will emerge through the station building and be able to travel in either direction on the shared surface

<p>utilises a shared use route right the way through the bus station area is inviting this</p> <p>-Is the short stretch of bi-directional cycle lane intended to join up with anything else in the future? A route headed east? I hope so, because if not I can't really see the point of it as it just seems to dump people next to the roundabout by the Ryde Castle.</p> <p>-How do cyclists using the revamped cycle route on the pier join up with cycle routes going east and west from the Esplanade? Where is the integration of the pier route with east/west routes in the design? If such integration exists, it's not clear in the plans.</p> <p>-the inclusion of tokenistic cycle infrastructure like this can sometimes be worse than none at all. Motorists see that there are some facilities for cyclists and if they see you on your bike on the road, they shout and tell you to "get on the cycle path", not understanding that the cycle infrastructure provided is inadequate and inconvenient which is why it isn't being used. I routinely get this when cycling to Newport on the main road and people tell me to "get on the cycle path", which is a long way out of my direct route to my destinations. .</p>	
<p>Thank you for kindly inviting Historic England to submit comments on the proposed enhancement of Ryde Esplanade. We have valued the opportunity to meet with you to discuss the proposals and consideration of alternatives. We recognise that the proposed works have received funding through the Portsmouth and Southampton City Deal, which is subject to time limitations but that consultations and different schemes exploring the potential regeneration have been considered since 2008, providing a body of material on which the proposals have been developed. We also recognise that the current proposals are outside of a statutory planning consultation. Nevertheless we feel there are opportunities to improve the proposed scheme, which we set out below and we value the opportunity we have had to discuss these with you.</p> <p>Heritage assets affected</p> <p>The proposals directly affect the Ryde Conservation Area, which is currently recorded as 'at risk' on the national and is a regional priority for action for Historic England. This includes our own investment in High Street, Cross Street and Lind Hill as a High Street</p>	<p>The advice regarding the use of a modern material pallet for the reinstated tramway pier is at odds with the findings of the wider public consultation. Through further engagement with Historic England (HE) it has been agreed that the consultation findings should be the main concern in this matter but that the black coating on street furniture will need to be well maintained to achieve the desired effect.</p> <p>The removal of the concrete block built café and toilet block which is not contemporary with the Victorian buildings or listed pier structure was highlighted as a positive in the 2019 community-led 'Ryde Esplanade and Interchange Plan Walkabout'. Although presenting a potential link to a specific era of investment in Western Gardens the "building is not</p>

Heritage Action Zone. Key issues identified as affecting the conservation area include a high level of vacancy of historic buildings, buildings in need of maintenance and suffering significant neglect, poor quality of public realm in some areas and the effects of heavy vehicle traffic through the town notably on Lind Street, Union Street and through Ryde Esplanade. Ryde Esplanade, the pier approach and Western Gardens also provide the setting for a number of listed buildings, including but not limited to the Promenade Pier buildings on the south side of Ryde Esplanade, either side of Thomas Street and on Union Street and George Street.

The proposals are part of a wider scheme of improvements, including the redevelopment of the former tramway pier as a pedestrian and cyclists pier, which we have previously commented on in relation to the MMO application. In summary our comments on the pier enhancement were that the proposals represented a significant opportunity to enhance the structure, which is in a poor condition, but that the materials proposed for the deck, railings and shelter seats did not, in our opinion, provide a high quality of design and materials representing the quality of environment that we would expect to represent an enhancement of the conservation area. We recommend using renewable natural materials for the deck and suggest that where this was never a pier for pedestrians, introducing pastiche Victorian-style furniture is incongruous where a higher quality modern furnishing would provide a better finish. We encourage the Council to look carefully at these choices with the promoters to ensure that materials and design achieve a high quality, particularly given the impact on the setting of the listed Pedestrian Pier and the role this structure will have on introducing travellers to the Conservation Area.

With regard to the esplanade, including the bus station, railway station forecourt, highways and Western Gardens we note that the current configuration is not ideal and that the landscape of the bus station and highways in particular makes an indifferent to poor contribution to the character or appearance of the conservation area. The highway spaces and train station forecourt are important for understanding the history and use of the spaces and surrounding buildings but are, in general, denuded of features that would be considered desirable to preserve. For pedestrians, crossing this space is difficult, with the route from the station to the south

identified as a building that contributes positively to the conservation area” and so as a key enabler for the wider scheme the plans for its demolition and relocation of facilities remain within the scheme. However, as detailed below, it is agreed that the design team should seek to softening the impact and interface of the scheme within Western Gardens

The overall design reflects that of the scheme previously approved for implementation although not taken forward due to commercial conflicts between the partners.

This consultation has generated significant engagement and amendment to the scheme where that is appropriate.

The proposed scheme will not remove the opportunity for either pedestrians or cyclists to continue to make use of the current pier rather provide an alternative for those who feel less confident or do not wish to mix with traffic given the limited dimensions of the pier

It is not practical to provide access to the tramway pier and designate that for vehicle use given the intent to refurbish and expose the listed elements of the esplanade station and fundamental requirement to remodel the bus station allowing services to exit to George street and hence realise journey time savings and pollution reduction benefits promoting the use of more sustainable means of transport. This requires that the bus bays are moved to the west which would prevent vehicular access to the tramway pier with consequent implications for the pier access road and Western Gardens.

side of the esplanade requiring pedestrians to cross the pier approach road. The large bend at the western end of the esplanade creates a largely traffic dominated area at the bottom of Union Street.

Nevertheless, Western Gardens does provide a welcome area of publicly accessible green open space at the northern edge of the town centre, making an important contribution to the seafront's character and appearance. The Western Gardens have developed since 1897 as a formal area for recreation with several phases of development represented including construction of the terrace and enclosure in 1900-1902, construction of a bandstand (no longer present) and further enclosure in 1926 and a further programme of enhancements in 1931-2 following demolition of the Pier Hotel and improvement of Pier Street with expansion of the gardens eastwards. The current café and toilets building in the Western Gardens appears to originate in this latter phase of development. The latter building is not identified as a building that contributes positively to the conservation area in the adopted conservation area appraisal, although it does provide a visible link to the civic investments in the seafront of the inter-war era.

The terrace of the Western Gardens now provides an attractive foreground in views of the Prince Consort Hotel. The latter is a Grade II listed building built as the prestigious Royal Victoria Yacht Club in 1846 when Queen Victoria became a resident of the Isle of Wight. Both Victoria and Albert were patrons of the club which was one of the few that admitted women. This was the area from which the sailing regatta of the 1908 Olympic Games (the second Summer Games) was run. The terrace provides a setting to the Western Sands, an important element of Ryde's Victorian and Edwardian, coastal resort heritage and is also important to the setting of Ryde Pier providing views to it and an important element of the coastline in views of the town's architecture rising from the sea to the top of Lind Hill.

Design Approach

Turning to the present proposal, we are aware that these have built on proposals previously considered but also note that whilst these proposals have been in preparation since at least 2019 this is the first

The scheme has been revisited informed by the consultation and now included extend areas of planting, space for public art displays and alfresco dining. The refurbishment of the Esplanade Station will resolve the concern of the currently unattractive façade which would otherwise be visible from Western Gardens following the removal of the concrete block built café and toilet block

Opportunities to widen the pavement on the south side of the carriageway to provide opportunities for alfresco dining have been explored but are resisted by the frontage businesses who would rather retain on street parking and are largely shaded being immediately to the north of the Victorian façade.

The replacement of the partial roundabout with a four way traffic signal controlled junction at the bottom of Union Street has been considered but would introduce additional street clutter and would not operate as effectively from a traffic management perspective. This would also be a significant additional cost and is not within the scope of the scheme although nor is it precluded by it at some point in the future.

The drop off facility on the northern side of the pier access road has been removed and replaced with an enlarged planting areas as suggested.

There is no scope to modify the scheme to further reduce the number of bus bays nor relocate those further to the east. However, through this and other projects, IWC are working with the bus service provider to support improvements to the bus service which will help reduce unnecessary numbers of busses

opportunity for the public to comment on them and the nature of the consultation is limited.

Loss of pedestrian use of the pier

A significant issue that may contrast with other priorities for the council is the removal of pedestrian access to the Grade II listed pier. Indeed it is listed as the 'pedestrian' pier'. We recognise that there are currently conflicts between motorists, pedestrians and cyclists on the pier, but this proposal removes the opportunity for those on foot to take their time, enjoying the pier and its historic and architectural interest, as well as the views that it provides. It actively makes it more difficult for pedestrians to approach the pier. The pier has provided an amenity for pedestrians since its construction, many choosing to 'promenade' to enjoy the views the Solent. It is an attraction in its own right (notwithstanding the dismal environment of the car park at its seaward end). Loss of this appreciation of the fine detail of, for example, the decorative cast iron railings, is likely to result in less awareness of need for their maintenance and negative impacts for its maintenance over time. Having used the pier several times as a pedestrian at different times of the year and various times of day, the presence of vehicles is not a particularly significant impediment so long as vehicle speed is restricted.

The part reuse, part replacement of the tramway pier to provide an alternative pedestrian and cyclist route, sandwiches these users between the railway pier and the to-be 'motorists pier', providing a relatively poor outcome for users and, as such we considered the benefits of the proposal somewhat unconvincing, particularly where the materials for either option proposed are not of an inspiring quality. We would rather, if the option became available, to convert the former tramway pier to the vehicle focused use (trams were also vehicles) whilst retaining and enhancing the current pedestrian pier for pedestrian use, making the most of its historic and architectural interest. We note that the previous scheme for the area included vehicular access through the western end of the station building.

Public open space

The scheme results in the loss of an area at the eastern end of Western Gardens which is approximately the area added to the gardens in the 1930s. This appears to be an active area, with the 1930s café and toilet block providing a focus of

standing at the interchange at any given time.

The bus shelters will be predominantly of a traditional style as preferred by the consultation response and will not include illuminate advertising panels although may include interpretation such as local area maps pointing out places of interest, or public art. The opportunity for a 'feature' bus shelter will be explored and implemented if funding allows.

The consultation findings have informed the material selections which will include limestone paving reflecting that used in St Thomas Square, stone built planters using materials consistent with the stone walls surrounding the rose a garden and coloured surfacing defining different use areas as you suggest and tradition style black street furniture.

The further development of the detailed design of the scheme will continue to be informed by the conservation area status and we look forward to working with HE on this.

use and amenity and blocking views to the unattractive western elevation of the railway station. The space provides the attractive views over the Solent, which presumably it was developed to enable in the 1930s, as well as to the pier and over the Western Sands and back to the surrounding listed buildings. Its loss would be considered (in our opinion) to result in a minor loss to the character or appearance of the conservation area. The proposed scheme does provide additional public open space but this is effectively on a 'traffic island' between the bus passing lane and the bus stops and eastbound carriageway.

This new public space is unlikely to provide a useful space for leisure and does not replace the lost amenity of the existing Western Gardens space or otherwise enhance the potential prosperity of the businesses occupying listed buildings on the south side of the street. We recommend considering making this 'island space' narrower by pushing the east-bound bus stops and eastward carriageway to the north (maybe just by two metres) to then provide the opportunity to do the same with the west bound carriageway, thereby creating the opportunity to widen the pavement on the south side of the esplanade to provide space that could be used for more alfresco dining to support or encourage cafe uses on this side of the street.

Highways dominance

The esplanade is at present a highways dominated space including the large turning point at the junction of the Esplanade, Union Street and Thomas Street. We note that the proposal will provide a more direct route from the station to the Town Centre at Union Street, as well as improving pedestrian and cycle routes towards the east. Removing the unsightly railings on the southern side of the bus station and the dominant bus station forecourt will represent an enhancement depending on the design of the replacement landscaping, as well as improving route across this space from south to north.

In our meeting we, briefly, discussed the impact of the present traffic island forming the turning circle at the Union Street junction, with the suggestion of replacing this with a four-way junction. This could significantly reduce the amount of space required for highways at this junction, potentially allowing a more generous area to be given over to Western Gardens, creating a better

focus of public open space at this end of the esplanade.

During our meeting we also discussed the width of the proposed realigned pier approach, including the set down spaces on either side. On the north west side this would create a narrow strip of pavement flanked by car parking adjacent to the terrace overlooking the Western Sands. We feel it is worth considering removing the section of drop-down parking at this point and replacing it with green landscape that provides a better environment from which the sands, pier and gardens can be appreciated.

Bus Stops

We discussed the potential effect of bus waiting spaces on views south from the station to the row of listed buildings that make up the frontage to the Esplanade. We would support a review of the number of bus waiting spaces to reduce these where possible if this can either, create better site lines to the building frontage, enable creation of wider pedestrian crossing over the esplanade or moving the entrance to the pier approach road further to the east, reducing the loss of Western Gardens.

We noted in our discussion that whilst buses will come and go during the day, the bus shelters will be permanent structure that will be highly visible at all times. We would be pleased to continue discussion on where these will be located and on the choice of design. I can confirm that in visually sensitive historic locations we advise against the inclusion of internally illuminated advertising panels in bus shelters, as these are likely to be detrimental to the character or appearance that are desirable to preserve or enhance (those features of the conservation area that are protected by law). Nevertheless they may also be features of street furniture that offer an opportunity to add to the street scene (there are numerous listed bus shelters in communities throughout the country and we encourage Isle of White Council to work with the highly creative community of Ryde to consider how local artists and makers might contribute to their design, fabrication, decoration, or use – why not make waiting for a bus in Ryde a positive and memorable ‘experience’? This might, for example include using integrated planting including green roofs or features driven using renewable energy such as solar panel mounted on the bus shelter structures.

Materials

We also felt that the way the consultation document is set out is limiting, for example in choosing between options of material 'A' or 'B', without seeing the potential effect of this choice in terms of the design as a whole or considering that it may be desirable to use different materials in different locations. We note, for example, that the Conservation Area Appraisal identifies the limestone kerbs as distinctive materials in the highways landscape (part of the public realm) that should be preserved or reused where practical. Conserving existing materials is not identified as an option and it is not clear whether a streetscape audit has been undertaken with the community as recommended in our advice document for highways and public realm within conservation areas 'Streets for All' (2018), produced in partnership with Department for Transport and Chartered Institute for Highways and Transportation.

In our discussion we considered the opportunity to use coloured surfaces to help define areas of highway of different purpose. We consider this a helpful suggestion, distinguishing these lower trafficked areas from the main carriageway. We recommend the use of a palette of natural colours chosen to provide a distinct contrast in tone with surrounding paving to ensure that it is easily detected by users with visual impairments. We considered this an appropriate approach to use for to identify the approach road to the pier, the set down space or bus bays and the bus passing and stopping lane.

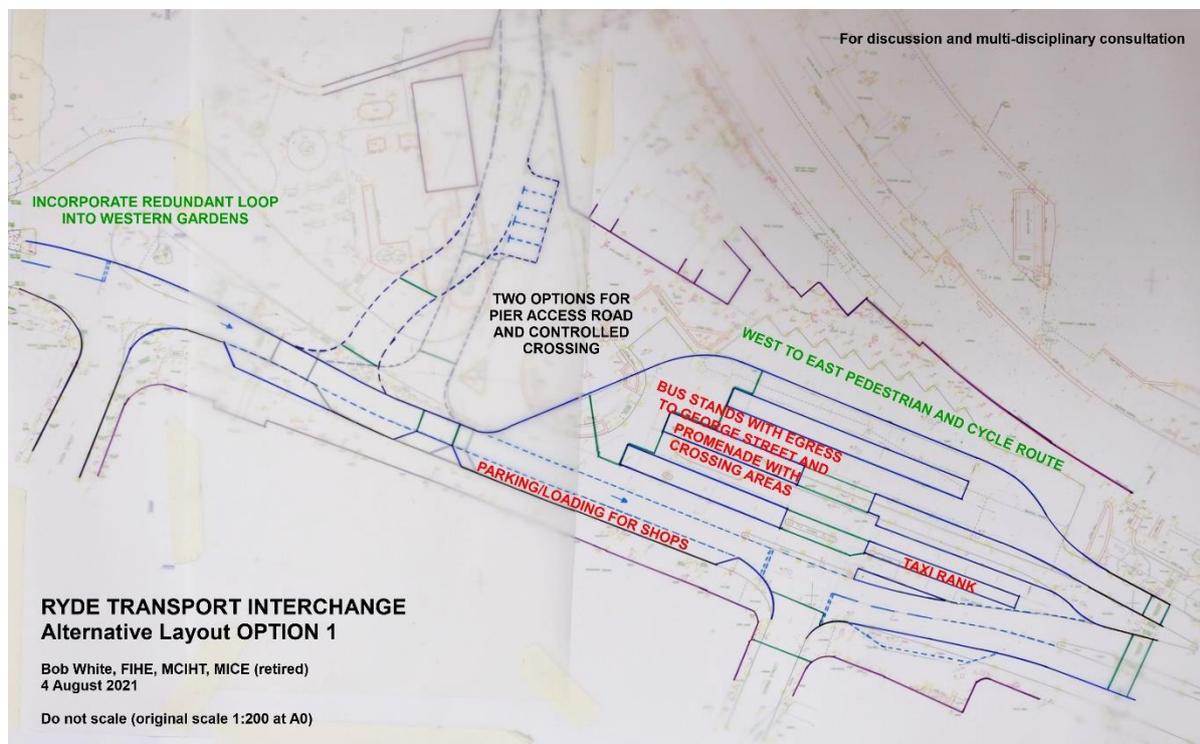
In general, we do not recommend using 'pastiche' or reproduction 'Victorian style' street furniture unless this is able to reflect a strong local character, whilst we counsel that black painted furniture in some areas is likely to show wear and become aged rapidly. Stone and steel finished furniture are likely to age more gradually and will provide a contemporary appearance that complements without trying to replicate the historic buildings. However, it is also important to ensure these have sufficient marking as-designed to enable partially sighted users to detect them without requiring retrospective addition of marking. Helpful examples of palettes of materials used in contemporary public realm schemes in historic areas are featured in our advice Note Street for All which can be downloaded at: <https://historicengland.org.uk/images-books/publications/streets-for-all/>.

<p>We thank you again for this opportunity to contribute and hope to continue the process of discussion as the proposals continue to develop through each stage of the design process.</p>	
--	--

This page is intentionally left blank

Alternative Scheme Proposal:

The following alternative scheme proposal has been suggested by a respondent to the consultation:



This option does not present a credible alternative or suggest any need for a fundamental review of the intended approach having a number of inherent weaknesses:

1. It modifies the Esplanade to one way traffic flow eastbound between Union Street and St George Street. As a consequence traffic approaching the pier from the east or travelling through to access the car parks in St Thomas Street would need to divert via either Dover Street or George Street, Melville Street and Union Street. This would introduce additional vehicle movements into the town centre with the consequent implications for air pollution and road safety.
2. It does not provide sufficient bus stands to the west of George Street to allow services to exit directly to George Street and so avoid the diversion via the roundabout at Dover Street
3. It does not provide safe pedestrian routes to access either the bus bays served from the central island nor taxi rank.
4. It does not provide central islands of sufficient width to accommodate bus shelters and seating or scope for planting thereon.
5. It introduces 4 different exit points from the bus station / taxi rank to the Esplanade with consequent scope for emerging vehicles to obstruct visibility.

6. It introduces an uncontrolled cross roads at the George Street junction with priority for buses leaving the bus station although visibility of / for these will be obstructed by buses waiting at the layby closest to the carriageway with no clear priority and scope for confusion / conflict between buses emerging from that layby and both eastbound traffic and buses emerging to access George Street
7. The comparatively few bus movements from the bus station to George Street and uninterrupted view of the road ahead for eastbound traffic is likely to lead to drivers not perceiving the junction / right of way for buses accessing George Street and lead to conflicts between those.
8. It introduces a curve in the west bound carriageway alignment on the approach to George Street making it impossible for vehicles emerging from the loading bay to see approaching traffic.
9. It retains the end on parking bays at the pier exit retaining the scope for conflict between vehicles leaving the pier and drivers emerging from the bays with limited visibility.
10. It removes the signal controlled crossing of the Esplanade immediately to the east of Union Street and provides an uncontrolled crossing further to the east which does not reflect the pedestrian desire lines from the interchange to access either Union Street or George Street.
11. This crossing although provided on a raised platform will not be perceived to provide priority for pedestrians resulting in pedestrian / vehicle conflicts
12. It retains the concrete block built café and toilet block which obstruct views both of and from the listed pier contrary to the aspirations of the Town Council, Business Association and Ryde Society expressed through the Regeneration Group



- Notes
- Carriageway.
 - Proposed red carriageway surfacing.
 - Proposed Textured Flag Paving 450mm x 450mm x 70mm (Grey in colour).
 - Proposed 150mm min. top soil and grass seed verge.
 - Proposed 150mm min. top soil prepared for future low level planting.
 - Proposed block paviors (200mm x 100mm x 80mm), charcoal in colour, laid in 'Herringbone' bond.
 - Proposed block paviors (200mm x 100mm x 80mm), red in colour, laid in 'Herringbone' bond.
 - Proposed Textured modular paving (200mm x 100mm x 80mm), light grey in colour, laid in 'Herringbone' bond.
 - Proposed block paviors (200mm x 100mm x 80mm), buff in colour, laid in 'Herringbone' bond.
 - Proposed green coloured cycle lanes.
 - Proposed raised stone planter.
 - Proposed Bus Shelter, painted black.
 - Proposed precast concrete tactile paving units (400mm x 400mm x 50mm, red in colour).
 - Proposed precast concrete corduroy paving units (400mm x 400mm x 50mm, buff in colour).
 - Proposed precast concrete tactile paving units (400mm x 400mm x 50mm, buff in colour).
 - Proposed concrete ramp units (Natural in colour).
 - Proposed concrete ramp units (Red in colour).
 - Proposed tree.
 - Proposed low level shrub planting.
 - Proposed and existing tree within footway.
 - Proposed Round Heritage Ryde Litter Bin (in black and gold).
 - Proposed cast iron and timber public bench.
 - Proposed Black Bollard.
 - Proposed metal railing, black in colour.
 - Proposed Sheffield Hoop cycle parking, black in colour.

Based upon the Ordnance Survey mapping with permission of the Controller of Her Majesty's Stationery Office. © Crown Copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.

Isle of Wight Council Licence No. 100019229.2018



Island Roads
 St. Christopher House
 42 Dash Way
 Newport
 Isle of Wight
 PO30 5XJ

Stephen Ashman
 Service Director, Island Roads

Classification **PRESENTATION**

Project **RYDE TRANSPORT HUB**

Drawing Title **CARRIAGEWAY LAYOUT (1 of 2)**

North Point	Drawn	MRD	Date	30/09/2021
	Checked		Date	
	Scale	1:200 @ A0	Revision	
	Contract Sheet No.		Sheet 1 of 2	
	Drawing Number	0193		

This page is intentionally left blank



- Notes
- Carriageway.
 - Proposed red carriageway surfacing.
 - Proposed Textured Flag Paving 450mm x 450mm x 70mm (Grey in colour).
 - Proposed 150mm min. top soil and grass seed verge.
 - Proposed 150mm min. top soil prepared for future low level planting.
 - Proposed Textured modular paving (200mm x 100mm x 80mm), light grey in colour, laid in 'Herringbone' bond.
 - Proposed block paviors (200mm x 100mm x 80mm), buff in colour, laid in 'Herringbone' bond.
 - Proposed Green Coloured Cycle Lanes.
 - Proposed raised stone planter.
 - Proposed precast concrete corduroy paving units (400mm x 400mm x 50mm, buff in colour).
 - Proposed precast concrete tactile paving units (400mm x 400mm x 50mm, buff in colour).
 - Proposed tree.
 - Proposed low level shrub planting.
 - Proposed and existing tree within footway.
 - Proposed Round Heritage Ryde Litter Bin (in black and gold).
 - Proposed cast iron and timber public bench.

Based upon the Ordnance Survey mapping with permission of the Controller of Her Majesty's Stationery Office. © Crown Copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.

Isle of Wight Council Licence No. 100019229.2018



Island Roads
 St. Christopher House
 42 Dash Way
 Newport
 Isle of Wight
 PO30 5XJ

Stephen Ashman
 Service Director, Island Roads

Classification **PRESENTATION**

Project **RYDE TRANSPORT HUB**

Drawing Title **CARRIAGEWAY LAYOUT (2 of 2)**

North Point	Drawn	MRD	Date	30/09/2021
	Checked		Date	
	Scale	1:200 @ A0	Revision	
	Contract Sheet No.		Sheet 2 of 2	
	Drawing Number	0193		

This page is intentionally left blank



Purpose: For Decision

Cabinet report

Date **14 OCTOBER 2021**

Title **BUS SERVICE IMPROVEMENT PLAN**

Report of **CABINET MEMBER FOR HIGHWAYS PFI, TRANSPORT AND INFRASTRUCTURE**

EXECUTIVE SUMMARY

1. The purpose of this report is to set out details of a proposed Bus Service Improvement Plan (BSIP) for the Isle of Wight, as the first step towards development of an Enhanced Partnership (EP) with the local commercial bus operator, Southern Vectis. The Plan has been co-developed by the Isle of Wight council and Southern Vectis as the local commercial bus operator, as well as engaging closely with neighbouring Local Transport Authorities (LTA). The BSIP represents a collective series of ambitions for how bus services in Isle of Wight will be improved up to 2030 through co-ordinated investment, subject to securing newly available funding from central Government.

RECOMMENDATION

2. **Option 2:** That Cabinet approves the Isle of Wight Bus Service Improvement Plan (BSIP) as detailed within the report in line with 'Bus Back Better', the national bus strategy, in preparation of an Enhanced Partnership with local bus operators.
3. **Option 3:** That authority is granted to the Director of Neighbourhoods to make the necessary arrangements to formally submit the BSIP to the Government by the end of October 2021, so that it can be used to inform future funding allocations, and to undertake an annual review and minor updating of the BSIP every 12 months.

BACKGROUND

4. On 15 March 2021 the Government published 'Bus Back Better', England's first National Bus Strategy. It sets out the future of local bus services outside London and how they will be delivered through either formal partnership arrangements between local transport authorities and bus operators, or through franchising. £3billion is being made available to deliver the strategy. The National Bus Strategy and additional funding flowing from it, would contribute significantly to Isle of Wight Council's objectives of decarbonisation of transport and achieving carbon neutrality, with a shift to greener public transport. A single journey on public transport has approximately half the carbon impact of a car journey.

5. The strategy represents an opportunity for the Council to extend its existing partnership working arrangements with bus operators in order to enhance the quality and attractiveness of the bus network both for residents and visitors to the Island. The National Bus Strategy indicates that the level of funding to be received by Local Transport Authorities (LTAs) will reflect the level of local ambition demonstrated by the LTAs and their bus operators.
6. The strategy also set out the conditions which LTAs should adhere to, not only to access the national funding for enhancements; but to secure ongoing financial support for bus operations within in the authority area. The key milestones are:
 - 30 June 2021: commit to establishing Enhanced Partnerships under the Bus Services Act.
 - 31 October 2021: publish a local Bus Service Improvement Plan (BSIP) in line with the strategy requirements; and
 - April 2022: Have an Enhanced Partnership (EP) in place or be following the Franchising process.
7. At the meeting on 17 June 2021, the Council's Cabinet approved that a Statutory Notice should be issued stating the Council's intention to enter into Enhanced Partnerships with local commercial bus operator. As such the next stage to achieve, in line with above timeline, is the publication of a BSIP by 31 October 2021.
8. The BSIP sets out a high-level vision for improving local bus services and key interventions to deliver it, with the EP plan containing the detail of how these key interventions will be delivered.
9. Department for Transport (DfT) guidance for LTAs on preparation of BSIPs was published in May 2021. This states that within their BSIPs, LTAs need to cover:
 - future plans for provision of new bus priority measures within our main urban areas to enable buses to avoid delay at congestion hotspots;
 - targets for reduced bus journey times improved reliability, passenger growth and passenger satisfaction;
 - plans to make buses zero emission;
 - dealing with the under or over supply of buses on the network;
 - plans for fares and multi-operator ticketing;
 - addressing local air quality issues;
 - improving roadside bus infrastructure;
 - plans for expansion of Bus Rapid Transit networks;
 - steps being taken to produce a Bus Passenger Charter;
 - our network development plans (e.g. Key Corridors or Bus Rapid Transit or Mass Rapid Transit networks); and
 - plans for 'socially necessary' and new 'economically necessary' services.
10. The BSIP attached as Appendix 1 to this report, sets out the Council's and bus operator's shared high-level vision for the Island's bus network, including journey time

and reliability targets, and our plans to deliver them. It follows a template structure provided by the DfT

11. Section 2; of the BSIP summarises how the Southern Vectis bus network on the Island compares to the ten ambitions outlined in the DfT's May 2021 BSIP guidance. It describes the current levels of bus use and the main destinations bus passengers travel to. It outlines how buses are used and the key issues affecting bus services across the Island. Likewise, other factors that affect the use of local bus services including ageing population, car parking costs and availability.
12. Section 3; sets out a series of 'Headline' targets for reducing average bus journey times and for the percentage of bus services running on time. There are also countywide targets for passenger growth and customer satisfaction. The headline countywide targets are to:
 - Reduce average bus journey times by 5-10 percent across the Isle of Wight by 2025.
 - Improve bus journey time reliability with 90 percent of services operating on time (between 1 minute early and 5 minutes late) by 2025.
 - Increase frequency of bus links in rural areas to encourage 25 percent more bus journeys from rural locations by 2040. Working with Southern Vectis to identify areas for improvements.
 - Increase bus passenger satisfaction by 5 percent from a base of 92 percent (2019 – Southern Vectis survey results) by 2026/27
13. Section 4; sets out a high-level vision and a series of ten long-term commitments for how the Isle of Wight Council and Southern Vectis will work to improve the quality of local bus services on the Island. The key points are summarised below:
14. Section 5 - Reporting; this section shall set out the arrangements for publishing six-monthly performance against BSIP targets as well as the web address for the published location
15. Section 6 - Overview Table; this section shall summarise the key outputs of the BSIP and how it meets requirements set out in the Bus Back Better National Bus Strategy. The purpose of this section is to give readers, including passengers and the Department, an overview of the commitments in the BSIP which LTAs and operators will work towards to improve local bus services. LTAs should complete all sections of the template.

IWC and Southern Vectis have a shared vision for improving bus services on the Island:

16. "Within the Isle of Wight, both organisations recognise that local bus services are, and will remain to be, central to sustainable transport provision on the Island. The Bus Service Improvement Plan (BSIP) represents a once in a generation opportunity for the Isle of Wight Council to work in partnership with Southern Vectis, and other community operators, to shape local provision to meet the needs of Island residents and visitors into the future. Through partnership working and ongoing joint investment, the BSIP will enable passenger growth to meet the future needs of Island, whilst addressing emerging challenges including the reductions in greenhouse gases to achieve the Island's climate change objectives".

17. Our ten commitments – how we will achieve our vision
- (a) Commitment 1 - We commit to the delivery of intensive services and focussing investment on our bus network on the Island, ensuring that our bus routes and network serve this Island, and made easier to understand.
 - (b) Commitment 2 - Reducing journey times will not only increase the attractiveness of services and drive-up demand, but also improve efficiency and help to reduce costs. Therefore, we commit to investigating bus priority measures along key bus corridors, to speed up and improve reliability of bus services on well-used corridors.
 - (c) Commitment 3 - We will make ticket options easier to understand and improve the affordability of bus travel across the Island, but we will do this in a way that grows demand without undermining the viability of services. We commit to initiatives that will greatly simplify and reduce the complexity of tickets and fares (across all modes of public transport on the Island), developing tap-on tap-off capped fares as the centrepiece of a clear, ticketing strategy that provides bus customers with improved clarity on fares and better value for money.
 - (d) Commitment 4 - We will investigate options that will seek to improve the range of multi-operator bus/ferry/train ticketing for the Island, through liaison with the main transport providers for the Island.
 - (e) Commitment 5 - In extending the reach of bus services beyond current service patterns, we commit to ensuring that new early morning, evening and weekend services link in effectively to rail and ferry services and that mobility hubs are designed and located so as to encourage and enable easy onward travel by bus.
 - (f) Commitment 6 - We commit to ensuring that the local bus network continues to be presented as a single system that works well together, with clear passenger information.
 - (g) Commitment 7 - We commit to providing customers with a modern bus fleet with a high-quality on-bus environment that meets their needs and to working towards decarbonisation.
 - (h) Commitment 8 - We commit to working to meet and exceed the needs and expectations of bus passengers on the Island and give them a stronger voice.
 - (i) Commitment 9 - We commit to trialling innovative and value for money approaches to meeting the public transport travel needs of rural areas that cannot be viably served by conventional timetabled bus services.
 - (j) Commitment 10 - We commit to preparing plans and funding bids to secure investment to enable the longer-term transformation of networks through delivery of Bus Rapid Transit and other significant measures.
18. In addition to the above are proposals for improvements to the current bus network on the island raised by Southern Vectis which will be reviewed in partnership with the Isle of Wight Council's Highways and Transport leads (Appendix 2)

19. One of the priority schemes proposed by Southern Vectis are improvements to the Ryde Interchange as a key multimodal transport hub both for on Island and cross-Solent travel. It should therefore be noted that this proposal is due to be addressed within the current DfT funded improvement project for the Ryde Interchange, with works due to commence in early 2022 and completion by March 2023.

STRATEGIC CONTEXT

20. Creating an ambitious BSIP to fulfilling the above expectations and establishing an Enhanced Partnership with Local Bus Operators would have a positive impact on all four corporate priorities of the Council, as set out in the within the current [Corporate Plan](#) 2019-2022.
21. The Isle of Wight Council is currently developing a new Local Transport Plan (LTP 4) to reflect the significant changes related to transport since the current version was adopted in 2011, such as the need to tackle climate change, changes in national transport strategies and local housing/development needs. Although the LTP 4 is at an early stage of development, it is the intention that the BSIP seeks to address challenges already being identified and in turn the objectives of the LTP.
22. The BSIP will also be central to achieve the public transport related targets and objectives set within the recently adopted Climate and Environment Strategy for the Council to achieve its carbon net zero target date for the Island by 2040.

CONSULTATION

23. Between May and August 2021, regular meetings have been held with the local commercial bus operator as well as ongoing direct liaison between the team at Hampshire County Council and Go South Coast (Southern Vectis) on the drafting of the BSIP to ensure it truly reflects the partnership approach.
24. A workshop with bus operators and neighbouring LTAs was hosted by Hampshire County Council on 21 July to identify common ground and agree an appropriate level of ambition. Attendees agreed that central to being able to deliver the kind of year-on-year growth in bus passenger numbers that the DfT are seeking, is being able to offer bus passengers a quicker and more reliable bus service. Feedback from operators at the workshop, indicated that this would best be achieved through the delivery of widespread bus priority measures that are needed to improve bus journey times, punctuality and reliability. This has therefore been included as a key priority in the Isle of Wight BSIP.
25. Another key piece of feedback given by all the bus operators who attended the workshop was that in order for bus services to attract more passengers, it is very important to secure early political buy-in and support from Councillors for the principle of reallocating road space from general traffic to buses in locations on the highway network where traffic congestion is occurring, so that buses do not experience the same delays as other traffic. Speeding up journey times by bus would reduce operating costs and generate more revenue which in turn would allow operators to invest in more frequent services and new vehicles.
26. It was the intention that wider consultation would be undertaken with stakeholders during the development of the BSIP. However, the tight timescales set by the DfT has

meant that only initial correspondence has been had with the Isle of Wight Bus and Rail User Group. This feedback was included within the proposals raised by Southern Vectis for inclusion within the BSIP.

27. It is however the intention to re-establish regular meetings with the Isle of Wight Bus and Rail User Group, as well as other transport stakeholder groups.

SCRUTINY COMMITTEE

28. The previous Cabinet Report for the approval to publish the formal notice of intent and the BSIP process was discussed at the Policy and Scrutiny Committee for Neighbourhoods and Regeneration on Thursday, 8 July 2021.
29. Unfortunately, the schedule of the committee meeting dates and the tight timescales in which to produce the BSIP, means that the next opportunity to formally brief the committee is not until after the BSIP has been published.
30. Therefore, it was resolved to circulate a draft of the BSIP will have been shared with Councillors of the Policy and Scrutiny Committee for Neighbourhoods and Regeneration for comment prior to a final draft of the BSIP being submitted on 5 October.

FINANCIAL / BUDGET IMPLICATIONS

31. An Initial funding allocation of £100k capacity funding has been offered to all Local Transport Authorities, which the Isle of Wight Council has received. This funding is intended to ensure that Council has the sufficient resource to develop the BSIP and EP. To this end Hampshire County Council's Commercial Team have been commissioned to provide the necessary assistance.
32. Since the publication of the formal notice of intent an additional £50k of capacity funding has been allocated to the Isle of Wight Council to assist in resourcing the next stage of development of the BSIP and EP. This will hopefully ensure that we can continue to receive the necessary support from Hampshire County Council.
33. Consideration will also need to be made in respect of future staffing capacity, as such this will be reflected within the financial ask of the BSIP to ensure that there is sufficient staffing resource to manage the additional responsibilities regarding Public Transport and the management of the BSIP as a result of its adoption.
34. On commencement of the Enhanced Partnership, Local Transport Authorities (LTAs) will be able to access the £3bn funding being made available. The DfT have indicated that a proportion of the funding will be made available via an allocation basis to LTAs, whilst a further proportion is due to be made available via challenge fund against which LTAs can competitively bid. To this end it is a recommendation of the DfT that the BSIPs are ambitious as both funding routes will be based upon the levels of aspirations.

CARBON EMISSIONS

35. One of the key drivers for the National Bus Strategy are the national emissions and climate change targets, as the modal shift of the public from private car use to more sustainable modes of travel is crucial in achieving these targets.

36. Likewise, to achieve the merging local climate change strategy it essentially that there is a significant increase in the use of sustainable travel and bus travel is key to achieve this aim.
37. Further to this, the funding structure will incentivise investment in zero emission public transport services and networks, with such aspirations built into the BSIPs.
38. In respect of wider sustainability issues, it should be recognised that use of local bus services can:
 - Reduce congestion
 - Provide access to services (including health / education) for those without private transport
 - Prevent the need for car ownership
 - Allows visitors to arrive car-free
 - Link with other forms of public / active transport

LEGAL IMPLICATIONS

39. Following the publication of the BSIP the Isle of Wight Council will be required to enter an Enhanced Bus Partnership as per the Bus Services Act 2017 (which amends the Transport Act 2000).
40. The Department for Transport has produced a suite of guidance on the Bus Services Act, including, The Bus Services Act 2017: new powers and opportunities; Enhanced partnership creation; and Bus franchising creation.

EQUALITY AND DIVERSITY

41. The Council as a public body is required to meet its statutory obligations under the Equality Act 2010 to have due regard to eliminate unlawful discrimination, promote equal opportunities between people from different groups and to foster good relations between people who share a protected characteristic and people who do not share it. The protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
42. Under the Equality Act 2010 the Council is required to have due regard to its equality duties when making decisions, reviewing services, undertaking projects, developing and reviewing policies.
43. Due regard to the Council's responsibilities under the Equality Act 2010 has been given at the formative stage of this proposal. An equality impact assessment has been completed and attached to this report as Appendix 2.

OPTIONS

44. Option 1: Not to produce a Bus Service Improvement Plan
45. Option 2: That Cabinet approves the Isle of Wight Bus Service Improvement Plan (BSIP) as detailed within the report in line with 'Bus Back Better', the national bus strategy, in preparation of an Enhanced Partnership with local bus operators.

46. Option 3: That authority is granted to make the necessary arrangements to formally submit the BSIP to the Government by the end of October 2021, so that it can be used to inform future funding allocations, and to undertake an annual review and minor updating of the BSIP every 12 months.

