

Members:

Agenda

1. Apologies
2. **Minutes of the Previous Meeting and Matters Arising** (Pages 5 - 10)
Minutes of the Meeting held on Thursday 10 March 2022
3. **Exmoor Local Community Network Highways Pilot** (Pages 11 - 42)
Report back on the Highways Subgroup – *draft minutes attached*
To adopt the recommendations as laid out in Point 6 to the Exmoor Area Panel
 - 6.1 Andrew Turner to revise the Devolved Funding Paper to be more representative of the Exmoor parishes so that this can then be approved by the Exmoor Area Panel. This includes but is not limited to the Capital budget options listed in the table at Point 2.0.
 - 6.2 Formally endorse the appointment of the Highway Steward role, including Terms of Reference and line management responsibilities.
 - 6.3 Ensure that each parish within the Exmoor Area Panel has appointed a Highways Warden as a point of contact with the Highway Steward. Contact details for same to be provided as soon as possible, and forwarded to Kate Brown (SCC)
 - 6.4 Endorse the adoption of Parish Online for the Exmoor Area Panel. This to be for a trial period of one year at a cost of £800 paid for by the Local Government Association.
4. SCC Highways Updates
5. Magna Housing Association (Pages 43 - 50)

An update from Christine Boland, Interim Director of Housing Services.

- 6. Avon and Somerset Police Report**
- 7. Devon and Somerset Fire and Rescue Service**
- 8. Exmoor National Park Authority Update**
- 9. Parish Lengthsman Scheme and Update**
- 10. Items to be brought forward by Parishes**

(Deadline for submission for public questions or statements is 4pm on Monday 6 June 2022).

- 11. Dates for meetings going forward to be held at the Moorland Hall, Cutcombe**

Thursday 1 September 2022

Thursday 24 November 2022

Thursday 12 January 2023

Thursday 16 March 2023

Commencement time will be 7pm.

(Pages 51 - 52)

Minutes of the Exmoor Area Panel Meeting

Held on Thursday 10th March 2022,

At the Moorland Hall, Cutcombe

Present:

Patricia Bainbridge (Brompton Ralph) Brian Chaffey (Brompton Regis) Jan Aldridge (Brushford), Roger Foxwell & Roger Webber (Cutcombe), Christine Dubery (Dulverton), Mike Ellicott & Jeremy Hickman (Exford), Janette Webber (Exton), Dave Powell & Anne Sparling (Luxborough) Max Lawrence & Scilla Barney (Selworthy & Minehead Without), Fran ABrook & David Williams (Upton), Peter Pilkington (Timberscombe), Tony Howard (Withypool & Hawkridge),

Also Present:

SCC Cllr Frances Nicholson

SWT Cllr Andy Milne, SWT Cllr Steven Pugsley, SWT Cllr Nick Thwaites

Officers:

Andrew Turner, Neil Guild, Craig Gowan and Adrian Lee – (SCC)

Sam Murrell (SWT)

(The meeting commenced at 7.05pm)

1. Apologies

Apologies were received from Margaret Rawle (Dulverton), Penny Webber (Selworthy & Minehead Without), Andrew Bray (Wootton Courtenay), Matthew Headley & Sarah Buchanan (Brompton Regis), Sally Moran (Clatworthy), Vivian White (Cutcombe), Christine Boland (Magna HA), Linda Brooks (ASP), Ruth MacArthur (ENP), SWT Cllr David Mansell.

2. Minutes of the previous meeting the Exmoor Area Panel 13th January 2022, and matters arising.

(Minutes of the meeting of the Exmoor Area Panel meeting held on 13th January 2022 were circulated with the agenda)

RESOLVED that the minutes of the Exmoor Area Panel meeting held on 13th January 2022 were confirmed as a correct record.

Matters arising:-

- The large tree that was threatening the stability of the bridge at Withypool has been cleared and removed.
- The manholes at Chibbet Cross – this work is ongoing and moving towards a resolution hopefully soon.

3. Exmoor Local Community Network (LCN) Pilot

Andrew Turner from SCC provided an update on the Exmoor Area Panel Pilot LCN. The pilot is one of 4 being trialled in Somerset, but the only pilot to be dealing with SCC highways matters.

The other pilot schemes are:

- Wincanton On the theme of Health and Wellbeing
- Frome and District Focussing on Children, Youth and Families
- Bridgwater Assets / Service devolution

More information about the LCNs and how they are developing can be found on the New Somerset Council [website](#). This is regularly updated as the various projects are progressed.

The Exmoor Highways LCN Pilot has been given a time-limited discretionary budget for the 2022/23 Financial Year. The LCN can use this to fund small scale works that they have identified within the Exmoor area. At the present time the money allocated is £20k for revenue spend and £10k for capital works.

3.1 Programme of planned and reactive works – Presented by Neil Guild (Asset Manager) and Craig Gowan (Programme Engineer).

The programme of planned works was presented to the Exmoor Panel by Craig Gowan.

The programmed works related to surface dressing, footway maintenance, earthworks, and drainage. The county budget was between 14-16 million, with a priority on highways resurfacing. The programme covered the period from August 2022 to February 2023.

It was planned to hold quarterly meetings with the Contractor undertaking the works, to ensure discussion and formulate plans on the proposed diversion routes.

The report had been circulated prior to the meeting and comments from the floor included the following: -

- Diversion routes where road closures were required – could these be relayed as early as possible to employers, the tourist board, accommodation providers and Exmoor National Park? It was important that communication remained open, so that visitors could be forewarned and plan their routes into Exmoor accordingly.
- Utilities – who controls their work patterns? Is there any possibility they could be tied in with the scheduled Highways Works to take advantage of road closures and minimise general disruption to the road going public? i.e., Tie in tree felling, hedge trimming and gully clearance where the road is closed for surface dressing?
- 1-day diversions were not generally seen to be problematic, but anything longer than this caused a lot of disruption. This was largely due to signage still being in place after the work had finished, or when the contractor was no longer on site. Neil Guild advised that signs should be removed as

soon as the works were completed. It was agreed that this could be one area of business for the Highways Steward to monitor.

- The point was raised that there must be better co-ordination of the routine maintenance programme, to ensure that work is carried out in the correct order. Gully maintenance is important when ploughing verges and as part of the drainage jetting programme. It makes more sense to carry out ploughing, gully maintenance and then finish with jetting, so as not to undo the previous work.
- In the past, there has been a particular emphasis on gritting and adverse weather relating to snow. Due to the milder climate recently, rain has proved more problematic than snow. Vegetation requires a harder cut and perhaps more frequently along the roadsides due to growing so quickly.
- Some of the parishes had concerns that the discretionary budget was not going to be enough to cover the amount of work that has already been identified. In particular the two ravines at Upton and Stone Cross. *It was pointed out that the LCN Pilot budget is extra spend and that we should expect the usual level of spending otherwise. Large-scale capital projects like that at Upton and Exford would be separately budgeted.*
- Some of the parishes were concerned that in the vastness of the new Unitary Council, the rural areas outside of the main urban areas would be forgotten. As it was, there is already a perception that in Somerset West and Taunton, all projects and budgets are Taunton focussed! How can the parishes ensure that this doesn't happen or get worse in the future? *It was pointed out that the new Local Community Networks would be put in place to prevent this from happening, but it was very important that elected representatives lobbied hard for their respective areas to ensure that the rural areas are not overlooked.*

3.2 Parish Online Technical Demonstration – Presented by Adrian Lee

A demonstration of parish online was carried out by Adrian Lee. He showed how the organisations that pay the subscription can record their assets online for other member organisations to view. Two organisations that currently use the software are the Environment Agency and Historic England. The maps provide visibility of their assets.

Comments from the floor during the discussion included the following: -

- What can be added to improve the data?
It can be constantly updated by the subscribed members to include their own asset data and can include school catchment areas, gullies, drainage and lighting columns. Parishes should also be able to upload their own information such as the location and availability of defibrillators and public conveniences etc.
- SCC pay a subscription to use the system and operate it via a licence. This is not transferable. Parishes wishing to use Parish Online would need to take out their own subscription and pay the annual fee. This is determined by the population of the parish.
- Are salt bins and gritting routes included?
- SCC are adding other maps and layers to the information to assist the parishes. ? Feedback is welcomed.

3.3 Update on Highway Steward Scheme

Andrew Turner advised that approval had been granted for the appointment of a trained operative with a vehicle who could carry out the work of a Highways Steward. It was hoped to have someone in post by May 1st. This person would concentrate on resolving issues and defects that the parishes identified and could be paid for using their discretionary budget.

It had been agreed at the Parish Sub-group that there should be a “broker” type role to coordinate the work of the Parishes and communicate these to the Highways Steward. This would ensure there was no duplication of work and prioritise areas according to urgency. Andrew Turner said this was likely to be someone employed internally by Somerset County Council. They would provide a conduit between the parishes and the Highways Steward

Feedback on the Parish Sub-group Meeting.

The sub-group has been established to work with Dulverton Town Council and strategize a clear way forward to progress the Highways Steward role alongside the existing Parish Lengthsman scheme. The sub-group had met in January to talk through the current issues.

Andrew Turner (SCC)	Co-ordinator
Cllr Stephen Pugsley (SWT)	
Cllr Frances Nicholson (SCC)	
Mike Ellicott	
Roger Webber (Moor rep)	Cutcombe PC
Christine Dubery / Margaret Rawle	Dulverton Town Council
Sarah Buchanan (Brendon Hills rep)	Brompton Regis PC

Some queries had been resolved, but there was a general feeling from the Exmoor Panel that there was no communication coming out of the meetings. It was asked that someone was put in place to provide dedicated administrative support, and capture the points being made. These could then be clearly relayed back to the respective parishes, or an update could be provided to Panel at its usual quarterly meeting.