RISK MANAGEMENT

47. The key risk continues to be the tight deadlines set by the Government and the availability of the support and/or existing experienced Council employees required to establish the strategic documents.
48. There are potentially financial and reputational implications for not meeting the deadlines, such as the withdraw of Covid Bus Services Support Grant to local operators, loss of capacity funding and the subsequent funding being made available via the DfT to LTAs to achieve BSIPs and enter an Enhanced Partnership
49. It should be noted that local authorities who do not agree to publish a BSIP for their LTA area by 31 October 2021 are highly likely to lose out on future funding opportunities arising from £3billion of “Bus Back Better” funding that has been earmarked for allocating to LTAs. The Government has stated that ambition within BSIPs ‘will be rewarded’. Part of this funding is anticipated to be awarded by formula linked to population and part through competitive bidding.
50. Additionally, it should be recognised that the adoption of the BSIP and EP will increase the responsibilities placed on the Isle of Wight Council going forwards.
51. To mitigate these risks, commission is being sought with Hampshire County Council’s Commercial services via the Joint Working Agreement to provide the necessary support to develop the BSIP and EP. Furthermore, the Client Team within Highways CMT has successfully recruited a Transport Planner and on their commencement in role will further assist in managing the demands set by government to meet the tight timescales.
52. Consideration has also been given in respect of the BSIP to include a request for capacity funding to secure a Public Transport Officer who will manage the responsibilities associated with the BSIP and EP once established.

EVALUATION

53. Option 1 is not recommended as local authorities who do not publish a BSIP for their LTA area by 31 October 2021 are highly likely to lose out on future funding opportunities arising from £3billion of “Bus Back Better” funding that has been earmarked for allocating to LTAs. The Government has stated that ambition within BSIPs ‘will be rewarded’. Part of this funding is anticipated to be awarded by formula linked to population and part through competitive bidding. For this reason, also both Options 2 and 3 are recommended.

APPENDICES ATTACHED

- Appendix 1 – Draft Bus Service Improvement Plan for the Isle of Wight
- Appendix 2 – Southern Vectis proposed local bus service network improvements
- Appendix 3 – Equality Impact Assessment

BACKGROUND PAPERS

1. Bus Back Better (National Bus Strategy)/ [Bus Back Better publishing.service.gov.uk](#)/March 2021
2. National Bus Strategy: Bus Service Improvement Plans/ [Bus service improvement plan - GOV.UK \(www.gov.uk\)](#)/May 2021
3. The Bus Services Act 2017: Enhanced Partnership Guidance [The bus services act 2017: enhanced partnerships \(publishing.service.gov.uk\)](#) /July 2021

Contact Point: Stewart Chandler, Highways and Transport Client Manager, ☎ 821000 Ext 8706 e-mail stewart.chandler@iow.gov.uk

COLIN ROWLAND
Director of Neighbourhoods

CLLR PHIL JORDAN
Cabinet Member for Highways PFI, Transport and Infrastructure

This page is intentionally left blank



BUS SERVICE IMPROVEMENT PLAN

October 2021



NATIONAL BUS STRATEGY BUS SERVICE IMPROVEMENT PLAN

ISLE OF WIGHT COUNCIL

Contents

Executive Summary	2
Section 1 – Overview	3
Section 2 – Current Bus Offer to Passengers	12
Section 3 – Headline Targets	27
Section 4 – Delivery: Our Vision and Commitments.....	31
Section 5 – Reporting	42
Section 6 – Overview Table	43
Annex 1 – Proposals for Southern Vectis Services.....	46

Executive Summary

The Government published its National Bus Strategy for England called '*Bus Back Better*' in March 2021. This strategy details the requirement for all Local Authorities to work with bus operators to create plans for improving their local bus services and encouraging more people to use them. The strategy comes with the promise of £3 billion in funding across England to support this.

Within the National Bus Strategy there is a requirement for all Local Authorities to produce a Bus Service Improvement Plan (BSIP), which is due in Oct 21. A BSIP should detail how Local Authorities propose to use their powers to improve services, followed by the production of an Enhanced Partnership (EP), due April 2022.

In response to the National Bus Strategy, Isle of Wight Council have produced this Bus Service Improvement Plan (BSIP) for the Isle of Wight, in collaboration with the main bus operator, Southern Vectis.

Aims & Objectives:

Given the short timeframe in which the Government has asked authorities to produce BSIPs they have stated that they will contain only high level 'outline' ambitions and are not taken as definitive or immutable commitments or statements of intent on the LTA's part. Their main purpose is to get everyone thinking about what questions need to be addressed in the area, to explore possible answers, and to provide an early basis for funding decisions in the autumn and winter 2021, in preparation for the financial year 2022/3 when transformational funding begins.

BSIPs should describe in outline how LTAs and operators in an area can achieve the overarching goal of the National Bus Strategy - to grow bus patronage: both to build it back after the Covid-19 pandemic and then to increase it and raise buses' mode share.

This BSIP sets out IWCs ambition for working in partnership with its major bus operator, Southern Vectis, as well as the train and ferry operators on the Island.

Section 1 – Overview

1.1 Geographical Area covered by this BSIP

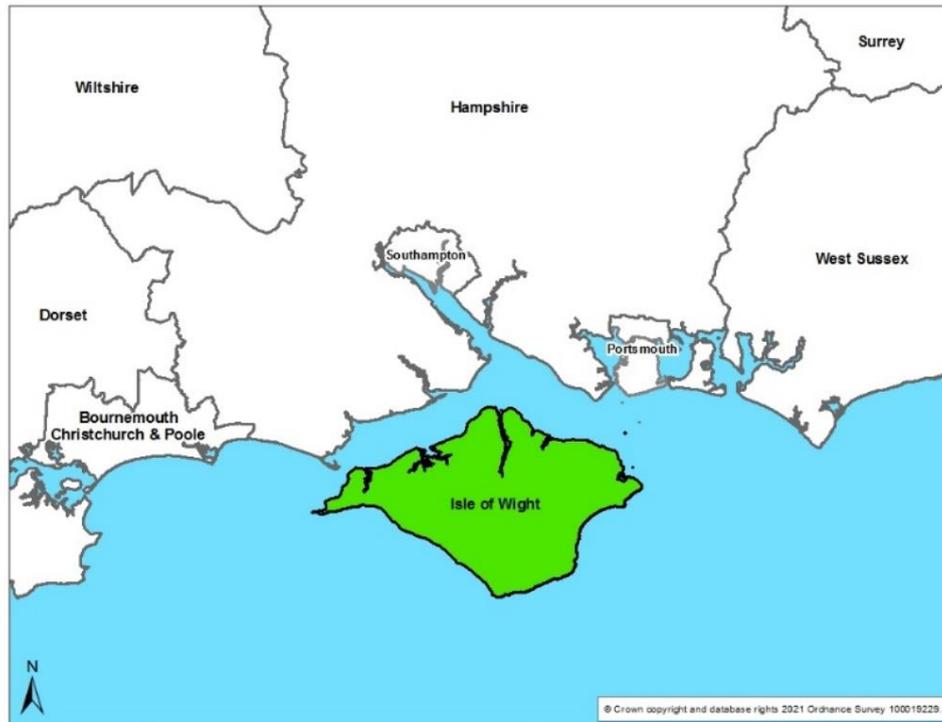


Figure 1 – Geographical area of the Isle of Wight BSIP

This Bus Service Improvement Plan (BSIP) covers the single Local Transport Authority (LTA) area of The Isle of Wight (herein referred to as ‘the Island.’), the geographical area of which is shown in green in **Figure 1**. The **Isle of Wight Council** (IWC) is a unitary authority local covering the whole of the Island.

The Island is an island county located between two and five miles off the coast of Southern England, from which it is separated by a stretch of sea known as The Solent. It is the largest and second-most populous island in England with a population of 141,538 residents.

The Island has a land area of 38,000 hectares. Slightly more than half of which, mainly in the west, is designated as the ‘Isle of Wight Area of Outstanding Natural Beauty’. The island has 258 km² of farmland, 52 km² of developed areas and 92 km of coastline. In June 2019 the whole island was designated a UNESCO Biosphere Reserve, recognising the sustainable relationships between its residents and the local environment.

The Island’s countryside offers a diverse range of natural environments, including rolling chalk downs, ancient woodlands, salt marshes, together with land dedicated to agricultural use. Distributed across the more rural parts of the Island are a number of small villages and hamlets.

There are approximately 800km of adopted highway maintained by IWC. There is no motorway and only a very limited distance of dual carriageway on the Island, with a large majority of the road network located across the more rural parts of the Island.

Urbanisation and greater population density occur in the main towns of Newport, Ryde and Cowes (East and West), with Sandown, Lake and Shanklin linking together down the east coast to form 'The Bay' area and almost meeting with Ventnor as the coastline sweeps towards the southernmost tip of the Island.

Tourism plays a vital role in supporting the Island's economy with the Isle of Wight boasting some of the most unique landscapes and attractions, in the UK. From picturesque harbours, natural bays and beaches, stunning coastline scenery and chimes, to world famous historic buildings and castles. The island offers a great number of well-established holiday parks, hotels, and unique places to stay.

The town of Cowes, located on the west bank of the estuary of the River Medina, to the north of the Island, has long been seen as a home for international yacht racing since 1815. It gives its name to the world's oldest regular regatta, known as 'Cowes Week', which occurs annually in the first week of August, attracting over 100,000 visitors each year.

The Island also hosts the Isle of Wight Festival. A large scale music festival which takes place at Seaclose Park, on the outskirts of Newport with up to 70,000 people attending this annual event.

Access to the Island's assets, events and attractions are supported by the Island's bus network, and the sole railway connection which runs for 13.7km between Ryde Pier Head and Shanklin, serving Smallbrook Junction, Brading, Sandown and Lake Stations. Southern Vectis, are the main bus operator on the Island, providing services across the majority of the Island, whilst the rail service is operated by Island Line. A number of other smaller local bus operators have provided services on the Island over the years, but none has developed or sustained a significant commercial market share, and Southern Vectis has remained the dominant and fully commercial provider of Island bus services to this day.

Currently there are a small number of community bus services in operation; FYT Bus, which operates exclusively within the West Wight. This is a charity run Community Bus project, run by volunteer drivers. Also Service 31 runs between Bonchurch and St. Lawrence via Ventnor. This operates as a local town service operated by Minibus Plus in partnership with Ventnor Town Council. Additionally, there are a small number of community bus services operated by the Community Bus Partnership, who utilise some Southern Vectis' vehicles fleet, between home to school lifts, to operate local community services, driven by volunteer drivers.

Access to the Island, across the Solent from the mainland, is provided via six main passenger and car ferry routes, along with a dedicated hovercraft link; the only commercial passenger hovercraft service in the world. **Figure 2** illustrates these routes across the Solent.

These routes consist of the following services and connections:

- **Portsmouth to Fishbourne** - This car and foot passenger service is operated by Wightlink and takes approximately 45 minutes.
- **Portsmouth to Ryde** - The "FastCat" catamaran foot passenger service, which runs from Portsmouth Harbour to Ryde Pierhead, is operated by Wightlink. This crossing takes approximately 22 minutes.
- **Southampton to East Cowes** - This service is run by Red Funnel and operates between Southampton and East Cowes, carrying both cars and foot passengers. This crossing takes up to 1 hour.
- **Southampton to Cowes** - The "Red Jet" offers a high speed foot passenger service for this route, also operated by Red Funnel running from Southampton Docks to Cowes, taking just under 25 minutes.

- **Lymington to Yarmouth** - The quickest vehicle ferry service runs from Lymington in the New Forest to Yarmouth in West Wight, which is operated by Wightlink. Taking 30 minutes.
- **Southsea (Portsmouth) to Ryde** - The Isle of Wight boasts the only foot passenger hovercraft service in the UK, which runs from Southsea in Portsmouth to Ryde Esplanade and is operated by Hovertravel. This crossing is also the fastest service to the Isle of Wight, taking just 10 minutes.



Figure 2 – Ferry and Hovercraft service links to the Island

All ferry and hovercraft services allow passengers to take bikes, although there is limited availability on Red Funnel's Red Jet service with services No.6 and No.7 fitted with bike racks, and No.5 (when it returns to service) will still allow folding bikes. The Isle of Wight Ferry is historically one of the Island's most famous features with the first recorded service dating back to 1420. With no fixed link to the Isle of Wight from the mainland (i.e. via road bridge or tunnel) the only mode of transport to and from the Island is by ferry or hovercraft.

Residents and visitors are heavily reliant on cross-Solent services for the movement of people and goods. Maintaining and improving these connections are vital to the economy and overall wellbeing of the Island.

5.5% of Island residents in employment rely on ferries for daily commuting to the mainland, this approximately includes 730 commuters to Portsmouth, 570 to London, and 520 to Southampton. In 2019 the Island welcomed circ. 2.16m visitors, generating an estimated £276m contribution to the local economy¹.

The mixture of suburban style towns, rural village communities, daily commuters to and from the Island, and the large number of visitors to the Island, all result in a range of transport challenges, faced Island wide. From rural isolation, in the more remote areas of the Island, to poor air quality and congestion in parts of our towns, along with pockets of 'transport poverty' and peak season tourist demands. Buses already play a key role in alleviating these problems.

¹ Total visitor volume Jan – Dec 2019. Source: [Research & Economic Impact | \(visitwightpro.com\)](https://www.visitwightpro.com)

Buses are our most used form of public transport on the Island and make a real difference to people's everyday lives, allowing them to get to work, to visit friends and family, to access retail, and to get to essential services such as schools, colleges, libraries, GP surgeries and hospitals, as well as helping to support the tourist economy.

The county of Hampshire offers the only commercial gateway to the Isle of Wight, across the Solent. Hampshire County Council (HCC) is the county council that governs the majority of Hampshire. It provides the upper tier of local government there. Two of Hampshire's coastal cities, Southampton, and Portsmouth provide the main ferry and hovercraft links to the Island. As Unitary Authorities Hampshire, Southampton and Portsmouth are Local Transport Authorities (LTAs) in their own right, and therefore do not form part of the Isle of Wight LTA area.

In 2020, Hampshire had a population of 1.39 million residents, Southampton a population of 253,000, and Portsmouth a population of 214,000. As such the neighbouring Local Authority areas are important employment, retail, and cultural centres. With Southampton and Portsmouth containing two important ports and two major regional hospitals, they see significant cross-boundary travel to and from Island. From the Islands visitor profile data 38% come from Hampshire alone².

The largest towns on the IoW are Ryde in the north-east, with a population of about 30,000, and the county town of Newport as the second largest, centrally located on the island, with a population of about 25,000. Newport is considered to be the main shopping area for the Island and is home to the IWC offices, HMP Isle of Wight and St Mary's Hospital, the only NHS hospital on the Island.

Figure 3 illustrates the main road and rail networks and settlements on the Island. The Island's strategic road network is centred around Newport, with routes out to coastal settlements such as Cowes, Sandown, Freshwater and Yarmouth. These key roads along with smaller roads which supplement them, form a total network of over (800km). The layout of the Island's highway network is driven by a number of factors including the shape of the Island, the River Medina and the locations of towns and settlements.

² Q2 of 2019 - Source: [Research & Economic Impact | \(visitwightpro.com\)](https://www.visitwightpro.com)



Figure 3 – The main towns, strategic and main A-road networks of the Isle of Wight

As well as Ryde and Newport, sub-urbanisation population density can also be found in the town of Cowes (East and West) and the seaside resorts of Sandown and Shanklin, linking with Ventnor.

Other much smaller settlements of population include Freshwater, Yarmouth and Totland to the west of the Island, and Seaview and Bembridge to the east. There are a number of rural villages and hamlets scattered across the Island.

The most rural part of the Island is to the south and south-west coastline, which is designated as an Area of Outstanding Natural Beauty. **Figure 4** below outlines the population density of the Island as a whole. Whilst the overriding character of the Island is rural, about 60% of the Island's population live within the main towns of Ryde, Newport, Cowes, East Cowes, Sandown and Shanklin.

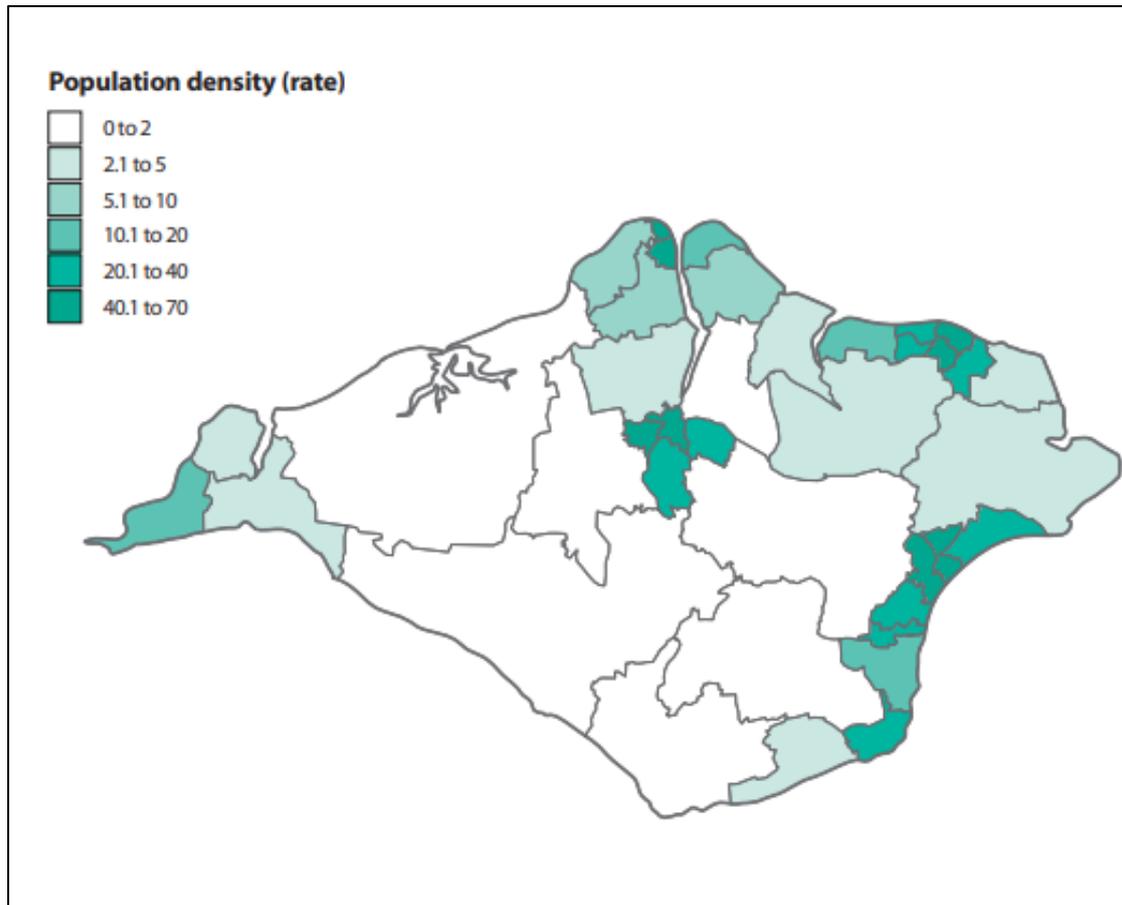


Figure 4 – Population Density on Isle of Wight (number of people per hectare)

There are average levels of car ownership across the IoW, with 31.1% of households having two or more cars or vans. 22.5% of households do not own a car or van. There are high proportion of two car households across most rural areas. Levels of car use are also high on the Island, and IoW has diffuse commuting patterns, making certain commuting trips, particularly to the urban areas and ferry connections, difficult to serve efficiently by bus.

Across IoW an average of 2.5% of commuting journeys are completed via bus. Areas surrounding urban centres, such as Newport, Ryde and Cowes show the highest percentages of commuting to work via bus.

The private car or van is the principal mode of travel to work on the Island. The last Census (2011) showed over half, 57.8% travelled to work by car. In-commuting is highest in Newport, with an overall inflow of commuters. The rural areas as well as the areas on the south of the Island such as Ventnor and Puckaster have large outflows. Walking is the main mode of travel to school (39%), but 34% of pupils are taken to school by car.

Economic and social factors, degrees of rurality and ease of access to public transport all influence car ownership. The proportion of no car households is highest in the more urban areas like Newport and Shanklin/Sandown.

There are localised pockets of deprivation on the Island with significant inequalities in health outcomes. It is widely recognised that poor transport provision can disproportionately affect those in deprived areas limiting access to services, opportunities, and life chances, and contributing to social isolation and loneliness. **Figure 5** below outlines the percentages of health and disability deprivation on the Island.

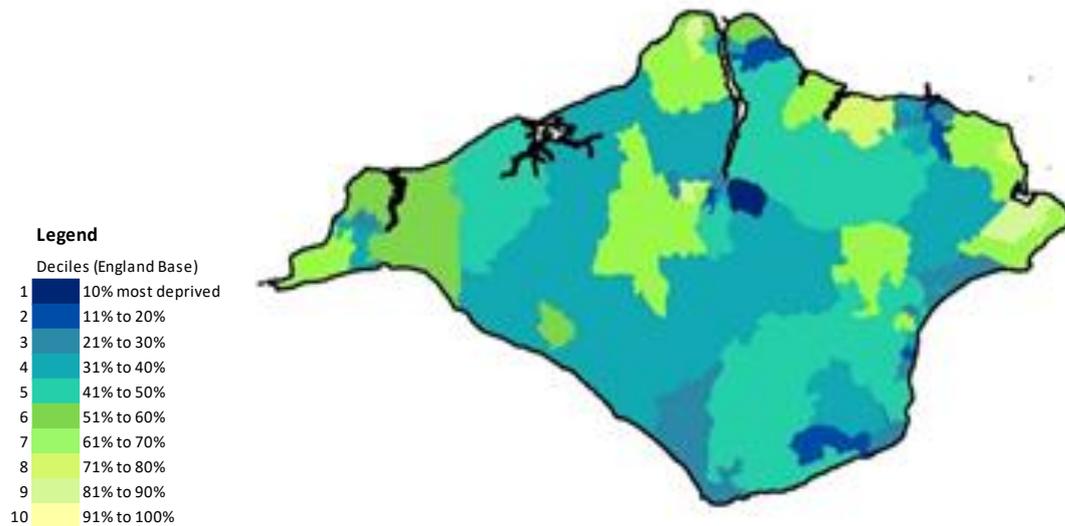


Figure 5 – Health and disability deprivation (Source: H2050 – State of Economy 2020)

1.2 Justification of why this BSIP covers a single LTA area (IoW)

In preparing this BSIP the Isle of Wight Council have engaged very closely with all neighbouring LTAs, in particular Southampton City Council, Portsmouth City Council and Hampshire County Council, in order to identify and agree common goals for improvements to our respective bus networks.

Although the three LTAs of Hampshire, Southampton, and Portsmouth, share common ambitions around integration, fares and ticketing and delivering bus priority, the Island also has different characteristics and challenges relating to bus networks compared to the rest of Solent Region.

On this basis, the approach that has been taken is that each of the urban unitaries of Southampton and Portsmouth and the Hampshire County Council have each prepared their own separate BSIPs. However, in recognition of the important role that bus services play, not only on the Island, but also towards the connection to its ferry services, allowing access to wider employment areas and key services (such as hospitals), all four LTAs have collaborated closely in the development of each of our BSIPs to ensure that our ambitions and approaches to improving bus services are closely aligned.

This joined up approach reflects how we will each work with bus operators and other stakeholders to improve the quality, reliability and attractiveness of bus services that operate across LTA boundaries within the wider Solent Region.

1.3 Why the Enhanced Partnership route has been chosen

Southern Vectis, as the predominant bus operator on the Island, provides the majority of the commercial network of local bus services on the Isle of Wight. Southern Vectis has, since its acquisition by the Go-Ahead Group in 2005, stepped up its investment in new vehicles substantially. Their fleet continues to contain a significant number of double-deckers reflecting the need to accommodate high summer loadings, during the peak tourist season and meet school travel demand within the academic year.

IWC also recognises the important role that the smaller community bus operators play, within helping to build successful and reliable services, on the Island. Especially to areas where regular bus service provision has declined in the past or doesn't exist.

The IWC has a good history of effective voluntary partnership working with Southern Vectis, and community bus operators, on the Island. This approach has worked well for IWC, delivering sustained improvements for bus users over more than a decade.

IWC also are fully engaged with the Isle of Wight Transport Infrastructure Board (TIB). IWC set up this board in September 2016, which brings together key transport partners on the Island. These include IWC, represented by the IWC Cabinet member for Transport and Infrastructure, Leader of the IWC and the Assistant Chief Executive, Southern Vectis (Bus) and Island Line (Train), as well as the three ferry operators. The TIB is vital in supporting formal discussions between IWC and the transport operators and helps support their input as key stakeholders across the Islands transport network as a whole.

IWC has always strived to focus bus service improvements to key areas of the Island but understands that there has been limited investment in bus infrastructure, in recent years. This however focuses a vital need towards a driver for change amongst improvements to bus service provision for the Island as a whole.

Currently underway is the Ryde Interchange Project.³ This major Transport Hub Project involves a number of enhancements to encourage the use of more sustainable travel options, while making the area more attractive, reducing the dominance of motor vehicles, and improving priority to pedestrians.

The following initiatives are examples that have been delivered within the Isle of Wight, which have helped to improve the quality and the attractiveness of local bus services and will be built upon through the BSIP and EP:

- Remodelling and refurbishment of the Esplanade bus interchange to create a better environment for bus users/pedestrians and make it easier and safer for buses to manoeuvre in and around the bus station and allow services to exit via George Street, thereby operating more efficiently and reliably.
- Reinstatement of the pier tramway to provide a new separate 'boardwalk' facility for pedestrians and cyclists.
- Refurbishment of the station buildings including new, fully accessible disabled toilets, a new façade, remodelled / expanded concessions and access to the boardwalk.
- Improvement of cycling links to and through the interchange linking with the existing cycleway to Puckpool in the east and Ladies Walk in the west.

³ [Big response to Ryde Interchange plans \(iow.gov.uk\)](http://iow.gov.uk)

It is the shared view of IWC and operators that a single Enhanced Partnership for the whole of the Island, result in better outcomes for bus services on the Island. Given the already close partnership working and strong relationships between IWC and bus operators (Southern Vectis), this approach is considered to be the best way of meeting the high level of ambition outlined in this BSIP, rather than through a franchising approach.

The Isle of Wight BSIP and subsequent EP represents an opportunity for IWC to extend its successful and productive partnership working arrangements with its bus operators and neighbouring LTAs, in order to improve the offer to the local community, enhance facilities and develop a partnership that can help expand the commercial bus network on the Island.

1.4 BSIP duration, annual review process and alignment with Local Transport Plan

The Isle of Wight BSIP covers the period up until 31 March 2030 and will be reviewed annually. In summer 2022, and each year thereafter, a working group of IWC staff and bus operators will be convened to review the efficacy of the Isle of Wight BSIP ambitions and progress made towards targets. Collective decisions will be taken as to whether the level of ambition needs to be raised or whether the existing content is sufficient. Neighbouring LTAs will have an opportunity to also contribute their views. If revisions are proposed to the BSIP by the working group, then a report will be taken to IWC's Cabinet in either October or November for political decision and sign off of the revisions if advice received from legal services is that this is required.

This BSIP is fully aligned with the emerging *Isle of Wight Local Transport Plan 4* (LTP4), which will form the primary transport strategy for the County until 2038. The Hampshire LTP4 strategy will include a goal of reducing car dependency, and the plans set out in this BSIP to increase the level of bus use will play an important part in achieving this goal.

Section 2 - Current Bus Offer to Passengers

2.1 Overview of the Isle of Wight bus network, level of use and punctuality

Bus services and usage on the Isle of Wight are slightly below the national average, but are generally considered good for a large, predominantly rural, Island authority, with average levels of car ownership. Bus passengers make a substantial contribution towards the Isle of Wight economy, being the most heavily used form of public transport on the Island and a lifeline for those without an alternative.

Figure 6 shows the current Southern Vectis bus route network on the Island. In 2018/19 there were just over 8 million bus journeys made on the Island, serving 34 routes and some circa.1300 bus stops. Considering the rural nature and mix of bus demand (i.e. peak tourism seasons and regular commuters) Southern Vectis services offers a good provision for the Island, with links to all the ferry and rail services. Southern Vectis operate a fully commercial service which operates 365 days of the year on the Island. Southern Vectis also offer extra seasonal buses, known as 'Breezer' buses. There are two open-top 'Breezer' bus routes that operate between the months of April through to October, allowing spectacular coastal views as well as direct access to some of the most popular attractions on the Island to support the Islands tourist offer.

Being an Island network means that bus journeys are not necessarily long in nature, with more of a focus to specific locations (such as ferry connections). Newport is the central hub of the Island offering a hub and spoke operation, where the bus interchange accommodates the majority of bus service connections.



Figure 6 – Isle of Wight bus network map (Southern Vectis) 2021

Southern Vectis has a fleet of 68 vehicles that serve the Island's network. In terms of Euro rating these consist of the following:

Diesel Euro Rating	Number of Buses
Euro III or before	3
Euro IV	15
Euro V	1
Euro V EEV	29
Euro VI	16
Euro IV/V SCRT retrofit	4

Currently 39 vehicles have USB charging points, although none have WIFI connectivity, simply due to the unreliable network reception on various parts of the Island. This is in favour of providing more USB charging facilities on the fleet. 63 vehicles have next stop announcement and screens.

Trends in bus passenger journeys

As **Figure 7** shows, the total number of bus passenger journeys made on the Island over the last ten years, as recorded by bus operators, has steadily increased (although passenger numbers in March 2020 were significantly reduced due to the pandemic), against the trend of gradual decline seen across English non-metropolitan LTAs as a whole. The dip in bus passenger journeys for 2017/18 was attributed to poor summer weather effecting tourist numbers.

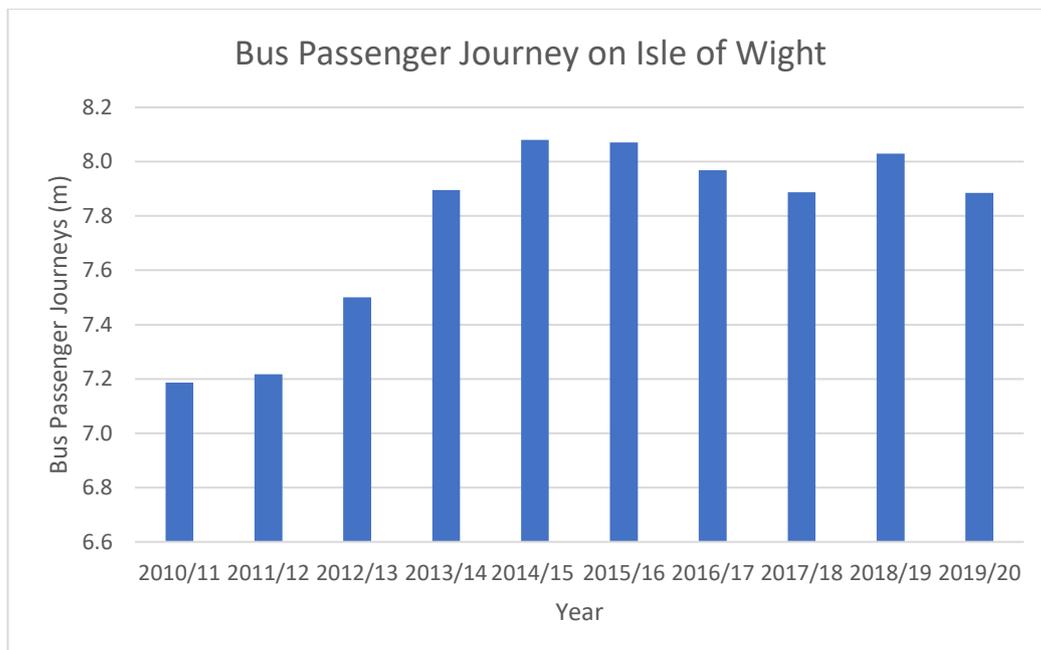
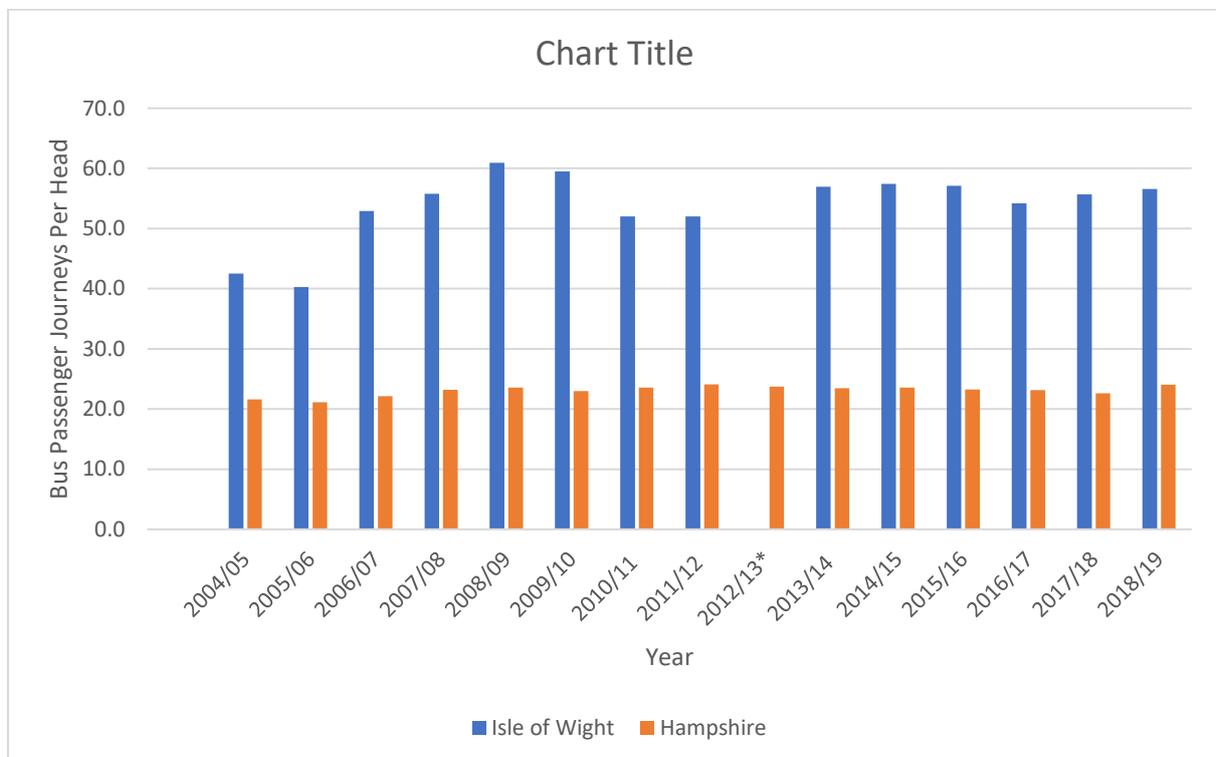


Figure 7 - Bus passenger journeys per year on the Island since 2010 as recorded by bus operators via the DfT PSV survey (Source: DfT Bus Data Table BUS0109a)

Bus journeys on IoW have risen steadily since 2010/11 and remained in the range of between 7.8m and just over 8m journeys per year, until the Covid-19 pandemic. This, as with all areas of the UK, resulted in a significant and rapid reduction in bus journeys, from mid-March 2020 onwards as residents heeded the initial Government advice to avoid using public transport unless absolutely necessary. However, bus use by June 2021 had recovered to 75% of pre-Covid patronage, on the Island.

When these passenger journeys are considered per head of population, this then equates to between 42 and 61 bus journeys per year on average by each IoW resident, as indicated in **Figure 8**. The numbers of journey per head of population have remained relatively consistent since 2013/14. In comparison, Hampshire figures equate to 21 and 24 bus journeys per year on average by each IoW resident, as indicated in **Figure 8**. The numbers of journey per head of population have fallen in Hampshire since 2013.



*Data from 2010/11 was not requested from local authorities.

Figure 8 – Change in Bus Passenger Journeys per head of Population over time since 2004/5 on the Isle of Wight compared to the neighbouring shire county LTA

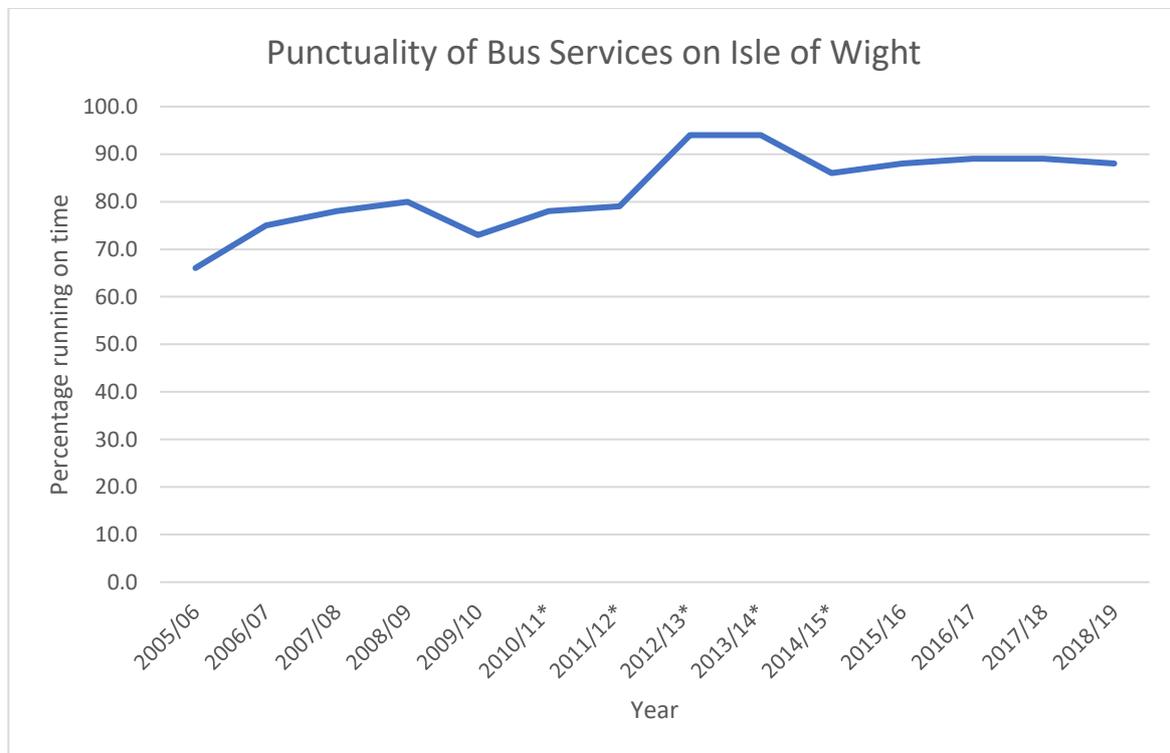
In terms of bus use, given the Islands strong tourism economy, statistics from the *Isle of Wight Visitor Monitor (2019)* show that 11% (circa. 69,000 visitors) utilised the bus and train network alone⁴. This is in addition to the Islands population use.

Department for Transport data shows that vehicle miles have increased in almost every year since 1994 on the Island, notwithstanding a large decrease in 2020 caused by the COVID-19 pandemic and national lockdowns.

⁴ Quarter 2 (1st April to 20th June) based on 623,592 visitors to the Island.

Urban congestion is highest in the urban areas of Ryde and Newport, seeing the highest level of urban congestion experienced on the Island. Newport has the highest inter-urban congestion. There are also other various pockets of congestion contained on the Island, that can be exacerbated by the increase of peak seasonal traffic. All these effects bus transport and punctuality of buses on the Island network.