4. SCC Highways Update

Parishes should use the online portal to report defects in the first instance. Emails or phone calls could be made in the event of an emergency.

Exford Road Collapse

The collapse of the road is caused by a complicated structural problem and is not easy to fix. There are H&S implications due to the location and inaccessibility issues. The ravine is extremely high, and the nature of the work is skilled beyond basic highway maintenance and will need bridges, structures, and geotechnical engineering support to carry out the repairs.

The required geotechnical survey has been expedited and Highways are waiting on the results before determining how to tackle the work. It is a complicated fix, but the works will hopefully be started in the summer.

Upton Road Closure

Ground penetrating radar has been used to identify the cause of the road subsidence. There is a culvert running under the road which neither Wessex Water Authority nor South West Water claim is their responsibility. This is compromising the stability of the road. A local civil engineering contractor has been employed by SCC to undertake the works before it deteriorates further. The heavy rainfall is contributing to the problem, so it needs to be addressed as soon as possible.

Upton Parish Council asked that the clerk is updated on the situation via email.

5. Magna Housing Annual Report

Christine Boland was unable to attend this meeting and sent her apologies. She has been re-scheduled to attend the June meeting.

6. Avon and Somerset Police Report

Apologies were sent, but a report and newsletter were circulated prior to the meeting. Katherine Williams (PCSO Supervisor) has asked that parishes contact her direct if they have matters, they wish to discuss.

7. Devon and Somerset Fire and Rescue Service Issues (DSFRS)

No representative in attendance.

8. Exmoor National Park Authority Issues (ENP)

- **The Glover Report**

Disappointment was expressed that so far ENP does not appear to have consulted with the Hill Farming Network on its response to the Glover Report. In reply, it was pointed out that anyone can take part in the consultation regardless of whether they are an organisation, parish council and or an individual. They can do this independently and do not need to go through ENP to do so.

- **Is ENP voting in new Somerset Parish Councillors following the election in May**

The situation is not clear at present, but a decision will be made following the elections in May when it will be clear whether there a change of representatives is required.

9. Parish Lengthsman Scheme

No current issues to report.

10. Items brought forward by parishes

- **Emergency Planning because of Storm Eunice.**

It was asked whether the parishes would be updating their emergency planning strategies following learning from the recent storms. A number of homes had been without power for several days, and it was suggested that the purchase of a "community generator" might be a good idea. These could be used to keep refrigerators in the village shop from defrosting, provide emergency hubs with power so that residents could charge up mobile phones, keep warm and not be isolated.

There was praise for the response of the emergency services, Exmoor Search and Rescue and SWT/SCC in ensuring that vulnerable households that had been identified were supported. Wiveliscombe Fire Station had also set up an emergency hub to co-ordinate the response to the rural areas.

There was confusion around why certain parishes had waited several days for power to be restored, whilst others were only inconvenienced for a few hours. It was suggested that Western Power is written to, to find out if these delays are avoidable and what can be done to alleviate the situation if it was to happen again in the future. i.e., Was it purely because trees brought down the power cables?

- **Attendance by PC Dan Cox – ASP Speed Awareness**

Could this officer be invited to attend a future Panel meeting to talk about speed awareness?

11. Dates and Venues for meetings going forward.

Thursday 9 June 2022 (Moorland Hall, Cutcombe at 7pm)

(The Meeting ended at 9.12pm)

**Minutes of the Exmoor LCN Pilot Highways Subgroup
Held on Friday 20 May 2022,
At the Dulverton Sports Pavilion from 10.00am – 1.00pm**

Present:

Cllr Stephen Pugsley (Chair)	SCC/SWT
Cllr Frances Nicholson	SCC (virtual)
Andrew Turner	SCC (virtual)
Craig Gowan	SCC
Kate Brown	SCC
Scott Davies	Milestone Infrastructure
Luke Green	SCC
Kate Brown	SCC
Bev Norman	SCC
Mike Ellicott	Exford PC
Jeremy Hickman	Exford PC
Christine Dubery / Margaret Rawle	Dulverton TC (Town)
Andrew Bray	Wootton Courtenay PC (Vale)
Roger Webber	(Moor)
Sam Murrell (Clerk)	SWT

1. Apologies

Sarah Buchanan (Brompton Regis PC), Stephen Marsh (SCC).

2. Scheme Promotion (CG)

2.1 Highways Schemes

The programme of planned works was presented to the subgroup by Craig Gowan. Comments were as follows: -

2.1.1 A396 Schemes

- Local knowledge as well as geographical knowledge was very important when considering where to place diversions and road closures. There were alternatives to closing off the roads at Wheddon Cross, such as using the Rest and Be Thankful car park as a turning point for larger vehicles. This would avoid the tight turn as vehicles could approach in a straight line. The car park had been reinforced in previous years to enable this, but it seems the knowledge has been lost at SCC.

Action point – Bev Norman (SCC) to meet with Roger Webber (Moor rep) on site to explore the options.

- Timberscombe – Cutcombe (Road slippage) Can traffic signals be used instead of closures to keep traffic moving? *Dependent upon the stability of the road and the operating safety zone for workers and machinery. If it is feasible then it is considered, but in areas of instability, or with pinch points the safest option is to*

completely close the road. In relation to this scheme, it is not practicable due to the narrowness of the road.

- School buses and service buses must be considered when closing the roads, otherwise it means long diversions for school age children and increases the length of time travelling. Factoring this into the school day means earlier pick up times which can lead to tiredness and difficulty concentrating.
- Using “B” classified roads as an alternative route for smaller vehicles so that the “A” road diversions are less congested. Road users with local knowledge will not follow the recognised routes but will use small side roads as an alternative. This could ultimately lead to rat-runs and snarl up in the villages. It is important that this is managed with signage – such as temporary one-way systems and speed limits.

2.1.2 A39 Schemes

- Andrew Bray as the Vale Rep said communications must improve. There had been a lot of confusion recently about works that were due to take place on the A39 at Tivington, which would necessitate a complete road closure. There was a long diversion that was going to be implemented routing through Lynton and heavy vehicles were going to have to stack and be escorted through at lunch time. The parish had not been consulted, and then they were told – again at short notice – that it was no longer happening!

Bev Norman responded that work on the scale that was needed had not been through the correct approval process. Months of planning is required, and SCC would need to consult with partners, parishes, freight, and bus companies etc before implementing a planned road closure and would provide plenty of notice in advance of what was happening.

2.2 Surface Dressing

Most of the comments were issues already highlighted in 2.1.

2.3 Traffic Schemes

- Margaret Rawle / Christine Dubery highlighted the fact that most parish clerks were part time and didn't routinely check emails. This meant that urgent notification of works may not be picked up and passed on in time. How could a fail-safe be implemented to overcome this?

Action Point – All parishes need to appoint a Highways Warden who will ultimately be responsible for liaison with the Highways Steward, and SCC officers if necessary. A list of these representatives' email addresses will be forwarded on to Kate Brown so that she has contact details. (Details of Highways wardens to be collated at the next Area Panel meeting).

- **Action Point** - Luke Green offered to show Andrew Bray (Vale Rep) how to use the one.network website polygon plotter, to set

up and receive email alerts or pings via email when highworks works are added to an area.

- **Action Point** – Scott Davies / Milestone – To draw up generic traffic management plans – with bespoke offer based on zones. This would keep diversions consistent and tap into local knowledge. It would outline where signage was to be placed and work with parishes and the Highways Steward on timings and schedules. There would also be a standard plan on the requirements of working on the highway, so that parishes could factor this into any procurement arrangements they may be making.
- It was asked whether training could be given to parishes on how to draw up proper specifications so that tendering exercises were consistent. Scott Davies said this could be arranged.

2.4 Public Utility Works

- Contractors such as Open Reach need to consult with parishes before undertaking the works to tap into local knowledge. They also need to provide plenty of notice that works are to take place. SCC will prosecute “rogue contractors” who try and “buck the system” and cause inconvenience to communities and businesses. It is very important that parishes report any such works so that action can be taken.
- Scheme promoters are responsible for their own diversions and signage, as well as collecting the same when the works are completed. This was considered equally if not more important than displaying the signs in the first place. Some signage had been known to be lying around for months, which was causing an inconvenience to businesses who relied on tourism. (*Is there any way that uncollected signs can be reported? i.e., via the Report it Function on the SCC website?*)
- Road closure signs need to be clearer and indicate the times and dates that the diversion etc will be operating. There also needs to be better placement so that road users are not filtered away from businesses or parishes needlessly, especially over weekends when the contractor may not be working.

3 Devolved Funding

The Exmoor Highways LCN Pilot has been given a time-limited discretionary budget for the 2022/23 Financial Year. The LCN can use this to fund small scale works that they have identified within the Exmoor area. At the present time the money allocated is £20k for revenue spend and £10k for capital works.

The thinking is that the parishes would submit their plans for schemes into the Highways subgroup based on the Exmoor Area Panels priorities for the year. The sub-group could then determine which schemes get referred to the Exmoor Panel for approval.

It was important to consider the delivery mechanisms of the works, as they still would need to be subject to regulatory controls regarding procurement and Health and Safety. Local contractors could be used to deliver the works, but quality and cost was very important, as well as meeting the required standard.