As **Figure 9** shows bus punctuality on the Island since 2005/6. It demonstrates bus punctuality has seen a trend of gradual improvement, despite a backdrop of increased traffic and increased levels of congestion on the Island, reflecting the investment in some of the bus friendly measures delivered by IWC and operator investment in additional buses (with no increased frequency) to ensure that punctuality did not deteriorate as a result of worsening traffic congestion.



*From 2010/11 figures were reported to the nearest whole number.

Figure 9 – Changes in Bus Punctuality Levels on the Isle of Wight since 2005/06

The Solent Transport Sub-Regional Transport Model (SRTM) predicts a 18% increase in all trips between 2015 and 2036, with a 29% increase in highway trips, and a 5% increase in public transport trips. Increases in delays and average travel times are predicted in both models for 2036. Delays are expected around Shanklin and Newport in particular.

Through the *Isle of Wight Infrastructure Delivery Plan (October 2018)* a number of key highway and bus service improvements have been identified, these include:

- The Newport Strategic Junctions Improvement scheme has funding committed.
- Further improvement at Coppins Bridge could be made subject to funding and further approvals;
- The planned improvement of the Red Funnel terminal includes improved bus interchange with ferry services, at East Cowes.

Trends in bus passenger journeys for work and education

Across IoW an average of 2.5% of commuting journeys are completed via bus. Areas surrounding urban centres, such as Newport, Ryde and Cowes show the highest percentages of commuting to work via bus. Within the county, the ward of Ryde North-East, has the highest percentage of travel to work by bus at 10.34%. Figure 10 below outlines bus commuting use averages across the whole Island.

As **Figure 10** below shows, areas surrounding main urban centres, such as Newport, Cowes, Ryde, Shanklin and Sandown, have the highest percentages of commuting to work via bus.



Figure 10 – Travel-to-work by bus

Figure 11 below shows employment accessibility by private car and public transport as well as the percentage of jobs accessed by public transport for the largest built-up areas on the Island.

Newport is by far the biggest employment area on the Island, with 18,332 jobs as of 2016. The Ryde, Cowes and Sandown/Shanklin built up areas have between 6,000 and 7,000 jobs each.

Employment accessibility by public transport modes is generally high, particularly when compared to levels on the mainland. However, levels of public transport employment accessibility differ between areas, as can be seen in the graph opposite. On average, twice as many jobs on the Island are accessible by car as they are by public transport.

Newport the highest number of jobs accessible by public transport in absolute terms (6,916), but Ryde has the highest percentage of jobs accessible by public transport (43.9%).

Sandown/Shanklin has both the lowest number and percentage of jobs accessible by public transport (1,659 and 27.5% respectively).

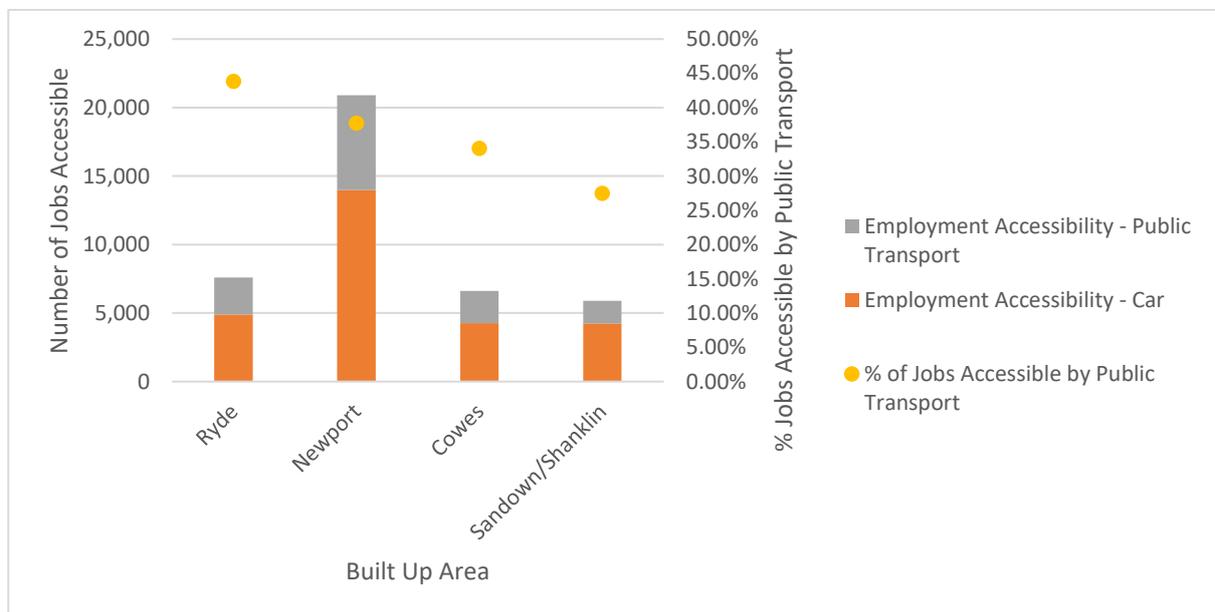


Figure 11 - Employment accessibility (intra-urban) by car and public transport for the largest built up areas on the Island (Source: ONS (2021))

Walking is the main mode of travel to school on the Island, at 39%, with 34% of pupils taken to school by private car. **Figure 12** below shows that bus travel makes up just 5% of the mode share overall. The data within the chart was obtained from the 2015/16 Local Sustainable Transport Fund (LSTF2) and 2016/17 Sustainable Travel Transition Year (STTT). The sustainable investment programmes aimed to support the local economy, reduce carbon emissions and deliver wider social and economic benefits, along with promoting increased levels of walking and cycling.

The School Engagement Programme was the main project within the education theme which involved engagement with each of the Island's 49 schools.

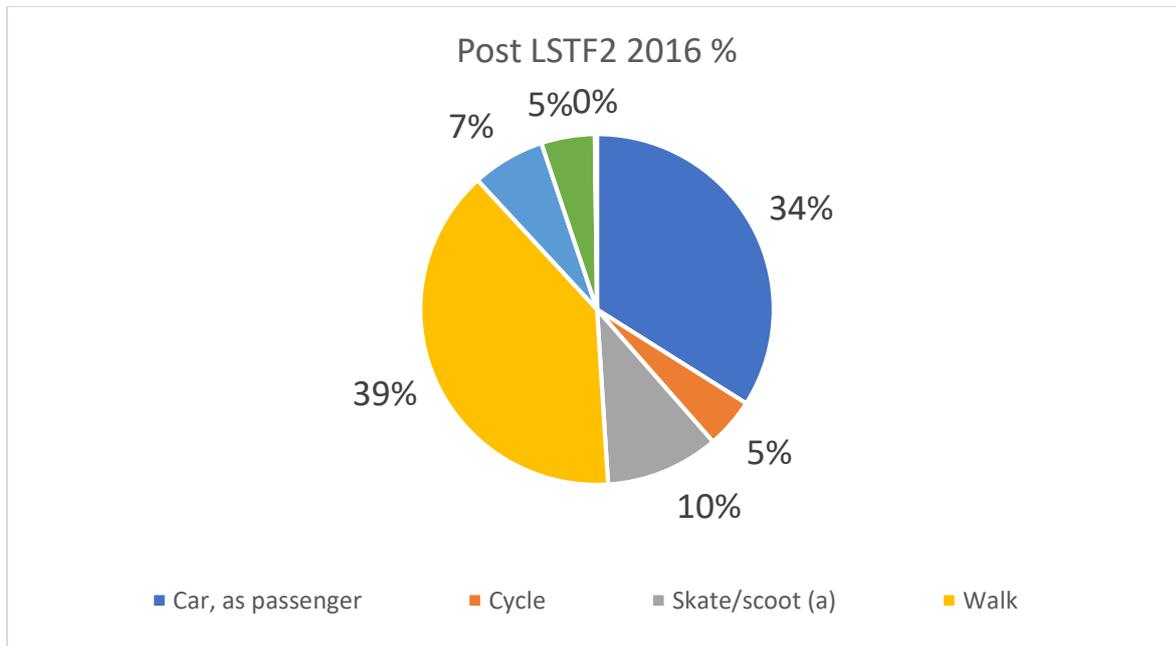


Figure 12 - Main mode of travel to school: hands-up survey results from 38 Island schools pre and post LSTF2

2.2 Analysis of existing local bus services compared to BSIP outcomes

The main generators of demand for Island bus services tend to be the more urban centres with their strong retail, education and public service offers. The current frequencies of the Southern Vectis bus services can be found here - <https://www.islandbuses.info/>

Levels of bus use on the Southern Vectis network are highest on route 9 (Newport to Ryde) as well as routes 2 & 3 connecting Ventnor, Ryde, Sandown and Shanklin to Newport. The quality of bus services on these main corridors is high, which offer attractive high service frequencies, with buses running every 10-15 minutes on the busiest routes (with 2-3 buses per hour on most other routes).

Table 1 below summarises the strengths and weaknesses of the Island's bus network following analysis, review of the current situation and stakeholder consultation. It considers how the current bus network compares to the Isle of Wight BSIP ambitions outlined in Section 4 and to what extent the current network of bus services meets or falls short of these ambitions and expectations.

Table 1 – Strengths and weaknesses of the Island's bus network relative to BSIP ambitions

Aspect of bus service provision	Strengths	Weaknesses
Bus (network)	<ul style="list-style-type: none"> • A strong core bus network of frequent and direct services connecting town centres to majority of suburban areas within the main towns • Being an Island the bus network centres on the main interchange of Newport and Ryde (for rail connections) meaning most key corridors have excellent and direct bus frequencies, in particular to all ferry terminals, including first and last ferry connections, as well as other key destinations and attractions on the Island. • Historic and sustained growth in bus patronage on flagship and high frequency bus routes • High user journey satisfaction (Bus Passenger Survey – autumn 2019) • A modern, distinguished and attractive bus fleet on the Island with low emissions, contactless payments and charging points 	<ul style="list-style-type: none"> • Network predominantly operates on shared road space. Congestion at peak times, especially within peak tourist seasons, effecting key road corridors to/from centres of main towns and attractions, leads to reduced punctuality and travel time reliability, and increased journey times • Pockets of inaccessibility in rural areas of the Island, due to lack of bus services or penetration of services, in particular West Wight. • Limited service frequency to some areas e.g. West Wight • Limited cross Island bus services, meaning a greater need to interchange between different services in Newport for journeys across the Island • A need to improve bus stop infrastructure across the Island with Real Time Information, Audio-Visual displays and general improvements to bus stops (i.e. in terms of accessibility, safety and comfort). • WIFI on buses an issue due to mobile signal issues across certain parts of the Island.

Bus Network (operators)	<ul style="list-style-type: none"> • Strong operator brand and recognition with users across the Island. • Smaller operators (community services) active and engaged 	<ul style="list-style-type: none"> • Reduction in support for less viable bus service routes on the Island.
Bus Network (development)	<ul style="list-style-type: none"> • Ongoing evolution and development of the network, reacting to need (tourism market as example) 	<ul style="list-style-type: none"> • Locating future residential development close to bus corridors is vital. • A number of isolated traffic signal junctions cause delay to buses during peak hours, there could be a provision of selected vehicle detection signals. • Establish where bus priority is needed Several areas with issues already identified that effect bus services, • Need to improve reliability and frequencies.
Bus Network (Town Centres)	<ul style="list-style-type: none"> • Well served town centres, with vast majority of bus route serving these • Elements of bus priority and bus lanes leading to Town Centres • Bus only streets in the Town Centres 	<ul style="list-style-type: none"> • Restricted and shared road space • Limited capacity/space for terminating services to layover • Existing infrastructure difficult to negotiate for buses
Bus Network (Park and Ride)	<ul style="list-style-type: none"> • Limited but well used Park and Ride for Cowes to compliment Red Jet passenger services 	<ul style="list-style-type: none"> • Existing Park and Ride site quite small with little scope for expansion • No definitive plans for any new Park and Ride sites for the Island
Socially necessary DRT & Community Transport provision	<ul style="list-style-type: none"> • Active and supported community transport services, including community minibus and voluntary car share schemes. • Good supply of taxis and private hire vehicles in main urban areas. 	<ul style="list-style-type: none"> • Scope and supply of service can potentially be limited by funding
Bus-Bus, Bus-Rail & Bus-Ferry Interchange	<ul style="list-style-type: none"> • All public transport modes accessible from town centres • In Ryde the rail station is a key point of interchange, connecting the train network to the local bus network with good waiting facilities • Ryde Transport Interchange scheme, funded via successful bid to the Government's Transforming Cities Fund (TCF) will provide a safe cycling and walking route along Ryde Pier, separate from vehicles, and create an improved 	<ul style="list-style-type: none"> • Limited high-quality interchange hubs, with facilities, apart from at some bus stations and key rail stations • Little co-ordination of timings between modes at key interchanges

	<p>transport hub for a major gateway to the Island.</p> <ul style="list-style-type: none"> • Multi-modal interchange opportunities at some ferry terminals • South Western Railway has submitted a plan to the Department for Transport to upgrade the Island Line, replacing rolling stock with new, self-powered train units, enhanced frequency to connect with waterborne services. 	
Multi-operator & multi-modal Ticketing	<ul style="list-style-type: none"> • Rover tickets - for unlimited travel across Southern Vectis network for 24 hours • Rover + Breezer tickets - offer 24 or 48 hour unlimited bus travel across the Island. • Multi-Day ticket bundles - for occasional travellers available in 5, 15 and 30 day bundles giving unlimited travel across Southern Vectis network including open-top and seasonal routes. Days do not have to be used consecutively and are valid for two years from purchase. • Nightrider tickets - for unlimited travel between 7pm and 7am. • Through Tickets - through fares are available to any point across the Island but must be used within 3 hours of purchase. 	<ul style="list-style-type: none"> • Little joint ticketing with ferries or rail • Perception of poor value for money (Bus Passenger Survey – autumn 2019)
Partnership and Investment	<ul style="list-style-type: none"> • Good partnership working, showcased by very effective voluntary partnerships between operators and local authority and successful bids to Central Government • Sustained investment and development of the network from operators 	<ul style="list-style-type: none"> • Covid-19 pandemic has resulted in decline in passenger numbers, which are likely to take time to recover to pre-pandemic levels. This reduction in revenue will affect ability to invest in fleet replacement and decarbonisation. • Limited spend on bus infrastructure in the past. • Poor provision of bus shelters – investment for stops and shelters needed. i.e. scope for RTI, accessibility improvements, bring up to standards on mainland. • Bus interchange improvements required

2.3 Bus Customer Charters

Headline results for Southern Vectis in 2019

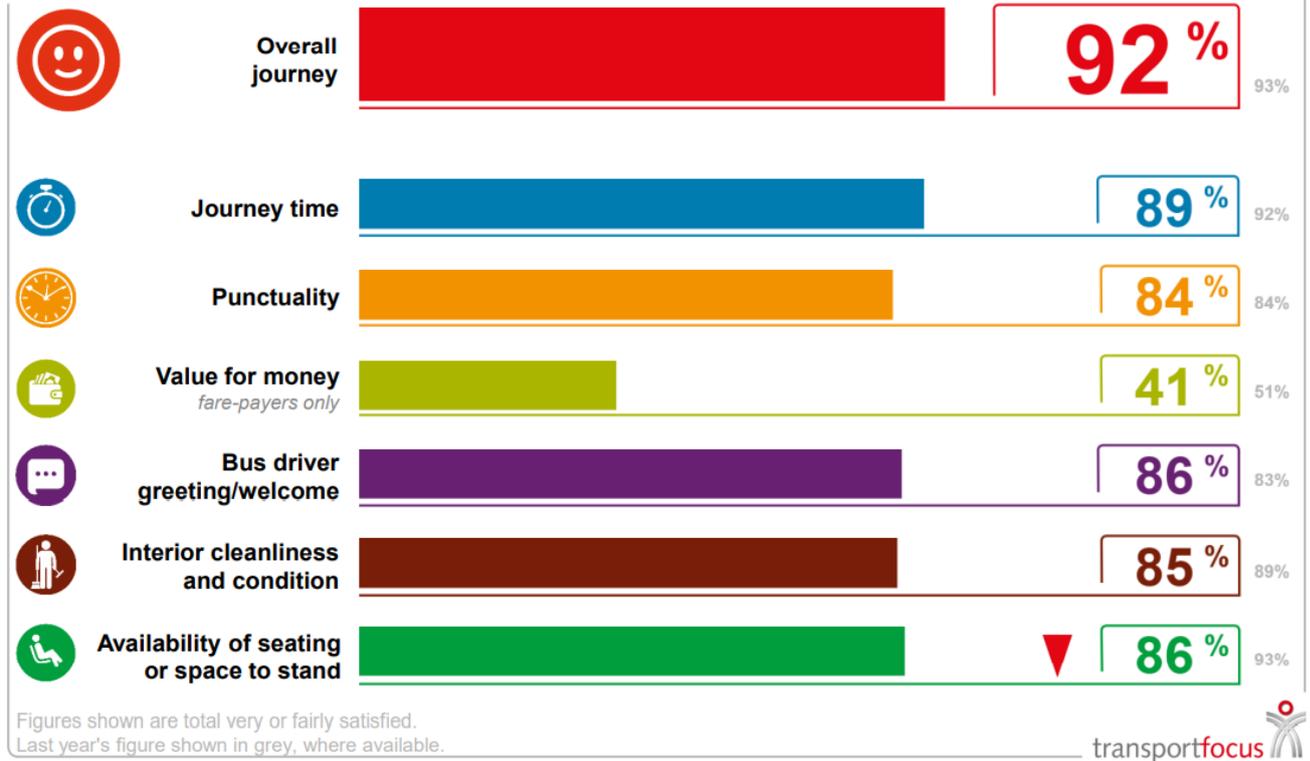


Figure 13 - Bus Passenger Survey – autumn 2019 – Southern Vectis results

Figure 13 details the headline figures of the survey of national bus passengers' journey experiences, carried out between 8 September and 21 December 2019. The number of responses received for Southern Vectis was 313. The overall results are industry leading at 92% overall satisfaction. Punctuality is seen as an area of improvement due to congestion at various points on the Island. Overall value for money however is perceived as low.

The results are representative at 'local transport authority' or 'operator defined territory' level. Authority-type level (e.g. unitary) results are the aggregate of local transport authorities which are of that authority type or operator designated areas whose routes run mainly in that authority type. In calculating the aggregate result, each constituent authority or operator territory counts in proportion to its annual number of passenger journeys.

2.4 Other factors that affect the use of local bus services

Ageing Population

The population of IoW is expected to increase to 154,300 by 2041 (a 9% increase) on current levels. The 65+ age group is expanding most rapidly. Although the lower age for eligibility of passes is set to rise, this trend could mean that over time. This will affect the future demand for concessionary bus passes could increase.

The Isle of Wight's elderly and disabled concessionary journeys are much higher than the South-East average. **Figure 14** below shows the overall trend, from the last ten years, of elderly and disabled concessionary journeys made on the Island versus the South-East region as a whole. Having a higher percentage of concessionary journey's is an important factor that needs to be considered when addressing any bus service improvements across the Island.

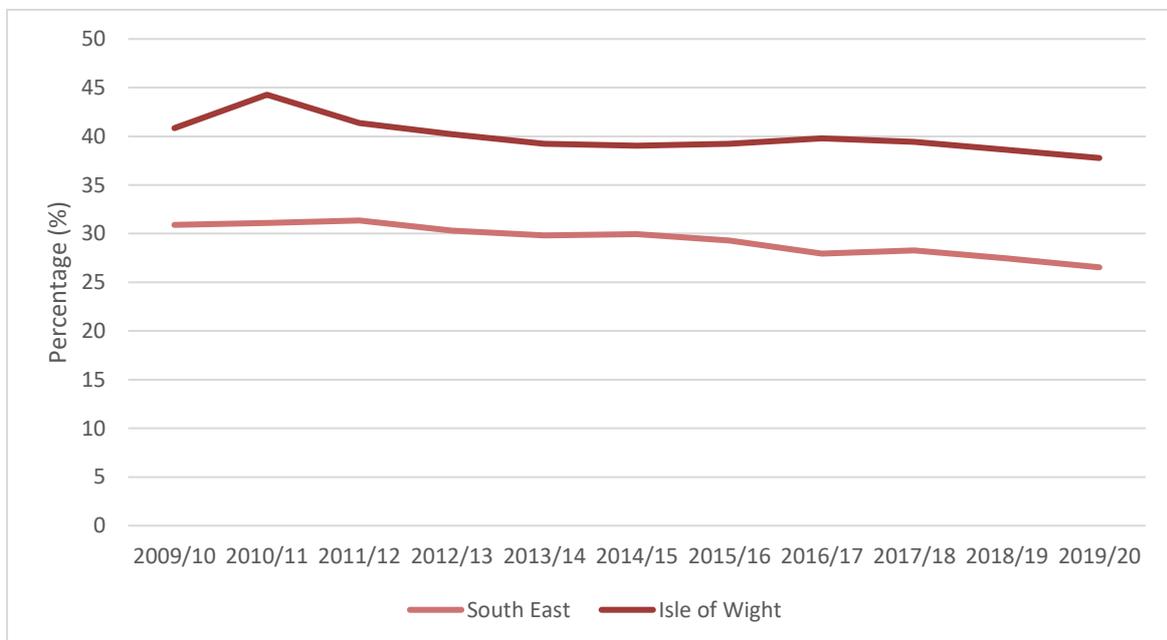


Figure 14 – Elderly and disabled concessionary journeys (percentage of total passenger journeys) on the Island compared to the South East Region

Car Parking cost and availability

IWC develop an island-wide Parking Strategy for the period 2016-2021. The purpose of the strategy was to provide a consistent island wide policy framework for the management of parking across the island, both within Council managed off-street car parks and on-street.

Under section 2.22 within the strategy is states:

As well as the visions and goals set out, the plan also includes six objectives which relate specifically to different aspects of transport, including parking. 'Objective B – Maintain and improve journey time reliability and predictability for all road users' addresses the need to address and limit congestion caused by the sheer weight of traffic on the island, particularly during the summer. It states that:

“We will help maintain and improve journey time reliability and predictability by:

- Making the best use of road space;
- Considering suitable locations for the introduction of bus and cycle priority;
- Highway improvements to increase traffic flow (e.g. remodelling of junctions, bus priority, Urban Traffic Control (UTC));
- Co-ordination of road works;
- Improved signage;
- Development of traffic management plans for major events;
- Working with others (including Hampshire Constabulary on traffic and enforcement issues); and Parking enforcement.”

The fact that the Island has a dispersed population means that we experience problems of a similar nature to other rural areas. The fact that we live on an island with a limited road network sets us apart and gives us a particular set of challenges and opportunities. Local traffic congestion is perceived by many as a growing problem, particularly at peak commuting times, during school holidays and the holiday season when the influx of tourists means that the Island’s population almost doubles.

The council currently has responsibility for operation, management, and enforcement of the following:

- 74 car parks, of which 14 are free.
- 18 on-street pay and display locations providing approximately 900 spaces.
- 147 parking ticket machines.
- 37 loading bay locations.
- 114 plated disabled bays (which are enforceable) in 38 streets.
- 19 school ‘keep clear’ locations.
- Park and ride car park, Cowes.

Managing car parks at:

- West Wight Sports Centre Trust, Freshwater;
- Pier Square and the Harbour, Yarmouth;
- The Esplanade, Totland;
- Smugglers Haven, Bonchurch;
- Riverway, Newport

Tables 2.1 & 2.2 below provide an overview of the extent and pricing of parking provisions in towns and villages across the Island. All car parks listed are owned and run by IWC.

Table 2.1 – Overview of Car Parking for the Island

Town / Village	Total no of local authority short / med stay spaces (including disabled & motorbike bays)	Total no of local authority long stay spaces (including disabled & motorbike bays)
Cowes	75	74
Newport	443	863
Ryde	46	820
Sandown	49	561
Shanklin	159	387
Bembridge	-	67
Carisbrooke	-	42
Freshwater	-	288
Lake	-	79
Seaview	-	110
St Helens	-	51
Totland	-	25
Ventnor	-	526
Wootton	-	77
Yarmouth	-	255

Source: Isle of Wight Council Annual Parking Report 1 April 2019 to 31 March 2020

Table 2.2 – Overview of Car Parking Cost (Pay and Display) for the Island

2021/22	High Street	Short stay Off street	Esplanades	Long stay Off street
Up to 30 mins	1.00	1.10		
30 mins to 1 hour	2.00	1.70		
Up to 1 hour			1.70	1.70
1 to 2 hours	4.00	3.40	2.90	2.90
2 to 3 hours		5.10		
2 to 4 hours			4.80	4.80
4 to 6 hours			6.20	6.20
6 to 8 hours			8.60	
6 to 10 hours				9.00
All day				
Commercial (coaches)				
Up to 10 hours	£5.00			
10 to 14 hours	£12.60			
14 to 24 hours	£17.60			

Source: Isle of Wight Council Pay and Display Tariffs 1 April 2021 to 31 March 2022

Table 3 below shows the actual expenditure and income for the year ending 31st March 2018 and 2019 for the Island.

Table 3 - Total Expenditure by local authority on car parking including maintenance, ticket machines and enforcement activity in 2018/19

Expenditure and income for years ending 31/03/19 and 31/03/20			
		Outturn 2018/19	2019/20
		£	£
Expenditure	Running expenses	857,335	992,907
	On street expenditure	379,834	584,547
	Off street expenditure	477,501	408,360
	Recharges/reserve contributions	0	(50,238)
	Total expenditure	857,335	942,669
Income	Off-street (car parks) ticket machine income	(2,255,012)	(2,266,701)
	On-street ticket machine income	(1,191,662)	(1,195,694)
	Permit income	(590,711)	(665,282)
	PCN (total)	(643,096)	(668,641)
	Off-street PCN income*	(244,376)	(206,493)
	On-street PCN income*	(398,720)	(462,148)
	Other income	(34,807)	(60,744)
	Total income	(4,715,288)	(4,857,062)
Net expenditure		(3,857,953)	(3,914,393)

All figures exclude VAT

Section 3 - Headline Targets

This section sets out and summarises the headline and supporting targets that IWC and Southern Vectis have together developed to help us monitor delivery of the ambitions set out in Section 4 of this BSIP.

Table 4 below gives details of each headline target and an indication of when it will be measured. Each target is to be considered 'Island wide'. Section 4 of the BSIP links many of these targets directly to the delivery of a particular ambition and demonstrates why these targets have been chosen and how their achievement will lead to the successful delivery of the BSIP.

In consideration of achievement of all these targets, it is important to acknowledge that performance is impacted by factors both within and outside the control of the local authority and bus operators, as a whole, and it is therefore important to understand external effects on bus service performance and satisfaction.

Targets for journey times, reliability, and service improvements

Table 4 - Summary of targets set out in the BSIP

Ambition Ref:	Target	Date Measured
1a	Ensure at least 75% of new capital and vehicle investment is related to the Key Priority Network and economically important tourist services.	March 2022 and then annually
1b	Agree a specification for a minimum level of bus stop infrastructure and maintenance for all bus stops (i.e. better accessibility and perception of safety) depending on different types of stops, with a view to gain external funding to upgrade the network by 2025.	September 2022
1c	Carry out annual bus user perception survey jointly between SVOC and IWC – and include questions asking them to score how easy the bus network in their area is to understand, to measure and track this metric.	March 2022
2a	Reduce average bus journey times by 5-10% across the Island by March 2025.	March 2025 and then annually
2b	Improve bus journey time reliability with 90% of services operating on time (between 1 minute early and 5 minutes late) from March 2025 onwards.	March 2025 and then annually
2c	IWC will work with Southern Vectis to target enforcement at problem hotspots where contraventions regularly occur that cause delays to buses and will send bus operators monthly summary data showing level of enforcement activity undertaken at these hotspots.	Agree locations annually and report monthly delays/occurrences. Evaluate improvements annually and consider if new/further locations need targeting.

Ambition Ref:	Target	Date Measured
2d	Bus priority schemes introduced around the Island to encourage more bus journeys by 2040. (Refer to Island Planning Strategy) which accord with the modal shift of the emerging LTP4.	2024
2e	Achieve a reduction in response times for emergency vehicles of 10% by 2024/25 on corridors where bus priority measures have been introduced.	March 2025
2f	Reduce bus journey times by 10% by March 2025 on corridors where investment is made in bus priority (corridors will be defined in EP).	March 2025 and then annually
2g	Improve journey time reliability by 5% on corridors where investment is made in bus priority.	March 2022 and then annually
3a	Install tap-on tap-off card readers on every bus and capped daily fares by Autumn 2022.	November 2022
3b	Although a 25% discount to 16–19-year-olds is already in place, it would be good to explore delivering further discounted travel products or deals for young people (16-21) with delivery through external funding to kick start the programme.	November 2023
3c	Develop a 'how to use the bus' awareness and information programme aimed at teenage children and young people, jointly with Southern Vectis, to help promote and explain what travel by bus entails in simple easy to understand steps, by Autumn 2022.	November 2022
3d	To continue to work in partnership with Southern Vectis and the Department for Work and Pensions on schemes to assist jobseekers and new employees with the cost of travel.	Ongoing
4a	To convene a Forum of bus, rail and ferry operators, on the Island, to investigate the demand and opportunity for further integration of tickets across all modes of transport.	October 2022
5a	That new Local Mobility Hubs and community services hubs developed by IWC and partners are designed in a way that encourages and enables increased levels of travel by bus (i.e. trialling first mile last mile options and other community transport solutions). This will be monitored by annual surveys of hub users to understand numbers of people using facilities and making onward travel journeys by bus from hubs.	March 2022 and then annually
5b	Identify locations for mobility hubs on the Island as well as an approach to design to be funded through developer contributions, external funding and partnership projects.	April 2023
6a	Work to identify gaps in the current network with a view to developing solutions funded through BBB and/or Developer contributions with the aspiration of developing solutions that can be commercially viable in the medium term.	April 2023
6b	Two windows per year will be identified when timetable changes (other than emergency timetables, those services operated under contract such as school/university related	April 2022

Ambition Ref:	Target	Date Measured
	services and seasonal summer uplifts) are made and this will be publicised by both the local authority and operators.	
6c	From April 2022, full details of all scheduled service changes 28 days prior to their introduction will be provided (unless when emergency timetables are introduced) and continue to ensure that all roadside information (printed and electronic) will be in place by or on the day of the change. The local authority will ensure that this is publicised on the IWC website and <i>Traveline</i> a minimum of 14 days prior to the introduction of service.	April 2023
7a	To develop a joint approach to decarbonising the bus fleet on the Island, including issues around technologies suitable the terrain, in depot provision, provision of new depot facilities where needed and power supply and generation as well as development of funding bids to ensure a carbon free bus fleet by 2035.	April 2025
7b	IWC will develop a minimum Euro VI emissions specification to include within all future tenders for supported services, and work towards a requirement for zero emission vehicles in all tenders to become the norm by 2030.	December 2030
8a	To introduce new/ improved Customer Charters for bus operators that run services on the Isle of Wight by September 2022.	September 2022
8b	Increase bus passenger satisfaction by 5% from a base of 92% (2019 – Southern Vectis survey results) by 2026/27	March 2022 and then annually
8c	Seek to Establish formal engagement with Isle of Wight Bus Stakeholder Forum by April 2022 which will discuss and give feedback on punctuality, vehicle cleanliness, proportion of services operated, information and redress.	April 2022
8d	Ensure that all buses operating on the Island, continue to have on-board CCTV by December 2026.	Ongoing
9a	IWC to work with Southern Vectis on understanding the perceived lack of value for money of services with a view to undertaking appropriate fares initiatives.	Mid 2022
9b	Agree set of criteria and design a demand prediction tool for funding new socially and economically necessary bus services and subject to securing BBB revenue funding, tender for these by October 2022.	October 2022
9c	Identify the demand for DRT on the Island and seek to establish a DRT challenge fund for operators.	September 2022 and then annually
9d	To introduce new and improved technological solutions to IWC supported community transport services and taxi-shares by April 2023. Evidenced through the number of funded improvements to onboard technology, i.e. ticketing systems or other technology such as the introduction of DDRT.	April 2023
9e	Increase frequency of bus links in rural areas to encourage 25% more bus journeys from rural locations by 2040	2023

Ambition Ref:	Target	Date Measured
	Work with Southern Vectis to identify areas for improvements.	
9f	Will explore the potential of bike racks/spaces for bicycles to be included on buses along rural bus routes.	2023 (project start date)
10a	BRT Schemes to be developed in consideration of the main corridors to/from ferry terminals or interchanges i.e. to/from Ryde as an extension of the SEHRT.	
10b	We will embed stronger public transport accessibility tests into development planning processes and will facilitate developers to better engage with bus operators at the pre-application and pre-master-planning stage. Southern Vectis will be a consultee on all planning applications involving >50 new dwellings and significant new office or retail floorspace. The Local Plan will highlight the need for bus friendly development with a strong focus on enhancing the existing bus network first rather than developing new dedicated services, to maximise the wider community benefit with the cost of service enhancements being met by the developer.	September 2023
10c	Work with Visit Isle of Wight to double the number of tourists travelling by bus around the Island from 11% in 2017 to 20% by 2040.	2040
10d	Increase use of public transport among council staff to 18% (currently at 7%). Promote staff discounts for public transport with communications plan via C&E or HR. Introduce season ticket loans for commuters. A 20% council discount is available on Southern Vectis buses for season tickets.	2022

For the headline and area based targets measurement will be through continual monitoring of a selection of routes across each area that are representative of the different types of services operating in the particular urban area.

For bus reliability and average operating speed the following corridors will be examined as outlined in Table 5:

Table 5 - Routes selected for target monitoring

Bus Number and Route Section	Area
Route 1	Horseshoe Inn to Lugley Street
Route 2/3	Ryde BS to Shanklin BS
Route 2/3	Newport BS to ASDA
Route 5	Newport BS to Binfield Corner
	Osborne House to East Cowes Waitrose
Route 9 Fairlee Leg	Newport BS to Wooton, Cedars
Route 9 Staplers Leg	Newport BS to Wooton, Cedars
Route 9	Wooton Cedars to Ryde BS

Section 4 – Delivery

This section sets out how the Isle of Wight Council and local bus operator Southern Vectis will work together to deliver the improved and enhanced bus network on the Island, in order to realise the planned growth in bus use.

The COVID-19 pandemic has led to shifts in travel behaviour, such as more home working for those who work in office-based roles and substitution of some journeys previously made by bus to instead travel by private car.

We need solutions to recover and build back better from the pandemic, while restoring faith in our bus network and improving it even further. We know there is room for improvement, and we intend to do this by working collaboratively in partnership to improve the bus offer on the Island.

We share the same ambition - we want to deliver a bus network where buses offer Isle of Wight residents, and visitors, an attractive alternative to the private car. This means that buses will be more frequent, more reliable, easier to understand and use, better coordinated (in particular with connecting services i.e. ferry and rail) and cheaper, providing a fully integrated service with simple, multi-modal tickets, more bus priority measures, high-quality information for all passengers in more places, and better turn-up and-go frequencies that keep running into the evenings and at weekends.

4.1 Our Proposed Vision

The Isle of Wight Council and Southern Vectis have a shared vision for improving bus services on the Island:

“Within the Isle of Wight, both organisations recognise that local bus services are, and will remain to be, central to sustainable transport provision on the Island. The Bus Service Improvement Plan (BSIP) represents a once in a generation opportunity for the Isle of Wight Council to work in partnership with Southern Vectis, and other community operators, to shape local provision to meet the needs of Island residents and visitors into the future. Through partnership working and ongoing joint investment, the BSIP will enable passenger growth to meet the future needs of Island, whilst addressing emerging challenges including the reductions in greenhouse gases to achieve the Island’s climate change objectives”.

4.2 Our ten commitments – how we will achieve our vision

This section is structured using the ten ambitions set by the DfT in part three of the BSIP guidance. Our headline IWC **BSIP Commitments** are in blue boxes.

Under each Commitment, we have set out the steps we will take to achieve the ambition, and our targets in the orange boxes.

Ambition 1 - Deliver intensive services and investment on key corridors, with routes that are easier to understand

Commitment 1: We commit to the delivery of intensive services and focussing investment on our bus network on the Island, ensuring that our bus routes and network serve this Island County, and made easier to understand. We will:

- a) **Categorise the Island Bus Network into the following three categories, to ensure that the majority of investment secured will be focussed towards bus routes that have the greatest potential to serve and retain existing bus passengers and grow new markets:**
- i) **“Flagship/priority” bus routes**, wholly commercial bus corridors with very strong growth potential which will be our focus for future investment
 - ii) **“core” bus routes** that are largely commercial where we will invest to boost passenger growth to enhance overall viability and levels of service
 - iii) **“Non-core/ non-commercial” bus route network** that has no prospect of operating on a commercial footing, which will continue to require ongoing revenue support to deliver bus or DRT services that meet social/ accessibility needs (adopting new innovations and cost-efficient models for delivery)
 - iv) **“Recovery routes”** which have become commercially unviable through the pandemic, though may benefit from short term support to enable them to survive before they can progress to core of flagship status (following any reduction in DfT Bus Recovery Grant funding).

Target 1a: Ensure at least 75% of new capital and vehicle investment is related to the Key Priority Network and economically important tourist services.

- b) **Deliver a consistent high standard and specification for bus stop infrastructure across the Island with a level of information (real time and printed bus journey information) that is commensurate with the level of usage of each stop. This will also include maintaining the highway surface and pavements in the vicinity of each bus stop to ensure that kerbing, lining is of a high standard and that rutting of the carriageway surface is minimised through regular maintenance.**

Target 1b: Agree a specification for a minimum level of bus stop infrastructure and maintenance for all bus stops (i.e. better accessibility and perception of safety, CCTV, lighting etc...) depending on different types of stops, with a view to gain external funding to upgrade the network by 2025.

- c) **Pro-actively market the Island bus network as a viable alternative to travelling by private car via regular co-ordinated multi-operator marketing initiatives**
- d) **Ensure that Southern Vectis and Local Transport Authority network maps are updated to also include information on complementary services provided by other operators.**

- e) **Newport Bus Station: review on street bus facilities in Newport, to cope with additional future capacity.**

Target 1c: Carry out annual bus user perception survey jointly between SVOC and IWC – and include questions asking them to score how easy the bus network in their area is to understand, to measure and track this metric.

Ambition 2: There must be significant increases in bus priority

Commitment 2 - Reducing journey times will not only increase the attractiveness of services and drive up demand, but also improve efficiency and help bus operators to reduce costs. Therefore, we commit to investigating bus priority measures along key bus corridors, to speed up and improve reliability of bus services on well-used corridors. We will:

- a) **Develop prioritised plans for bus priority for the most well-used bus network corridors (which will see high use by flagship/priority) that taken together will form a coherent series of complementary measures to enable improved bus journey times and bus reliability.**
- b) **Where there is the physical highway space available to do so, we will install bus lanes that continue past traffic congestion hotspots (e.g. through junctions) and ensure that these are in operation all day, evening and night.**
- c) **Provide bus gates and traffic signal prioritisation in locations where there is not sufficient highway space to provide physical bus lanes.**

Target 2a: Reduce bus journey times by 10% by March 2025 on corridors where investment is made in bus priority (corridors will be defined in EP)

Target 2b: Improve journey time reliability by 5% on corridors where investment is made in bus priority

- d) **Ensure that all existing and new bus lanes and bus gates (if applicable) are effectively enforced once the Island is given the necessary legal powers to issue penalties for moving traffic offences – currently anticipated to be given to LTAs by December 2021.**

Target 2c: IWC will work with Southern Vectis to target enforcement at problem hotspots where contraventions regularly occur that cause delays to buses and will send bus operators monthly summary data showing level of enforcement activity undertaken at these hotspots.

Target 2d: Bus priority schemes introduced around the Island to encourage more bus journeys by 2040. (Refer to Island Planning Strategy) which accord with the modal shift of the emerging LTP4.