The following points were made:

- The table listing the relevant schemes which fall within the capital budget are more representative of Somerset as a county rather than the Exmoor area. Some of the works highlighted such as Tree Maintenance fall under the responsibilities of private-landowners and would not be considered for the Exmoor Pilot.
- It was likely that some parishes would be considering Speed Indicator Devices and was there likely to be enough funding within the pilot to cover this? (*Additional funding would be required for some capital works and would need to be met from other sources whether match funding from the hosting parish, sponsorship or drawing down grants from central government*).
- It is important that there is transparency on value for money and costs when work is being procured and delivered. It is also important that the Exmoor Area Panel deliver their own work rather than triage the works to Taunton. This would ultimately cause the pilot to fail as moving away from Localism.
- It is important to establish the baseline for provision on the maintenance budget before considering “enhanced works”. Enhanced means an extra, over and above the service level requirement. There needs to be discussion on this, especially in relation to the more routine tasks of grass and hedge cutting, gully emptying and drainage which are the main areas of concern on Exmoor. Need to apply consistency across the whole area, so that parishes are treated equally.
- It would be for the Exmoor parishes to determine what their priorities are for the year, and the table in the budget could be adjusted once consultation has taken place.

Action Point – Andrew Turner – Modify the funding paper to include planned and reactive work specific to Exmoor, based on current delivery. i.e. Grass cutting – currently set at 2 cuts per year, but does this need to be increased to 3, with associated costs added?

4. Highway Steward

4.1 Update on Highway Steward Scheme

Scott Davies advised that a Highways Steward had been selected from amongst the Milestone Staff based at the Highways Depot in Minehead. This person was very experienced, had lived in the district for many years and had extensive local knowledge. Due to his working within the Highways team, he could build on existing networks and already had a good relationship with the contractor and SCC Officers. He was due to take up his employment on Monday 13 June.

It was also commented that the Highway Steward would need to coordinate his work alongside the Parish Lengthsman, so that they complimented each other's workload rather than duplicating it.

Andrew Turner advised that SCC were now looking to appoint the “broker role”, who would be responsible for line managing the Highways Steward, prioritising the work from the parishes and provide a point of contact between the two. This would ensure there was no duplication of work and prioritise areas according to urgency. Andrew Turner said this was likely to be someone employed internally by Somerset County Council. They would also provide administrative support, triage work and attend the Exmoor Area Panel meetings. They would ensure transparency when dealing with all parties.

4.2 Update on Programme

Whilst the Highways Steward has been selected, there are still a lot of parishes who have not submitted their work requests to Andrew Turner. These will form the basis for his work programme and assist with co-ordination. The parishes were emailed at the beginning of April inviting them to submit their work requests for consideration. The representatives present said they would chase this up with their parish clerks.

Andrew Turner stated that SCC would be sending out a quarterly satisfaction survey to those parishes participating in the Exmoor pilot to get feedback on how they thought it was working. This was vital learning for the LCN process going forward.

5 Parish Online

Following the demonstration of the Parish Online system at the last Exmoor Area Panel meeting, Andrew Turner had managed to secure some funding to enable the Exmoor Area Panel parishes to use the resource.

A budget had been drawn down from the Local Government Association, and at the cost of £800 all the parishes could use Parish Online for a test period of one year. They would be able to access it, load up information and make enquiries on the system. At the end of the trial period, it would be for the Exmoor LCN to determine whether they wished to continue accessing Parish Online, and if so, how it would be funded in the future.

A point of debate centred around the fact that some parishes had already subscribed and were paying for it themselves. How could they be compensated?

Action Point - Andrew Turner and Cllr Pugsley to talk this through outside the meeting to determine a way forward.

6 Recommendations to the Exmoor Area Panel

6.1 Andrew Turner to revise the Devolved Funding Paper to be more representative of the Exmoor parishes so that this can then be approved by the Exmoor Area Panel. This includes but is not limited to the Capital budget options listed in the table at Point 2.0.

6.2 Formally endorse the role of the Highways Steward, including Terms of Reference and line management responsibilities.

6.3 Ensure that each parish within the Exmoor Area Panel has appointed a Highways Warden as a point of contact with the Highways Steward. Contact details for same to be provided as soon as possible, and forwarded to Kate Brown (SCC)

6.4 Endorse the adoption of Parish Online for the Exmoor Area Panel. This to be for a trial period of one year at a cost of £800 paid for by the Local Government Association.

7. A.O.B

7.1 Works request forms

To redistribute the email to parishes and members of the sub-group. Ensure that parishes are aware of the importance of the forms and how this fits in with the work of the Highways Steward. The email has been circulated with additional contact details for: -

Jeremy Hickman (Exford Parish Council) boots93@live.co.uk
Roger Webber (Moor Rep) RogerJWEbber@BTconnect.com

7.2 Terms of reference for the Highways Subgroup

To determine at future Exmoor Area Panel Meeting the terms of reference for the Highways Subgroup, including parish representation.

7.3 Exford Road Slippage

It was questioned whether there had been any further progress on this work, and Andrew Turner said he would follow up the Geo-Tech report from the Structural Engineer.

8. Dates and Venues for meetings going forward

The Chair set the date of the next sub-group meeting for **Friday 15 July** and asked if the venue could remain as the Dulverton Sports Pavilion.

Future meetings to be determined with Stephen Marsh, but to be set at the middle point between Exmoor Area Panels (dates below).

Exmoor Panel Date	Proposed Sub-Group Date
1 September 2022	15 July 2022
24 November 2022	14 October 2022
12 January 2023	9 December 2022
16 March 2023	10 February 2023

Meeting closed at 12:57pm.

Somerset County Council Highways

Highways Maintenance Programme

2022/23

Version Control	20
EARTHWORKS SCHEMES	5
A396 Bridgetown to Exbridge Road	5
A396 Timberscombe to Cutcombe Hill	6
DRAINAGE SCHEMES	7
Exford Road, Winsford	7
SURFACE DRESSING SCHEMES	9
Dennington Lane, Brushford	9
Nightcott Lane, Brushford	9
Armoor Lane, Exton	10
Ash Lane, Winsford	10
Howton Lane, Winsford – No diversion route available	12
Upcott Lane, Winsford	12
Routine and Environmental Maintenance Works	13
Grass & Hedge Cutting	13
Verge/ Junction Visibility Locations	14
Somerset Rivers Authority (SRA) Maintenance Works	15
Gully Rounds	15
Silt Traps	16
Trash Screens	16
Other Maintenance	16
Highway Lighting	16
Signals Recovery	16



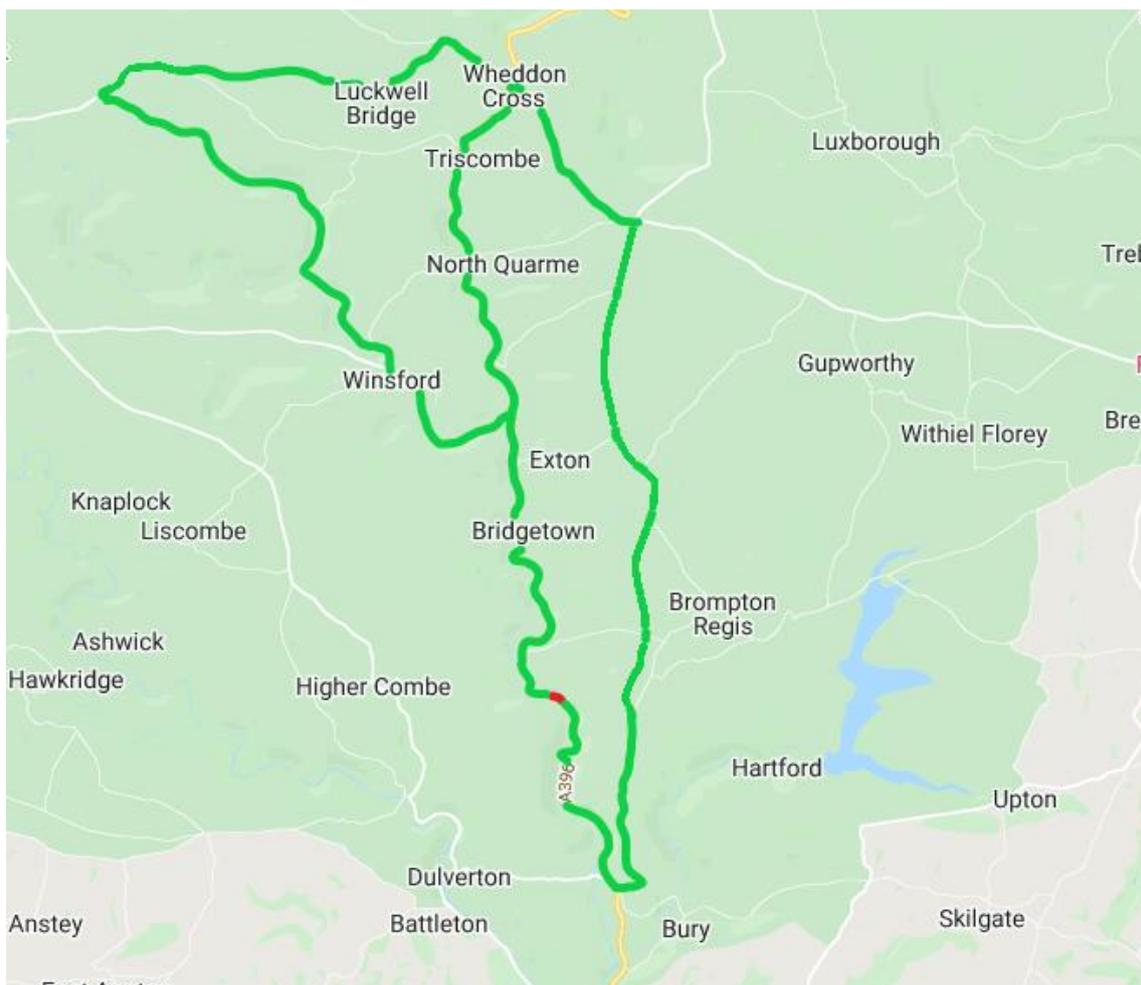
Signage	16
Road Marking and Studs	17
Structures	17
Rights of Way	17
Winter Service	18
Small Improvement Schemes	18
Simonsbath Pedestrian Safety Scheme	18
Additional work to be conducted by Statutory Undertakers	19

Road	Town	Postcode	Treatment	Length (m)	Date	Duration
A396 Bridgetown	Brompton Regis	TA22 9LH	Earthworks	90	02/2023	30 days
A396 Timberscombe to Cutcombe Hill	Cutcombe	TA24 7UH	Earthworks	40	08/2022	20 days
Dennington Lane	Brushford	TA22 9RT	Surface Dressing	2080	Summer 2022	1 day
Nightcott Lane	Brushford	TA22 9RT	Surface Dressing	270	Summer 2022	1 day
Armoor Lane	Exton	TA24 7BY	Surface Dressing	3480	Summer 2022	1 day
A39 Minehead Road	Selworthy	TA24 8ST	Resurfacing	480	06/2022	7 days
A39 Minehead Road	Selworthy	TA24 8ST	Surface Dressing	620	Summer 2022	1 day
Ash Lane	Winsford	TA24 7JE	Surface Dressing	4700	Summer 2022	1 day
Exford Road	Winsford	TA24 7JF	Drainage	50	07/2022	TBC
Howton Lane	Winsford	TA24 7JE	Surface Dressing	825	Summer 2022	1 day
Upcott Lane	Winsford	TA24 7HW	Surface Dressing	1420	Summer 2022	1 day

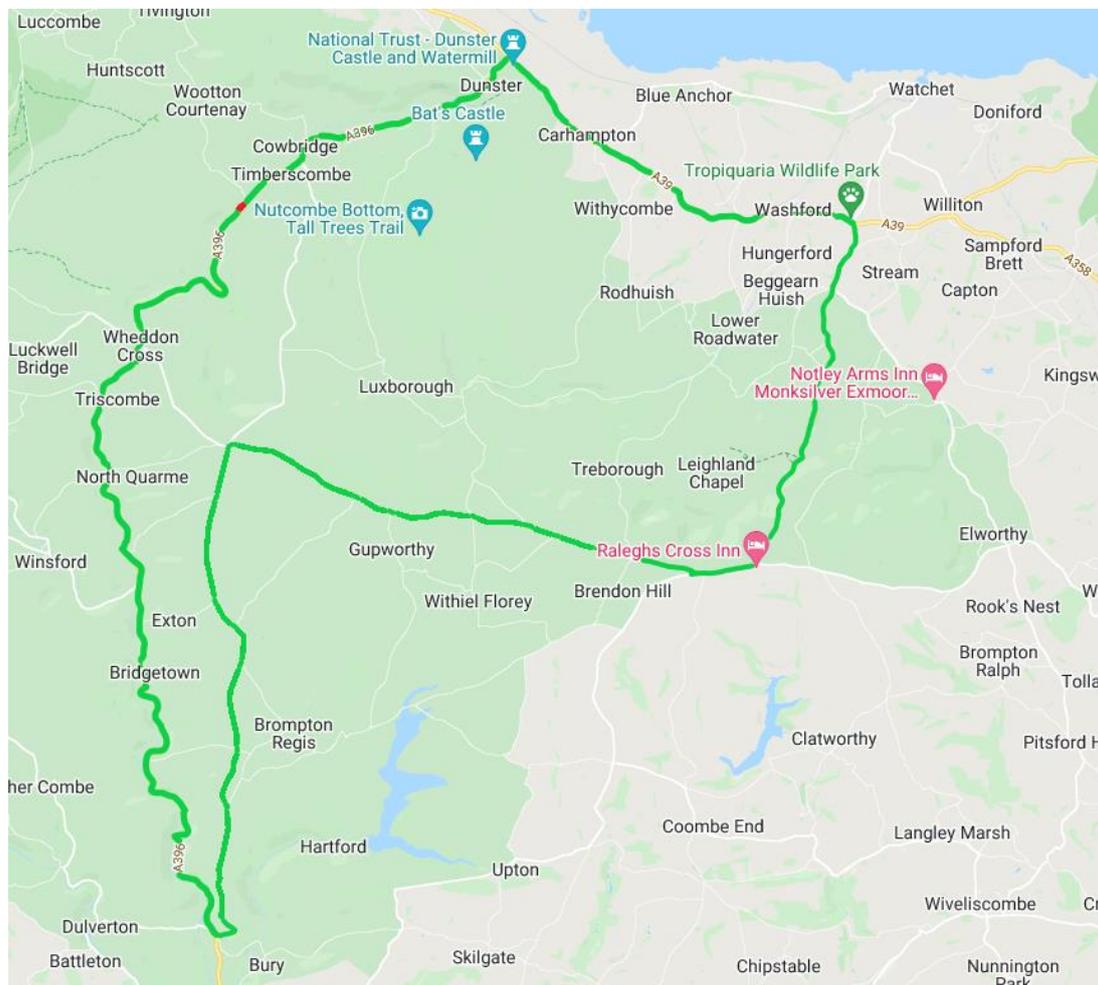
EARTHWORKS SCHEMES

A396 Bridgetown to Exbridge Road

Road Closure – Edge Loss



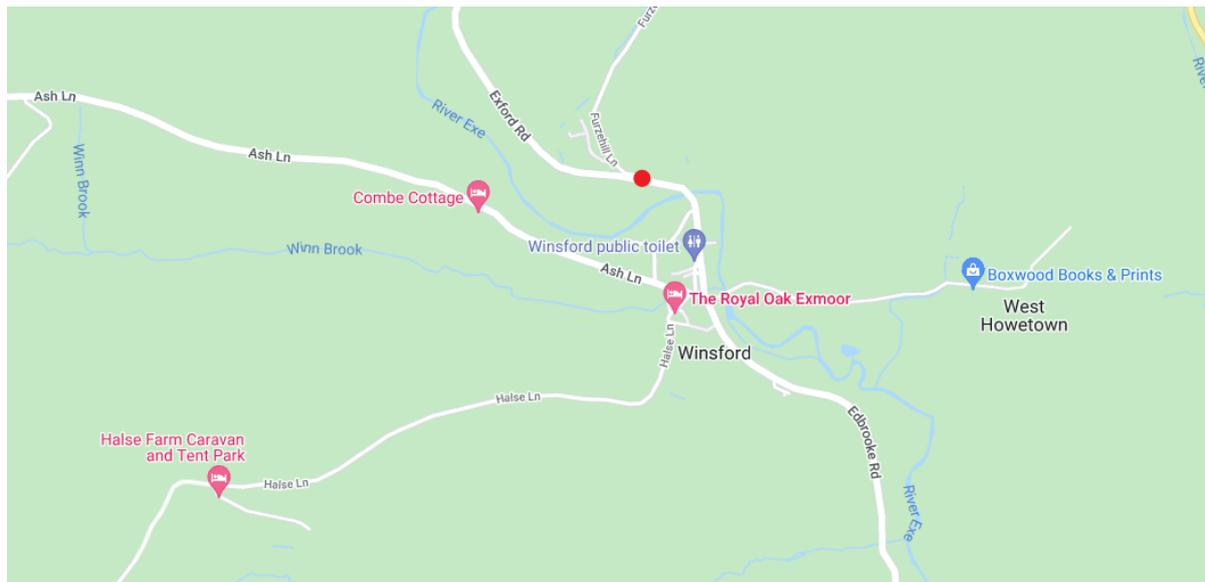
A396 Timberscombe to Cutcombe Hill Road Closure – Gabion basket and rail recon