- e) **Ensure that use of bus lanes is restricted to local bus services and emergency services and cycles only, to maximise their effectiveness.**

Target 2e: Achieve a reduction in response times for emergency vehicles of 10% by 2024/25 on corridors where bus priority measures have been introduced.

- f) **Ensure that all that all bus priority infrastructure and the associated highway is maintained to a high standard.**

Target 2f: Reduce bus journey times by 10% by March 2025 on corridors where investment is made in bus priority (corridors will be defined in Enhanced Partnership).

Target 2g: Improve journey time reliability by 5% on corridors where investment is made in bus priority.

Ambition 3: Fares must be lower and simpler

Commitment 3: We will make ticket options easier to understand and improve the affordability of bus travel across the Island, but we will do this in a way that grows demand without undermining the viability of services. We commit to initiatives that will greatly simplify and reduce the complexity of tickets and fares (across all modes of public transport on the Island), promote schemes to with the cost of public bus use to assist job seekers and the newly employed, developing tap-on tap-off capped fares as the centrepiece of a clear, ticketing strategy that provides bus customers with improved clarity on fares and better value for money.

- a) **We will deliver tap-on tap-off readers and related technology upgrades on all of the bus fleet operating on the Island. This would be an important first step towards offering a simpler range of bus fares that are priced attractively (with daily and weekly ticket fare capping in place) to meet the different travel needs of different kinds of bus passengers recognising that not everyone is a frequent bus user.**

Target 3a: Install tap-on tap-off card readers on every bus and capped daily fares by Autumn 2022.

- b) **Tap On / Tap Off contactless daily and weekly ticket capping is already possible and will be provided once buses are fitted with a second reader. Fare capping will help to make fares much simpler and easier for customers to understand.**

Target 3b: Although a 25% discount to 16–19-year-olds is already in place, it would be good to explore delivering further discounted travel products or deals for young people (16-21) with delivery through external funding to kick start the programme, by Autumn 2023.

Target 3c: Develop a 'how to use the bus' awareness and information programme aimed at teenage children and young people, jointly with Southern Vectis, to help promote and explain what travel by bus entails in simple easy to understand steps, by Autumn 2022.

- c) **We will develop tools, videos and materials that help prospective bus passengers, particularly young people, to understand how easy it is to use bus**

services, so as to break down perceived barriers that deter bus usage and help promote a positive image for bus use.

Target 3d: To continue to work in partnership with Southern Vectis and the Department for Work and Pensions on schemes to assist jobseekers and new employees with the cost of travel.

- d) We will continue to work in partnership with Southern Vectis and the *Department for Work and Pensions* on schemes that will help jobseekers with the cost of travel on public bus services, when attending interviews, and for the newly employed, in order to embed the travel behaviour change towards sustainable travel modes.

Ambition 4: There must be seamless, integrated local ticketing across all types of public transport on the Island

Commitment 4: We will investigate options that will seek to improve the range of multi-operator bus/ferry/train ticketing for the Island, through liaison with the main transport providers for the Island.

- a) We will identify all areas on the Island where the lack of inter-available tickets, reduces the journey opportunities for bus, train or ferry passengers, and where this can result in a premium being paid for travel. We will work with the bus operator to identify joint ticketing arrangements.

Target 4a: To convene a Forum of bus, rail and ferry operators, on the Island, to investigate the demand and opportunity for further integration of tickets across all modes of transport by October 2022.

Ambition 5: Service patterns must be integrated with other modes

Commitment 5: In extending the reach of bus services beyond current service patterns, we commit to ensuring that new early morning, evening and weekend services link in effectively to rail and ferry services and that mobility hubs are designed and located so as to encourage and enable easy onward travel by bus.

- a) Good two-way integration between bus, rail and ferry services is key to getting people to choose public transport for their whole journey. Bus-ferry-rail integration is already very good on the Island, with bus services operating via station forecourts and ferry terminals. In extending the reach of bus services to cover early morning, later evening and additional weekend services, consideration will be given to enabling reliable connections with rail and ferry services, recognising the needs of bus users travelling to other destinations (island as well as mainland) so these people are not inconvenienced as a result.
- b) With significant changes in the way many people work and changing shift patterns, buses have an important role to play in getting people to employment. We will work to ensure bus services operate to align with demand of key workers

at hospitals etc and investigate opportunities for buses to operate via business parks and major employment areas where this currently is not the case.

- c) Learning from experience gained through TCF projects, IWC will work to deliver new mobility hubs at key locations within key areas of the Island, to provide a range of smart mobility, commercial and employment services tailored to the needs of that area (which could include EV charging points, remote delivery lockers, e-bike/ e-scooter hire, secure bike storage and collaborative workspaces that can be used for remote and flexible working) in one place, so as to improve the attractiveness and convenience of sustainable mobility relative to the private car.

Target 5a: That new Local Mobility Hubs and community services hubs developed by IWC and partners are designed in a way that encourages and enables increased levels of travel by bus (i.e. trialling first mile last mile options and other community transport solutions). This will be monitored by annual surveys of hub users to understand numbers of people using facilities and making onward travel journeys by bus from hubs.

Target 5b: Identify locations for mobility hubs on the Island as well as an approach to design to be funded through developer contributions, external funding and partnership projects.

- d) We will seek to promote improved mobility within rural and more isolated areas of the Island by working in partnership with private sector micro-mobility / demand responsive transport providers in addition to the voluntary sector. We will firstly seek to develop first mile last mile solutions suitable for the more rural areas. Where these are not viable, we will seek to bring together local communities and community transport operators to explore the opportunities for smaller minibus sized vehicles to provide services. These will allow passengers to connect onto commercially viable bus services and rail / ferry services promoting the availability of economically necessary journeys within rural communities and reducing transport poverty.
- e) We will look to reduce the number of longer journeys that need to be made from rural communities by championing the introduction of mobility hubs funded through the private sector and owned within local communities to better connect communities and enable seamless interchange points.

Ambition 6: The local bus network is presented as a single system that works together, with clear passenger information

Commitment 6: Although we should recognise that post Covid the bus network may need to be amended to best meet the change in demands of passengers, it might not be appropriate to be the same as before. Recovery of bus patronage may not continue at pace and this may have an impact on services. We commit to ensuring that the local bus network continues to be presented as a single system that works well together, with clear passenger information. We will achieve this by:

Target 6a: IWC and SVOC to work together to identify gaps in the current network with a view to developing solutions funded through BBB and/or Developer contributions with the aspiration of developing solutions that can be commercially viable in the medium term.

- a) **Building on the Back to Bus Covid-19 recovery industry-wide marketing initiatives, we will carry out joint multi-operator (bus/ferry/rail) marketing initiatives to actively market and promote use of the bus as a travel mode, as a complementary overlay to operators' own marketing and promotional campaigns. As part of this joint marketing, IWC will fully support these joint campaigns via its' own social media and other communication channels.**

Target 6b: By April 2022 two windows per year will be identified when timetable changes (other than emergency timetables, those services operated under contract such as school/university related services and seasonal summer uplifts) are made and this will be publicised by both the local authority and operators.

- b) **IWC will seek funding from new developments and from Bus Back Better to deliver a rolling programme of real-time information screens at bus stops to help provide customer reassurance and confidence in bus arrival times.**
- c) **IWC and Southern Vectis will continue to work together to deliver co-ordinated bus timetable changes, so that these happen at the same time of year. Emergency timetables in response to roadworks, tendered services to third parties other than IWC would be exempt from this.**
- d) **Southern Vectis will continue to commit to share the information on these changes with sufficient lead-in time needed to ensure that IWC can ensure information can be publicised and accurate feeds are in place for real time information and *Traveline* journey planning information.**

*Target 6c: From April 2022, full details of all scheduled service changes 28 days prior to their introduction will be provided (unless when emergency timetables are introduced) and continue to ensure that all roadside information (printed and electronic) will be in place by or on the day of the change. The local authority will ensure that this is publicised on the IWC website and *Traveline* a minimum of 14 days prior to the introduction of service.*

Ambition 7: Modern buses and decarbonisation

Commitment 7: We commit to providing customers with a modern bus fleet with a high-quality on-bus environment that meets their needs and to working towards decarbonisation. We will

- a) **Ensure that we provide, in every bus, next stop audio visual announcements and USB charging points on every bus by April 2022 to help improve the bus travel experience for customers.**
- b) **Ensure that all buses that operate in Clean Air Zones are compliant with Euro VI or better emissions standards for NO₂ as soon as possible.**

- c) **Work towards realising the targets set by Southern Vectis - to achieve a fully zero-emission bus fleet by 2035.**

Target 7a: To develop a joint approach to decarbonising the bus fleet on the Island, including issues around technologies suitable the terrain, in depot provision, provision of new depot facilities where needed and power supply and generation as well as development of funding bids to ensure a carbon free bus fleet by 2035.

Target 7b: IWC will develop a minimum Euro VI emissions specification to include within all future tenders for supported services, and work towards a requirement for zero emission vehicles in all tenders to become the norm by 2030. December 2030.

Ambition 8: Give bus passengers more of a voice and a say (and bus services should also be safe and perceived to be safe by all)

Commitment 8: We commit to working to meet and exceed the needs and expectations of bus passengers on the Island and give them a stronger voice. We will:

- a) **Continue to work with Southern Vectis in the development of their Customer Charter, with provisions on punctuality, vehicle cleanliness, proportion of services operated, information and redress.**
- b) **Fully support other pro-passenger initiatives provided by Southern Vectis.**

Target 8a: To introduce new/ improved Customer Charter for bus operators that run services on the Isle of Wight by September 2022.

- c) **We will work with Bus Users UK and the Isle of Wight Bus and Rail User Group (IWBURG) towards establishing an Isle of Wight Bus Users Forum, which will provide a forum for bus passengers to set out areas of the passenger experience that operators need to prioritise.**

Target 8b: Increase bus passenger satisfaction by 5% from a base of 92% (2019 – Southern Vectis survey results) by 2026/27

Target 8c: Seek to Establish formal engagement with Isle of Wight Bus Stakeholder Forum by April 2022 which will discuss and give feedback on punctuality, vehicle cleanliness, proportion of services operated, information and redress.

- d) **We will work with operators to ensure that all buses operating on the Island continue to have on-board CCTV.**
- e) **We will ensure that all future upgrades and improvements to bus shelters incorporate good levels of lighting and that where possible stops in town centres and outside colleges and schools are covered by new or existing CCTV.**
- f) **We know that safety and security does not start and finish when people get on and off buses. We will therefore work within the local authority and through discussions with bus users, to identify walking routes to key bus stops and ensure that they are safe, accessible and well lit.**

- g) We will develop closer partnership working with the Police and Neighbourhood Watch groups in areas with high incidences of anti-social behaviour and crime to help bus passengers feel safer whilst waiting at or travelling to and from bus stops on foot.**

Target 8d: Ensure that all buses operating on the Island, continue to have on-board CCTV – ongoing.

Ambition 9: More demand-responsive services and ‘socially necessary’ transport

Commitment 9: We commit to trialling innovative and value for money approaches to meeting the public transport travel needs of rural areas that cannot be viably served by conventional timetabled bus services.

Target 9a: IWC to work with Southern Vectis on understanding the perceived lack of value for money of services with a view to undertaking appropriate fares initiatives.

- a) IWC and Southern Vectis will work together in understanding and challenging the perception that ticket prices are perceived by some as not value for money on the Island.**

Target 9b: Agree set of criteria and design a demand prediction tool for funding new socially and economically necessary bus services and subject to securing BBB revenue funding, tender for these by October 2022.

- b) We will seek Bus Back Better funding to secure revenue funding to deliver new socially necessary community bus services where these meet a strong community need, where such services have reasonable prospects of becoming commercially viable in their own right by the end of the funding period. We will expect our operators to match fund any such services to demonstrate our shared ambition and commitment to commercially viable services.**
- c) We will encourage private sector innovation and community-led bottom-up solutions to meet the travel needs of rural and more isolated areas of the Island, effectively via the DRT Challenge Fund. The creation of the Challenge Fund will allow for schemes of varying designs and scales to be trialled to enable us to respond to the individual needs of a range of rural communities.**

Target 9c: Identify the demand for DRT on the Island and seek to establish a DRT challenge fund for operators.

- d) We will seek to utilise the latest technology to ensure our services are as flexible and accessible as possible. We will ensure that all residents have access to the same Real Time Passenger Information, increasing confidence in the reliability and the sense of safety whilst using less frequent services. We will bring new technology to our taxishare and community transport services which enable smarter scheduling capabilities for community transport and a more flexible offer to passengers for taxi share services.**

Target 9d: To introduce new and improved technological solutions to IWC supported community transport services and taxi-shares by April 2023. Evidenced through the number of funded improvements to onboard technology, i.e. ticketing systems or other technology such as the introduction of DRT.

Target 9e: Increase frequency of bus links in rural areas to encourage 25% more bus journeys from rural locations by 2040. Work with Southern Vectis to identify areas for improvements.

Target 9f: Will explore the potential of bike racks/spaces for bicycles on bus services operating along rural bus routes.

Ambition 10: Longer term transformation of networks through Bus Rapid Transit and other measures

Commitment 10: We commit to preparing plans and funding bids to secure investment to enable the longer term transformation of networks through delivery of Bus Rapid Transit and other significant measures. We will

- a) **Develop a high-quality, distinctive Bus Rapid Transit offer for the flagship urban bus corridors on the Island where it has been identified to have the strongest passenger growth potential.**

Target 10a: BRT Schemes to be developed in consideration of the main corridors to/from ferry terminals or interchanges i.e. to/from Ryde as an extension of the SEHRT.

- b) **Ensure that new housing developments are built in locations that are straightforward and commercially viable to serve well by existing local bus services and are future-proofed, with layouts that make it easy to operate a bus service through them and that these are accessible with walking distances to the bus route minimised.**

Target 10b: We will embed stronger public transport accessibility tests into development planning processes and will facilitate developers to better engage with bus operators at the pre-application and pre-master-planning stage. Southern Vectis will be a consultee on all planning applications involving >50 new dwellings and significant new office or retail floorspace. The Local Plan will highlight the need for bus friendly development with a strong focus on enhancing the existing bus network first rather than developing new dedicated services, to maximise the wider community benefit with the cost-of-service enhancements being met by the developer.

- c) **Work pro-actively to ensure that IWC and Southern Vectis ambitions to improve the quality and attractiveness of bus services are not diminished or weakened as a result of current policies the parking strategies.**
- d) **In order to realise the full benefits of BRT and a revised parking strategy some form of car restraint may be needed if buses are going to lead the change in culture advocated by Government towards use of cars and public transport. This is not something IWC can lead alone as it needs a coordinated approach from central Government, but the authority is committed to working positively with Government in this area of policy.**

Target 10c: IWC and SVOC will work with 'Visit Isle of Wight' to double the number of tourists travelling by bus around the Island from 11% in 2017 to 20% by 2040.

- e) **Since the Covid-19 pandemic the rise in UK based holidays has risen significantly. IWC and Southern Vectis will build upon this to promote the Islands major tourist assets and attractions, promoting how the bus network supports access to these.**

Target 10c: Increase use of public transport among council staff to 18% (currently at 7%). Promote staff discounts for public transport with communications plan via C&E or HR. Introduce season ticket loans for commuters. A 20% council discount is available on Southern Vectis buses for season tickets.

4.3 – A Level of Government funding commensurate with our level of ambition is required to deliver a better Isle of Wight bus network

IWC and Southern Vectis are very excited about delivering the plans set out within the Isle of Wight BSIP. The delivery plans outlined above are very ambitious and wide ranging, fully addressing the ten **DfT** ambitions set out in the BSIP guidance. The IWC and our local bus operator partner Southern Vectis are fully committed to delivering and meeting the challenge set by Government. However, to achieve everything sets out here will require significant levels of investment, we will only be able meet the aspirations set out here if sufficient funding is made available by Government to the local authority and our partners.

The ambition above and associated targets have been developed, assuming that everything in this BSIP is funded and the minimum level of funding needed to achieve each of them will be clearly set out in the Enhance Partnership. If the necessary funding is not made available then the authority will amend them, to be proportionate to the funding that is made available.

4.4. Process followed to identify potential locations for new bus infrastructure

To deliver this level of ambition, we have been working with Southern Vectis and other key stakeholders to identify the key interventions that are likely to be needed to reduce bus journey times and improve reliability. In terms of capital measures, we have obtained the bus priority infrastructure and other infrastructure 'asks' from bus operators for key corridors where buses experience delays. Over the coming months, these will be ranked into a provisional priority order along with other ticketing and fares equipment.

Appendix 1 sets out the full list of suggested improvement proposals raised by Southern Vectis as the local commercial operator. These proposals are still to be examined in partnership between the operator and the Local Transport Authority, prior to any agreement on the final improvement measures to be pursued. Likewise changes to any proposed traffic orders would have to follow formal consultation process.

Appendix 1 includes a description of the location, the issue, and proposed interventions of each infrastructure measures, including bus priority infrastructure and priority of each suggested improvement measure.

Delivery of the proposals set out below will be subject to a feasibility assessment which will consider physical highway space constraints and also the likely benefits based on the numbers

of buses (and passengers) who would gain. We will also consider ticketing and other policy measures as part of the Enhanced Partnership process.

This list of proposed capital and revenue interventions will be further developed and consulted on widely as part of the preparation of our Enhanced Partnership Scheme/(s).

Section 5 – Reporting

IWC will publish a report every six months to show process made against the targets set out in Table 4. As most targets have monitoring dates of either March or September of each year, to allow sufficient time for the collation, analysis of the data, and the writing up of BSIP monitoring reports, the progress reports will be published by the end of May and November of each year.

The reports will be published on the IWC website at this url:

[*add url here***]**

Section 6 – Overview Table

Table 6 below summarises the key outputs of the BSIP and how it meets requirements set out in the *Bus Back Better Strategy*.

The purpose of this section is to give readers, including passengers and the Department, an overview of the commitments in the BSIP which IWC and their operator Southern Vectis, in conjunction with neighbouring LTAs and District and Borough Councils will work towards, to improve local bus services across the Island.

Table 10: Summary table of key BSIP outputs

Name of Local Transport authority:	Isle of Wight Council
Franchising or Enhanced Partnership (or both):	Enhanced Partnership
Date of publication:	31 October 2021
Date of next annual update:	31 October 2022
URL of published BSIP:	[To be added post Decision Day]

Metric	Average recorded for 2018/19	Average recorded for 2019/20	BSIP Target for by end March 2025	Description of how each will be measured
Journey time	tbc	tbc	9% faster	From monitoring of journey times on a sample of eight representative bus routes (listed in Table 5)
Reliability	tbc	tbc	90% of services on time	From monitoring of journey time reliability on a sample of xx representative bus routes (listed in Table 5)
Passenger Numbers	8.0m	7.9m		Operator data on passenger boardings will be collated to produce monthly totals. These will be averaged to provide a 12 monthly average figure.
Average passenger satisfaction	93%	92%	96% (+5%)	Annual surveys will be commissioned to measure customer satisfaction of a sample of bus passengers regarding different aspects of their bus journey.

Delivery – Does your BSIP detail policies to:	Yes/No	Explanation (max 50 words)
Make improvements to bus services and planning		
<i>More frequent and reliable services</i>		
Review service frequency	Yes	We will work closely with Southern Vectis as are main operator on the Island to seek to reduce their Peak Vehicle Requirement on bus corridors through bus priority measures. The buses that are freed up will be redeployed to improve frequencies on those routes that

Delivery – Does your BSIP detail policies to:	Yes/No	Explanation (max 50 words)
		have the strongest prospects to achieve passenger growth.
Increase bus priority measures	Yes	We are sifting and prioritising the proposals for bus priority provided by Southern that are set out in Appendix 1 and will then develop a programme of investment in those measures that perform strongest. Alongside bus lanes, will include restrictions on on-street parking where this delays buses.
Increase demand responsive services	Yes	We will explore and trial innovative solutions to meet the transport needs of areas of the Island that it is not cost-effective to serve via conventional bus services.
Consideration of bus rapid transport networks	Yes	We will seek to developed BRT options on the Island, where feasible and in consideration of the main corridors to/from ferry terminals or interchanges.
Improvements to planning/ integration with other modes		
Integrate services with other modes	Yes	Bus/rail and bus/ferry integration is already good. We want to invest in real time information and waiting areas to improve the offer and work together with all the transport operators to ensure that waiting times for connections are minimised where possible.
Simplify services	Yes	Southern Vectis will continue to ensure maps and publicity show all services Island wide. Where possible, timetable changes will be undertaken during the same months of the year.
Review socially necessary services	Yes	There is a need to ensure that supported services provide good value for money whilst providing access to key services, across the Island. Additional funding secured will be carefully prioritised so as to share risk and enable improvements to work towards becoming commercially viable.
Invest in 'superbus' networks	Yes	IWC will invest to improve the quality of bus stops, Island wide, to offer a more attractive and accessible waiting environment, with the addition of real time information.
Improvements to fares and ticketing		
Lower fares	Yes	The existing range of fares offered by Southern Vectis represents good value for money for regular bus users and visitors to the Island. Further investment in 'Tap-on tap off' will help ensure that customers making multiple bus journeys do not pay more than the cap. Discounted travel products for young people (16-21) are being pursued.
Simplify fares	Yes	'Tap-on tap off' will help make paying for bus travel simpler and easier for customers.
Integrate ticketing between other public transport modes	Yes	Multi-operator ticketing across all modes of transport will be investigated to better meet travel needs of bus passengers making ferry and rail journey connections.
Make improvements to the bus passenger experience		
Higher spec buses		
Invest in improved bus specifications	Yes	In recent years, Southern Vectis have invested heavily in their bus fleets (new buses, on-board USB charging and next stop audio visual announcements), which will continue until all buses are fully fitted.

Delivery – Does your BSIP detail policies to:	Yes/No	Explanation (max 50 words)
Invest in accessible and inclusive bus services	Yes	In recent years, Southern Vectis have invested heavily in their bus fleet. All are step free, and most of which can kneel to aid boarding and the newest vehicles have ramps. Some bus stops have raised easy access cassette kerbs, and more will be rolled out.
Protect personal safety of bus passengers	Yes	All Southern Vectis buses, on the Island, have on-board CCTV. IWC will invest in improvements to walking routes to and from bus stops and ensure that street lighting is well-maintained.
Improve buses for tourists	Yes	Seasonal tourist services are an important growth market to IWC and Southern Vectis. We will continue to work together to investment in marketing these services, to support car-free sustainable tourism on the Island.
Invest in decarbonisation	Yes	We will work hard to de-carbonise the Islands bus services as quickly as possible, seeking funding through ZEBRA bids to facilitate this.
Improvements to passenger engagement		
Passenger charter	Yes	An Isle of Wight bus Passenger Charter will be developed by September 2022, setting out clear provisions on punctuality, vehicle cleanliness, proportion of services operated, information and redress.
Strengthen network identity	Yes	Southern Vectis is already a well-recognised and established brand across the Island. IWC will continue to work with Southern Vectis on promoting and marketing its identity, services and offers.
Improve bus information	Yes	We will ensure that online, app and at stop information is up-to-date and is clear and easy to understand.
Other - Better land use planning and pricing of car parking		
Bus friendly design of new developments	Yes	IWC will locate sites for development in places that are easy to extend existing frequent bus services and ensure that internal layouts enable easy access by bus.
Cost of car parking	Yes	IWC will seek to ensure that the cost of long-stay and medium stay car parking in town centres is higher than the cost of bus travel.



Bus Service Improvement Plan – Proposals for Southern Vectis Services

April 2021

Ref	Route	Av. Daytime Freq	Node/Link	LTA	Issue/Problem	Proposed Intervention	Outcome	Comments	Priority
V1	ALL	n/a	Island Wide	IoWC	Poor Quality Bus Stops and Shelters	Improved Infrastructure Programme	More attractive infrastructure which is fir for purpose		Infrastructure scheme
V2	ALL	n/a	Island Wide	IoWC	Poor Quality Information for Visitors	Real Time Information	Better Information		Infrastructure scheme
V3	ALL	n/a	Island Wide	IoWC	New Development – Poor Bus Access and/or provision	Bus Operator to be consultee on all major development applications and development control process – also involved in development of planning and transport policies to create better outcomes	Development which is more accessible by sustainable transport	Comments made on local plan allocations and policies with little feedback from the planning team	Governance Scheme

Page 275

Appendix 2

V4	ALL	n/a	Newport Bus Station	IoWC	Newport Bus Station at Capacity	Additional provision of extra stops on Church Litten and/or South Street	Better Interchange		Infrastructure scheme
V5	2/3 5 8 9 39	n/a	Coppins Bridge Gyratory	IoWC	Buses get stuck at traffic lights on approaches – Fairlee Road adds to the problem	Physical Priority and TSP	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V6	1	8	Redjet Connectivity	IoWC	Poor connectivity	Overall proposals for improvement at Cowes	Better Interchange		Infrastructure scheme
Page 276 V7	2 3 4 8 9 37	n/a	Ryde Interchange	IoWC	Poor connectivity	Poor interchange and outdated provision	Better Interchange	Delivered through TCF	Infrastructure scheme
V8	All	n/a	Island Wide	IoWC	Lack of bus priority through signalised junctions	TSP at:- Hunnycross Hill/St James Rd Medina Way to Hunnyhill Horsebridge Hill/Stag Lane Newport Road/Nodes Road Fairlee/Staplers	Journey Time Improvements Reliability Improvements		Infrastructure scheme

						High Street/Station Road Wooton Kite Hill/Fishbourne Lane Queens Road/John Street, Ryde Sandown Road/Newport Road			
V9	1	8	A3020 Newport Road, northbound between Coronation Avenue and Nodes Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V10	1	8	Carvel Lane Cowes	IoWC	HGV's and vans park and drop-off, as well as taxis using bus stop and turning circle	Make road outside turning circle no stopping at any time and make tuning circle buses only	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V11	1	8	Park Road, between Victoria Road and Roundhouse roundabout in both directions	IoWC	On street parking removes road space and lengthens journey times for large vehicles	remove or re-site on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V12	1	8	Newport Road	IoWC	On street parking removes road space and lengthens journey times for large vehicles	remove or re-site on-street parking between Mill Hill Road and Arctic Road in both directions	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability

V13	1	8	Newport Road, between Church Lane and Nodes Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V14	1	8	Nodes Road, between Uplands Road and Newport Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V15	1	8	Medina Way	IoWC	Problem for buses leaving the bus stop outside St Marys, over traffic leaving hospital	Bus Gate or other priority	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V16	1	8	Medina Way, between hospital bus stop and St Marys roundabout	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V17	1	8	Hunnyhill, remove on-road parking in both directions	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V18	2	15 combined	Medina Avenue, between St Johns Place and Church Litten	IoWC	Congestion	Bus Lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V19	2	15 combined	St George's Approach, between Church Litten St George's Way roundabout	IoWC	Congestion	Bus Lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V20	2	15 combined	St George's Way, in run-up to Godric Road roundabout	IoWC	Congestion	Bus Lane	Journey Time Improvements		Priority 1 Improvement - Reliability

							Reliability Improvements		
V21	2	15 combined	Newport Road, Godshill	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between May Close and Church Hollow	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V22	2	15 combined	Victoria Avenue, Shanklin;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between Cliff Bridge and High Street	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement – Reliability
V23	2	15 combined	Languard Manor Road	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between Green Lane and Carter Avenue	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement – Reliability
V24	2	15 combined	Sandown Road	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between Flitcroft Gardens and Heath Gardens	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement – Reliability
V25	2	15 combined	Sandown Road, between Flitcroft Gardens and Newport Road	IoWC	Congestion	Bus Lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement – Reliability
V26	2	15 combined	Lake Hill, between The Mall to Beachfield Road	IoWC	On street parking removes road space and lengthens journey	Remove or re-site on-street parking between Victoria Road	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement – Reliability

					times for large vehicles	and The Broadway			
V27	2	15 combined	Avenue Road, between The Broadway and Perowne Way	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V28	2	15 combined	Morton Road, between Nicholas Close and Marshcombe Shute	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V29	2	15 combined	New Road; remove on-street parking between Marshcombe Shute and Station Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V30	2	15 combined	Roborough Lane, in run-up to junction with Carpenters Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V31	2	15 combined	Superstore, in run-up to roundabout at Brading Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V32	2	15 combined	Brading Road, between Cothey Way and Great Preston Road (Westridge traffic lights)	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V33	2	15 combined	Harding Road;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking on one side	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability

V34	2	15 combined	High Street;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking in both directions	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V35	2	15 combined	St John Hill, between Meaders Road and Monkton Street	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V36	2	15 combined	Park Road	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking in both direction	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V37	2	15 combined	George Street	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking on library side	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V38	2	15 combined	Union Street	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V39	2	15 combined	Monkton Street	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking in traffic direction	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V40	2	15 combined	Great Preston Road, between Smallbrook Lane and Brading Road	IoWC	Congestion	Bus lane	Journey Time Improvements		Priority 1 Improvement - Reliability

							Reliability Improvements		
V41	2	15 combined	Brading Road, Bullen Road to Superstore roundabout	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V42	2	15 combined	Beaper Shute, in run-up to Carpenters Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V43	2	15 combined	New Road, in run-up to Marshcombe Shute	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V44	2	15 combined	Morton Common, in run-up to Perowne Way	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V45	2	15 combined	Beachfield Road, between Ferncilff Road to the Broadway	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V46	2	15 combined	Sandown Road, between Lake Hill and Newport Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V47	2	15 combined	Languard Road;	IoWC	Road too narrow for vehicles to pass, leading to extended journey times	Widen road to provide bus stops in either direction to avoid going round the block	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V48	2	15 combined	Languard Road;	IoWC	On street parking removes road space and lengthens journey	Remove or re-site on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability

					times for large vehicles				
V49	2	15 combined	Languard Road, between car park and High Street	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V50	2	15 combined	High Street, in run-up to Victoria Avenue	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V51	2	15 combined	Merstone Lane;	IoWC	Road too narrow for vehicles to pass, leading to extended journey times	Widen entire length of road to allow vehicles to pass	Improved Access & reliability		Priority 1 Improvement - Reliability
V52	2	15 combined	Blackwater Road, between in run-up to Shide Road junction	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V53	2	15 combined	St Georges Way, between ASDA roundabout and St Goerge's Approach	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V54	2	15 combined	Medina Avenue & St George's Approach all way to Church Litten	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V55	2	15 combined	Church Litten, entire length	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V56	3	15 combined	St Johns Road, Wroxall;	IoWC	On street parking removes road space and lengthens journey	remove or re-site on-street parking in both directions	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability

					times for large vehicles				
V57	3	15 combined	Newport Road, widen between Mountfield Road and Rew Lane in both directions	IoWC	Road to narrow for vehicles to pass, leading to extended journey times	Widen road to allow vehicles to pass	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V58	3	15 combined	Newport Road; remove on-street parking between Rew Lane and Gills Cliff Road in both directions	IoWC	Road to narrow for vehicles to pass, leading to extended journey times	Widen road to allow vehicles to pass	Improved Access & reliability		Priority 1 Improvement - Reliability
V59	3	15 combined	Ocean View Road/Mitchell Avenue;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking on full length in both directions	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V60	3	15 combined	Spring Hill; remove on-street parking in both directions	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking on full length in both directions	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V61	3	15 combined	Victoria Street;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking on full length in both directions	Journey Time Improvements Reliability Improvements	Non-residential	Priority 1 Improvement - Reliability
V62	3	15 combined	High Street;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between Boots and Spring Hill	Journey Time Improvements Reliability Improvements	Non-residential	Priority 1 Improvement - Reliability

V63	3	15 combined	High Street;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between West Street and Madeira Road	Journey Time Improvements Reliability Improvements	Non-residential	Priority 1 Improvement - Reliability
V64	3	15 combined	St Boniface Road;	IoWC	Road to narrow for vehicles to pass, leading to extended journey times	Widen between Trinity Road and Madeira Road	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V65	3	15 combined	Leeson Road,	IoWC	Road to narrow for vehicles to pass, leading to extended journey times	Widen from Banās Close up the hill to allow vehicle to pass	Journey Time Improvements Reliability Improvements		Priority 1 Improvement – Reliability
V66	3	15 combined	Leeson Road,	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between Bonchruch Chute and Bonchruch car park	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement – Reliability
V67	3	15 combined	High Street, in lead-up to junction with Victoria Avenue	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement – Reliability
V68	3	15 combined	Regent Street	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking in both directions	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement – Reliability

V69	3	15 combined	Sandown Road;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between Alresford Road and rail bridge	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V79	3	15 combined	Appley Road;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between Malborough Road and Alexandra Road in both directions	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V71	3	15 combined	St John Hill;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove on-street parking between Alexandra Road and Lower Highlands Road in both directions	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V72	4	60	York Avenue;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking between Adelaide Grove and Victoria Grove	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement - Reliability
V73	4	60	Whippingham Road, in run-up to Racecourse roundabout	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement - Reliability

V74	4	60	High Street, between Palmers Road and Station Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V75	4	60	Kite Hill, in run-up to junction at Fishbourne Lane Ends Binstead Road, between Ryde House Drive and Queens Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V76	4	60	Queens Road, between Westwood Road to Binstead Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V77	4	60	Elenors Grove, in run-up to lights at Fishbourne Lane Ends	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V78	4	60	High Street, between Rectory Drive and Station Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V79	4	60	Lushington Hill, in run-up to Racecourse roundabout,	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V80	4	60	Service Enhancements - Enhanced Frequency throughout timetable	IoWC	Low Frequency	Kick Start Funding	Improved Service Levels	Could use Supported Service Fund or BBBF	Service Enhancement
V81	5	20	East Street, from Furlongs to Coppins Bridge	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability

V82	5	20	Coppins Bridge, all the way round	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V83	5	20	Racecourse, in run up to roundabout, needs to access all directions	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V84	5	20	Victoria Grove and Adelaide Grove	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement – Reliability
V85	5, 9	10	Fairlee Road (Binfield to Coppins)	IoWC	Queuing traffic on Fairlee Road between Binfield Corner and Coppins Bridge junction	Fairlee Bus Transit Route using former railway between	Journey Time Improvements Reliability Improvements	Proposed by IoW User Group	Priority 1 Improvement - Reliability
V86	5	20	South Street, between Furlongs and Church Litten	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V87	6	120	Carisbrooke Road, from the Mall to Wellington Road;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking in both directions	Journey Time Improvements Reliability Improvements		Priority 1 Improvement – Reliability
V88	6	120	Whitcombe Road, up the hill from Cedar Hill roundabout;	IoWC	Road too narrow for vehicles to pass, leading to extended journey times	Widen road	Journey Time Improvements Reliability Improvements		Priority 1 Improvement – Reliability

V89	6	120	Whitcombe Road, between Little Whitcombe Farm and Great Whitcombe Manor; widen road to allow vehicles to pass	IoWC	Road too narrow for vehicles to pass, leading to extended journey times	Widen road	Journey Time Improvements Reliability Improvements		Priority 3 Improvement – Reliability
V90	6	120	Chillerton Village;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Non-Residential	Priority 3 Improvement – Reliability
V91	6	120	Rectory Road, between Newport Road and Rectory Lane;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 3 Improvement – Reliability
V92	6	120	Service Enhancement to Hourly with Sunday Service	IoWC	Declining Service level over several years	Kick Start Funding	Improved Service Levels	Could use Supported Service Fund or BBBF	Service Enhancement
V93	7	30	Priory Road, between Carisbrooke High Street and School Lane,	IoWC	Road too narrow for vehicles to pass, leading to extended journey times	Widen to allow vehicles to pass	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V94	7	30	Gunville Road, entire length;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement – Reliability
V95	7	30	River Road, Yarmouth,	IoWC	Congestion on approach to bus station	Require bus only priority into bus	Journey Time Improvements		Priority 2 Improvement – Reliability

						station, avoiding ferry traffic from both directions	Reliability Improvements		
V96	7	30	Alum Bay New Road, between Alum Bay Old Road and Alum Bay roundabout	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V97	7	30	Main Road, Newbridge,	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re- locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement – Reliability
V98	7	30	Enhanced evening and Sunday service	IoWC	Timetable is not all day	Kick Start funding	Improved Service Levels	Could use Supported Service Fund or BBBF	Service Enhancement
V99	8	60	Beachfield road, Sandown	IoWC	Congestion	Bus Gate on approach	Journey Time Improvements Reliability Improvements		
V100	8	60	Enhanced daytime and evening service frequency	IoWC	Timetable is not all day	Kick Start funding	Improved Service Levels	Could use Supported Service Fund or BBBF	Service Enhancement
V101	12	120	Enhanced daytime frequency, and an evening service	IoWC	Timetable is not all day	Kick Start funding	Improved Service Levels	Could use Supported Service Fund or BBBF	Service Enhancement
V102	37	60	Enhanced daytime frequency with evening and Sunday service	IoWC	Timetable is not all day	Kick Start funding	Improved Service Levels	Could use Supported Service Fund or BBBF	Service Enhancement

V103	38	30	Hinton Road, Newport, entire length	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement – Reliability
V104	38	30	Purdy Road, Newport, entire length	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement – Reliability
V105	38	30	Whitepit lane, between castle Road and Mount Joy	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement – Reliability
V106	38	30	Shide Road, between St John's road and Laburnam Close	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement – Reliability
V107	38	30	Medina Avenue, between Shide rd and St George's approach	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement – Reliability
V108	38	30	Evening Service	IoWC	Currently no evening service	Kick Start funding	Improved Service Levels	Could use Supported Service Fund, Asda funding or BBBF	Service Enhancement
V109	39	5/day	Enhanced daytime frequency, evening,	IoWC	Timetable is not all day	Kick Start funding	Improved Service Levels	Could use Supported	Service Enhancement

			Saturday and Sunday service					Service Fund, Asda funding or BBBF	
V110	Community Bus	various	Enhance days of operation	IoWC	Timetable is not daily	Kick Start funding	Improved Service Levels	Could use Supported Service Fund or BBBF	Service Enhancement
V111	2, 3, 8, 38	8	Church Litten to Orchard Street	IoWC	Buses are delayed by queuing traffic and signal delays at the junction with South Street	40m bus-only link from Church Litten to Orchard Street, across the southern end of the Orchard Street car park	Journey Time Improvements Reliability Improvements	Proposed by IoW User Group	Priority 1 Improvement - Reliability
Page 292 V112	24	4 jnys per day	Beachfield Road approaching the junction with Broadway	IoWC	Buses are delayed by queuing traffic on Beachfield Road approaching the junction with roadway	Westbound Bus Lane	Journey Time Improvements Reliability Improvements	Proposed by IoW User Group	Priority 3 Improvement - Reliability
V113	2	30	Cemetery Road with Sandown Road, Lake	IoWC	Tight left turn from Cemetery Road	Kerb realignment	Journey Time Improvements Reliability Improvements	Proposed by IoW User Group	Priority 3 Improvement - Reliability
V114	2, 3	15 combined in each direction	Former Shankin Bus Station	IoWC	Layout Poor to passengers and reliability	Shankin Bus Station Bus Lane Platform	Journey Time Improvements Reliability Improvements	Proposed by IoW User Group	Priority 1 Improvement - Reliability
V115	2, 3	15 combined	Shankin Rail Station Interchange	IoWC	route 3 buses have to circulate around the station car park	Bus stop was relocated around 14m towards the ticket office	Journey Time Improvements Reliability Improvements	Proposed by IoW User Group	Priority 1 Improvement - Reliability

						entrance, the buses could turn and exit from the station area more quickly			
V116	22 Shanklin Shuttle	n/a	High Street back from the signals at the junction with Victoria Avenue, Shankin	IoWC	In summer there is often a queue on the High Street back from the signals at the junction with Victoria Avenue	Yellow Box Junction	Journey Time Improvements Reliability Improvements	Proposed by IoW User Group	Priority 3 Improvement - Reliability

Key

Priority 1 Improvement – Reliability
Priority 2 Improvement – Reliability
Priority 3 Improvement – Reliability
Infrastructure Scheme
Governance Scheme
Service Enhancement Potential

This page is intentionally left blank

Stage 1 Equality Impact Assessment – Initial Screening

Assessor(s) Name(s):	Stewart Chandler
Directorate:	Neighbourhoods
Date of Completion:	17/09/2021

Name of Policy/Strategy/Service/Function Proposal

Bus Services Improvement Plan

The Aims, Objectives and Expected Outcomes:

This Cabinet Report is seeking approval to: of the draft Bus services Improvement Plan (BSIP) prior to establishing an Enhanced Partnership with Southern Vectis, as the sole commercial bus operator for the Island, by April 2022; and authority to publish the BSIP by the end of October 2021 and send to the Department for Transport.