DRAINAGE SCHEMES

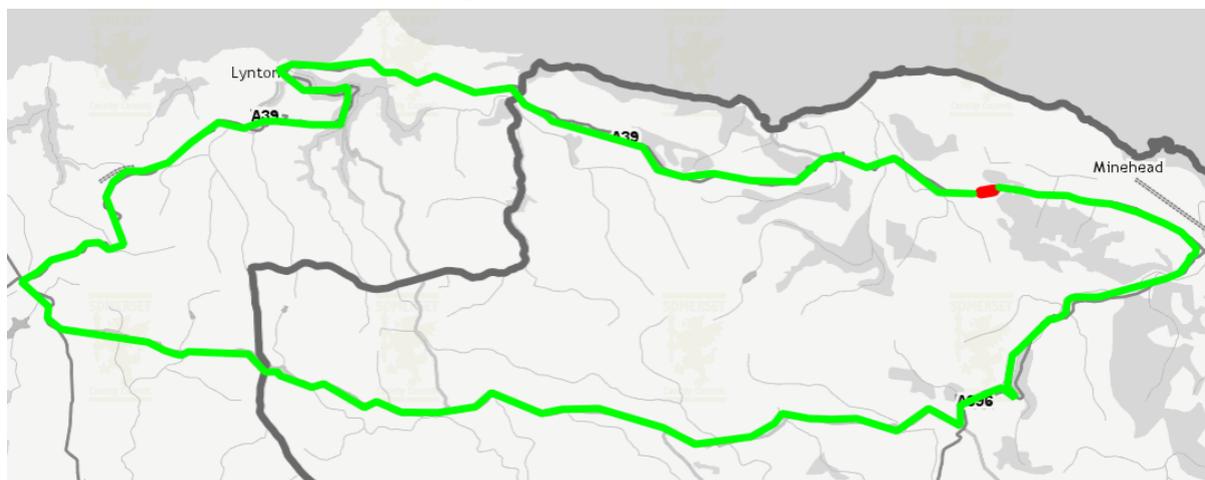
Exford Road, Winsford

Road closure (TBC) – New gully connection



RESURFACING SCHEMES

A39 Minehead Road, Selworthy

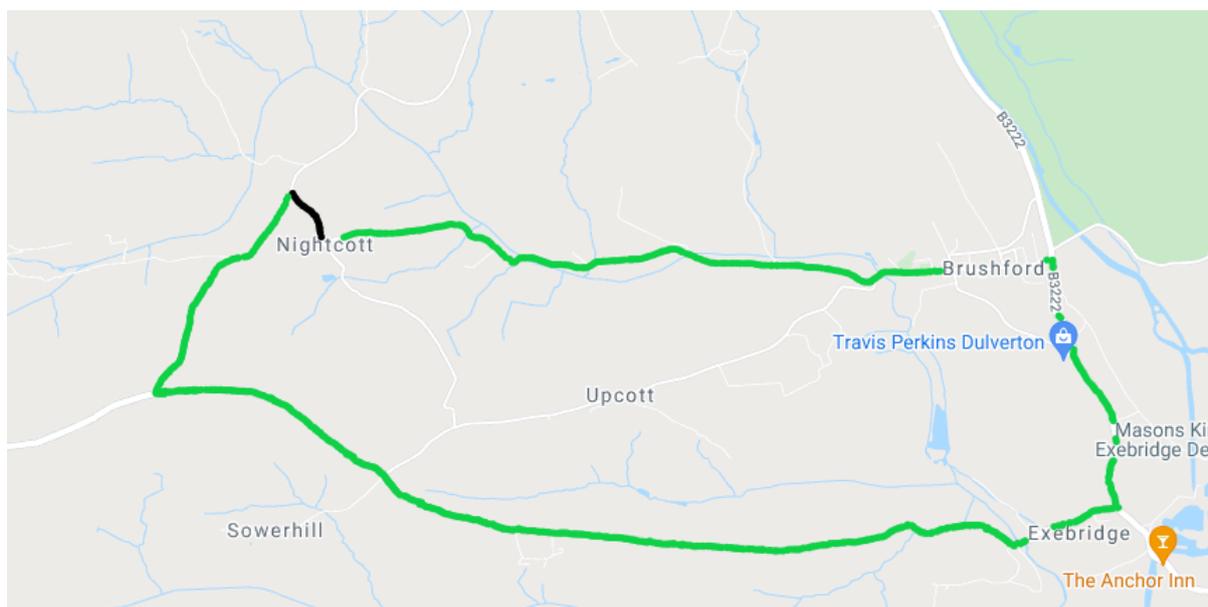


Note: Vehicles greater than 17 tonne and/or 9.5m in length are to be stacked and let through between 1300 and 1330 each day of activity.

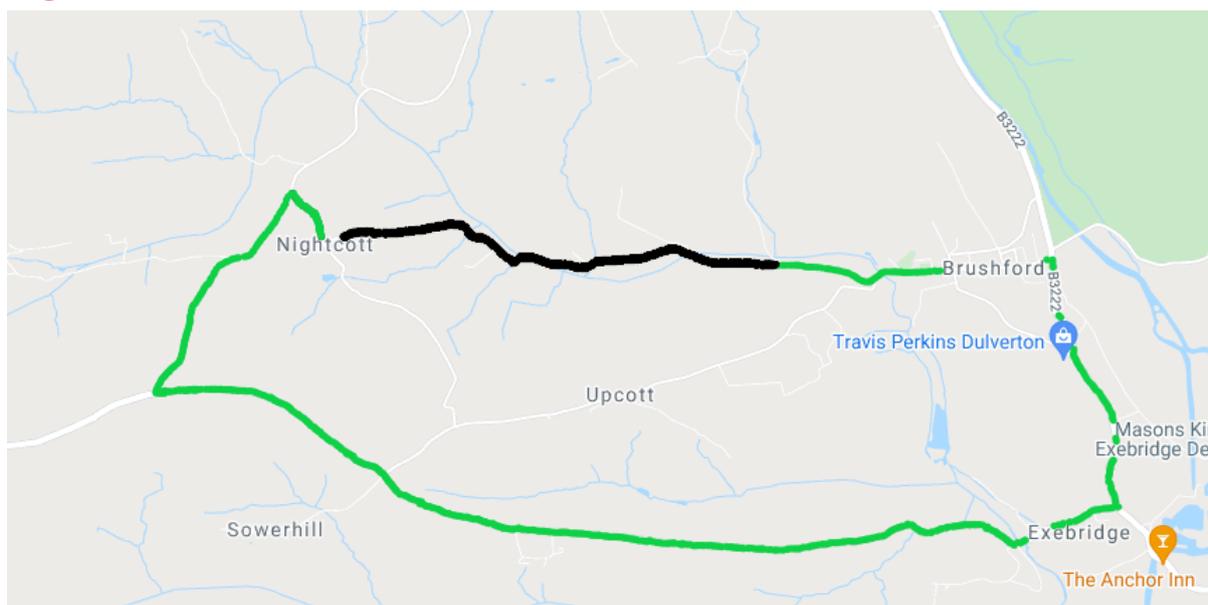
SURFACE DRESSING SCHEMES

Note that all detailed Surface Dressing locations will undergo prep works prior to the Surfacing Scheme in the Summer. Please check <https://one.network> for up-to-date information.