The expected outcomes include improved bus services on the Isle of Wight, reversing the recent shift in journeys away from public transport, encouraging passengers back to bus by planning and delivering a fully integrated service with simple, multi-modal tickets, more bus priority measures, high-quality information for all passengers in more places, improved bus infrastructure and better turn-up-and-go frequencies that keep running into the evenings and at weekends.

Please delete as appropriate:

- This is a new policy/strategy/service/council function proposal
- ~~This is a proposal for a new, changed or removed policy/strategy/service/council function—~~
~~(check whether the original decision was equality impact assessed)~~

Key Questions to Consider in Assessing Potential Impact

Will the policy, strategy, service or council function proposal have a negative impact on any of the protected characteristics or other reasons that are relevant issues for the local community and/or staff?	No
Has previous consultation identified this issue as important or highlighted negative impact and/or we have created a “legitimate expectation” for consultation to take place? A legitimate expectation may be created when we have consulted on similar issues in the past or if we have ever given an indication that we would consult in such situations	No
Do different groups of people within the local community have different needs or experiences in the area this issue relates to?	No
Could the aims of these proposals be in conflict with the council’s general duty to pay due regard to the need to eliminate discrimination, advance equality of opportunity and to foster good relations between people who share a protected characteristic and people who do not?	No
Will the proposal have a significant effect on how services or a council function/s is/are delivered?	No
Will the proposal have a significant effect on how other organisations operate?	No
Does the proposal involve a significant commitment of resources?	No
Does the proposal relate to an area where there are known inequalities?	No

If you answer **Yes** to any of these questions, it will be necessary for you to proceed to a full Equality Impact Assessment after you have completed the rest of this initial screening form.

If you answer **No** to all of these questions, please provide appropriate evidence using the table below and complete the evidence considerations box and obtain sign off from your Head of Service.

Protected Characteristics	Positive	Negative	No impact	Reasons
Age	x			The proposal to: establish an Enhanced Partnership with local bus operators by April 2022; advise the Department for Transport of the Council's intention; publish the required BSIP by the end of October 2021 is not considered to have detrimental effect on persons covered by the protected characteristics. It is considered to have a positive impact on them in long term, providing better public transport. If approved, the impact of the proposal will be subject to a periodic review and this aspect will be monitored.
Disability	x			The proposal to: establish an Enhanced Partnership with local bus operators by April 2022; advise the Department for Transport of the Council's intention; publish the required BSIP by the end of October 2021 is not considered to have detrimental effect on persons covered by the protected characteristics. It is considered to have a positive impact on them in long term, providing better public transport. If approved, the impact of the proposal will be subject to a periodic review and this aspect will be monitored.
Gender Reassignment			x	
Marriage & Civil Partnership			x	
Pregnancy & Maternity	x			The proposal to: establish an Enhanced Partnership with local bus operators by April 2022; advise the Department for Transport of the Council's intention; publish the required BSIP by the end of October 2021 is not considered to have detrimental effect on persons covered by the protected characteristics. It is considered to have a positive impact on them in long term, providing better public transport. If approved, the impact of the proposal will be subject to a periodic review and this aspect will be monitored.
Race			x	
Religion / Belief			x	

Sex (male / female)			x	
Sexual Orientation			x	

Are there aspects of the proposal that contribute to or improve the opportunity for equality?	Yes
Delivering better public transport would provide more opportunities for social and physical activities to elderly, disabled and pregnant members of the society.	

Evidence Considered During Screening	
N/A	
Head of Service Sign off:	Colin Rowland, Director for Neighbourhoods
Advice sought from Legal Services (Name)	Jodie Gibson, Trainee Solicitor
Date	01/10/2021

A signed version is to be kept by your team and also an electronic version should be published on the council's website (follow the link from the EIA page on the intranet)

Stage 2 Full Equality Impact Assessment

Assessor(s)Name(s):	
Directorate:	
Date of Completion:	

Name of Policy/Strategy/Service/Function Proposal

The Aims, Objectives and Expected Outcomes:

Using the information provided in your initial screening, write a brief description of your policy, strategy, service or council function under assessment. It is important to focus on the reasons for a new or changed approach and what it intends to achieve. Include who the main beneficiaries or users are and the main groups of people with protected characteristics who are affected. State how this proposal fits with the council's corporate priorities.

Please delete as appropriate:

- This is a new policy/strategy/service/council function proposal
- This is a proposed change/review to/removal of an existing policy/strategy/service/council function (*check whether the original decision was equality impact assessed*)

Scope of the Equality Impact Assessment

Include any links to a previous equality impact assessment or work delivered by another Directorate/service or partner organisation. Describe the approach to be taken in data collection, stakeholder involvement and state who the stakeholders are.

Establish your monitoring and review arrangements.

Sources of evidence may include:

- *Service monitoring reports including equality monitoring data*
- *User feedback*
- *Population data – IW Facts and Figures (add link)*
- *Complaints data*
- *Published research, local or national*
- *Feedback from consultations and focus groups*
- *Feedback from individuals or organisations, other council departments, partner organisations etc*

Set out any data gaps that may need to be addressed and how you plan to address them and include in your action plan.

Analysis and assessment

Given the available information, what is the actual or likely impact on minority, disadvantaged, vulnerable and socially excluded groups? Is this impact positive or negative or a mixture of both? In particular set out how the council as a public body has met its duty to pay regard to eliminate unlawful discrimination, harassment and victimisation and advance the equality of opportunity and to foster good relations between people who share a protected characteristic and people who do not.

Detail what concerns were identified during any consultation exercises together with any positive impact that has been identified and how this can be promoted or enhanced. Are there any concerns from consultation and data gathering that have not been taken on board, if so, please justify and explain the reason for this.

Does the proposal have the potential to cause unlawful discrimination (for example is it possible that the proposal may exclude certain groups of people from obtaining services or limit their participation in any aspect of public life?)

Set out in light of the consultation and data gathering what changes, if any you will make to the proposal

What can be done to reduce the effects of any negative impacts? Where negative impact cannot be completely diminished, can this be justified and is it lawful?

Recommendations

Please summarise the main recommendations arising from the assessment. If it is not possible to diminish negative impacts to an acceptable or even a lawful level the recommendation should be that the proposal or the relevant part of it should not proceed.

Action/Improvement Plan

The table below should be completed using the information from your equality impact assessment to produce an action plan for the implementation of the proposals to:

1. Remove or lower the negative impact, and/or
2. Ensure that the negative impact is legal under anti-discriminatory law, and/or
3. Provide an opportunity to promote equality, equal opportunity and improve relations within equality target groups, i.e. increase the positive impact

Area of impact	Is there evidence of negative positive or no impact?	Could this lead to adverse impact and if so why?	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group or any other reason?	Please detail what measures or changes you will put in place to remedy any identified impact (NB: please make sure that you include actions to improve all areas of impact whether negative, neutral or positive)
Age				
Disability				
Gender Reassignment				
Marriage & Civil Partnership				
Pregnancy & Maternity				
Race				
Religion / Belief				

Area of impact	Is there evidence of negative positive or no impact?	Could this lead to adverse impact and if so why?	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group or any other reason?	Please detail what measures or changes you will put in place to remedy any identified impact (NB: please make sure that you include actions to improve all areas of impact whether negative, neutral or positive)
Sex (male or female)				
Sexual Orientation				
HR & workforce issues				
Human Rights implications if relevant				
<p>Please remember - actions should have SMART targets and be reported to the Diversity Board (this should be done via your Directorate representative) and incorporated into your service/team Plans and /or objectives of key staff</p>				

Summary	
Date of Assessment:	
Signed off by Head of Service/Director	
Review date	
Date published	

Publishing checklist	Yes	No
<ul style="list-style-type: none"> • <i>Plain English – will your EIA make sense to the public?</i> • <i>Acronyms – check you have explained any specialist names or terminology</i> • <i>Evidence – will your evidence stand up to scrutiny; can you justify your conclusions?</i> • <i>Stakeholders and verification – have you included a range of views and perspectives to back up you analysis?</i> • <i>Gaps and information – have you identified any gaps in services or information that need to be addressed in the action plan?</i> • <i>Success stories – have you included any positive impacts that have resulted in change for the better?</i> • <i>Action plan – is action plan SMART? Have you informed the relevant people to ensure the action plan is carried out?</i> • <i>Review have you included a review date and a named person to carry it out?</i> • <i>Challenge – has your equality impact assessment been taken to Diversity Board/Call Over for challenge?</i> • <i>Signing off – has your Head of Service/Director signed off your EIA?</i> • <i>Basics – have you signed and dated your EIA and named it for publishing?</i> • <i>A signed version to be kept by your team for review and electronic version to be uploaded on to the council’s website</i> 		



Cabinet report

Date	14 OCTOBER 2021
Title	FLOATING BRIDGE 6 UPDATE REPORT
Report of	CABINET MEMBER FOR HIGHWAYS PFI, TRANSPORT AND INFRASTRUCTURE

EXECUTIVE SUMMARY

1. This report provides an update on the issues being faced by Floating Bridge (FB6) including the legal case which is being pursued against the naval architect and the boat builder.
2. The report also sets out the case for commissioning an independent Cabinet Office Gateway 5 Review to determine whether FB6 vessel is fit for purpose in relation to the original specification, operating requirements and achieving wider outcomes. This accords with a formal request for the council to carry out an independent review by the Solent Local Enterprise Partnership (SLEP), the main funding partner for FB6.

RECOMMENDATION

3. Cabinet is asked to note the following:
 1. The continuation of the legal mediation process to be concluded by December of this year.
 2. The commissioning of an independent 'Gateway Review' to be undertaken by an appropriately qualified technical organisation which is independent of the development and submission of the business cases for the floating bridge project.
4. Cabinet is asked to approve: -
 3. To provide a further report to Cabinet in early 2022 upon the completion of Gateway 5 review and the conclusion of the legal mediation process.

Following the conclusion of the Legal mediation and the completion of the Gateway 5 review, this report would make recommendations for further actions in respect of the floating bridge, in terms of the existing FB6 vessel.

BACKGROUND

5. The sixth floating bridge (FB6), a chain operated ferry, has now been in service for over 4 years, commencing service on 13 May 2017. The current position of FB6 is well documented and councillors will be aware of the issues that have been experienced since it started in service. A full account and background to this together with the history of problems encountered was set out in the Scrutiny reports dated 6 October 2020 and 9 March 2021, which form appendix 1 and to the report.

Legal action

6. The Council continues to be involved in a legal action against both the naval architects and the boat builders to seek recompense for the poor performance of the vessel and other associated costs. As with all legal disputes of a technical and specialist nature it takes a considerable time to prepare the necessary evidence the council requires to be successful in progressing its case.
7. An agreement has been reached between the three parties to seek to settle this dispute through mediation in an effort to avoid lengthy and costly court proceedings. Although mediation is not mandatory, in cases of this sort, mediation has a good prospect of narrowing the issues in dispute or resolving them entirely and a court may take the view that a failure to mediate was unreasonable and impose sanctions in terms of costs.
8. Whilst the legal advice is to proceed to mediation, Cabinet could take the view that they wish to proceed straight to court proceedings. This option would be likely to add considerable delay to any resolution and result in the continuation of FB6 for the duration of the legal case. By way of illustration, even if a trial in the court proceedings were concluded in the council's favour, the council could expect up to two years to have elapsed in reaching that stage.
9. Given the above factors it is therefore proposed that the council continue to pursue a mediated settlement in the first instance.

Gateway review

10. There have been significant concerns expressed by the local community and other stakeholders regarding the current floating bridge due to the level of disruption caused by excessive downtime since 2017.
11. The main funding partner for FB6, the Solent Local Enterprise Partnership (SLEP), have requested that the council carries out an independent review in order to be satisfied that the current vessel is delivering the outcomes set out in the business case for FB6. The aim of the review is to assist the council in taking the best possible decisions to resolve the ongoing remaining issues of the floating bridge and achieve the required performance levels in the future.
12. A Cabinet Office Gateway 5 review will be undertaken by an appropriately qualified technical organisation with the relevant accreditation for this purpose which is independent of the development and submission of the business cases for the floating bridge. The independent review will reflect best practice and therefore follow the structure as defined by HM Government and as set out in the "Gate Review 5: Operations Review and Benefits Realisation" document which can be viewed in the following website: -

13. The SLEP have requested that the Gateway 5 Review and associated report is completed by December of this year. The commissioning and completion of the independent Gateway review will have no impact on the continuing legal case.
14. Work has already commenced to procure a suitably qualified and experienced supplier to ensure that the necessary work is completed by the end of November 2021.

Future actions

15. The Gateway 5 review process will inform any further decisions including, if appropriate, a list of further actions required to be taken to the current FB6 vessel, or the production of a suitable business case for any replacement vessel. Any proposals for a replacement vessel would also require extensive consultation with current users of the vessel and local stakeholders before any final designs were implemented.
16. As indicated above, it is intended to complete the mediation process by the end of the year. However, a legal route, beyond mediation could take a further 18 - 24 months. Any resulting alternative vessel could take a further four years to commission and build. Therefore, any option chosen would still require the existing FB6 to remain in service and be fit for purpose for that period.
17. It is proposed that a further report is presented to Cabinet, following the completion of the Gateway 5 Review and the mediation process, which will recommend more detailed options for the future of the existing FB6 or whether considerations need to be made for an alternative.

STRATEGIC CONTEXT

18. The continuation of a cross-Medina service between East Cowes and Cowes contributes to the council's priority as set out in the Corporate Plan of growing the economy and tourism.
19. The new floating bridge was commissioned with significant financial support from the Solent LEP as part of a wider regeneration support package for the Island.
20. The floating bridge is a discretionary service that the council has no legal obligation to provide. The council's medium-term budget strategy identifies the financial pressures facing the council in meeting its statutory responsibilities. Therefore, where the council chooses to provide discretionary services this should be at either a limited or no additional cost to the council.

CONSULTATION

21. Consultation will need to take place with key stakeholders in addition to legal support and advice when decisions are being taken on the future of the floating bridge service. Ongoing discussion and updates to the respective town and parish councils and users will continue. The views of the funding partner the Solent Local Enterprise Partnership (SLEP) will also be sought at appropriate junctures.

FINANCIAL / BUDGET IMPLICATIONS

22. There will be as yet undetermined legal costs associated with mediation and significantly higher costs if the council were to pursue the case through the courts.
23. The cost of the Gateway 5 Review is estimated to be around £10,000 - £15,000 and will be funded from within the existing budget.

CARBON EMISSIONS

24. Last year the Council resolved to acknowledge and declare a climate emergency (July 2019), with the aim of achieving net zero carbon emissions on the Island by 2030. The implementation of FB6 had a positive impact on the council's Carbon emissions though the replacement of old inefficient engines and plant with modern energy efficient equipment. The vessel also offers fuel emission savings from those vehicles using the bridge rather than the alternative road journey via Newport.

LEGAL IMPLICATIONS

25. The Council (as successor to the Isle of Wight County Council) acquired the floating bridge on 31 March 1972 under the Ferries (Acquisition by Local Authorities) Act 1919 and provides the service between East Cowes and Cowes pursuant to that Act. The council may charge such tolls as it determines.
26. The legal implications are outlined for the different options suggested above.

EQUALITY AND DIVERSITY

27. The council as a public body is required to meet its statutory obligations under the Equality Act 2010 to have due regard to eliminate unlawful discrimination, promote equal opportunities between people from different groups and to foster good relations between people who share a protected characteristic and people who do not share it. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
28. The proposal in this report has no direct impact on those with protected characteristics; however, the continuation of a link between East Cowes and Cowes will be important to ensure family links are maintained, that young people are able to easily access education provision and that carers can reach their family members and clients in a timely manner.

OPTIONS

29. The following options have been identified: -
 1. The continuation of the legal mediation process to be concluded by December of this year.
 2. The commissioning of an independent 'Gateway Review' to be undertaken by an appropriately qualified technical organisation which is independent of the development and submission of the business cases for the floating bridge project.

3. To provide a further report to Cabinet in early 2022 upon the completion of Gateway 5 review and the conclusion of the legal mediation process.

Following the conclusion of the Legal mediation and the completion of the Gateway 5 review, this report would make recommendations for further actions in respect of the floating bridge, in terms of the existing FB6 vessel or consideration of an alternative crossing.

RISK MANAGEMENT

30. The risks to the legal process are considerable and as yet undetermined. The authority will need to consider whether it is prepared to accept a financial outcome of mediation or to continue to court proceedings.

EVALUATION

31. This must set out clearly why one or more options are being recommended and others are not. In almost every case, the assessment will be how well the option contributes to the objective, how cost effective and affordable the option is and what risks are associated with the option.

APPENDICES ATTACHED

32. Appendix 1 - Scrutiny report – October 2020

Appendix 2 - Scrutiny report – February 2021

Contact Point: Alex Minns, Assistant Director Neighbourhoods, ☎ 821000
e-mail alex.minns @iow.gov.uk

COLIN ROWLAND
Director of Neighbourhoods

COUNCILLOR PHIL JORDAN
*Cabinet Member for Highways PFI,
Transport and Infrastructure*

This page is intentionally left blank



Isle of Wight Council Floating Bridge Update



1



Sept Committee Request

- To provide an update on the recent hydraulic issues and actions being undertaken to ensure that the vessel is operational as soon as possible.
- To enable discussions to take place on future options for the service involving Cllrs Love, Peacey-Wilcox , Jones-Evans, the Leader, Cabinet Member for Transport and Infrastructure and the Chief Executive.
- To provide copies of risk registers. These will be provided via committee admin on request and are a suite of documents.

2

Identified Issues



- This presentation will cover:
- The plan in place to resolve the immediate issues with the hydraulics system, identified after routine maintenance operations.
- The significant operational issues since FB6 commenced service in May 2017.
- In particular, insufficient clearance over the chains, deviation from the vessel's track across the river, noise issues, failures of the loading ramps' lifting systems, and recent issues with the hydraulic systems.

3

Hydraulic Issues



- Motors, pumps, valves and the hydraulic rams have been removed, stripped down, inspected and are being repaired as required.
- Rebuild has commenced and refitting started, which was planned to be completed by 25th of September for a return to service by the 9th of October.
- The work on the main motors have been delayed as one of them had considerably more damage than anticipated, which was been the main source of delays against the original programme.
- Subject to progressing to plan, the floating bridge should now return to the water for testing, week commencing the 9th of October. Following water based testing **we now expect a return to full service on the 17th of October.**

4

Future Operation Options



To develop a range of options to achieve an increased level of clearance over the chains and resolve the issue of deviation of the vessel from its track.

A variety of options were initially considered which included chain tensioning and the independent control of the driveshafts as well as additional river piles and a traffic lights system.

The most feasible was to consider installing side thrusters.

Thruster Arrangements

- if installed thrusters would improve operability and reduce future foreseeable downtime and the need for the push boat.
- The capital cost to purchase and install thrusters ranges and depends on the type of thruster, power requirements and complexity of the installation.
- An industry expert Longitude has sought to review and verify all the data provided by the shipbuilder and where necessary additional data to enable a preferred option to be proposed.

5

Option Evaluation



Eight thruster options are being evaluated the advantages and disadvantages of each set out in order to propose a preferred option. This is based on factors which include:

- initial capital and design costs,
- installation (out of service) time and loss of income,
- ongoing fuel consumption and costs,
- maintenance/service levels and costs,
- any noise impacts.

6

Longitude Final Report



The marine experts report is due to be completed by the end of October 2020. The report will identify the preferred option and set out the project plan, to include but not limited to

- Design time
- Liaison/approval with Maritime and Coastguard Agency (MCA)
- Lead times for equipment
- Offsite manufacturing time
- On site installation time
- Staff training
- Commissioning

7

Legal Implications



- Legal discussions are ongoing between the council and the two companies contracted to design and build the floating bridge with a view to recovering the costs of any financial losses sustained to date, and the costs of implementing any solutions.
- The parties are cooperating, and the shipbuilder has provided assistance and contributed to the solutions currently being considered.
- As parties are actively co-operating with a view to resolving the issues, it would be inappropriate to comment on detailed performance issues or the legal processes any further at this stage.

8



Committee report

Committee	CORPORATE SCRUTINY COMMITTEE
Date	9 MARCH 2021
Title	FLOATING BRIDGE 6 UPDATE
Report of	CABINET MEMBER FOR INFRASTRUCTURE AND TRANSPORT

EXECUTIVE SUMMARY

1. This report sets out the background to the procurement of the floating bridge; the main issues experienced, the current legal position, options and corresponding recommendations.
2. The background provides information on the following elements of project which culminated in it entering service on 13 May 2017: -
 - Procurement processes
 - Permissions
 - Project Board
 - Project management
 - Issues since entering service

BACKGROUND

3. After some considerable negotiation the possible replacement of the floating bridge was included in the Solent Local Enterprise Partnership's (SLEP) first ever Solent Strategic Economic Plan, submitted to government in March 2014. It was aligned to a project to improve connectivity across the Solent and the terminal access roads, cycling and walking routes, high quality waterfront areas, and a new 'floating bridge' between East and West Cowes. This came to be known as the Solent Gateways Project.
4. Following its inclusion in the SLEP's plan, approval was given to proceed with the first stages of the procurement of a new floating bridge by the council's Executive Committee on 5 August 2014. This was necessary to provide a business case for funding to the SLEP by October 2014 with a view to the funding being confirmed in January 2015. This report was presented by the Head of Economy and Executive Member for Finance and Highways PFI
5. The following paragraphs set out the key steps in the delivery of the project concept through to commencing service.
6. **SUPPLIER'S DAY - 2 DECEMBER 2014**

7. At the outset of the process it was agreed with the Council's Procurement team to hold a supplier's day and this was advertised on iwight.com and in the marine section of the European Journal.
8. The aim of the event was to present the project to a range of naval architects and ship builders and canvas opinions on the best way to deliver the project given the likely tight deadlines associated with the SLEP's grant funding.
9. The event was attended by 10 shipbuilders and 3 naval architects and the consensus of the attendees was that, in order to deliver the project to the likely timescales, the traditional route (as set out below) would be the best option: –
 - Naval architect – prepare outline design, general arrangement and technical specification
 - Shipbuilder – tender, detailed design and build (checked by naval architect)
10. The council was represented at the supplier's day by Head of Economy, Commercial Services manager, Team Leader Procurement and the Executive Member for Economy and Tourism.

11. NAVAL ARCHITECTS

12. Following the supplier's day, and based on advice from the Council's Procurement team, it was agreed to seek a waiver from further advertising the Invitation to Tender (ITT) on the basis of 'urgency not of the Council's own making' which had been imposed through the terms of the LEP grant funding; this was duly granted by the Council's Procurement Board on 18th December 2014.
13. The (ITT) was subsequently issued to the 3 naval architectural companies that had attended the supplier's day on 2 December 2014.
14. At the closing date on March 2015 only two submissions had been received and one of these would not have passed the stage one evaluation; as the value of the other remaining submission had the potential to go above the EU threshold the award could have been subject to challenge
15. Due to the value and profile of the overall project it was proposed to halt the current process and re-advertise through the OJEU – this was subsequently agreed by the Deputy Managing Director and Procurement Board were verbally informed of this at the meeting held on the 16th April 2015.
16. The ITT was revised to include the requirement for the companies submitting the top 4 scoring submissions to make a presentation which would form part of the evaluations. The OJEU notice was advertised on 14 April 2015 with a return date of 22 May 2015 for the submissions.
17. A total of six submissions were received; out of which one failed the financial checks whilst another failed to meet the stage one threshold of 70% of the questions answered adequately to be able to pass to stage two.
18. The top 4 scoring companies were then invited to make a presentation on 1 July 2015; these were evaluated by Commercial Services Manager, Fleet and Floating bridge Manager; Owners Representative.

19. The contract was duly awarded to Burness Corlett Three Quays (Southampton) Limited (BCTQ) on 9 July 2015.

20. OWNERS REPRESENTATIVE

21. The Managing Director of the King Harry Ferry was providing consultancy services to the Council to assist with re-writing the Domestic Safety Manual (DSM) for floating bridge number 5 in 2015. He had purchased, with a small syndicate, a floating bridge and set about the funding case, design and build of a replacement bridge for the service.

22. The company prepared a bid to gain EU funds through the Objective One Programme and were successful. Profits were increased from £100k to £280k in 5 years allowing the company to gain a combination of reserves and bank funding to make up the funding gap and set about the design and build with wide stakeholder interaction and a really innovative design process that was in principle aimed at reducing annual downtime and making the crossing a visitor attraction in its own right as well as part of a sub-regional destination marketing hub. The project was delivered on time and with a 3% overage primarily due to fluctuations in material costs and the inclusion of some shore side civil engineering work

23. On the basis of these skills and experience he was subsequently asked to provide a fee bid to undertake the role of Owner's Representative, the principal duties of which were to:-

- Phase 1 – assist with planning, up to the selection of the shipbuilders and including assistance with evaluation of the ship builders (approximately 20 days)
- Phase 2 – liaising between the ship builders, naval architects and Council on the build, delivery, acceptance trials, commissioning and staff training (approximately 50 days)
- Phase 3 – over the first year's operation to include snagging, latent defects and look at potential development opportunities (approximately 10 days)

24. The initial proposal was at a cost of £40,000 and was approved as a waiver (through direct award) by the Council's Procurement Board on 4 June 2015.

25. CONTRACT LEGAL ADVICE

26. Following consultation with the Council's Procurement (including the councils contract lawyer) it was agreed that, due to the specialist nature of the contract required, it would be preferable to engage the services of a law firm with extensive marine experience to draft the contract for the build.

27. On behalf of the council, BCTQ obtained proposals from three specialist companies; following a review of these by BCTQ and officers from both Commercial Services and the procurement team the contract was awarded to Ince and Co. at a cost of £8,000.

28. SHIP BUILDERS

29. Following completion of the technical specification and preparation of the Invitation to Tender documentation a notice was placed in the European Journal with the Pre-Qualification Questionnaire (PQQ) documentation being issued to 23 companies. This included two companies based on the Isle of Wight.

30. Eight companies returned the PQQs and these were evaluated by the Council's Commercial Services Manager; and its Fleet and Floating Bridge Manager and the Fleet and Technical Director at Red Funnel.
31. Of these companies one failed the PQQ evaluation and 7 passed (including the two island-based companies); these were then issued the Invitation to Tender (ITT) pack that consisted of the tender documentation and the technical specification as prepared by BCTQ. ITT's were issued on Oct 2015 and to be returned by Nov 2015
32. Three tenders were received, and these were: -
- Mainstay Marine Solutions Limited (MMSL) - £3,171,249
 - Pendennis - £4,997,500
 - Malin Marine Consultants - £3,735,000
33. These were evaluated by the Council's Commercial Services Manager; the Owner's Representative and the Engineering Manager from, BCTQ.
34. After the evaluation MMSL were the preferred tenderer but, in accordance with the provision made in the ITT, a visit to the shipyard was undertaken by the three evaluators on 7 January 2016. This was to view their facilities, review processes, meet the project team and talk to the shipyard staff.
35. The consensus of the evaluators was that MMSL had excellent facilities, capabilities, staff and suitable processes to ensure the delivery of the replacement floating bridge; subsequently the contract award was ratified through an officer decision record signed on 27 January 2016 by the, Chief Executive in consultation with the Executive member for Regeneration, Economy and Public Transport.
- 36. SLIPWAY – CIVIL ENGINEERING CONSULTANT**
37. Part of the scope of works for the overall project was to reconstruct the slipways at Cowes and East Cowes to ensure that they were fit for purpose and would, as a minimum, have an operational life commensurate with the expected life of the new vessel.
38. A fee bid was requested and received from PTR Consulting Engineers Limited; this was for £14,995 and was accepted as a single quote as it was below the relevant Isle of Wight Council procurement threshold.
39. This included for the following elements: -
- Site Investigations
 - Design Development
 - Full civil engineering design for East and West slipways and associated chain pits and retaining walls
 - Project specification, AutoCAD plan and details
 - Tender evaluation assistance (working with IWC in-house team)
 - Site supervision of works
40. The detailed design and specification were incorporated into the Council's standard Invitation to Tender (ITT) documentation.

41. SLIPWAY CIVIL ENGINEERING CONTRACTOR

42. The scope of the works to be undertaken was as follows: -
- Repositioning the northern chain to accommodate the increased width of the replacement bridge; this included the construction of a new chain pit in Bridge Square, East Cowes
 - Reconstruction of both the Cowes and East Cowes slipways
 - Alterations to the pedestrian footways on the northern sides of both slipways; this was to enable foot passengers to queue and board from this side without the need to cross vehicles that are being loaded/unloaded. All works were agreed with the Council's PFI client team and Island Roads
 - Relocation of one of the existing ticket machines at East Cowes to the north of the slipway
 - Conversion of the existing waiting room to a store
43. Due to the estimated value of the works this was advertised as an open tender which was advertised on the South Eastern Business portal as well as the procurement section of the Council's website.
44. The tender period was from 21 July 2016 to 09 September 2016 and when it closed a total of 2 tenders had been received. These were evaluated by the Council's Commercial Services Manager, Principal Officer for Corporate Property and Principal Officer, Environment.
45. The contract was awarded to Geomarine Limited on 18 October 2016 with work commencing on site on 3 January 2017 and completion on 4 May 2017.

46. PERMISSIONS

47. The works to the slipways and surrounding areas required the benefit of the following permissions all of which were obtained in advance of the works starting on site: -
- Cowes Harbour Commission - works licence
 - Environment Agency – flood risk activities permit (F.R.A.P.)
48. In addition to this an Ecological Impact Assessment was commissioned through ARC Consulting and formal advice on undertaking the works was obtained from Natural England which was provided through their Discretionary Advice Service (DAS).
49. Planning officers considered the extent and nature of works proposed, and additional other factors including jurisdiction, land ownership, and duties the Council undertakes and were of the view that the works would constitute permitted development. Subsequently an application was made under Regulation 73 of the Conservation of Habitats and Species Regulations 2010 – this set out the scope of the works and demonstrated that the project would not have a "likely significant effect" considered against the requirements of Regulation 73 and was subsequently approved as permitted development.
50. Works of this nature often require a licence from the Marine Management Organisation (MMO); however, as the work to reconstruct both slipways took place within the existing footprints the Isle of Wight Council considered that Section 19(b) of the Marine Licensing (Exempted Activities) Order 2011 was applicable. This was accepted by the MMO and was exempted from the need for a Marine Licence.

51. PROJECT BOARD

52. At the outset of the project a project board was set up with the aim of ensuring the business case was completed and submitted to the SLEP.
53. The board consisted of:
- Cowes Harbour Commissioners, Harbour Master
 - Red Funnel, Fleet and Technical Director
 - IWC, Commercial Services Manager
 - IWC, Senior Surveyor
 - Parose Projects, consultant leading on the regeneration business case
 - Owners representative

54. PROJECT MANAGEMENT

55. Once the shipbuilding contract had been awarded a contract set up meeting was held at BCTQs offices in Southampton on 11 February 2016 which was attended by representatives from IWC, BCTQ and MMSL; in addition to reviewing key design elements this also established the project team. This team consisted of:
- Commercial Services Manager Isle of Wight Council
 - Managing Director King Henry Ferry
 - Technical Consultant BCTQ
 - Technical Consultant BCTQ
 - Managing Director Mainstay Marine Solutions Ltd
 - Operations Director Mainstay Marine Solutions Ltd
 - Technical Director Mainstay Marine Solutions Ltd
 - Operations Manager Mainstay Marine Solutions Ltd
 - Financial Director Mainstay Marine Solutions Ltd
 - Project Manager Mainstay Marine Solutions Ltd
56. The project team then met on 9 occasions throughout the build process (15.03.16, 12.04.16, 24.05.16, 06.07.16, 16.08.16, 14.09.16, 13.10.16, 29.11.16 and 10.01.17); all meetings took place at MMSL premises in Pembrokeshire.
57. After the delivery of the vessel conference calls were scheduled between the three parties as required.
58. In addition to the scheduled contract meetings additional visits were undertaken the Owners Representative; these were to review progress and discuss any issues that cropped up between formal meetings in a timely manner.
59. BCTQ's principal consultant also undertook 6 build inspections at key points throughout the process and submitted detailed reports - these were undertaken on the following dates: -
- 28 & 29 July 2016
 - 31 August & 1 September 2016
 - 28 & 29 September 2016
 - 13 & 14 December 2016
 - 23 & 24 February 2017
 - 20 & 21 March 2017

60. Throughout the process both MMSL and IWC maintained risk logs which were reviewed at contract meetings and on a monthly basis respectively.

61. ISSUES SINCE ENTERING SERVICE

62. A considerable number of issues have been experienced since the vessel entered service on 13 May 2017; these include: -

- Lack of adequate clearance over the chains at all states of the tide
- Electrical faults
- Excessive Noise
- Mechanical/system failures
- Ramp hinge and ram failures
- Excessive wear to the guide wheels
- Hydraulic system issues

63. A schedule detailing the dates, times and reasons for withdrawing the vessel from service forms appendix 1 to the report.

INDEPENDENT REVIEWS

64. In 2017 the council commissioned Price Waterhouse Coopers (PWC) to undertake a review, the scope of which was “the project procurement and project management processes and the documentation that was available to support the decisions made to ensure that this was in line with the Council’s requirements and internal procurement procedures”. A copy of their report is attached as appendix 2 to the report.

65. The PWC report did not provide any recommendations relating to the project specification and tendering, the tendering review and recommendation or the contracting element. However, several recommendations were made in relation to communication, project oversight and delivery of the bridge to the Island and commissioning the bridge into service.

66. In September 2017 the Leader of the Council established a review team to look at the actions and decisions that were taken by the Council throughout the project to deliver Floating Bridge 6, the report was presented to Scrutiny Committee on 9 January 2018 and a copy forms appendix 3 to this report.

67. The report set out a number of considerations and recommendations which will improve the delivery of future strategic projects and enable lessons to be learned. These included: -

- Ensuring project governance is in place and that responsibilities of roles are defined and structured so there is a clear escalation route of any issues to an operational project team and strategic project board;
- Ensure adequate resourcing of the project management function and not just adding this responsibility to an officer’s day job
- Improving communication and engagement plans established within project documentation to identify and inform stakeholders, to ensure that this is owned and kept under constant review by the project board
- As with any change programme consideration also needs to be given to ensuring process changes that affect the functions undertaken by staff are clearly understood
- Ensure adequate time for staff training is planned with the project timeframes to ensure they are familiar and competent with new systems / functionality.
- Ensure appropriate political oversight

LEGAL

68. Whilst there are issues with the floating bridge, for the purpose of bringing a claim against any party the council must be able to fully particularise and evidence:
- (i) the issues;
 - (ii) the causes of the issues;
 - (iii) any breaches of contract and / or specific allegations of negligence (i.e. any failures by Mainstay and or BCTQ where they fell short of what was required of them).
69. These points involve very technical engineering issues and the council has necessarily been heavily reliant upon external experts in order to formulise its claims. Many of the issues requiring expert input are complex and the expert opinion has taken time to put together, in some cases because it has been dependent on tidal cycles or construction of digital modelling which takes time to compile. In addition to providing input into the substantive claim, the experts involved have also been assisting the council in finding solutions to the issues experienced. Whilst this will result in an increased workload and possibly delays for the expert, this is considered to be preferable given their knowledge of the floating bridge, the issues and the background.
70. The council was in a place to begin the litigation process in January 2020 when, pre-action letters were sent to BCTQ and Mainstay. At this stage, there was sufficient expert input to outline the main issues and breaches of contract / allegations of negligence (although it was expected at this stage that further expert input would be needed).
71. Further expert opinion was sought after receipt of responses from BCTQ and Mainstay in March 2020, with the benefit of some knowledge of the other parties' positions. There are experts involved from a number of different disciplines.
72. Advice was sought from a barrister that specialises in marine/commercial disputes in / around July 2020, who suggested a few discreet points on which further expert input was required, which was then obtained.
73. In July 2020 the floating bridge suffered hydraulic issues. Following investigations and remedial work over approximately the next 3 months, further expert input was sought from a hydraulics expert to determine whether there was any design issue with the hydraulic system. Delays in the expert report were caused by the reluctance of one of the parties to provide our expert with documents. To overcome this the expert inspected the Vessel in January 2021 and his report was received in February 2021.
74. Mediation was arranged for January 2020 in an attempt to bring the matter to a resolution. Mediation did not go ahead as one of the parties was unable to attend. The Council is awaiting alternate dates from this party. In advance of mediation, letters were sent to BCTQ and Mainstay with the benefit of expert opinion received between July 2020 and January 2021, to address (as far as possible) the issues raised in BCTQ and Mainstay's letters of March 2020.
75. Ultimately, if agreement cannot be reached at mediation (or for some reason any one of the parties decides it is not willing to enter mediation), the Council will need to issue court (or arbitration) proceedings.

CONCLUSIONS AND RECOMMENDATIONS

76. This paper summarises the background to the acquisition of the floating bridge to the point of the actions the council has initiated under the terms of its contracts for the design and build of the bridge. It is not able to go further until these actions have been concluded, ideally through the mediation process.
77. In the interim the Corporate Scrutiny Committee is asked to consider the recommendations below:
- (i) Note that there were no issues with the approach taken to procurement, tendering and contracting.
 - (ii) Note the recommendations from both the PWC and Internal Review Board and provide a view on these documents.
 - (iii) Acknowledge that the committee cannot delve deeper into all of the efforts made to resolve the boat's challenges until the action under the contract is concluded.
 - (iv) That a future Corporate Scrutiny Committee review the outcomes of the mediation as a basis for making recommendations on lessons learned for the whole council from this project.
 - (v) That Corporate Scrutiny Committee notes the questions from the Chairman and agrees that where these have not been addressed through the report or cannot be addressed due to the legal situation, they will form the basis of the review of the outcomes of the mediation process.

APPENDICES ATTACHED

Appendix 1 - Schedule of withdrawal from service

Appendix 2 - PWC Internal Audit Report on Cowes Floating Bridge, 27 November 2017

Appendix 3 - Floating Bridge Review Report Final for Scrutiny Committee 9 January 2018

Appendix 4 - Scrutiny Committee minutes relating to Cowes Floating Bridge; January 2018 to February 2021

Appendix 5 - Questions from the Chairman of Scrutiny, 29 November 2020

Contact Point: Alex Minns, Assistant Director Neighbourhoods
☎ 821000 e-mail Alex.Minns@IOW.gov.uk

COLIN ROWLAND
Director of Neighbourhoods

CLLR IAN WARD
Cabinet Member for Infrastructure and Transport

This page is intentionally left blank



Purpose: For Decision

Cabinet report

Date **14 OCTOBER 2021**

Title **HOUSING CIVIL PENALTIES**

Report of **DEPUTY LEADER AND CABINET MEMBER FOR COMMUNITY PROTECTION, DIGITAL TRANSFORMATION, HOUSING PROVISION AND HOUSING NEEDS**

EXECUTIVE SUMMARY

1. The ability to apply a civil penalty is an additional option to deal with certain Housing Act offences than currently exists, and provides for faster, more effective resolution of determining sanctions when compared with prosecution.
2. This can be more suitable for lighter touch sanctioning, whilst still able to deal with more serious offences.
3. There is less demand on resources of other departments, particularly the legal section, with reduced need for court attendance.
4. It may be more beneficial to the local authority as any income received is retained by local housing authority, provided that it is utilised to further the local housing authorities statutory functions in relation to their enforcement activities covering the private rented sector (as specified in regulations).
5. Civil penalties are required to be proportionate, fair and consistent. Our proposed weighted penalty system is based on the governments key guidance for civil penalties, which will mitigate the chances of appeal as they are proportionate to the offence.
6. It is recommended the civil penalties policy be adopted by the Local Authority in regard to housing act enforcement as this is more beneficial to the Local Authority than the current alternatives by being less resource heavy, more proportionate, will expedite the resolution of offences, allow for the growth of the Housing Renewal Section and assist in raising the standards of the Islands Housing rental stock.