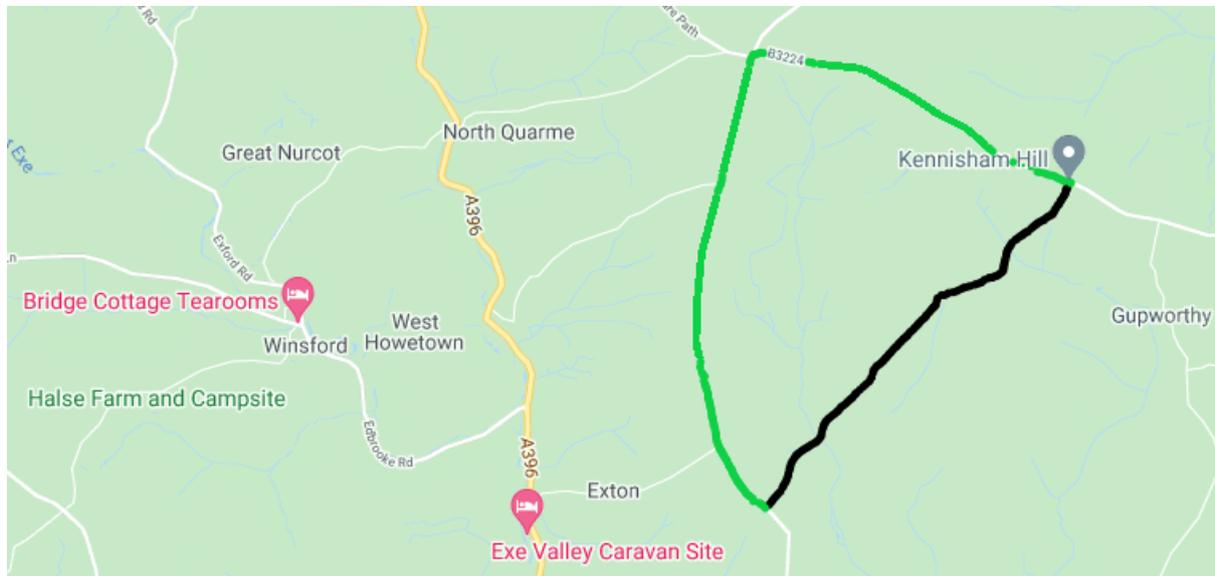
Dennington Lane, Brushford



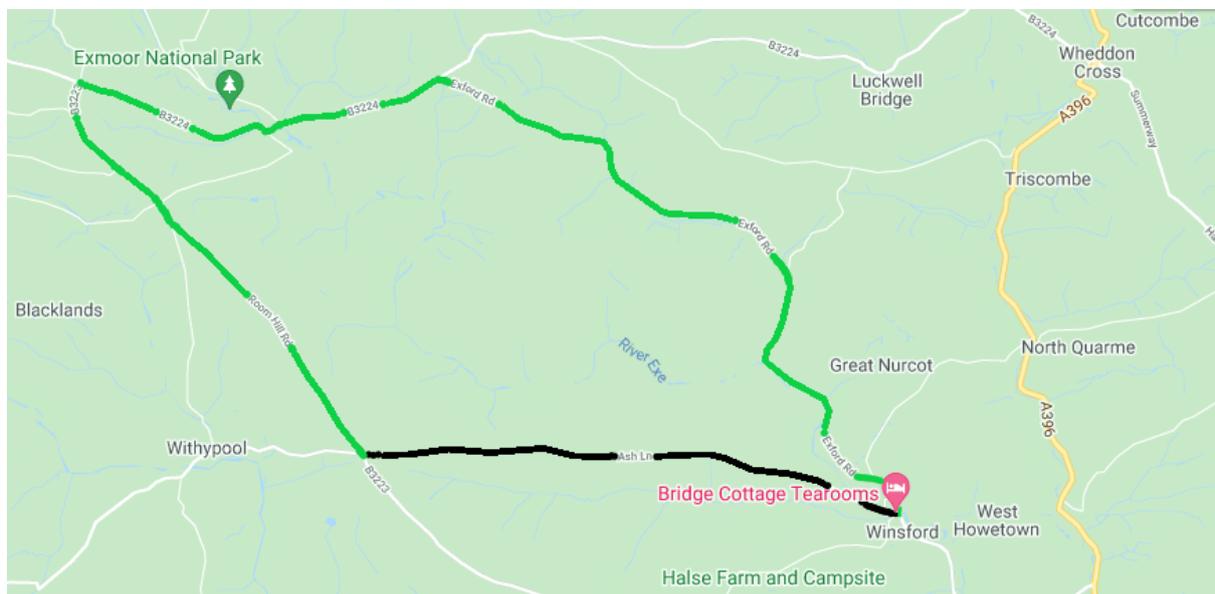
Nightcott Lane, Brushford



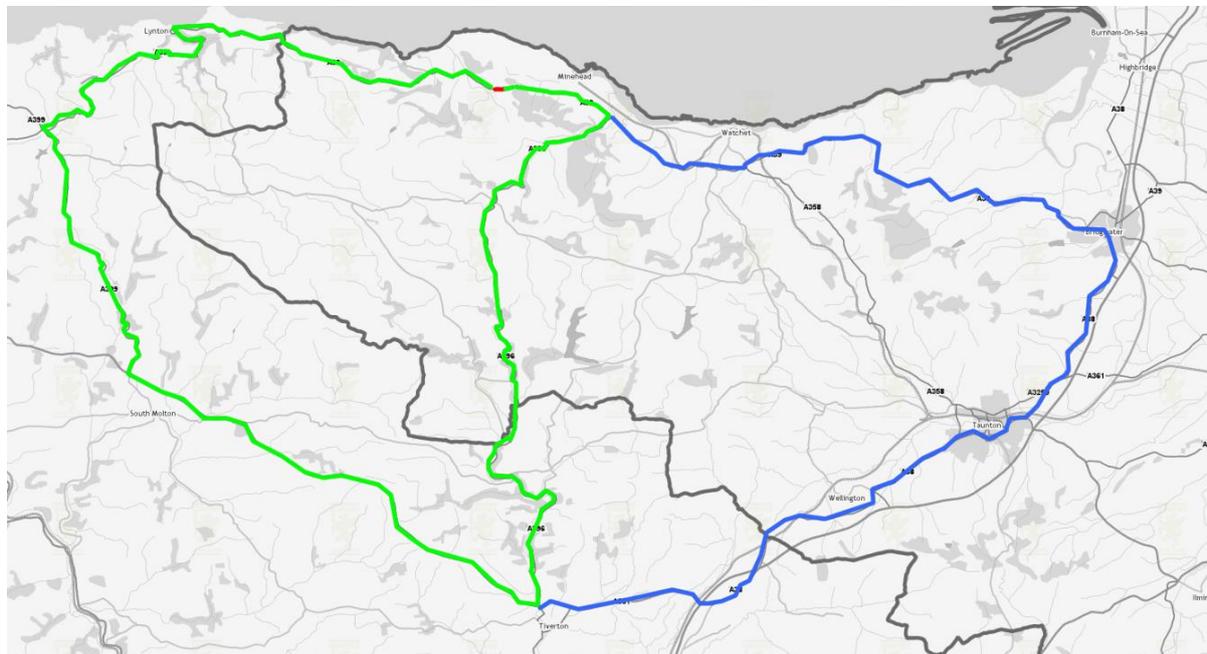
Armour Lane, Exton



Ash Lane, Winsford



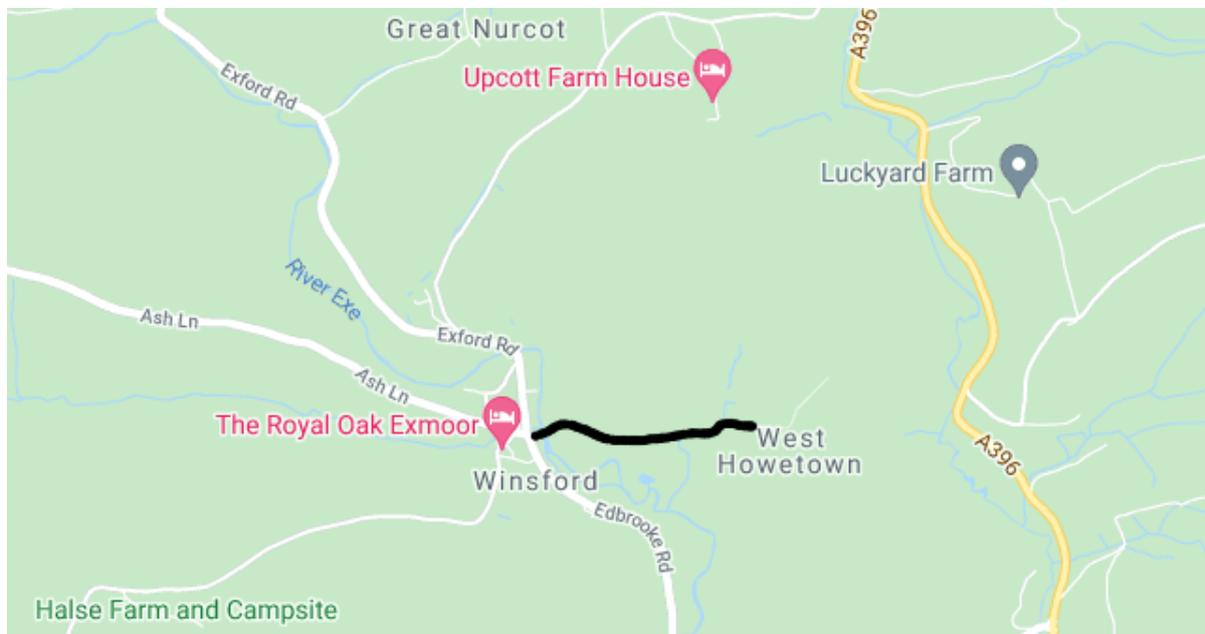
A39 Minehead Road, Selworthy



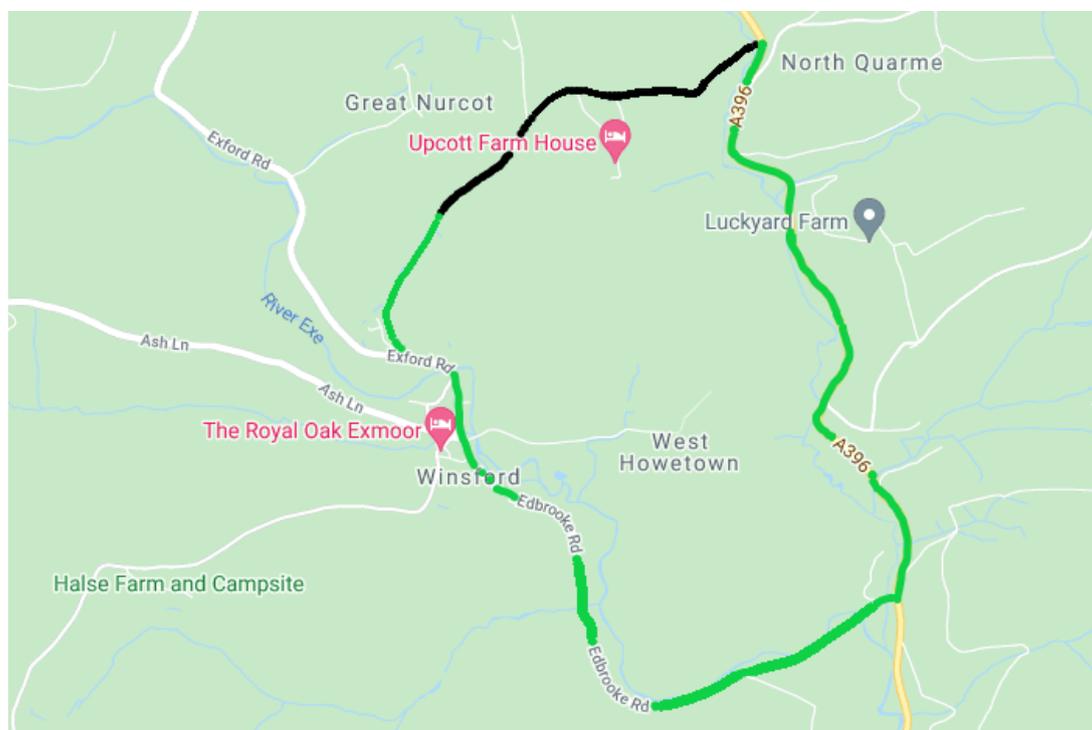
Note: The blue route is for vehicles greater than 5.0m in height, 17 tonnes and/or 9.5m in length. No access from the West for those over the restrictions. Those requiring access from the East will be stacked and escorted through site during a time to be proposed.