RECOMMENDATION

7. To approve the civil penalties policy and associated financial charging process.

BACKGROUND

8. The Island has approximately 17,000 rented sector households. We aim to support good landlords who provide decent homes and avoid unnecessary regulation which increases costs and red tape for landlords and also pushes up rents for tenants.
9. However, a small number of rogue landlords knowingly rent out unsafe and substandard accommodation. We are determined to crack down on these landlords and disrupt their business model.
10. Powers in the Housing and Planning Act 2016 allow a local authority to impose a civil penalty on the individual or organisation as an alternative to prosecution when certain offences are committed under the Housing Act 2004.
11. The power to impose a civil penalty as an alternative to prosecution for these offences was introduced by section 126 and Schedule 9 of the Housing and Planning Act 2016.
12. When civil penalties were introduced through the Housing and Planning Act 2016, Ministers made very clear that they expected this power to be used robustly as a way of clamping down on rogue landlords.
13. The maximum penalty is £30,000. The amount of penalty is to be determined by the local housing authority in each case. In determining an appropriate level of penalty, local housing authorities should have regard to the guidance in "Civil penalties under the Housing and Planning Act 2016 Guidance for Local Housing Authorities". This document sets out the factors to take into account when deciding on the appropriate level of penalty. Only one penalty can be imposed in respect of the same offence.
14. A civil penalty can be issued as an alternative to prosecution for each separate breach of the House in Multiple Occupation management regulations. Section 234(3) of the Housing Act 2004 provides that a person commits an offence if he fails to comply with a regulation. Hence, each failure to comply with the regulations constitutes a separate offence for which a civil penalty can be imposed.
15. Where both the letting agent and landlord can be prosecuted for failing to obtain a licence for a licensable property, then a civil penalty can also be imposed on both the landlord and agent as an alternative to prosecution. The amount of the civil penalty may differ depending on the individual circumstances of the case.
16. Where both a landlord and a letting/managing agent have committed the same offence, a civil penalty can be imposed on both as an alternative to prosecution. The amount of the penalty may differ depending on the circumstances of the case.
17. The same criminal standard of proof is required for a civil penalty as for prosecution. This means that before taking formal action, a local housing authority should satisfy itself that if the case were to be prosecuted in the magistrates' court, there would be a realistic prospect of conviction.

18. To actually achieve a conviction in the magistrates' court, the local housing authority would need to be able to demonstrate beyond reasonable doubt that the offence has been committed. Similarly, where a civil penalty is imposed and an appeal is subsequently made to the First-tier Tribunal, the local housing authority would need to be able to demonstrate beyond reasonable doubt that the offence had been committed.
19. The Council will decide which option it wishes to pursue on a case-by-case basis in line with the Neighbourhoods Enforcement Policy that would utilise an authority panel process.
20. When presenting a case to an authority panel, the case officer will also have regard to the following factors;
 - Severity of the offence
 - Culpability and track record of the offender
 - Resources needed to prosecute
 - Light touch sanctioning is appropriate
 - Ability for the sanction to act as a deterrent
 - Ability for offender to continue business
21. If a civil penalty is the chosen sanction numerous factors will be considered in each case to help ensure that the penalty is set at an appropriate level. This will be calculated by the case officer prior to the authority panel and proposed as part of that process. It is based on a weighted scoring process ensuring that amount is proportionate, as well as offering a transparent and easy to follow system for all parties.
22. The scoring process which has been designed to form the level of civil penalty is titled Housing Financial Guide for Civil Penalties and will be published with the policy on the website for public access.
23. In forming the Housing Financial Guide for Civil Penalties the Commissioner of Housing Renewal has researched a number of other authorities processes and taken the best and most effective aspects from these to suit the Island situation. He has also tested the weighting by applying the process on real cases to create notional penalties allowing calibration of realistic and appropriate penalty levels.
24. This report seeks to inform cabinet of the powers and introduce the option of imposing a civil penalty by approving this policy along with the associated financial charging process.
25. The policy will support the current Neighbourhoods Enforcement Policy and act as a sub policy in any relevant cases. The overarching principles of the enforcement policy apply to the application of the civil penalties policy, including the important process peer reviewing decisions to apply a civil penalty by use of an Authority Panel.
26. Without this policy the existing available sanctions for Housing Act 2004 offences consist of prosecution, works in default and formal warning.
27. Prosecution can be a lengthy, resource heavy process, both on the Housing Renewal Section and the Legal section, which ultimately can leave a disproportionate charge

to the offender, with all proceeds being retained by the Court system. If the prosecution route is taken by the authority it cannot then decide to issue a civil penalty.

28. Works in default can be used to resolve the hazards with the building in question that gives rise to the offence and can still be used alongside a civil penalty process if desired. This again is a resource heavy process for the Housing Renewal Section, and ultimately results in a financial outlay by the Local Authority to complete the required works. The expense is repayable by the owner of the property in question and would be registered as a land charge. It is not always clear cut that the authority will receive all or any of the funds outlaid due to different factors, however the authority is permitted to charge interest annually on any outstanding balance.
29. Formal warning may/may not be effective in resolving the physical works and does not discourage a repeat offence. A formal warning often needs further monitoring of the situation and may need to be followed up by further sanctions listed above, to resolve matters.

STRATEGIC CONTEXT

30. The civil penalties policy supports the corporate priorities in the following ways;
 - Growth by facilitating income opportunities related to enforcement duties.
 - Regeneration by ensuring sub-standard homes in the private rented sector are fit for human habitation and free from unnecessary hazards.
 - Opportunity by upholding appropriate housing standards which would otherwise negatively affect the occupiers and impact other aspects of their lives through accidents, ill health, or social isolation.
 - Wellbeing by positively engaging and enforcing satisfactory housing standards to enable the vulnerable people to live safe and well in their home
31. Isle of Wight Housing Strategy 2020-2025 states in Priority Three: *Private sector housing – Ensuring that the private housing sector provides enough good quality market housing through support for landlords and, where necessary, robust quality control and regulation.* The ability to impose civil penalties will enhance the Housing Renewal section's ability to achieve this priority.

CONSULTATION

32. Consultation with the landlords forum took place in 2018 and further in 2020 with the cabinet member for Housing, Barry Abraham. Barry was supportive of the policy and the landlord forum members provided no comment.

FINANCIAL / BUDGET IMPLICATIONS

33. Undertaking civil penalties would not require any additional resources beyond those already utilised for the alternative sanctions, and in the majority of cases will likely use less resources.
34. The utilising of civil penalties would likely create a sizeable income for Housing Enforcement purposes, with the possibility of enabling additional resources for the undertaking of housing standards regulation.
35. The charge is VAT exempt.

36. Using a sample group of recent cases, the service has undertaken notional civil penalty charge calculations as follows all of which would attract a civil penalty:
- Landlord not complying with an Improvement Notice for 2 hazards in a block of flats. Uncooperative attitude, prolonged case (over 12 months) carried out works to single hazard after determination of the Notice, second hazard remains in place.
 - Landlord not complying with Improvement Notice, household containing 3 children, 9 hazards present.
 - HMO licence holder breach of conditions, vulnerable occupiers, considerable informal intervention, reckless attitude towards safety, 4 significant hazards and multiple breaches of licence conditions, no intention from landlord to resolve.
 - HMO licence holder failing to comply with provision of Gas Safety Certificate under licence conditions, negligent act.
37. On the basis of the sample cases it is not unreasonable to consider £10,000 annual charges made.

CARBON EMISSIONS

38. Whilst this policy will not directly reduce council carbon emissions to any notable extent it will indirectly improve carbon emissions within the private rented sector through interventions in relation to poorly insulated properties. This will contribute to a reduction in Island carbon emissions and support the Climate & Environment Strategy.

LEGAL IMPLICATIONS

39. Powers in the Housing and Planning Act 2016 allow a local authority to impose a civil penalty on the individual or organisation as an alternative to prosecution when certain offences are committed under the Housing Act 2004.
40. Statutory guidance will be followed to set the level of the penalty.

EQUALITY AND DIVERSITY

41. An EIA has been undertaken which has concluded there is generally no impact under the protected characteristics and the procedures allow for suitable adjustments for any disability related access to service difficulties.

PROPERTY IMPLICATIONS

42. There are no council owned property implications.
43. There are positive implications for properties in the residential rented sector where landlords have committed certain offences under the Housing Act 2004 in that it provides for a punitive response to the non-compliance which sends a message to the landlord in question as well as other landlords operating unsatisfactorily. The aim is to improve the standard of the Island's rented housing market.
44. Any property regulated against under the Housing Act powers will have appropriate checks carried out in terms of ownership and persons responsible, and ultimately liable to be the subject of the civil penalties policy.

45. The local authority are permitted to consider undertaking work in default of a housing notice should it choose, which will still be an option whether prosecution or a civil penalty route is taken.

SECTION 17 CRIME AND DISORDER ACT 1998

46. The proposed civil penalties policy is another sanction option for cases where certain criminal offences have occurred. It will help satisfy our statutory responsibilities in dealing with criminal matters.

OPTIONS

47. The Local Authority may decide to approve the civil penalties policy and associated financial charging process. If a civil penalty route is taken by the authority it cannot then decide to prosecute the same offence.
48. The Local Authority could decide to not approve the policy for civil penalties and continue with the existing available sanctions, which consist of prosecution, works in default and formal warning.

RISK MANAGEMENT

49. There is a risk that a civil penalty is issued on the wrong person or at the wrong address. Currently the sanction of prosecution requires internal checks, a regulatory authority panel check and legal peer checks, all following the Neighbourhoods Enforcement Policy and it is proposed that this remain in place for the civil penalties process (which is identified in that policy).
50. The comprehensive procedural checks will also mitigate any reputational risk.
51. There is a risk that a civil penalty is issued without the appropriate evidence and case oversight. A civil penalty can be appealed and may be challenged at the Residential Property Tribunal and will require the same level of evidence as a prosecution. The enforcement procedures will ensure that this level of evidence is achieved to minimise any risk of successful appeal.
52. There is risk that the person issued a civil penalty does not pay and the authority must chase the debt to receive the money. This will be mitigated by applying proportionate penalty amounts, rather than trying to elevate the charge to maximum levels consistently. It is hoped that proportionate charging will encourage settlement of the debt. In addition to this there is a procedural point where the authority are obliged to assess the offenders ability to pay, which will moderate the level of charge. Further to this we will encourage early payment by offering a reduction in cost for early payment, which will hopefully avoid unnecessary appeals and debt recovery, as well as offer a fair opportunity for reasonable landlords.
53. There will be risks involved in any debt collection decision should any case need to progress that far, and these will be considered on a case by case basis at the time.

54. There is risk that the issuing and payment of a civil penalty does not resolve the physical work, and tenants may still be suffering the hazards. This can be mitigated by either carrying out work in default of the notice (if that is the offence), or by undertaking separate housing standards enforcement again. Should the offender repeat the offence it will have a significant effect on any subsequent civil penalty by increasing it. Also, further separate enforcement action may take the form of a different housing notice and could result in prosecution and not a civil penalty. The Housing Renewal Section do not cease intervention until the physical issues have been resolved.

EVALUATION

55. The one option is being recommended as it is a simple yes or no choice to allow officers to impose civil penalties by approving the civil penalty policy and associated housing financial guide.
56. This option will enable more cost-effective regulation, a proportionate approach, the ability to utilise any income within the housing regulation service, and contribute to the council's corporate priorities.

APPENDICES ATTACHED

Appendix 1- Civil Penalties Policy

Appendix 2 - Housing Financial Guide for Civil Penalties

Appendix 3 - EIA in connection with the report

BACKGROUND PAPERS

[Civil penalties under the Housing and Planning Act 2016 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk).

Neighbourhoods Enforcement Policy 2021-2024 [Document Library \(iow.gov.uk\)](https://www.iow.gov.uk)

Contact Point: Alan Barnes, Commissioner of Housing Renewals, ☎ 821000 x6910 e-mail alan.barnes@iow.gov.uk

Colin Rowland
Director of Neighbourhoods

(CLLR) Ian Stephens
Cabinet Member for Community Protection, Digital Transformation, Housing Provision and Housing Needs

This page is intentionally left blank

HOUSING CIVIL PENALTY POLICY

ISLE OF WIGHT COUNCIL, HOUSING RENEWAL SECTION.

A Barnes, Commissioner of Housing Renewal. 17 AUGUST 2021

Contents;	Page
1. Background	2
2. Definitions	3
3. Factors in deciding whether to prosecute or impose a civil penalty	7

1.0 BACKGROUND

- 1.1 The private rented sector is an important part of our housing market, housing 4.3 million households in England and approximately 17,000 households on the Island. The quality of privately rented housing has improved rapidly over the past decade with 82% of private renters satisfied with their accommodation, and staying in their homes for an average of 4 years.
- 1.2 The Government wants to support good landlords who provide decent well maintained homes, and avoid unnecessary regulation which increases costs and red tape for landlords and also pushes up rents for tenants. A small number of rogue landlords knowingly rent out unsafe and substandard accommodation. We are determined to crack down on these landlords and disrupt their business model.
- 1.3 When civil penalties were introduced through the Housing and Planning Act 2016, Ministers made very clear that they expected this power to be used robustly as a way of clamping down on rogue landlords.
- 1.4 In the House of Commons, Marcus Jones MP (Parliamentary Under Secretary of State at the Department for Communities and Local Government) stated:

“[it is necessary to] clamp down on rogue landlords, so the civil penalty [has been increased] up to a maximum of £30,000 “

“It is important [to] raise the level of civil penalty to £30,000, because a smaller fine may not be significant enough for landlords who flout the law to think seriously about their behaviour and provide good quality, private sector rented accommodation for their tenants”

2. Definitions

2.1. What is a civil penalty

For the purposes of this guidance, a civil penalty is a financial penalty imposed by a local housing authority on an individual or organisation as an alternative to prosecution for certain housing offences under the Housing Act 2004.

2.2. Which housing offences are covered

Local housing authorities will be able to impose a civil penalty as an alternative to prosecution for the following offences under the Housing Act 2004:

- Failure to comply with an Improvement Notice (section 30);
- Offences in relation to licensing of Houses in Multiple Occupation (section 72);
- Offences in relation to licensing of houses under Part 3 of the Act (section 95);
- Offences of contravention of an overcrowding notice (section 139)
- Failure to comply with management regulations in respect of Houses in Multiple Occupation (section 234).

2.3. What is the legal basis for these powers

The power to impose a civil penalty as an alternative to prosecution for these offences was introduced by section 126 and Schedule 9 of the Housing and Planning Act 2016.

2.4. When did these powers come into force

The powers came into force on 6 April 2017. They are not retrospective and do not apply to offences committed before that date.

2.5. What is the maximum penalty that can be imposed

The maximum penalty is £30,000. The amount of penalty is to be determined by the local housing authority in each case. In determining an appropriate level of penalty, local housing authorities should have regard to the guidance in “Civil penalties under the Housing and Planning Act 2016 Guidance for Local Housing Authorities” at paragraph 3.5, which sets out the factors to take into account when deciding on the appropriate level of penalty. Only one penalty can be imposed in respect of the same offence.

2.6. Can multiple civil penalties be issued if there have been a number of breaches of House in Multiple Occupation management regulations

A civil penalty can be issued as an alternative to prosecution for each separate breach of the House in Multiple Occupation management regulations.

Section 234(3) of the Housing Act 2004 provides that a person commits an offence if he fails to comply with a regulation. Hence, each failure to comply with the regulations constitutes a separate offence for which a civil penalty can be imposed.

2.7. Can a separate civil penalty be issued for each hazard specified on an Improvement Notice

No. Only one civil penalty can be issued for failing to comply with an Improvement Notice.

2.8. Can a civil penalty be imposed on both a landlord and letting agent for failing to obtain a licence for a licensable property

Where both the letting agent and landlord can be prosecuted for failing to obtain a licence for a licensable property, then a civil penalty can also be imposed on both the landlord and agent as an alternative to prosecution. The amount of the civil penalty may differ depending on the individual circumstances of the case.

2.9. Can a civil penalty be imposed on both a landlord and letting agent in respect of the same offence

Where both a landlord and a letting/managing agent have committed the same offence, a civil penalty can be imposed on both as an alternative to prosecution. The amount of the penalty may differ depending on the circumstances of the case.

2.10. What burden of proof is required

The same criminal standard of proof is required for a civil penalty as for prosecution. This means that before taking formal action, a local housing authority should satisfy itself that if the case were to be prosecuted in the magistrates' court, there would be a realistic prospect of conviction.

In order to actually achieve a conviction in the magistrates' court, the local housing authority would need to be able to demonstrate beyond reasonable doubt that the offence has been committed. Similarly, where a civil penalty is imposed and an appeal is subsequently made to the First-tier Tribunal, the local housing authority would need to be able to demonstrate beyond reasonable doubt that the offence had been committed.

2.11. How can a local housing authority establish whether there would be a realistic prospect of conviction

Local housing authorities should consult the Crown Prosecution Service Code for Crown Prosecutors for this purpose as it provides advice on the extent to which there is likely to be sufficient evidence to secure a conviction.

The Code has two stages: (i) the evidential stage and (ii) the public interest stage.

2.12. What procedure must be followed by a local housing authority if they want to impose a civil penalty

The procedure for imposing a civil penalty is set out at Schedule 13A of the Housing Act 2004

Notice of intent

Before imposing a civil penalty the local housing authority must give the person concerned a notice of intent.

The notice of intent must be given before the end of a 6 month period beginning with the first day on which the authority has sufficient evidence of the conduct to which the financial penalty relates. Or, if the conduct is ongoing then 6 months from the last day of that conduct. A person's conduct includes a failure to act.

The notice of intent must set out;

- (a) The proposed financial penalty,
- (b) The reasons for proposing to impose the financial penalty, and
- (c) Information about the right to make representations under paragraph 4 of schedule 13A of the Housing Act 2004.

Right to make representations

A person who is given a notice of intent may make written representations to the local housing authority about the proposal to impose a financial penalty, and must do so within 28 days beginning with the day after that on which the notice was given.

Final Notice

After the end of the period for representations the local housing authority must decide whether to impose a financial penalty on the person, and if so, the amount of penalty.

If the authority decides to impose a financial penalty on the person, it must give the person a notice (a "final notice") imposing that penalty. The final notice must require the penalty to be paid within the period of 28 days beginning with the day after that on which the notice was given.

The final notice must set out—

- (a) The amount of the financial penalty,
- (b) The reasons for imposing the penalty,
- (c) Information about how to pay the penalty,
- (d) The period for payment of the penalty,
- (e) Information about rights of appeal, and
- (f) The consequences of failure to comply with the notice

Withdrawal or amendment of notice

A local housing authority may at any time withdraw a notice of intent or final notice, or reduce the amount specified in a notice of intent or final notice by giving notice in writing to the person to whom the notice was given.

Appeals

A person to whom a final notice is given may appeal to the First-tier Tribunal against the decision to impose the penalty, or the amount of the penalty. If a person appeals, the final notice is suspended until the appeal is finally determined or withdrawn.

An appeal is to be a re-hearing of the local housing authority's decision, but may be determined having regard to matters of which the authority was unaware. The First-tier Tribunal may confirm, vary or cancel the final notice.

Recovery of financial penalty

If a person fails to pay the whole or any part of a financial penalty the local housing authority may recover the penalty or part on the order of the county court as if it were payable under an order of that court.

In proceedings before the county court for the recovery of a financial penalty or part of a financial penalty, a certificate which is signed by the chief finance officer of the local housing authority which imposed the penalty, and states that the amount due has not been received by a date specified in the certificate, is conclusive evidence of that fact.

3. Factors in deciding whether to prosecute or impose a civil penalty.

- 3.1. The Council will decide which option it wishes to pursue on a case-by-case basis in line with the Neighbourhoods Enforcement Policy that would utilise an authority panel process.
- 3.2. When presenting a case to an authority panel, the case officer will also have regard to the following factors.
 - a) Severity of the offence- Prosecution may be the most appropriate option where an offence is particularly serious or where the offender has committed similar offences in the past. However, that does not mean civil penalties should not be used in cases where serious offences have been committed. A civil penalty of up to £30,000 can be imposed where a serious offence has been committed and a local housing authority may decide that a significant financial penalty (or penalties if there have been several breaches), rather than prosecution, is the most appropriate and effective sanction in a particular case.
 - b) Culpability and track record of the offender- it may be more appropriate to issue a penalty for first time offenders, but where the offender has a poor track record of non-compliance with the authorities it may be appropriate to prosecute. It will be taken into account that without a successful prosecution the offender could not be placed on the proposed Rogue Landlord database.
 - c) Resources needed to prosecute- where it is considered that the penalty route will offer a more efficient and effective sanctioning route for the Council that will be considered advantageous.
 - d) Light touch sanctioning is appropriate- for minor offences with sound evidence it may be considered more effective and balanced to issue a penalty of an appropriate level. This may be particularly effective where the offender accepts responsibility for the offence and is willing to accept the light touch penalty sanction rather than face a prosecution process. A lower level civil penalty may also be a proportionate response to breaches of HMO management regulations when the people responsible for their management should already be aware of their duties in this regard.
 - e) Ability for the sanction to act as a deterrent- where the Council considers that the offence is a matter that is more widespread amongst other private rented dwellings, it could be beneficial to issue a penalty of significant level for the sanction to be recognised by other landlords, and it to act as a deterrent (thereby preventing the need for further unnecessary enforcement action elsewhere).
 - f) Ability for offender to continue business- where it is considered disproportionate to prosecute a landlord for various reasons it may be appropriate to issue a suitable penalty. However, it may also be factor in providing a balanced level of penalty to enable the landlord to continue business where this may affect the ability provide a decent home, or risk losing certain important housing from the market.
- 3.3. If a civil penalty is the chosen sanction numerous factors will be considered in each case to help ensure that the penalty is set at an appropriate level. This will be calculated by the case officer prior to the

authority panel and proposed as part of that process. It is based on a weighted scoring process ensuring that amount is proportionate, as well as offering a transparent and easy to follow system for all parties.

Isle of Wight Council**Housing Renewal Section Financial guide for civil penalties**

1. Investigative charges will be accounted in each civil penalty and calculated by measuring eligible officer time spent on a case, using the average hourly rate for officers, and will be added to any other appropriate ancillary costs (such as paid mileage, consultant fees, obtaining warrants, cost of locksmith, etc.).

2. Punitive Charge- primarily based on Culpability and actual or potential Harm which officers will use as a starting point for determining on a case by case basis the level of civil penalty to impose when added to the investigatory charge.

The punitive charge will be ascertained by scoring the situation in regard to the Severity or the offence, the Culpability of the offender, the Track-Record of the offender, and the actual or potential Harm to the occupiers based on reasoned objective measures, and then using a table of penalty levels for consistency.

Each case can then be reviewed further to either raise or lower the penalty taking into account further factors for which the reasoning must be evidenced.

2.1. Severity of the offence. The more serious the offence, the higher the penalty should be. This element is used to calculate the punitive charge. There are many factors that could influence this element, such as the number or seriousness of hazards or regulations being breached, the number of people potentially affected, or the impact upon the community and neighbours. These and any other relevant factors to the case will be taken into account.

2.1.a. Scoring for Level of Severity;

Level 1 – Serious Impact. The nature of the offence causes serious risk to the health and safety of the occupiers/potential visitors/community/public, with potential life-threatening results, paralysis, cancer, permanent loss of consciousness, extreme burn injuries or loss of major limbs, potential poisoning or disease causing results, stroke, regular fevers, serious burns or fractures, or loss of minor limbs. Housing defects or matters posing such a risk may be associated with carbon monoxide exposure, fire, explosions, structural collapse, falling elements, electrical hazards, collision and entrapment issues, falls, asbestos, biocides or lead exposure, excessively cold or hot conditions, radiation or hot surfaces. They may be associated with Category 1 matters under the HHSRS, conditions of a HMO licence, or be a failure to comply with HMO Management Regulations. These examples do not represent an exhaustive list.

For each Level 1 issue a score of 2 will be added.

Level 2 – Minor Impact. The nature of the offence is causes a lower risk to the health and safety of the occupiers/potential visitors/community/public, with potential risk of minor injury or illness resulting in treatment by a GP. Housing defects or matters posing such a risk may be associated with damp and mouldy conditions, hygiene or food safety, overcrowding, lack of provision of HMO landlord information. They may be associated with Category 2 matters under the HHSRS, conditions of a HMO licence, or be a failure to comply with HMO Management Regulations. These examples do

not represent an exhaustive list. Failure to comply with the HMO Management Regulation of provision of information to occupiers shall be a level 2 impact score.

For each Level 2 issue a score of 1 will be added.

2.1.b. Severity Premiums.

A premium of 5 points will be added where the offence causes risk to more than 1 household; e.g. a HMO, or the matter causes risk to the general public. This is to ensure the scope of the hazard or issue is considered in addition to its ability to harm.

This premium will not be added where the issue relates to HMO Management Regulations as in those cases each regulation breach will be calculated as an individual offence, and therefore the scope of the hazard will already be accounted for.

2.2. Culpability and track record of the offender. A higher penalty will be appropriate where the offender has a history of failing to comply with their obligations and/or their actions were deliberate and/or they knew, or ought to have known, that they were in breach of their legal responsibilities. Landlords are running a business and should be expected to be aware of their legal obligations. This element is used to calculate the punitive charge. An assessment will be based on evidenced previous interventions in this and other local authorities, as well as consideration to the extent of the knowledge the offender should have when operating in the business, and efforts made by the offender to comply with matter in question.

2.2.a. Scoring for Levels of Culpability;

Deliberate- An intentional breach by a landlord or property agent, or flagrant disregard for the law, for example by failing to comply with a notice or HMO management regulations or failing to licence and licensable HMO after being informed of the issues by the authority.

For deliberate acts a score of 15 Will be added.

Reckless- An actual foresight or, or wilful blindness to the risk of offending but decides to take the risk nevertheless, for example failing to comply with a strict liability in the HMO management regulations, or failing to licence a licensable HMO when the offender should be aware of the need to comply.

For Reckless acts a score of 10 will be added.

Negligent- The failure of the landlord or property agent to take reasonable care to put in place and enforce proper systems for avoiding the offence, for example partial compliance with a schedule or work to an enforcement notice but failure to fully comply.

For Negligent acts a score of 5 will be added.

Low or no culpability- The offence committed has some fault on the part of the landlord or property agent, but there are other circumstances for example obstruction by the tenant to allow a contractor access for repairs, or damage caused by the tenant.

For Low Culpability acts a score of 1 will be added.

2.2.b. Culpability Premiums.

A premium will be added where the requirements for a property to be licensed under Parts 2 or 3 of the Housing Act 2004 and has not been complied with.

Where a landlord or person managing **fails to obtain a licence without direct contact** by the Isle of Wight Council requiring them to do so a **score of 5 will be added.**

Where a landlord or person managing **fails to obtain a licence despite direct contact** by the Isle of Wight Council requiring them to do so a **score of 10 will be added.**

2.3. Track Record.

1st offence- no previous conviction or civil penalty imposition for the same type of offence in the previous four years irrespective of the locality to which the offence relates a score of **5 will be added.**

2nd and subsequent offences by the same person/company- any conviction or civil penalty imposition for the same type of offence within four years of the first offence, irrespective of the locality to which the initial offence relates a score of **15 will be added.**

Ongoing non-compliance- any conviction or civil penalty imposition for the same type of offence within four years of the first offence (at least 3rd occurrence, irrespective of the locality to which the initial offence relates a score of **30 will be added.**

2.4. The harm caused to the tenant. This is a very important factor when determining the level of penalty. The greater the harm or the potential for harm (this may be as perceived by the tenant), the higher the amount should be when imposing a civil penalty. Actual harm will be measured higher than potential harm, and the seriousness of the harm (whether actual or potential) will be accounted for based on the HHSRS operating guidance.

Hazard	Vulnerable age group (Age of occupant)
Damp and Mould growth	14 and under
Excess Cold	65 or over
Excess Heat	65 or over
Carbon Monoxide, nitrogen dioxide, sulphur dioxide	any
Lead	Under 3 years

Personal hygiene, sanitation and drainage	Under 5 years
Falls associated with baths etc.	60 or over
Falls associated with level surfaces	60 or over
Falls associated with stairs	60 or over
Falls between levels	Under 5 years
Electrical hazards	Under 5 years
Fire	60 or over
Flames hot surfaces etc.	Under 5 years
Collision and entrapment	Under 5 years
Collision and entrapment (low headroom)	16 or over
Position and operability of amenities	60 or over
Asbestos	Any
Biocides	Any
Radiation	60 – 64
Uncombusted fuel gas	Any
Volatile organic compounds	Any
Overcrowding, space	Any
Entry by intruders	Any
Lighting	Any
Noise	Any
Domestic hygiene, pests, refuse	Any
Food safety	Any
Water supply	Any
Explosions	Any
Structural collapse and falling elements	Any

2.4.a. Scoring for Levels of Harm;

A score of 10 will be added where the **occupiers have suffered** harm due to the defects noted. Add 10 for each occupier/visitor harmed.

2.4.b. Harm Premiums;

A score of 3 will be added for each hazard or issue noted where the **vulnerable age group are present**.

3. Score and Punitive Charge Chart.

Score	Punitive charge range £	Starting point before additions or reductions. £
1-9	1 – 250	125
10-19	251 – 500	375
20-29	501 – 1,000	750
30-39	1,001 – 2,000	1,500
40-49	2,001 – 5,000	3,500
50-59	5,001 – 10,000	7,500
60-69	10,001 – 15,000	12,500
70-79	15,001 – 20,000	17,500
80-89	20,001 – 25,000	22,500
90-100+	25,001 – 30,000	27,500

4. Punishment of the offender. Check. A civil penalty should not be regarded as an easy or lesser option compared to prosecution. While the penalty should be proportionate and reflect both the severity of the offence and whether there is a pattern of previous offending, it is important that it is set at a high enough level to help ensure that it has a real economic impact on the offender and demonstrates the consequences of not complying with their responsibilities.

Following the initial scoring calculation at point 3 consideration will be given as to whether or not this element has been suitable met. If necessary, the final charge may be more than the charge set out in the scoring chart. If there is a decision to increase the level of the penalty charge the reasoning behind the decision will be clearly set out in the Notice of Intent and any Final Notice.

5. Deter the offender from repeating the offence. Check. The ultimate goal is to prevent any further offending and help ensure that the landlord fully complies with all of their legal responsibilities in

future. The level of the penalty should therefore be set at a high enough level such that it is likely to deter the offender from repeating the offence.

Following the initial scoring calculation at point 3 and checking whether the level is a suitable punishment, consideration will be given as to whether or not this element has been suitable met. If necessary, the final charge may be more than the charge set out in the scoring chart. If there is a decision to increase the level of the penalty charge the reasoning behind the decision will be clearly set out in the Notice of Intent and any Final Notice.

6. Deter others from committing similar offences. Check. While the fact that someone has received a civil penalty will not be in the public domain, it is possible that other landlords in the local area will become aware through informal channels when someone has received a civil penalty. An important part of deterrence is the realisation that (a) the Council is proactive in levying civil penalties where the need to do so exists and (b) that the level of civil penalty will be set at a high enough level to both punish the offender and deter repeat offending.

Following the initial scoring calculation at point 3 and the checks for punishment and deterrence consideration will be given as to whether or not this element has been suitable met. If necessary, the final charge may be more than the charge set out in the scoring chart. If there is a decision to increase the level of the penalty charge the reasoning behind the decision will be clearly set out in the Notice of Intent and any Final Notice.

7. Remove any financial benefit the offender may have obtained as a result of committing the offence. Check. The guiding principle here should be to ensure that the offender does not benefit as a result of committing an offence, i.e. it should not be cheaper to offend than to ensure a property is well maintained and properly managed.

Following the initial scoring calculation and the checks above consideration will be given as to whether or not this element has been suitable met. In particular **the penalty charge level must not be less than it would cost to undertake any necessary works contributing to the initial offence.** The inspecting officer will evaluate the cost of rectifying the deficiencies based upon their knowledge and experience of the local building industry. A costing sheet will be produced and supported where appropriate with evidenced estimates from suppliers. For a 1st offence any penalty must be at least 25% greater than this total up to a limit of £30,000. For second and subsequent offences any penalty must be at least 50% greater than this total up to a limit of £30,000. In such circumstances the final penalty charge may be more than the charge set out in the scoring chart.

If there is a decision to increase the level of the penalty the reasoning behind the decision will be clearly set out in the Notice of Intent and any Final Notice.

8. REDUCTIONS

8.1. Level of compliance by perpetrator, their attitude in doing so and early payment- Where a decision has been taken that a civil penalty should be issued, it is unlikely that the perpetrator could be deemed compliant. However if there is a clear behavioural change and a will to ensure future

compliance, followed by a payment within the prescribed 28 days a reduction of 25% may be attributed to the total.

8.2. Financial hardship- The Council will use existing powers to, as far as possible, make an assessment of a landlord's assets and any income (not just rental income) they receive when determining an appropriate penalty. The Council may conclude that the offender is able to pay any financial penalty imposed unless the offender has supplied suitable and sufficient financial information to the contrary. The offender will have the opportunity to make representations following the service of the Notice of Intent and may decide to set out any financial hardship. It is for the offender to disclose to the Council all relevant data reflecting his/her financial situation to enable the Council to determine what can reasonably be paid. Where the Council is unsatisfied with the information provided it will be entitled to draw reasonable inferences as to the offender's financial means from the evidence it holds.

9. Transparency

The calculation will be undertaken in a transparent manner, with officer hours and costs explained along with the supporting justification for the level of punitive charge in a statement of reasons. The final amount of civil penalty will be the investigatory charge plus the punitive charge, plus any increases considered appropriate, less any amount considered reasonable in respect to the offender's ability to pay having undertaken an assessment of means.

AB/17Aug2021

Isle of Wight Council, Housing Renewal Section

Officer civil penalty calculation form.

Case reference;

Offender;

Address of offending property;

Notes/summary of circumstances;

Item	Score	Any reasoning
Investigative charge (4.1)	£	*explanation of investigative charge.. Officer Hours x £ /hr Travel costs Any materials cost.. Any commissioned/legal costs.. Total=£
Severity (4.2.a)		
Multiple household (4.2.a.i)		
Culpability (4.2.b)		
HMO Licensing (4.2.b.i)		
Track record (4.2.c)		
Harm (4.2.d)		
Vulnerability (4.2.d.i)		
Total score=		
(4.2.e) Charge starting point	£	
Add investigative charge	£	
Possible increases		
Punishment check (4.2.f)		

Repeat deterrence (4.2.g)		
Deter others (4.2.h)		
Financial benefit (4.2.i)		*any penalty must be at least 25% (1 st offence or 50% 2 nd offence) greater than this total up to a limit of £30,000.
Possible reductions		
Compliance (4.2.j)		<i>Yes or no.</i>
Early payment (4.2.j)		<i>4.2.j Compliance must be yes to allow reduction</i>
Financial hardship (4.2.k)		
Final charge	£	
Final charge with 25/50% off	£	<i>If paid in 28 days</i>

Housing Renewal Officer

Signed

Date

Commissioner of Housing Renewal

Signed

Date

This page is intentionally left blank

Stage 1 Equality Impact Assessment – Initial Screening

Assessor(s) Name(s):	Alan Barnes
Directorate/School name:	Neighbourhoods
Date of Completion:	16 August 2021

Name of Policy/Strategy/Service/Function Proposal

Civil Penalties Policy

The Aims, Objectives and Expected Outcomes:

To provide an alternative sanction to certain housing related offences other than prosecution. It will provide a lighter touch approach to enforcement, reduce resource implications, produce a suitable financial penalty for non-complaint landlords, enable income to be recycled within the service area.

Please delete as appropriate:

- This is a new policy proposal
-

Key Questions to Consider in Assessing Potential Impact	
Will the policy /strategy/service/council/school function proposal have a negative impact on any of the protected characteristics or other reasons that are relevant issues for the local community and/or staff?	No
Has previous consultation identified this issue as important or highlighted negative impact and/or we have created a “legitimate expectation” for consultation to take place? A legitimate expectation may be created when we have consulted on similar issues in the past or if we have ever given an indication that we would consult in such situations	No
Do different groups of people within the local community have different needs or experiences in the area this issue relates to?	No
Could the aims of these proposals be in conflict with the council’s/school’s general duty to pay due regard to the need to eliminate discrimination, advance equality of opportunity and to foster good relations between people who share a protected characteristic and people who do not?	No
Will the proposal have a significant effect on how services, council or schools function/s is/are delivered?	No
Will the proposal have a significant effect on how other organisations operate?	No
Does the proposal involve a significant commitment of resources?	No
Does the proposal relate to an area where there are known inequalities?	No
<p>If you answer Yes to any of these questions, it will be necessary for you to proceed to a full Equality Impact Assessment after you have completed the rest of this initial screening form.</p> <p>If you answer No to all of these questions, please provide appropriate evidence using the table below and complete the evidence considerations box and obtain sign off from your Head of Service/Headteacher.</p>	

Protected Characteristics	Positive	Negative	No impact	Reasons
Age			X	This policy will apply equally to all landlords
Disability			X	This policy will apply equally to all landlords, and any access to service difficulties will be addressed and catered for during the enforcement process.
Gender Reassignment			X	This policy will apply equally to all landlords
Marriage & Civil Partnership			X	This policy will apply equally to all landlords
Pregnancy & Maternity			X	This policy will apply equally to all landlords
Race			X	This policy will apply equally to all landlords
Religion / Belief			X	This policy will apply equally to all landlords
Sex (male / female)			X	This policy will apply equally to all landlords
Sexual Orientation			x	This policy will apply equally to all landlords

Are there aspects of the proposal that contribute to or improve the opportunity for equality?	Yes/No
<i>If answered Yes, describe what these are and how they may be promoted or enhanced</i>	
Due to the fact that this policy allows for any disabilities to be taken into consideration during the enforcement process it will contribute to the opportunity for equality.	

Evidence Considered During Screening
Housing Renewal enforcement procedures including the pre formal enforcement human rights and diversity check

Head of Service/Headteacher sign off & date:	
Legal sign off & date:	

A signed version is to be kept by your team and also an electronic version can be published on the council's / school's website (follow the link from the EIA page on the intranet) unless it relates to staffing/specific individuals. In which case, it should only be kept by your team.

Stage 2 Full Equality Impact Assessment

Assessor(s)Name(s):	
Directorate/School name:	
Date of Completion:	

Name of Policy/Strategy/Service/Function Proposal

The Aims, Objectives and Expected Outcomes:

Using the information provided in your initial screening, write a brief description of your policy, strategy, service, council or school function under assessment. It is important to focus on the reasons for a new or changed approach and what it intends to achieve. Include who the main beneficiaries or users are and the main groups of people with protected characteristics who are affected. State how this proposal fits with the council's corporate priorities/school's priorities.

Please delete as appropriate:

- This is a new policy/strategy/service/council/school function proposal
- This is a proposed change/review to/removal of an existing policy/strategy/service/council/school function (*check whether the original decision was equality impact assessed*)

Scope of the Equality Impact Assessment

Include any links to a previous equality impact assessment or work delivered by another Directorate/service/school or partner organisation. Describe the approach to be taken in data collection, stakeholder involvement and state who the stakeholders are.

Establish your monitoring and review arrangements.

Sources of evidence may include:

- *Service monitoring reports including equality monitoring data*
- *User feedback*
- *Population data – IW Facts and Figures (add link)*
- *Complaints data*
- *Published research, local or national*
- *Feedback from consultations and focus groups*
- *Feedback from individuals or organisations, other council departments, partner organisations etc*

Set out any data gaps that may need to be addressed and how you plan to address them and include in your action plan.

Analysis and assessment

Given the available information, what is the actual or likely impact on minority, disadvantaged, vulnerable and socially excluded groups? Is this impact positive or negative or a mixture of both? In particular set out how the council/school as a public body has met its duty to pay regard to eliminate unlawful discrimination, harassment and victimisation and advance the equality of opportunity and to foster good relations between people who share a protected characteristic and people who do not.

Detail what concerns were identified during any consultation exercises together with any positive impact that has been identified and how this can be promoted or enhanced. Are there any concerns from consultation and data gathering that have not been taken on board, if so, please justify and explain the reason for this.

Does the proposal have the potential to cause unlawful discrimination (for example is it possible that the proposal may exclude certain groups of people from obtaining services or limit their participation in any aspect of public life?)

Set out in light of the consultation and data gathering what changes, if any you will make to the proposal

What can be done to reduce the effects of any negative impacts? Where negative impact cannot be completely diminished, can this be justified and is it lawful?

Recommendations

Please summarise the main recommendations arising from the assessment. If it is not possible to diminish negative impacts to an acceptable or even a lawful level the recommendation should be that the proposal or the relevant part of it should not proceed.

Action/Improvement Plan

The table below should be completed using the information from your equality impact assessment to produce an action plan for the implementation of the proposals to:

1. Remove or lower the negative impact, and/or
2. Ensure that the negative impact is legal under anti-discriminatory law, and/or
3. Provide an opportunity to promote equality, equal opportunity and improve relations within equality target groups, i.e. increase the positive impact

Area of impact	Is there evidence of negative positive or no impact?	Could this lead to adverse impact and if so why?	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group or any other reason?	Please detail what measures or changes you will put in place to remedy any identified impact (NB: please make sure that you include actions to improve all areas of impact whether negative, neutral or positive)
Age				
Disability				
Gender Reassignment				
Marriage & Civil Partnership				
Pregnancy & Maternity				
Race				
Religion / Belief				

Area of impact	Is there evidence of negative positive or no impact?	Could this lead to adverse impact and if so why?	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group or any other reason?	Please detail what measures or changes you will put in place to remedy any identified impact (NB: please make sure that you include actions to improve all areas of impact whether negative, neutral or positive)
Sex (male or female)				
Sexual Orientation				
HR & workforce issues				
Human Rights implications if relevant				
<p>Please remember - actions should have SMART targets and be reported to the Diversity Board (this should be done via your Directorate representative) or school board and incorporated into your service/team/school Plans and /or objectives of key staff</p>				

Summary	
Date of Assessment:	
Head of Service/Director/Headteacher sign off & date:	
Legal sign off & date:	
Review date	
Date published	

Publishing checklist	Yes	No
<ul style="list-style-type: none"> • <i>Plain English – will your EIA make sense to the public?</i> • <i>Acronyms – check you have explained any specialist names or terminology</i> • <i>Evidence – will your evidence stand up to scrutiny; can you justify your conclusions?</i> • <i>Stakeholders and verification – have you included a range of views and perspectives to back up you analysis?</i> • <i>Gaps and information – have you identified any gaps in services or information that need to be addressed in the action plan?</i> • <i>Success stories – have you included any positive impacts that have resulted in change for the better?</i> • <i>Action plan – is action plan SMART? Have you informed the relevant people to ensure the action plan is carried out?</i> • <i>Review have you included a review date and a named person to carry it out?</i> • <i>Challenge – has your equality impact assessment been taken to Diversity Board/Call Over/school arenas for challenge?</i> • <i>Signing off – has your Head of Service/Director/Headteacher signed off your EIA?</i> • <i>Basics – have you signed and dated your EIA and named it for publishing?</i> • <i>A signed version to be kept by your team for review and electronic version to be uploaded on to the council’s/school’s website</i> 		



Purpose: For Decision

Cabinet report

Date	14 OCTOBER 2021
Title	CONSULTATION ON THE FUTURE OF CHILLERTON AND ROOKLEY PRIMARY SCHOOL
Report of	CABINET MEMBER FOR CHILDREN'S SERVICES, EDUCATION AND LIFELONG SKILLS

EXECUTIVE SUMMARY

1. The Stenbury Federation (the Governing Body for Chillerton and Rookley and Godshill Primary Schools) on 19 January 2021 wrote to the Isle of Wight Council requesting that an amalgamation of Chillerton and Rookley and Godshill Primary Schools be consulted upon. A public consultation commenced on the 29 January and concluded on the 19 March 2021.
2. A decision is now being sought from Cabinet to undertake a further period of public consultation on a range of options as set-out in section 22 of this report. This will provide an opportunity for all stakeholders to comment on a broad range of options, and bring forward alternate proposals should they wish.
3. Following the closure of this consultation period a report will be brought to Cabinet in Spring 2022 setting out the outcomes of the consultation period, including recommendations on next steps and associated timeframe.

RECOMMENDATION

4. That Cabinet approve a period of an open six-week public consultation on all the options set-out above during the autumn term 2021.
5. A report is brought to Cabinet in spring 2022 setting out the outcomes of the public consultation period, including recommendations on next steps and associated timeframe.

BACKGROUND

6. The Council received a letter from the Stenbury Federation (the Governing Body for Chillerton and Rookley and Godshill Primary Schools) on 19 January 2021 requesting that an amalgamation of Chillerton and Rookley and Godshill Primary Schools be consulted upon. On 22 January 2021, an officer delegated decision was taken to approve a pre-publication consultation on the future of Chillerton and

Rookley Primary School, part of the Stenbury Federation with Godshill Primary School.

7. A pre-publication consultation commenced on 29 January 2021 and ran until 19 March 2021. It was informed by a number of issues that, the governors told us, are compromising the viability and educational provision at Chillerton and Rookley Primary school.
8. The consultation was an on-line consultation with no public meeting able to be held owing to the coronavirus pandemic. People consulted included the parents of the pupils attending Chillerton and Rookley and Godshill Primary Schools, the Member of Parliament, Parish Councils, local councillors, Trade Unions and local residents. In total 110 responses were received from different sources with some people making more than one response.
9. The number of pupils attending Chillerton and Rookley Primary School has fallen steadily over the last few years and the number on roll at census day in October 2020 was 36 against a capacity at the school of 91 places. At that time, of the 36 pupils on roll only 11 pupils lived in Chillerton and Rookley. This contrasts with the number of pupils on roll in the 2017/18 academic year which was 85. The school has a Published Admission Number of 13 and received one, late, application for a place in Year R for the 2021/22 academic year. This child has been offered a place at the school. Surplus places, as a result of falling numbers, have a significant impact on school budgets.

FINANCIAL IMPLICATIONS

10. Schools are funded through the ring-fenced dedicated schools grant (DSG) using a local funding formula, heavily linked to the Department for Education's (DfE) national funding formula. The revenue funding passed through the local authority for maintained schools is strictly controlled by operational guidance supplied by the DfE. Most of the funding to schools is based upon the number of pupils on roll. Therefore, when the overall pupil numbers in the school reduce then the funding allocation is reduced on a per pupil basis.
11. Under the current local and National Funding Formula school budgets are heavily linked to the number of pupils on roll. The age-weighted pupil unit (AWPU) is the basic funding that all pupils attract. The current AWPU funding amount is £3,167 for primary pupils and this illustrates how critical pupil numbers are to the funding of each school's provision. Schools with fewer pupils than expected can result in pressures that may affect standards, outcomes for children and therefore the overall viability of the school. A balanced budget is one that will lead neither to an excessive surplus at the end of the year nor to a deficit. A budget is well-informed when it takes account of the best available information on all variables, such as pupil numbers and staffing changes. Setting an annual budget is an absolute requirement as part of the local authority's (LA's) budgeting arrangement as set out in schemes for financing schools. This is monitored and will lead to intervention to ensure financial viability if budget planning shows a future deficit.
12. The pupil forecast for Chillerton and Rookley shows a continued fall in pupil numbers based on the historic trend of recruitment for reception year pupils. The headteacher reports that the school had 22 pupils on roll at the start of the autumn

term 2021. This includes those pupils on roll at Chillerton and Rookley but being educated on the Godshill site for operational reasons.

13. The financial position of Chillerton and Rookley Primary School has remained unresolved since 2016/17 and for the financial year 2020/21 the cumulative deficit is now at £80,374. The school took some mitigations during 2020/21 which has led to a recent budget submission where the deficit doesn't increase in 2021/22. However, the forecast fall in pupil numbers and the lagged funding based on the previous October census means the school is forecasting the deficit further increasing to £118,057 over the period to 2022/23 financial year. The school budget share for 2021/22 is £300,000 with over £228,000 (76%) of this spent on staffing. The current deficit is significant and an equivalent of 27% of the school's annual core funding. Running one classroom on the Chillerton site will lead to an increase in the in-year budget deficit that will continue to grow in subsequent years, based on reasonable projections of pupil numbers.
14. Godshill Primary School has also remained in deficit at the end of the 2020/21 financial year resulting in a cumulative outturn deficit of £136,052, but in the following two financial years this deficit reduces to under £100,000 as the number on roll at the school increases. This position does not include any additional Chillerton and Rookley Primary School pupils that may access their education at Godshill, as they remain on roll at Chillerton and Rookley unless they transfer through normal admissions requests by parents and carers. In comparison, the school budget share for Godshill is over £627,000 making it better placed to make the necessary efficiencies and structural changes to become affordable going forward.
15. Under the Isle of Wight Scheme for Financing Schools, the final balance of any closing schools reverts to the Council and therefore, the financial risk to the local authority needs to be closely monitored to minimise any future deficit should the school be closed.

SCHOOL PERFORMANCE

16. In 2012, Godshill Primary School was inspected by Ofsted and inspectors concluded that the quality of education being provided was of a good quality. The following year, in 2013, Chillerton and Rookley Primary School was also judged to be good by an Ofsted inspection team. Both schools were able to set a balanced budget until the financial year 2017/18. In 2017, Ofsted reinspected Godshill Primary School and concluded that the quality of education required improvement. The inspection team concluded "Leadership capacity has been weakened during a period of turbulence. Consequently, leaders have not maintained previously good standards of teaching, learning and assessment across the school". In 2018, Chillerton and Rookley Primary School had a short inspection from Ofsted (Ofsted had by this time adopted a new 'short' inspection for schools previously judged to be good) during which priorities for improvement were clearly identified.
17. In 2018 a new Executive Headteacher and Chair of Governors were appointed. In September 2018, shortly after these appointments, Ofsted reinspected Chillerton and Rookley and determined that the school required improvement. They noted that a good start had been made in tackling the priorities for improvement and stated 'Governors have taken determined action to improve their own effectiveness. They have sensible plans to tackle the biggest challenges facing the school. The

determined actions of the local authority have kept the school safe during a period of instability. Strong interim leadership has ensured that the necessary improvements to teaching, learning and assessment have been started'. In September 2019, Godshill Primary School was also judged to be requiring improvement, however leadership was judged to be good with Ofsted concluding 'After many changes in a short space of time, the school is now well led'.

18. Both Chillerton and Rookley and Godshill Primary Schools are on a strong trajectory to come out of the Ofsted category of 'Requires Improvement'. Godshill Primary School has had two monitoring visits during the Covid-19 pandemic and on both occasions Ofsted has judged the school to be taking 'effective action'.
19. Despite the improvements being made at Chillerton and Rookley Primary School numbers have continued to decline. The lack of pupils at Chillerton and Rookley restricts the budget available to ensure sufficient leadership staffing and time, professional development for staff and access to high quality external support that are essential to ongoing school improvement.
20. When Chillerton and Rookley Primary School was last inspected in September 2018, inspectors found the school to be a safe and happy place where children felt well looked after. However, Ofsted judged that, in particular, pupils did not make enough progress in Key Stage 1, and that outcomes in mathematics were weak across the school (Ofsted report at this link: <https://files.ofsted.gov.uk/v1/file/50029816>)
21. The school was given an action to increase the proportion of pupils achieving the expected standards in reading, writing and maths. The school has made significant progress in addressing these issues. The decision to combine some of the cohorts including Year 6 from the Godshill and Chillerton and Rookley schools for lessons has created an opportunity to enhance the progress of these children. The larger combined cohort has increased the positive impact of peer-to-peer learning and modelling, enhanced social and emotional development, and enabled focused teaching in similar attainment groups. This is evidenced by end of year teacher assessments and student voice feedback.

OPTIONS

22. The purpose of this paper is to set out a range of options for the future of Chillerton and Rookley Primary School that can be considered against the context outlined above, to determine the most appropriate approach that ensures sustainable educational provision for the local community. This paper attempts to incorporate all suggestions that have been made so far through the informal consultation process. These are:
 - (a) To leave both schools open and federated, meaning the status quo remains
 - (b) The amalgamation of Chillerton and Rookley Primary School with Godshill Primary School to be achieved through the closure of Chillerton and Rookley Primary School
 - (c) The amalgamation of Chillerton and Rookley Primary School with Godshill Primary School to be achieved through the closure of Godshill Primary School

- (d) To seek an academy/free school sponsor for Chillerton and Rookley Primary School and, if successful, to defederate the school from the Stenbury Federation
- (e) To defederate Chillerton & Rookley from the Stenbury Federation and reform it as a stand-alone primary school
- (f) To seek another local maintained school to federate with Chillerton and Rookley Primary School
- (g) To set up provision for flexi-schooling on the Chillerton and Rookley site to sit alongside full-time provision

In addition to the above options, the Isle of Wight Council would welcome any other suggestions from stakeholders during the proposed additional consultation process set out within the recommendation of this report. Any other viable options would be fully considered prior to further decision making.

23. Taking each proposal in turn:

(a) To leave both schools open and federated, meaning the status quo remains.

Merits

- Enables both schools to remain open, for at least the short-term, so maintains a local school within the village
- Stability for pupils currently accessing provision at the Chillerton and Rookley site and also those accessing provision at the Godshill site
- Reduces transport costs and environmental impact for those parents/carers that currently are able to walk their children to Chillerton and Rookley School (as of July 2021 school records show this to be four parents/carers)
- Allows the Stenbury Federation to seek additional pupils to make the school financially sustainable
- Continues to allow the spread of the cost of the Headteacher across both schools in the federation. The current cost of the Headteacher is shared across the two schools in the federation together with Barton Primary

Demerits

- The budget forecast will show a growing deficit budget for Chillerton and Rookley as set out above
- Pupil forecasts for the schools do not show either school recruiting significant numbers of additional pupils going forward
- Neither school will be financially sustainable without a significant growth in pupil numbers

(b) The amalgamation of Chillerton and Rookley Primary School with Godshill Primary School to be achieved through the closure of Chillerton and Rookley Primary School.

Merits

- All pupils at Chillerton & Rookley can, at the current time, be offered a place at Godshill Primary School
- Larger cohort of pupils will allow a more varied and stronger educational offer to be made
- Longer term financial stability for the amalgamated school is more likely to be achieved
- Overall environmental and fiscal benefits of only maintaining one site for total pupil numbers
- Total resulting environmental and fiscal energy costs less than Godshill closure as Godshill is a more energy efficient building than Chillerton and Rookley

Demerits

- Pupils that live in the village of Chillerton and Rookley will have to travel to Godshill for their education. Currently the children of four families walk to school, so there would be transport and environmental implications that may well include increased car use for these
- Loss of a local school within Chillerton and Rookley
- No readily accessible public transport from Chillerton & Rookley to Godshill

(c) The amalgamation of Chillerton and Rookley Primary School with Godshill Primary School to be achieved through the closure of Godshill Primary School.

Merits

- All pupils at Godshill will be offered a place at Chillerton and Rookley Primary School
- Will allow the existing pre-school to remain financially viable
- Larger cohort of pupils will allow a more varied and stronger educational offer to be made
- Longer term financial stability for the school will be achieved
- Environmental and fiscal benefits of only maintaining one site for total pupil numbers

Demerits

- Will require expansion of Chillerton and Rookley building to accommodate all pupils if they transfer from Godshill with unbudgeted capital requirements
- Pupils from Godshill will have to travel to Chillerton and Rookley for their education
- Loss of a local school within Godshill
- Environmental and fiscal costs greater than Chillerton and Rookley closure as Chillerton and Rookley a less energy efficient building than Godshill
- Will require transport to be provided for some pupils, most likely their eligibility will be to Wroxall Primary School
- Could see an increased use of the car by parents
- No readily accessible public transport from Godshill to Chillerton and Rookley

(d) To seek an academy/free school sponsor for Chillerton and Rookley Primary School and, if successful, to defederate the school from the Stenbury Federation

Merits

- Provides additional support and resources through an established academy/free school trust
- Enables the sponsor to promote the school with the intention of attracting more pupils
- Maintains a local school within the village

Demerits

- Without additional pupils joining the school this option would not make the school financially sustainable and this is likely to be a key consideration in the due diligence undertaken by any potential sponsor
- The current low number of pupils means the school will not be able to afford the staffing of a full-time Headteacher, or full-time members of other key staff such as caretaker and school business manager risking a strain on the resources of the sponsor, that may not be an attractive proposition
- Recent enquiries of the DfE indicate that it is very unlikely that a sponsor can be found who is prepared to take on a small rural school with a significant financial deficit and forecast pupil numbers that show no growth over the coming years. The current deficit would transfer to the academy / free school sponsor

- The defederation of both schools has the potential to put both Chillerton & Rookley and Godshill at future risk of closure.
- Any significant shift in pupils in the area could put financial pressure onto other local schools and may affect viability elsewhere

(e) To defederate Chillerton & Rookley from the Stenbury Federation and re-form it as a stand-alone primary school

Merits

- Enables the formation of a new Governing Body that would seek to promote the school and its attractiveness to additional pupils through forming a new strategic vision
- Maintains a local school within the village

Demerits

- With the low number of pupils, the school will not have the financial resources to afford a full-time Headteacher or full-time members of other key staff such as caretakers and school business manager, as was the original consideration in forming a federation. The pupil number and financial factors that informed that decision remain a context
- Without significant additional pupils joining the school this option is currently financially unsustainable
- The defederation of both schools has the potential to put both Chillerton and Rookley and Godshill at future risk of closure.
- Would require pupils to leave existing provision, therefore putting financial pressure on to other local schools

(f) To seek another local maintained school to federate Chillerton and Rookley Primary School with.

Merits

- Maintains a local school within the village
- Allow the Governing Body of the new federation to promote the school in order to attract more pupils
- Shares the cost of a headteacher

Demerits

- Unless additional pupils are recruited on to the school roll the forecast for the budget shows a growing deficit
- Unlikely to find a school willing to take on such a small school with a significant deficit and declining pupil numbers forecast. The current deficit would remain with the school and transfer to the new federation
- Not financially sustainable without a significant growth in pupil numbers
- Would require pupils to leave existing federation provision, therefore putting financial pressure onto the other school in the Stenbury Federation who benefit from the shared resources and staffing.

(g) To set up provision for flexi-schooling on the Chillerton and Rookley site to sit alongside full-time provision. Flexi-schooling is not the same as home schooling/Elective Home Education (EHE). Parent/ carers who request flexi-attendance are asking for a pattern of provision which will involve both attendance at school, as well as times when the child will receive educational provision at home. Whilst EHE is the legal right of a parent, the decision on whether to approve a request for flexi-schooling must be made by the Headteacher of the school who has received the request.

Merits

- Maintains a local school within the village
- The school will receive funding for each pupil on roll (pupils being flexi-schooled must be registered on the school roll), so if this does attract additional pupils then it will increase the funding coming into the school on a per pupil basis

Demerits

- The school is accountable for the safeguarding and academic standards of the pupils but without having the pupils in the school every day.
- Without a permanent growth in the number of pupils on roll this is a financially unsustainable model
- EHE parents would not be able to use the facility without signing their children up to the roll of the school and following whatever pattern and directives the school would choose to use to implement any flexi-schooling model

EQUALITY AND DIVERSITY

24. Consideration must be given as to whether there are any sex, race or disability discrimination issues that arise from the changes being proposed.
25. The policies of the Council in relation to equal opportunities and eliminating discrimination will continue to apply should a change be approved.
26. Council officers will work closely with the headteacher and governing body to assess any support that might be required by students and their families / carers should any proposed changes be approved.

PROPERTY IMPLICATIONS

27. No decision has been made on the longer-term future of any site. However, any property implications will be fully considered by the IW Council.

LEGAL IMPLICATIONS

28. Decision-makers will need to bear in mind at this stage that some changes to maintained schools are considered 'prescribed alterations', which will require a specific statutory process to be followed for their correct implementation. This process is set out in the statutory guidance *Making significant changes ('prescribed alterations') to maintained schools* updated in October 2018. Additionally, any proposal that requires a school to close (including a closure to amalgamate) will need to consider the statutory guidance *Opening and closing maintained schools* updated in November 2019. Both Godshill Primary School and Chillerton and Rookley Primary School are designated as rural primary schools, the closure of which requires additional consultation and due consideration by decision-makers.

29. The proposed options above will require consideration of the statutory guidance as follows:

Option	Relevant guidance
(a)	None
(b)	Rural school closure, prescribed alteration: expansion*
(c)	Rural school closure, prescribed alteration: expansion*
(d)	None
(e)	None
(f)	None
(g)	None

*where the intake of new pupils requires a permanent enlargement that would increase the capacity of the school by more than 30 pupils **and** the lesser of 25% or 200 pupils.

30. Any closure of a rural primary school requires consultation with: the parents of registered pupils; the governing body; the pupils; the teachers and other staff, the governing bodies, teachers and other staff of any other affected school(s); the parents of any pupils at other schools who may be affected; trade unions; the MP and any other interested organisation. Closure of rural schools requires the decision-maker to provide evidence that they have considered a number of additional factors, including alternatives to closure, transport implications, impact on the pupils, impact on the local community and wider school organisational issues.
31. Making prescribed alterations requires a four-stage process to be followed prior to implementation, which includes a period of formal consultation. While there is no statutory pre-publication consultation period for this type of change, the statutory guidance makes it clear that there is a 'strong expectation' that schools and Local Authorities will consult all interested parties in developing their proposal prior to publication, to take into account all relevant considerations.
32. Any other further option raised for consideration that involves a school closure, expansion, or any other prescribed alteration would require the above consultation process to be followed.

Contact Point: Brian Pope, Assistant Director, Education and Inclusion, ☎ 821000 e-mail: brian.pope@hants.gov.uk

STEVE CROCKER
Director of Children's Services

(CLLR) DEBBIE ANDRE
Cabinet Member for Children's Services

This page is intentionally left blank



Purpose: For Decision

Cabinet report

Date **14 OCTOBER 2021**

Title **ROUGH SLEEPERS ACCOMMODATION GRANT**

Report of **DEPUTY LEADER AND CABINET MEMBER FOR COMMUNITY PROTECTION, DIGITAL TRANSFORMATION, HOUSING PROVISION AND HOUSING NEEDS**

EXECUTIVE SUMMARY

1. This report seeks Cabinet Approval to initiate and deliver the Rough Sleepers Accommodation Project (RSAP) following a successful funding bid to the Ministry of Housing, Communities and Local Government (MHCLG), now renamed the Department for Levelling Up, Housing and Communities (DLUHC), in July 2021.
2. It further seeks the necessary authorisations to meet the grant conditions of the DLUHC which includes the council becoming a Registered Provider of housing and Homes England Investment Partner to secure the grant offered to the Council.
3. These approvals for the RSAP accommodation project will secure the funding and provide a mandate for staff to deliver this unique opportunity for the Isle of Wight Council to purchase and renovate self-contained affordable accommodation for homeless individuals with a history of rough sleeping.
4. This need has been identified as a primary accommodation gap by Adult Social Care. The capital funding award allows the purchase of properties that will become long term council owned assets for the purposes of providing new “move-on” homes in council control for the first time in many years. The revenue grant allows the necessary support services to be commissioned for homeless individuals.
5. The overarching benefits are to achieve a sustainable reduction in rough sleeping on the Island in the short term with the potential for the council to bid for “affordable” housing grants as an investment partner of Homes England and Registered Provider of Housing in the longer term.

RECOMMENDATION

6. Cabinet is requested to accept the RSAP Grant Offer and DLUHC grant conditions and approve the associated actions as follows:
 - (a) Approve the Business Case at Appendix 1 including the capital match-funding requirement of £389,868 using Section 106 capital receipts.

- (b) Accept the DLUHC funding offer of £389,868 capital and £82,500 revenue funding for the RSAP Project.
- (c) Approve that the Council becomes an investment partner of Homes England and Registered Provider of Housing to draw down DLUHC funding to deliver the RSAP Project.
- (d) Delegates actual property purchase decisions to the Director of Regeneration to ensure minimal delays to deliver the 5 units of accommodation by 31 March 2022 to prevent any claw-back of grant.

BACKGROUND

- 7. The next phase of the Government's Covid 19 response to homelessness is to make accommodation available longer term for rough sleepers who have been accommodated during the pandemic, and to make this accommodation available for the purpose of providing accommodation for current and future rough sleepers on a longer-term basis (30 years) through the RSAP project.
- 8. In June 2021, Local Authorities were invited to bid to the Governments Rough Sleeping Accommodation Programme. Local Authority bidders to this capital programme were required to either have Homes England Investment Partner status or to work with a suitably experienced partner with this in place.
- 9. A bid was submitted by the Isle of Wight Council in its own name rather than endorsing a Housing Association as its delivery partner. The main reason for this approach is that the council does not have a registered provider framework agreement in place with local housing associations and would have had to tender the offer of grant through a competitive open-market process. The timescales for doing so would have been outside of the DLUHC timetable for decision. It was also not guaranteed that a local Housing Association would come forward to accept the award or deliver the units in the timescales required by DLUHC.
- 10. The decision for the council to become a Registered Provider of housing was also put aside until the outcome of the bid was known and grant was awarded to the Island as it was a very competitive process nationally with the majority of councils submitting a bid. This approach was accepted by DLUHC and Homes England who have now agreed to offer a total grant allocation of £472,368 (capital and associated support revenue costs) to help deliver five units of accommodation and support on the Island.

11. STRATEGIC CONTEXT

The proposal aligns with various outcomes as set out in the following strategies:

- a) Corporate Plan 2019-2022
- b) Homelessness and Rough Sleeping Strategy 2019-2024
- c) Housing Strategy 2020-2025

12. The current 2019-22 Corporate Plan is under review though the emphasis on tackling homelessness and increasing housing opportunities for vulnerable Island residents remains a key priority. This project in turn supports the existing corporate priorities of wellbeing, opportunity, and growth including the council's housing ambition to own and control more of its own housing stock to better meet the needs of homelessness groups and those needing an "affordable" home.
13. The RSAP grant is a fundamental delivery opportunity for the Council's homelessness and rough sleeping strategy 2019-2024 to enhance its Intervention "pillar". That is by focussing on helping people who are already in crisis to get swift, targeted support, supporting us to achieve overarching aspirations to ensure homelessness will be a rare occurrence and a one-off brief experience for Islanders.

SERVICE IMPACT

14. To fulfil the additional housing requirements needed to scale up our housing-led approaches, new and bold measures are required to acquire additional accommodation. The RSAP funding provides a unique opportunity to develop and bring online affordable accommodation which is frequently cited as one of the key challenges up and down the land, with supporting capital and revenue funding being made available to the Island by DLUHC.
15. The Island has continued to have a mean number of 5 individuals that fall outside of supported accommodation offers for several different reasons. The addition of 5 units will help towards achieving a "Functional Zero" which can be described as the situation in a community where homelessness has become a manageable problem.
16. These units should be available for occupation by 31st March 2022. Allocation of these units would be prioritised for rough sleepers or those at risk of rough sleeping. It is proposed that this is managed via the specific support arrangements within Adult Social Care and the Island Homefinder system.

CONSULTATION

17. There has been recent past public consultation in regard the development of our housing and homelessness strategies and the potential for new housing development and increasing housing options for vulnerable groups including rough sleepers has been widely agreed and promoted.
18. Further external consultation has not been possible at this stage regarding accepting the grant conditions as the council has not yet decided on this grant offer from DLUHC. The bid process and business case has nonetheless been consulted upon and progressed at each stage through the governance arrangements of the Housing Members Board that is made up of Councillors and senior staff with housing responsibilities and functions.
19. The feedback received to date through our Housing Partnership Board indicates wider stakeholder support for the council to bid for and accept government funding to address the needs and service gaps identified.

20. The principle of the council taking on the responsibilities of tackling rough sleeping through these type of projects and providing its own accommodation solution is well supported by all stakeholders.

FINANCIAL / BUDGET IMPLICATIONS

21. This report seeks approval to receive and enter into grant agreement with DLUHC to receive a capital grant of £389,868 and a revenue grant of £82,500 towards this project. The capital will be a 50% match-funded contribution towards purchasing these properties on the open market and any remedial works.
22. This capital grant contribution will be matched from the Council's Section 106 receipts and there is provision in the budget for this. On-going maintenance and housing management for the properties will be funded from the rental income. An existing contract with a Registered Provider of Housing at agreed rates is already in place to do this ensuring a housing management service is in place from the first letting in April 2022.
23. The revenue grant will fund a contract of support for up to three years to ensure that the residents adapt to their new environment and develop the skills to manage their own tenancies. This will be procured through Adult Social Care commissioning arrangements to ensure Value for Money and that a support provider is in place to support the residents once the accommodation becomes available for letting in April 2022.
24. There are no specific VAT or tax implications identified to date for the purposes of this grant funding outside of the council's business as usual activities and obligations as a public body. These implications are being explored further with specialist advice to ensure that this remains the case.
25. This project has been assessed under a finance viability model and has a detailed business case at Appendix 1 agreed by the Section 151 Officer.
26. Primarily through use of income for housing benefit there will be no ongoing revenue budget impact as a result of this project.

CARBON EMISSIONS

27. Carbon emissions from the procurement of 5 small flats for on-going occupation from the private sector does not reasonably contribute to the council's carbon footprint. The Council would be a responsible landlord and ensure that the properties would conform to a minimum EPC Level C through repairs and retrofitting as required. It is more likely that there would be a modest reduction to the carbon footprint of the purchased properties as the council would strive to bring them up to the highest possible EPC rating in line with its corporate environment priorities.

LEGAL IMPLICATIONS

28. The council is empowered by section 17 of the Housing Act 1985 to acquire land, houses or other properties for the provision of housing accommodation. In exercise of that power, it is a requirement that the acquisition must achieve a quantitative or qualitative housing gain.

29. By virtue of section 21 of the Local Government Act 2003 a Minister of the Crown may pay a grant to a local authority in England towards expenditure incurred or to be incurred by it.

EQUALITY AND DIVERSITY

30. The proposed decision is to approve the grant funding which is being made available to the Council by the DLUHC to develop bespoke supported housing for people at risk of rough sleeping. The report does not introduce new or revised policy or procedure as it is linked to implementing the Homelessness and Rough Sleeping Strategy 2019-2024 for which a detailed equality impact assessment is in place. The objective of this funding is to also mitigate the impact of Covid-19 on Island residents who are rough sleeping or at imminent risk of rough sleeping.
31. The decision will affect a small number of vulnerable residents who have been identified as rough sleeping or at imminent risk of rough sleeping. We know that since the lockdown homelessness has increased, and Island residents on lower incomes, young people, ethnic minority communities, and lone parents are likely to have faced challenges associated with housing on a disproportionate scale and will likely be among those overrepresented in the cohort of rough sleepers and will positively affected by this Project if approved by Cabinet.
32. The Island's homeless population are exceptionally vulnerable to Covid-19. The proposed decision, therefore, represents a measure to meet the needs of people with protected characteristics and therefore mitigate any new inequalities arising as a result of the impact of Covid-19 and the project can be framed within the Covid-19 Recovery Plan.
33. This decision will help the Council to meet its equalities duties and address known inequalities affecting individuals with protected characteristics. No negative consequences are identified for those who identify with one or more protected characteristics; accordingly, the decision represents progress to eliminate discrimination and advance equality of opportunity.

PROPERTY IMPLICATIONS

34. The Property Team will be tasked with the acquisition and upgrading the properties as necessary with the relevant due diligence procedures applied. The staff resource to do this work has already been identified within the property team.
35. The Council we take the acquired properties into its property portfolio and become the Landlord. Landlord & Tenant functions including rent collection and property related Statutory Compliance or Health & Safety matters will be managed on an on-going basis through our contract with a Registered Provider.
36. SECTION 17 CRIME AND DISORDER ACT 1998

The RSAP project aims to positively contribute to prevent, crime, disorder, antisocial behaviour adversely affecting the environment, and substance misuse in its area by addressing the housing and support needs of a small cohort of rough sleepers who are at risk from many of these factors due to their life on the streets. The linkages have been made through the development of the Homelessness and Rough Sleeping Strategy 2019-2022 previously outlined with the relevant agencies involved.

OPTIONS

37. The feasible options available to the council are as follows:

Option 1: Accept the RSAP Grant Offer and DLUHC grant conditions and approve the associated actions as follows:

- (a) Approve the Business Case at Appendix 1 including the capital match-funding requirement of £389,868 using Section 106 capital receipts.
- (b) Accept the DLUHC funding offer of £389,868 capital and £82,500 revenue funding for the RSAP Project.
- (c) Approve that the Council becomes an investment partner of Homes England and Registered Provider of Housing to draw down DLUHC funding to deliver the RSAP Project.
- (d) Delegate actual property purchase decisions to the Director of Regeneration to ensure minimal delays to deliver the 5 units of accommodation by 31 March 2022 to prevent any claw-back of grant.

Option 2: Refuse the RSAP grant offer from DLUHC and not proceed with the RSAP project.

Option 3: Accept the RSAP grant funding from DLUHC and attempt negotiation of delivery of the homes through procurement of an existing Registered Provider of housing.

38. Option 1 is the recommended option as the council directly receives and retains the capital investment from the grant. The Council would also receive an income or return from renting the properties and remain in full control of lettings and the support contract cost implications and those associated to maintaining property.
39. Option 2 is also a feasible option as any risks to the council taking on this responsibility would be avoided, but this option needs to be balanced against the loss of a 'one-off' investment opportunity to support the council's homeless aims and secure the potential quality of life benefits for rough sleepers including public health. The future relationship with the DLUHC and Homes England regarding potential wider housing investment on the Island may also be compromised.
40. Option 3 is a potentially feasible option but there are significant risks to delivery within the timeframe due to the lack of an existing procurement framework for housing partners. There is also the risk of an open-market tender not being successful depending on the risk appetite and capacity of our local providers. As delivery is pivotal to this Project and the reputation of the Council this option is not recommended.

RISK MANAGEMENT

41. The key risks to the Project via the Preferred Option mainly relate to strategic decision making by Cabinet and critical path timescales as set out below:

Risk Category	Description	Mitigation
Funding Agreement and Registered Provider status	If Cabinet refuse the DLUHC grant funding or the condition to become a Registered Provider of Housing, then the project stops. The date for the funding agreement being in place is unknown as there is an application process to go through which is a key critical path item for starting the project. The programme has identified the end of October, but if this date extends, the whole programme will push out.	Cabinet will need to take a view on whether some elements of the project can progress before the funding agreement is in place.
Timescales	Critical path timescales extend, and the project end date goes beyond funding deadline 31 st March 2022.	DLUHC have recently acknowledged that there is some flexibility on delivery date into the 1 st quarter of 2022.
Cost	As the current property market is buoyant the IWC will may experience property values increasing.	Staff will review sold prices and factor in a sensitivity/ contingency on prices based on trends.
Timescales	The timescales for delivery are tight and there are a number of critical path items.	Acquisition should consider chain free properties to give more certainly on acquisition time. Properties with minimal renovation required will require less renovation time. Procurement to be factored into programme at the outset.
Demands of Registered Provider and Investment Partner status	There is added bureaucracy with this status including regulatory returns and reporting on spend.	Due to the limited size and scale of the undertaking these demands are seen as manageable and Adult Social Care have identified a staffing resource to ensure that the

		council complies with the regulatory returns.
Procurement	If procurement timescales are not factored into the programme from the outset, then there is a risk of project delay if then subsequently need to be added in.	Keep procurement team appraised and take their input into programming.
Resourcing/ Governance	Sufficient internal resources need to be identified to manage the project overall and for ongoing monitoring and reporting required otherwise the project will not progress to programme.	Adult Social Care to identify project manager and set up governance for the scheme.

EVALUATION

42. Consideration has been given to the associated risks, legal and budget implications for this project to go forward including the production of a full business case signed-off by our corporate finance team. This is a one-off opportunity for the council to gain capital grant and should be viewed as such. There is undoubtedly a balance to be struck between the potential risks to the council in taking ownership and responsibility for the delivery of this project with DLUHC and Homes England including reputational impact if the project is not delivered or the bid for grant in a competitive process is not taken-up by the Isle of Wight Council.
43. The requirement to become a Homes England Investment partner and Registered Provider of Housing has been considered at length. The council has been considering a number of housing options to bring forward housing delivery over the last year or so. The stated ambition to provide “affordable housing” requires capital subsidy and this decision would more opportunity to bid for grant funding for more “affordable” homes in the future. At the same time, not taking the project forward in the proposed manner would potentially jeopardise any future capital bids that the council makes itself to government for funding “affordable” homes.
44. There remains an appetite for future partnership working with DLUHC and Homes England, including attracting further government funding and it is important for the council to take up this grant and deliver this project as a demonstration to promote confidence for future investment opportunities.

APPENDICES ATTACHED

Appendix 1 – Rough Sleepers Accommodation Business Case.

Contact Point: Paul Thomas , Assistant Director Regeneration, ☎ 821000 e-mail Paul.Thomas@iow.gov.uk

CHRIS ASHMAN
Director of Regeneration

CLLR IAN STEPHENS
*Deputy Leader and Cabinet Member for
Community Protection, Digital Transformation and
Housing Protection and Housing Needs*

Move On Homes

Internal Business Case

for IWC Cash Capital Match Funding required to Support RSAP Bid

June 2021

Department: Adult Social Care

Contents

INTRODUCTION.....	1
1. THE CASE FOR CHANGE- Strategic Case	2
2. OPTIONS ANALYSIS – Economic and Financial Case.....	3
3. SOURCES AND ASSUMPTIONS – Financial Case	5
4. FUNDING AND AFFORDABILITY – Financial Case	8
5. DELIVERY ARRANGEMENTS – Management Case	9
6. Benefits Delivery.....	12

INTRODUCTION

The purpose of this Business Case is to seek approval to secure capital available from IWC as match funding to support a bid for 50% additional grant funding to deliver five Move On Homes as part of the Rough Sleeping Accommodation Plan (RSAP) administered by MHCLG. The bid for funding is being prepared by Adult Social Care and will be submitted on the 1st July 2020. The capital required is based on the IWC delivering the units via the preferred option of purchasing and renovating units which will be let to identified tenants, support services will be arranged and undertaken by a service provider. Revenue requirements will be covered by the Adult Social Care department. The terms of the grant funding will require the units to be delivered by the 31st March 2022, this business case sets out the strategy for delivery to those timescales along with identifying key risks and an overview of other options considered.

The identification of the following level of Capital from IWC is required to support this bid submission:

Capital:	£389,868
-----------------	-----------------

Item 7 – Appendix 1 – RSAP Business Case

1. THE CASE FOR CHANGE- Strategic Case

The IOW has made excellent progress towards our ambition to end homelessness reducing rough sleeping by 79% since 2019.