Howton Lane, Winsford – No diversion route available



Upcott Lane, Winsford

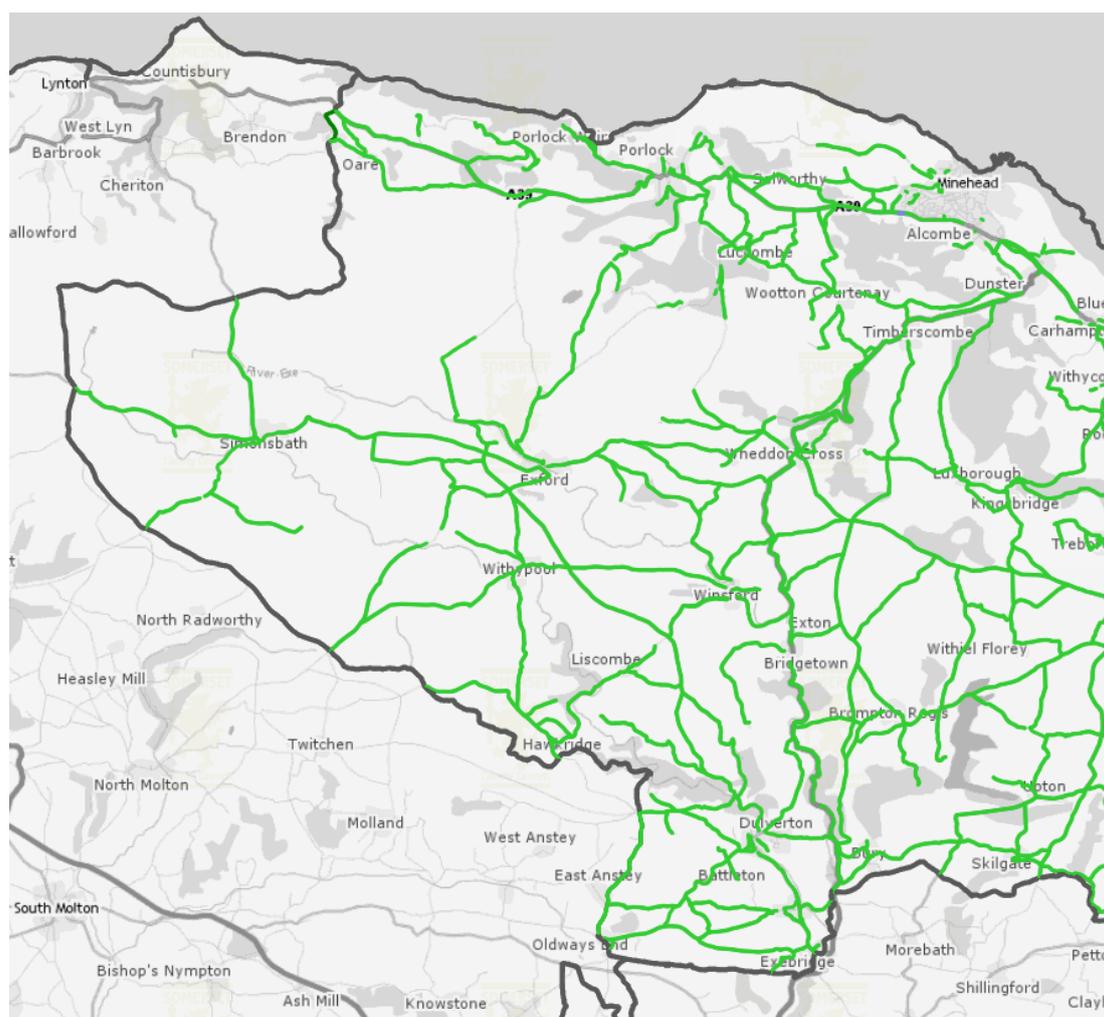


Routine and Environmental Maintenance Works

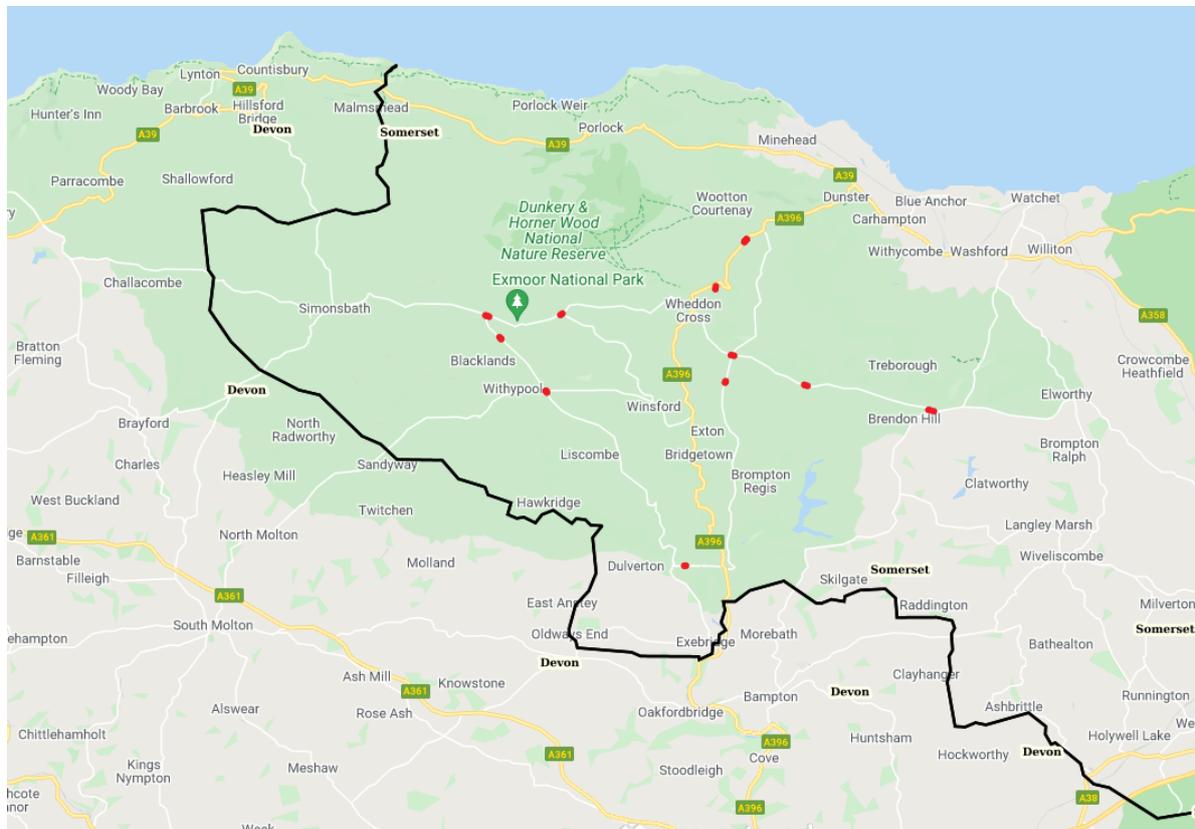
Grass & Hedge Cutting

All grass cutting commences in May of each year prioritising the busiest routes with first cuts in May and second cuts in August. Hedge trimming should be noted as majority privately owned, but we do welcome concerns through our report function at <http://www.somerset.gov.uk/roads-parking-and-transport/problems-on-the-road/report-an-overgrown-verge-or-hedge-on-the-road/> Where it is planned, it is conducted between October and December outside of nesting seasons.

Detailed below is the junction visibility splay cutting which aligns with the grass cutting maintenance scheme prioritising busier junctions to begin with.