Although we have transformed and modernised our homelessness service offer there remains a small number of individuals that continue to require a bespoke offer in addition to our existing options. Our vision as a local authority is that everyone living on the island has a place to call home, but to meet this ambition we must continue to innovate and enhance our local suite of solutions.

Research shows that homeless people prefer to live in ordinary homes than in other forms of homelessness accommodation such as hostels, with assessments highlighting the positive impacts this has on their wellbeing (Fitzpatrick et al., 2010; Busch-Geertsema, 2010; Dane, 1998) 'Accommodation first' programmes are evidenced to end homelessness for over 80% of people with complex support needs (Crisis, 2018) This model is built on the principle that housing is a human right and when this is supplemented by other single homeless provision, presents a critical opportunity to help end homelessness.

To fulfil the additional housing requirements needed to scale up our housing-led approaches, new and bold measures are required to acquire additional accommodation. The RSAP funding provides a unique opportunity to develop and bring online affordable accommodation which is frequently cited as one of the key challenges up and down the land, with minimal financial risk and contributions required from the local authority.

The IOW has continued to have a mean number of 5 individuals that fall outside of supported accommodation offers for several different reasons. So, the addition of 5 units will help towards achieving a "Functional Zero" which can be described as the situation in a community where homelessness has become a manageable problem.

The proposal aligns with various outcomes as set out in the following strategies:

- Corporate plan
- Homelessness and Rough Sleeping Strategy
- Housing Strategy

References;

Fitzpatrick, S., Bretherton, J., Jones, A., Pleace, N. and Quilgars, D. (2010) The Glasgow Hostel Closure and Re-provisioning Programme: Final Report on the Findings from a Longitudinal Evaluation (York: Centre for Housing Policy).

Dane, K. (1998) Making it Last. Report into Tenancy Outcomes for Rough Sleepers (London: Housing Services Agency)

Busch-Geertsema, V. (2010) The Finnish National Programme to reduce long-term homelessness. Discussion Paper (Bremen, Germany: GISS – Association for Innovative Research and Social Planning).

Item 7 – Appendix 1 – RSAP Business Case

2. OPTIONS ANALYSIS – Economic and Financial Case

Main options

i) No Bid Submission

Pros: No capital requirement or ongoing resourcing required from IWC.

Cons: IWC misses opportunity to benefit from 50% grant funding to deliver accommodation opportunities to meet homeless needs.

ii) IWC submits bid to deliver a purpose-built block of flats

Pros: Units are purpose built and modern with no initial renovation requirements. Management is easier in one block.

Cons: Requires planning permission and development which do not fit the funding timescales for delivery by 31st March 2022.

iii) IWC submits bid to purchase and renovate units to let

Pros: IWC has the choice of private sale flats on the market. IWC receives and retains the capital investment from the grant. IWC would also receive an income / return from leasing the property and relinquish cost implications associated to maintaining property.

Cons: Units may not be located together. Acquisition and renovation need to be managed to funding timescales. IWC will need take strategic decision to become a Registered Provider and HE Investment Partner and provide resource for associated ongoing annual reporting. Resource to manage housing management functions to be identified or enhanced.

iv) A Registered Provider is identified to receive the grant and deliver the units

Pros: A Registered Provider will be familiar with managing affordable housing in accordance with RSH requirements and HE Investment Partner requirements.

Cons: A RP may not be best placed to deliver and manage units for the specific tenants needs. Adult Social Care services would provide more direct oversight. IWC would not receive or retain the capital investment.

1.1 Recommended Option – Economic Case

The recommended option is iii) IWC purchases and renovates units to let with support services undertaken by a service provider. The prospectus and guidance from MHCLG supports self contained units for tenants to have 'their own front door' so the units would be the 1 bedroom flats. The units can

Item 7 – Appendix 1 – RSAP Business Case

be selected from across the Island and would be chosen from within the main towns for connectivity to facilities and amenities.

The IWC would seek to purchase 5 units which it would retain ownership of and become the main landlord. Units cannot be taken from existing social stock and there is not enough time to commission a purpose-built new build scheme (as per option ii.). From discussions with colleagues, the IWC does not currently have any suitable properties which could be invested in or renovated, therefore the IWC will need to purchase private flats at a market rate.

The units would need to be let as a social or affordable level of rent as a requirement of funding. To progress with this option and become the main landlord of properties acquired, the IWC would need to become a Registered Provider in accordance with the Regulator for Social Housing (RSH) requirements as the properties will meet the definition of Social Housing within sections 68 – 71 of the Housing and Regeneration Act 2008.

To submit the bid and draw down grant funding, the IWC will also need to become a Home’s England Investment Partner.

The main implications of becoming a Registered Provider and an Investment Partner is that there will be reporting requirements annually and the properties will need to be managed in accordance with RSH requirements. Adult Social Care will provide resource to support this as required.

Cost:

The main Capital costs of the Preferred Option are set out below and are based on 5 units being purchased. The benefit of the Preferred Option over iv) Registered Provider delivers the units, is that the IWC will retain the capital value of the units. MHCLG has confirmed that initial furnishing costs can be requested as part of the funding bid. 50% grant funding is available, which would require an IWC capital input of **£389,868**.

Based on 5 Units:

Capital Expenditure	No.	Per Unit	Total
Unit Purchase	5	125,000	625,000
Renovations	5	8,395	41,975
Furnishings	5	2,250	11,250
Professional Acquisition/ Surveys	5		18,125
Stamp Duty on Acquisitions 2%	0.02		12,500
		<i>Sub Total</i>	<i>708,850</i>
		Contingency 10%	70,885
		Total	779,735

Time:

The timescales of the Preferred Option can deliver within the timescale of the RSAP funding requirements whereas option ii) IWC builds a purpose-built block would not be possible in the timescales required, given the time required for design, planning permission, specification and delivery.

Quality:

Adult Social Care consider that direct delivery by IWC will provide the best quality outcome for proposed tenants who need an extra amount of care and support that a registered provider may not be able to provide if option iv. was progressed.

3. SOURCES AND ASSUMPTIONS – Financial Case

See **Appendix 1.**

CAPITAL

The main capital expenditure required for this project is the acquisition of 5 self contained flats. An assumption of £125,000 per flat is expected as the capital acquisition price for each unit. This is based on sales evidence and is also verified by review of asking prices for flats across the Island. The cost equates to a price per square foot of £250 per square foot for a 1 bed flat of 500sqft which fits with the comparable evidence identified below while also allowing a level of uplift in values.

Sold Prices of Flats:

Address	Beds	sqft	Sold Price (£)	Sold Date	£per sq ft
Apartment 13, Cinnamon Court, Drill Hall Road, PO30 5AA	1	419	105,000	25/09/2020	250.60
Garden Flat, 45 The Strand, PO33 1JE	1	538	110,000	08/01/2021	204.46
Flat 12, Ryde Court, St Thomas Street, PO33 2PB	1	644	133,000	18/12/2020	206.52
Flat 4, Wellwood House, Wellwood Glade, PO33 4HA	1	467	150,000	18/11/2020	321.20

Item 7 – Appendix 1 – RSAP Business Case

Flat 3, Holly House, Ryde Road, PO34 5AD	1	494	155,000	24/09/2020	313.77
Flat 14, Solent Court, Esplanade, PO33 2AL	1	462	115,000	02/07/2020	248.92
Flat 12, Solent Court, Esplanade, PO33 2AL	1	516	145,000	04/06/2020	281.01
60 Amherst Place, PO33 1FF	1	462	105,000	19/05/2020	227.27
Flat 3, Solent Court, Esplanade, PO33 2AL	1	364	105,000	20/03/2020	288.46
99c Marlborough Road, PO33 1AW	1	504	100,000	07/02/2020	198.41
Flat 8, The Beeches, Sandown Road, Lake, PO36 9LB	1	548	90,000	10/02/2020	164.23
Garden Flat, 25 Beckford Road, PO31 7SG	1	484	115,500	17/09/2020	238.64
Flat 7, Shanklin Manor, Manor Road, PO37 6QS	1	548	157,000	21/08/2020	286.50
		Average Sqft	Average Sold Price		Average £psqft
		496	£121,962		248

Asking Prices of Flats, April 2021:

Address	Beds	sqft	Asking Price (£)
Somers Brook Court	1	596	125,000
Foxes Road	1	469	150,000
Old Westminster Lane	1		126,000
Carisbrooke Road	1		125,000
Medina Court, Old Westminster Lane	1	521	125,000
Fairlee Road	1		120,000
Ground Floor Flat, 7 Drill Hall Road	1		115,000
Ronan Court, 27 Mill Street	1		110,000
Castle Street	1		95,650
Haylands	1		125,000
Bellevue Road	1	490	105,000
Broadway	1	382	110,000
Bernard Road	1	600	150,000
Egypt Esplanade	1	489	100,000

Item 7 – Appendix 1 – RSAP Business Case

			Average Asking Price
			£120,118

Additional Costs

Cost estimates for renovations, furnishing, professional fees, survey and stamp duty have been included.

Contingency

10% has been added to capital costs for contingency.

REVENUE

Income

The income from the units will be set at LHA homeless rates which have been fixed since 2011, they are unlikely to reduce and may increase in the future. A 5% reduction on this income has been allowed to account for voids and bad debt per year.

An annual income of around £25,595 per year is expected.

Costs

An indication of Management and Maintenance cost have been assessed with regard to an existing service provision for intensively managed housing by Southern Housing Group for IWC properties.

An additional Support service for the tenants will also be provided via a contracted provider which is indicated to be £21,500 per year. Revenue funding is also available from the RSAP for the support contract (expected up to 50%) and will be included in the Bid as required. Adult Social Care will also reprofile funding from the Homelessness Prevention Grant to cover this.

Other landlord costs have been included such as ground rent, insurance and an allowance for the replacement of white goods and other furnishings per year.

The annual Revenue costs are indicated to be £46,360

Adult Social Care have confirmed that additional revenue costs above those covered by rent and Grant funding for the support contract could be covered by the Adult Social Care Revenue budget.

If all support costs (£21,500) are covered by grant funding, the remaining annual costs (£24,860) could be covered by rental income.

PROCUREMENT ROUTE – Commercial Case

Procurement required for the recommended option would be undertaken with regard to the IWC Contract Standing orders and with close liaison with the Procurement Team.

Item 7 – Appendix 1 – RSAP Business Case

- Acquisition of properties: This will require time and process, including surveys, valuations and legal conveyancing to be factored into the programme. Liaison with the Property Team is recommended.
- Professional Services:
These services would be required to support the acquisition of properties including legal and surveys if this cannot be undertaken in house. Given the values involved this could be progressed through a 3 quote process or via a framework. Time should be allowed for specifying the services and returning quotes. Draft specification could be prepared before funding agreement is in place.
- Support Services Contract:
This is required for managing the tenants and providing the support they need in their new homes. Adult Social Care will manage the procurement of this contract and will need to consider whether the total value meets levels for Service contracts where a full process needs to be undertaken. The specification and draft contracts could be drafted before the award of funding.
- Property Maintenance and Management:
IWC currently have an existing contract with SHG for undertaking property management and maintenance. This contract could be extended to provide the management of these units.
- Renovation Works:
Depending on the works required which will be more fully understood once the properties have been identified and surveyed, the works could be undertaken via a contractor framework for maintenance or by a separate open tender process. Specification of works cannot be undertaken until a review of the properties has been undertaken and works cannot be instructed until completion has taken place. Contracts could utilise JCT minor works format if required.
- Furniture and White Goods:
These products and their installation will need to be specified once the properties have offers accepted and commissioned once the transactions have completed. There is time for a full procurement process or framework selection if appropriate depending on the date of completion. The delivery and installation will need to be managed to coincide with the completion of the renovation works – or could be managed jointly.

4. FUNDING AND AFFORDABILITY – Financial Case

The total Capital project cost will be

Capital: £779,735

Item 7 – Appendix 1 – RSAP Business Case

IWC Capital Requirement:

In terms of Capital, the requirement from IWC to support this project will be **£389,868** (at 50% of total project cost).

IWC Annual Revenue

It is anticipated annual revenue costs would be covered by the rental income (which will be set at Affordable/ Social levels of rent) and the Adult Social Care revenue Budget.

This service will be aligned with the single homeless pathway commissioned services and will adhere to robust scrutiny and contract monitoring as set out for other commissioned services which includes and is not limited to financial management.

Adult Social Care will manage the revenue requirements for the project. An element of the Support Contract revenue costs will be submitted as part of the Bid for Revenue Grant funding.

5. DELIVERY ARRANGEMENTS – Management Case

Delivery of the project in time for completion by the 31st March 2021 will require effective programming and management to ensure the time, cost and quality aspirations are met and that risks are identified and mitigated.

Governance:

The Bid submission, Project and annual reporting requirements for the housing units will be managed by Adult Social Care. A project manager will be identified, and regular internal meetings will be arranged where risks, budget, programme and project quality will be regularly reviewed and updated.

Support and Management:

Support services will be contracted to a Support services provider. The IWC has an existing arrangement with Southern Housing Group for undertaking Housing Management and Maintenance.

Programme:

The following initial programme identifies that the Project can deliver by the required project funding timescales of 31st March 2022 with key milestones highlighted. Opportunities to deliver critical path items earlier than identified will need to be explored by the project team, the first critical item after bid submission will be the funding agreement date.

Task Name	Duration	Start	Finish
Delivery of Move On Homes	238 days?	05/05/2021	01/04/2022
Bid Submission	98 days?	05/05/2021	17/09/2021
Arrange IMS Set up	4.8 wks	20/05/2021	22/06/2021
Internal Business Case Approval and other Approvals	37 days	20/05/2021	24/06/2021
Prep BID Submission	42 days?	05/05/2021	01/07/2021
Submit BID	0 days	01/07/2021	01/07/2021

Item 7 – Appendix 1 – RSAP Business Case

BID Evaluation	2 mons	02/07/2021	26/08/2021
BID Decision	0 days	26/08/2021	26/08/2021
Funding Agreement Prep	3 wks	27/08/2021	16/09/2021
Funding Agreement In Place	1 day?	17/09/2021	17/09/2021
Support Contract	56 days	02/07/2021	17/09/2021
Write Support Specification	3 wks	02/07/2021	22/07/2021
Prepare Support Draft Contract	3 wks	23/07/2021	12/08/2021
Prepare Support ITT Documents	2 wks	23/07/2021	05/08/2021
Publish Tender	21 days	13/08/2021	10/09/2021
Evaluate Tender Returns	1 wk	13/09/2021	17/09/2021
Award Support Contract	0 days	17/09/2021	17/09/2021
Acquisitions	177 days	20/05/2021	21/01/2022
Arrange Acquisition Support	14.4 wks	20/05/2021	27/08/2021
Identify Chain Free Properties and View	3 wks	20/09/2021	08/10/2021
Submit offers and wait for acceptance	4 wks	11/10/2021	05/11/2021
Offers Accepted	0 days	05/11/2021	05/11/2021
Undertake Surveys and Valuations	3 wks	08/11/2021	26/11/2021
Legal Searches	2 mons	29/11/2021	21/01/2022
Completion	0 days	21/01/2022	21/01/2022
Renovations	95 days?	08/11/2021	18/03/2022
Inspect Properties	3 days	08/11/2021	10/11/2021
Schedule of Works Prep	3 wks	11/11/2021	01/12/2021
Tender For Contractor	21 days	02/12/2021	30/12/2021
Evaluate Tenders	1 wk	31/12/2021	06/01/2022
Award Contract	1 day?	07/01/2022	07/01/2022
Contractor Mobilisation	2 wks	10/01/2022	21/01/2022
Contractor Undertakes Renovations	2 mons	24/01/2022	18/03/2022
Completion of Renovation Work	0 days	18/03/2022	18/03/2022
Furniture	105 days	08/11/2021	01/04/2022
Specify Furniture and White Goods	1 wk	08/11/2021	12/11/2021
Procure Furniture and White Goods (<i>sufficient time for full procurement process if needed</i>)	1 day	15/11/2021	15/11/2021
Order Time and Delivery	3 wks	16/11/2021	06/12/2021
Installation of Furniture and Whitegoods	2 wks	21/03/2022	01/04/2022

Item 7 – Appendix 1 – RSAP Business Case

Properties Ready To Let	0 days	01/04/2022	01/04/2022
-------------------------	--------	------------	------------

Risks:

Key risks to the Project via the Preferred Option mainly relate to strategic decision making and critical path timescales as set out below:

Risk Category	Description	Mitigation	RAG
Funding Agreement	The date of the funding agreement being in place is unknown and is a key critical path item for starting the project. The programme has identified mid September but if this date extends, the whole programme will push out.	IWC will need to take a view on whether some elements can progress before the funding agreement is in place.	
Timescales	Critical path timescales extend, and the project end date goes beyond funding deadline 31 st March 2022.	MHCLG have acknowledged that there is some flexibility on delivery date into the 1 st quarter of 2022.	
Cost	As the current property market is buoyant the IWC will may experience property values increasing.	Review sold prices and factor in a sensitivity/ contingency on prices based on trends.	
Timescales	The timescales for delivery are tight and there are a number of critical path items.	Acquisition should consider chain free properties to give more certainty on acquisition time. Properties with minimal renovation required will require less renovation time. Procurement to be factored into programme at the outset.	

Item 7 – Appendix 1 – RSAP Business Case

Procurement	If procurement timescales are not factored into the programme from the outset then there is a risk of project delay if then subsequently need to be added in.	Keep procurement team appraised and take their input into programming.	
Resourcing/ Governance	Sufficient internal resources need to be identified to manage the project overall and for ongoing monitoring and reporting required otherwise the project will not progress to programme.	Adult Social Care to identify project manager and set up governance for the scheme.	

6. Benefits Delivery

The delivery of the units will allow for 5 rough sleepers on the IOW to be accommodated in Spring/ Summer 2022.

This would bring on line 5 affordable accommodation units. (Housing Strategy)

The units will be held by the IWC as capital assets for the purpose of preventing rough sleeping and will generate an income at the level of social/ affordable rent from first lettings in spring/ summer 2022.

A study in 2008 by the New Economics Foundation ‘Work it out: barriers to employment for homeless people’ indicated an annual cost to the state of £26,000 for each homeless person. The costs relate specifically to ‘job ready’ homeless people. Therefore, 5 units would equate to an approximate saving of £130,000 per annum.

Funding will be matched by MHCLG.

Moves the IOW closer to achieving a functional zero homelessness. This appeal because progress towards an end to homelessness is achievable and measurable, without eliminating all homelessness and homelessness risk. (Homelessness and Rough Sleeping Strategy)

MHCLG/ Homes England Support:

MHCLG is providing direct support to the IWC to assist with the submission of the RSAP Bid and Homes England support is available as required to assist with any queries that the IWC may have.

Appendix 1 – Schedule of Costs

Jun-21

Internal Business Case Appraisal

Total Capital Expenditure	779,735
50% Homes England Grant	389,868
50% IWC Match Required	389,868
Number of Units	5

CAPITAL

Capital Expenditure	No.	Per Unit	Total
Unit Purchase	5	125,000	625,000
Renovations	5	8,395	41,975
Furnishings	5	2,250	11,250
Professional Acquisition/ Surveys	5		18,125
Stamp Duty on Acquisitions 2%	0.02		12,500
		<i>Sub Total</i>	<i>708,850</i>

Item 7 – Appendix 1 – RSAP Business Case

Contingency 10%	70,885
Total	779,735

REVENUE

Income						
Annual Rental Return	No. Units	Market Rent Per Unit	LHA Rates	Monthly Rent	Annual LHA Rent	Less % voids and bad debt
Units	5	580	449	2,245	26,940	25,593

Annual Costs			
Revenue Cost - Support/ Maintenance	No. Units	Cost per Unit P.A	Total
Support Contract	5	2,000	21,500
Maintenance and Management (SHG £3,600 per unit +2% inflation)	5	3,672	18,360
<i>Total</i>	<i>5</i>	<i>7,972</i>	<i>39,860</i>

Item 7 – Appendix 1 – RSAP Business Case

Revenue Cost - Other Landlord Costs	No. Units	Cost per Unit P.A	Total
Ground Rent	5	700	3,500
Insurance	5	200	1,000
Replacement White Goods			1,500
Certificates (Gas/ Electrical etc)			500
<i>Total</i>			6,500

Total Revenue Costs to IWC Per Year (Support + other landlord costs)	46,360
---	---------------

Annual Revenue Return to IWC	25,593
Revenue Income - Total Revenue Costs	-19,420

Sensitivity Analysis on Revenue Return	
---	--

Support Costs 100% Grant Funded

Revenue Income - Maintenance - Other Landlord Costs	733
---	-----

Item 7 – Appendix 1 – RSAP Business Case

Support Costs 50% Grant Funded

Revenue Income - 50% Support - Maintenance - Other Landlord Costs	-10,017
--	---------

Isle of Wight Council Forward Plan – October 2021 and (where relevant) Notice of Intention to Hold Part of Meeting in Private Session

The Forward Plan is a list of all matters that are due to be considered no earlier than 28 clear working days from the date of this notice by the appropriate Decision Making Body or individual including those deemed to be key decisions.

The plan also gives notice of which decisions (if any) that may be made in private with the exclusion of press and public where for example personal or commercially sensitive information is to be considered in accordance with the Local Authorities (Executive Arrangements)(Meetings and Access to Information(England) Regulations 2012.

A list of all Council Members can be found on the Council's web site from this link

The Leader of the Council (also responsible for Strategic Partnerships) is Cllr Lora Peacey-Wilcox.

Other members of the Cabinet are:

Deputy Leader and Cabinet Member for Community Protection, Digital Transformation, Housing Provision and Housing Needs - Cllr Ian Stephens

Cabinet Member for Highways PFI, Transport and infrastructure - Cllr Phil Jordan

Cabinet Member for Children's Services, Education and Lifelong Skills - Cllr Debbie Andre

Cabinet Member for Regeneration, Business Development and Tourism - Cllr Julie Jones-Evans

Cabinet Member for Adult Social Care and Public Health - Cllr Karl Love

Cabinet Member for Planning and Community Engagement - Cllr Paul Fuller

Cabinet Member for Strategic Finance, Corporate Resources and Transformational Change – Cllr Chris Jarman

Cabinet Member for Environment, Heritage and Waste Management - Cllr Jonathan Bacon

* Please note that any items highlighted in yellow are changes or additions from the previous Forward Plan

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
--	--	---------------------------------------	--	---	---

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
Scheme of Co-Option	Full Council	15 Sep 2021			Open
To agree a scheme of co-option to implement the decision of Full Council on 21 July 2021 to restore the voting rights of the co-opted member on the Corporate Scrutiny Committee.	Full Council Date 1 st added: 4 August 2021	15 Sep 2021			

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p>Ryde Transport Interchange Consultation Feedback</p> <p>This paper concerns the Ryde Transport Interchange Project which is being funded by the Department for Transport as a part of the Transforming Cities Fund in partnership with Portsmouth City Council and Hampshire County Council. The £10million grant for the Island will fund reinstatement of the tramway pier, refurbishment of the station/bus interchange and improved active travel links. At its July meeting Cabinet resolved to review the outcomes of the engagement and consultation process. Cabinet are asked to approve the findings of this process to enable the finalisation of the detailed design and the placing of orders for works and services to enable practical completion by the funder's deadline of March 2023.</p>	<p>Cabinet</p> <p>Date 1st added: 4 August 2021</p>	<p>14 Oct 2021</p>		<p>Ryde Regeneration Working Group and sub-group engaged through meetings, walking tour, and online workshops</p> <p>General Public through publicity and on-line survey</p> <p>Ryde Interchange users through display boards and online survey</p> <p>Ryde Town Council through briefings and stakeholder letters</p> <p>Key stakeholders including affected business through stakeholder letters, online survey and other to attend relevant groups to discussion issues and plans</p>	<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p>Housing Civil Penalties</p> <p>The power to impose a civil penalty as an alternative to prosecution for the relevant housing act offences was introduced by section 126 and Schedule 9 of the Housing and Planning Act 2016 on 6 April 2017.</p> <p>The use of civil penalties as an alternative to prosecution when deciding to use sanctions against a person who has committed a relevant offence. Civil penalties can still be used for dealing with serious offences, as well as providing a more suitable option for more lighter touch sanctioning. Lighter touch sanctioning will need fewer resources from the Housing Renewal and Legal section.</p>	<p>Cabinet</p> <p>Date 1st added: 4 August 2021</p>	<p>14 Oct 2021</p>		<p>Internal Only</p>	<p>Open</p>
<p>Isle of Wight Council Corporate Plan</p> <p>To agree the Corporate plan for the next 4 years.</p>	<p>Cabinet</p> <p>Date 1st added: 4 August 2021</p>	<p>14 Oct 2021</p>		<p>Cabinet members, Directors and Senior Managers</p>	<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p>Implications of the Health and Social Care Bill (2020-21) for the Council and the future of the Isle of Wight Integrated Care Partnership</p> <p>The Government is sponsoring the passage of the Health and Care Bill through Parliament. The Bill when enacted will have implications for the delivery of health services nationally and locally and is intended to improve the integration between health and care services as a minimum.</p> <p>This paper will describe some of the key outputs of the Bill as they effect the Council particularly the formation of Integrated Care Systems to replace Clinical Commissioning Groups and the statutory basis for their activity.</p> <p>The Isle of Wight will be within the remit of the Hampshire and Isle of Wight Integrated Care System with the potential for a 'place' based Isle of Wight health and care partnership. The paper will consider what that partnership might look like and its impact on the existing Isle of Wight Integrated Care Partnership (ICP).</p>	<p>Cabinet</p> <p>Date 1st added: 4 August 2021</p>	<p>14 Oct 2021</p>		<p>Consultation will be through dialogue with NHS England and the Southampton, Portsmouth and Isle of Wight CCG.</p>	<p>Part exempt There may be some NHS financial data that is confidential on the basis that it is a work in progress. This will be contained in appendices if necessary</p>

Page 5

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p>Options for the Future of Chillerton and Rookley Primary School</p> <p>Paper outlining options potentially to be subject to a period of public consultation</p>	<p>Cabinet</p> <p>Date 1st added: 7 September 2021</p>	<p>14 Oct 2021</p>		<p>Consultees to include but not limited to: Parents, staff, governors, local MP, local County Councillors, Parish Council, Diocese, other local schools, local interest groups and all other identified relevant stakeholders.</p> <p>Consultation method will be determined nearer the time if required and be subject to any Covid restrictions in place at that point.</p>	<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p>Bus Service Improvement Plan</p> <p>The purpose of the paper is to seek approval, from the Council Cabinet, of the Bus Service Improvement Plan (BSIP) for the Isle of Wight.</p> <p>The BSIP has been produced in response to the national bus strategy “Bus Back Better” issued by the Government in March 2021. The focus of the National Strategy is on local bus services being improved in order to grow the number of passengers and to help the sector to recover from the impact of reduced travel during the pandemic.</p> <p>The strategy promises future increases in funding for bus measures, subject to the outcome of the next Government Comprehensive Spending Review. This funding is conditional on Local Transport Authorities (LTAs) preparing a Bus Service Improvement Plan by the end of October 2021 (as proposed within the paper) and an Enhanced Partnership by March 2022, that demonstrate a clear level of ambition and steps that they propose to take to improve local bus services within their area that will generate passenger growth.</p>	<p>Cabinet</p> <p>Date 1st added: 7 September 2021</p>	<p>14 Oct 2021</p>		<p>Local Commercial Bus Operator</p> <p>Neighbouring Transport Authorities</p> <p>Ongoing engagement will be taken directly with key stakeholders and with bus users via publicity and surveys.</p>	<p>Open</p>

Title and Summary of Proposed Decision

Decision Making Body and name of relevant Cabinet Member

Meeting Date/Proposed Publishing Date

Relevant documents submitted to decision maker to be considered*

Consultees (including town and parish councils) and Consultation Method

May report or part of report be dealt with in private? If so - why?

Page 404

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p>Living Well and Early Help Service - Adults</p> <p>The Living Well and Early Help Service (LWEH) was established to help the island address some of the demographic challenges which present themselves. One in five of the population is over the age of eighty years old, and there is higher than national average population of adults with learning disabilities on the Isle of Wight.</p> <p>The significant challenge of ensuring adults on the island gain or regain the right levels of independence, to meet their own objectives is key to sustaining people away from statutory services both at a health need and social need level.</p> <p>Over 55% of older people living on the island do not meet the financial threshold to receive state funded social care, so they are required to make their own arrangements. Over 40% of those people who approach Adult Social Care for help are deemed not to be eligible for statutory care.</p> <p>The importance to have a holistic service to meet the optimum need of individuals not eligible for statutory services, ensures individuals have sustainable care journeys within our community and with minimal statutory service input.</p>	<p>Cabinet</p> <p>Date 1st added: 7 September 2021</p>	<p>14 Oct 2021</p>		<p>Internal</p>	<p>Open</p>

Page 9 of 9

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p>Floating Bridge 6 Next Steps</p> <p>This report provides an update on the current Floating Bridge (FB6), including the legal case which is being pursued against the naval architect and the boat builder.</p> <p>The report sets out the case for commissioning an independent Cabinet Office Gateway 5 review to determine whether the current FB6 vessel is fit for purpose in relation to the original specification, operating requirements and achieving wider outcomes.</p> <p>The report also seeks Cabinet approval to carry out essential redesign and reconfiguration works to the FB6 to ensure a more reliable service, and in order to reduce ongoing costs.</p>	<p>Cabinet</p> <p>Date 1st added: 7 September 2021</p>	<p>14 Oct 2021</p>			<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p>Better Care Fund Update 2021/22 and 2022-23</p> <p>Paper to update on the review of the position of current IW Better Care Fund (BCF) Section 75 agreement; ; national direction & principles for management of 2021-22 Better Care Fund; and development of 2022-23 Better Care Fund, for agreement. Proposals for agreement, and allocation of resources</p>	<p>Cabinet</p> <p>Date 1st added: 14 September 2021</p>	<p>14 Oct 2021</p>		<p>The BCF planning template and associated Section 75 agreement is developed and updated by the IOW CCG and IOW Council. Wider stakeholders including ICP partners, have been involved in the development of the Health and Care Plan and BCF planning.</p>	<p>Open</p>
<p>Rough Sleepers Accommodation Grant</p> <p>Acceptance of capital grant from MHCLG to match fund property purchase and to accept the key grant conditions of the council becoming a registered provider of housing to deliver the project and apply for future funding opportunities.</p>	<p>Cabinet</p> <p>Date 1st added: 6 October 2021</p>	<p>14 Oct 2021</p>	<p>Reg 10 Notice</p>	<p>Homeless Strategy consultation – external and internal consultees.</p>	<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p>Review of options to identify investment proposals for regeneration of Culver Parade tourism opportunity area</p> <p>To consider staff appraisal of the procurement exercise to identify an investment partner for Dinosaur Isle, and to confirm the scope, objectives and timing of a procurement to secure wider regeneration proposal. This will include ensuring the continuing accreditation of museum status for Dinosaur Isle and hosting of the fossil collection at the current or an alternative location.</p>	<p>Cabinet</p> <p>Date 1st added: 4 August 2021</p>	<p>11 Nov 2021</p>		<p>Community consultation in 2018 and recent petition. Potential partners identified during the process will be mandated to undertake engagement with local stakeholders in the development of their proposals.</p>	<p>Open</p>
<p>Pop-up enterprises on Council land</p> <p>To approve the undertaking of a marketing of designated schedule of council assets to be offered for use by "pop-up" enterprises across the Island.</p>	<p>Cabinet</p> <p>Date 1st added: 4 August 2021</p>	<p>11 Nov 2021</p>		<p>Town and Parish Councils</p>	<p>Open</p>
<p>Quarterly Performance Monitoring Report - Q2</p> <p>To report on progress against the Corporate Plan</p>	<p>Cabinet</p> <p>Date 1st added: 4 August 2021</p>	<p>11 Nov 2021</p>			<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
Holiday Activity and Food Programme – Christmas Grants	Cabinet	11 Nov 2021		Open grant award will be run to award the grants	Open
Seeking approval for award of grants to providers to deliver holiday activities and food over the Christmas holidays	Date 1 st added: 4 August 2021				
The Isle of Wight Council (Various Streets, East Cowes) (Traffic Regulation) order No 1 2021	Cabinet	11 Nov 2021		Public consultation - press publication and street notices	Open
This report provides the details of recommendation for introducing new parking restrictions, and making some of the existing parking restrictions enforceable, in various locations in East Cowes	Date 1 st added: 14 September 2021				
The Isle of Wight Council (Various Streets, Cowes) (Traffic Regulation) Order No 1 2021	Cabinet	11 Nov 2021		Public consultation - press publication and street notices	Open
This report provides the details of recommendation for introducing new parking restrictions, and making some of the existing parking restrictions enforceable, in various locations in Cowes	Date 1 st added: 14 September 2021				

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p>The Isle of Wight Council (Horsebridge Hill, Newport) (Traffic Regulation) Order No 1 2021</p> <p>This report provides the details of recommendation for introducing new parking restrictions, and making some of the existing parking restrictions enforceable.</p>	<p>Cabinet</p> <p>Date 1st added: 14 September 2021</p>	<p>11 Nov 2021</p>		<p>Public consultation - press publication and street notices</p>	<p>Open</p>
<p>Request for isle of Wight Council support in principle for the proposed development of a new community ferry service</p> <p>To consider provision of a letter of support to an island based consortium seeking to develop a new ferry service to the Island</p>	<p>Cabinet</p> <p>Date 1st added: 6 October 2021</p>	<p>11 Nov 2021</p>		<p>The consortium will be consulting the public and key agencies about the principle of the proposal and should a planning application come forward consultation through the planning process.</p>	<p>Open</p>
<p>Isle of Wight Council Corporate Plan</p> <p>To agree the Corporate plan for the next 4 years.</p>	<p>Full Council</p> <p>Date 1st added: 4 August 2021</p>	<p>17 Nov 2021</p>		<p>Cabinet members, Directors and Senior Managers</p>	<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p>Closure of Carisbrooke College 6th Form - Final Decision</p> <p>The closure of the 6th Form at Carisbrooke College. The provision has not been operational since 2016. All students since that date have attended the 6th Form provision at Medina College. This report is required to formalise the above situation.</p>	<p>Cabinet</p> <p>Cabinet Member for Children's Services, Education and Lifelong Skills Date 1st added: 1 July 2021</p>	<p>16 Dec 2021</p>		<p>The Governing Board ran a consultation (in line with the Department for Education's publication "Making Significant Changes ("prescribed alterations") to Maintained Schools) for four weeks (as set out in the regulations) between 9th November 2020 and 6th December 2020. No objections were received.</p>	<p>Open</p>
<p>Endorsement of Wight Skills Plan</p> <p>To endorse the new Island skills plan which highlights the skills needs of the local economy and identifies responses by the council, businesses and education partners towards ensuring the island population is best placed to take advantage of economic and self-fulfilment opportunities</p>	<p>Cabinet</p> <p>Date 1st added: 4 August 2021</p>	<p>16 Dec 2021</p>		<p>Economic Executive</p>	<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p>Lowering the age range of Hunnyhill Primary School : Consultation outcome</p> <p>The purpose of the report is to highlight the outcome of the public consultation of Hunnyhill Primary School's proposal to lower their age range to two years of age. This will include any objections to the proposal.</p>	<p>Cabinet</p> <p>Date 1st added: 6 October 2021</p>	<p>16 Dec 2021</p>		<p>The Public Notice is displayed at the school and sent to all current parents of the school and pre-school, Governors and other stakeholders. It is placed on iwright.com and in the Isle of Wight County Press and Observer newspapers. The public consultation will run for 6 weeks from 28.09.21 until 09.11.21</p>	<p>Open</p>
<p>Local Council Tax Support Scheme</p> <p>Every year local authorities are required to undertake a review of their scheme to ensure it still meets local needs as well as financial impacts. Any potential changes require full consultation with residents and the final decision made at Full Council for implementation on the 1 April every year for the statutory provisions to be undertaken.</p>	<p>Cabinet</p> <p>Full Council</p> <p>Date 1st added: 6 October 2021</p>	<p>16 Dec 2021</p>	<p>19 Jan 2022</p>	<p>No consultation has been undertaken this year as there are no changes going forward to recommendation.</p>	<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p>Newport Harbour – Supplementary Planning Document</p> <p>To consult statutory bodies and key stakeholders regarding the proposed development and adoption of the Newport Harbour Masterplan as a Supplementary Planning Document</p>	<p>Cabinet</p> <p>Date 1st added: 6 October 2021</p>	<p>16 Dec 2021</p>		<p>Public notice and statutory consultees</p>	<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p>Transfer of Ownership & Transfer of Major Shareholding of Amey (iow) SPV and the Works and operating Sub-Contractor</p> <p>Ferrovial divested the service portfolio known as Amey PLC several years ago to sell. This included all child companies of Amey Plc and the special purpose vehicles operating Service contracts.</p> <p>Ferrovial is nearing a sale of Amey Plc however that sale will not include the four energy from waste contracts they hold, including the Isle of Wight. These contracts are proposed to be re-invested into the Ferrovial Portfolio under a new company created for this purpose.</p> <p>The decision to be made is if the Authority provides consent for the Transfer of Ownership & Transfer of Major Shareholding of Amey (iow) SPV and the Works and operating Sub-Contractor to the proposed new structure.</p>	<p>Cabinet</p> <p>Date 1st added: 6 October 2021</p>	<p>16 Dec 2021</p>		<p>Internal consultation with Finance, external professional advice from legal advisors.</p>	<p>Open</p>
<p>Gambling Act Policy</p> <p>Scheduled review of the Gambling Act Policy required under the Gambling Act 2005.</p>	<p>Cabinet</p> <p>Date 1st added: 4 August 2021</p>	<p>13 Jan 2022</p>		<p>Internal and External</p>	<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p>Street Trading Policy</p> <p>Scheduled Review and update of the councils Street Trading Policy.</p>	<p>Cabinet</p> <p>Date 1st added: 4 August 2021</p>	<p>13 Jan 2022</p>		<p>Internal and Trade</p>	<p>Open</p>
<p>Hackney and Private Hire Licensing Policy including the relevance of convictions policy</p> <p>Following the introduction of the new Statutory Taxi and Private Hire Vehicle Standards this is a review and revision of the licensing policy.</p>	<p>Cabinet</p> <p>Date 1st added: 7 September 2021</p>	<p>13 Jan 2022</p>		<p>Internal and trade consultation</p>	<p>Open</p>
<p>School Funding Formula and Budget Setting 2022/23</p> <p>Following the Department of Education Dedicated Schools Grant (DSG) settlement in December, this report sets the local school funding formula and associated wider DSG budget for 2022/23.</p>	<p>Cabinet</p> <p>Date 1st added:</p>	<p>13 Jan 2022</p>		<p>All schools consultation during the Autumn, and specific consultation with Schools Forum.</p>	<p>Open</p>
<p>Quarterly Performance Monitoring Report - Q3</p> <p>To report on progress against the Corporate Plan</p>	<p>Cabinet</p> <p>Date 1st added: 4 August 2021</p>	<p>10 Feb 2022</p>			<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
Determining School Admission Arrangements	Cabinet	10 Feb 2022		Schools	Open
Admissions arrangements for community and voluntary controlled schools must be set before 28 February 2022.	Date 1 st added: 4 August 2021				
Determine the pattern of School Term and Holiday Dates for 2023/24	Cabinet	10 Mar 2022		Educational establishments and professional bodies	Open
To set the school year to be followed by community and voluntary controlled schools in the school year 2023/24	Date 1 st added: 4 August 2021				
Director of Public Health Annual Report	Cabinet	10 Mar 2022			Open
	Cabinet Member for Adult Social Care, Public Health and Housing Needs Date 1 st added: 1 June 2021				