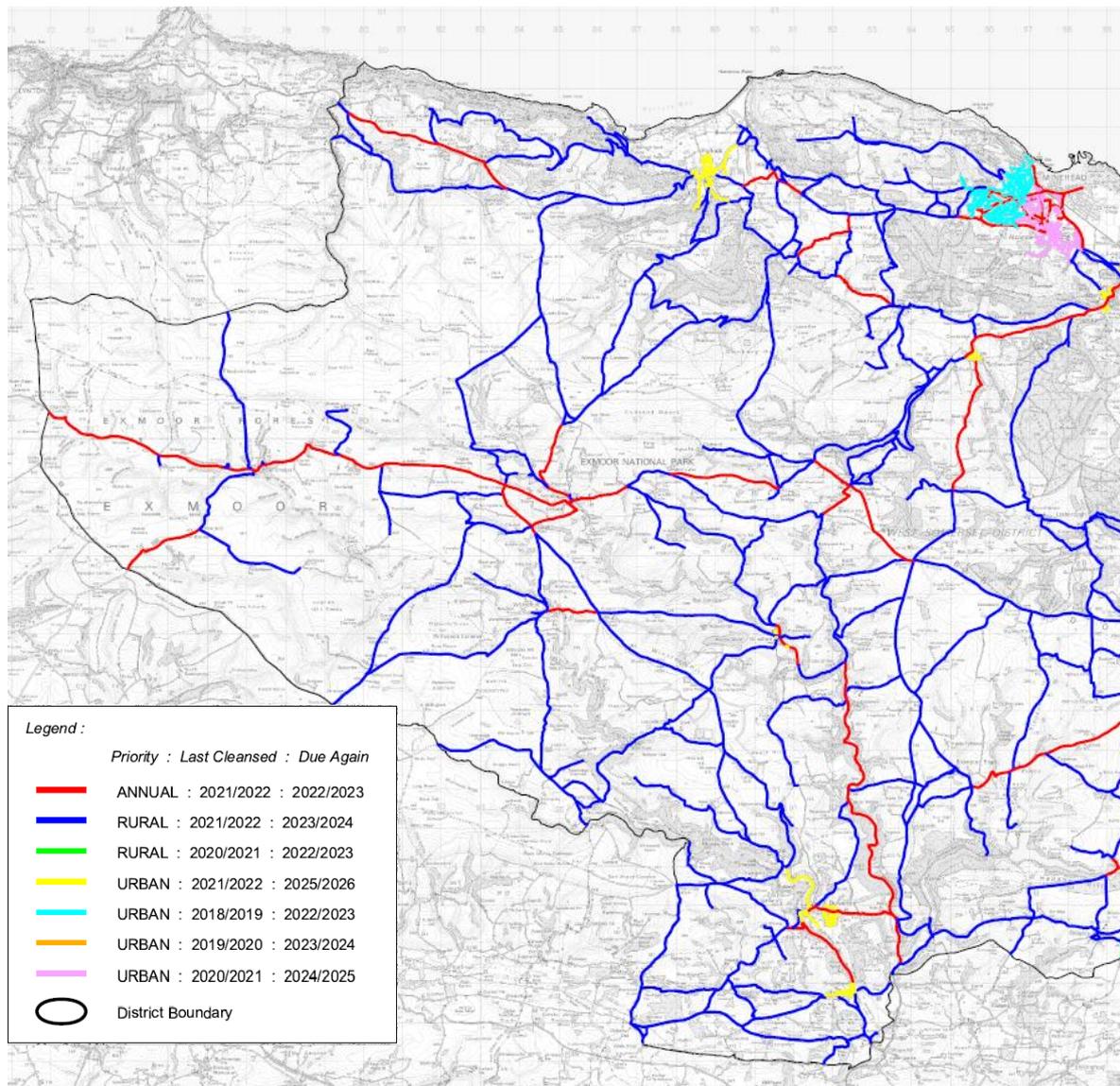


Verge/ Junction Visibility Locations



CLASS	LABEL	ROADNAME	PARISH	DISTRICT
A	A396/240	Timberscombe To Cutcombe Hill	Timberscombe Cp	West Somerset
B	B3222/160	Fore Street To Machine Cross	Dulverton Cp	West Somerset
B	B3223/150	Spires Cross To Comers Cross	Winsford Cp	West Somerset
B	B3223/170	Room Hill Road To White Cross	Exford Cp	West Somerset
B	B3223/210	Exford To Simonsbath Road	Exford Cp	West Somerset
B	B3224/340	Blagdon Lane To Round House Cross	Brompton Regis Cp	West Somerset
B	B3224/360	Heathpoult Cross To Goosemoor Cross	Luxborough Cp	West Somerset
B	B3224/440	Exford To Wheddon Cross Road	Cutcombe Cp	West Somerset
B	B3224/460	Exford To Simonsbath Road	Exford Cp	West Somerset
C	T3554/50	Vinnicombe Straight	Exton Cp	West Somerset
D	U3570/30	Ashwell Lane	Cutcombe Cp	West Somerset
B	B3190/170	Beulah Chapel to Robbery Gate	Brompton Regis Cp	West Somerset

Somerset Rivers Authority (SRA) Maintenance Works Gully Rounds

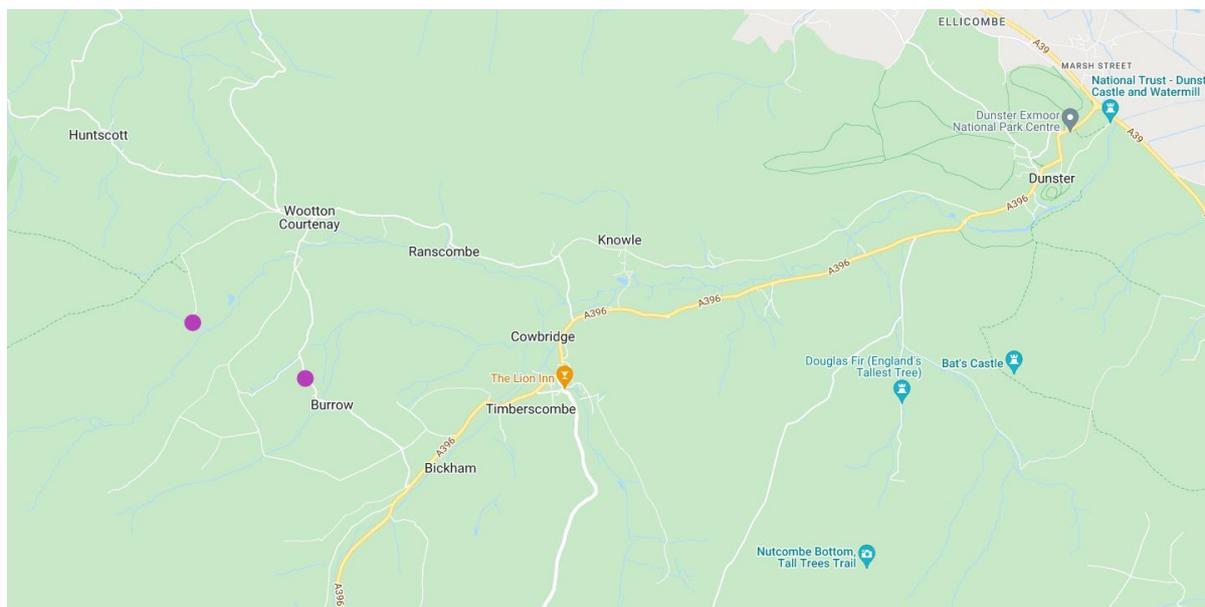


Silt Traps

There are no detailed Silt Traps within the Exmoor area.

Trash Screens

There are two Trash Screen located within the Exmoor area that undergo annual clearing located on Burrow Road and Brockwell Lane near Wootton Courtenay.



Other Maintenance

It should be noted that the below programmes are planned on an annual basis using the surveys conducted from the previous year. Forming a reactive scheme.

Highway Lighting

Exmoor area has no identified requirement for Highway Lighting in the next financial year

Signals Recovery

No permanent traffic lights require planned maintenance in the next year.

Signage

Signage is a reactive programme. There is no detailed programme to identify maintenance unless encompassed in the above Small Improvements Schemes.

Road Marking and Studs

Most commonly tied in with the carriageway works within Resurfacing and Surface Dressing, marking and studs are again reactive based on a reflectivity scored survey conducted in April of each year and programmed accordingly.

Traffic Management Schemes

Location	Parish	Scheme
(Clatworthy) – perimeter	Clatworthy	Tourism signage to reservoir
(Cutcombe)	Cutcombe	20mph speed proposal
Liscombe to Spire Cross	Dulverton	Sign Replacement
(Exford) – B3224	Exford	Speed reduction
Exford to Simonsbath	Exford	Sign safety improvements
A39 Tivington	Selworthy	50mph speed proposal

Structures

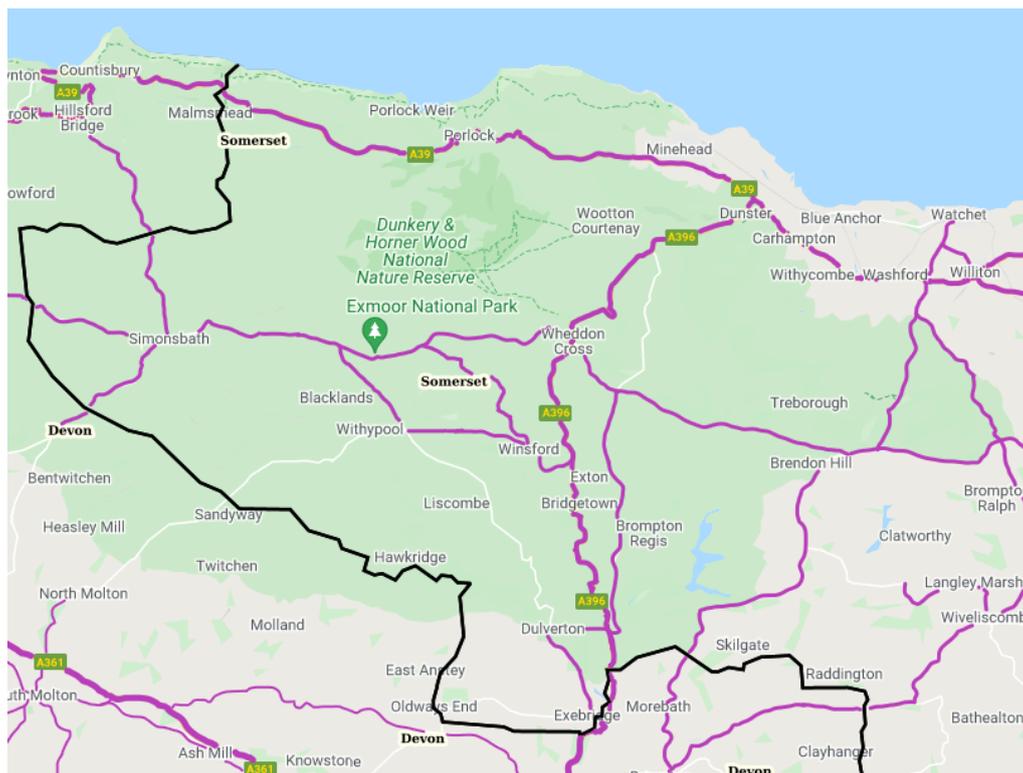
Structures have no planned maintenance works within the Exmoor area for the next year. Annual Surveys provide the data to programme each year.

Rights of Way

The County Council delegates the majority of Rights of Way maintenance activity to Exmoor National Park Authority (ENPA). ENPA have a vegetation clearance programme and a capital works programme. If more information is required regarding these programmes, then please e-mail access@exmoor-nationalpark.gov.uk

Winter Service

Primary Gritting routes are detailed below in purple, for your immediate locality, you can use <https://one.network/> and select the 'Driver Information/ Winter Gritting Routes' layer on the top left.



Small Improvement Schemes

Simonsbath Pedestrian Safety Scheme

Investigations were carried out in 2019 along B3223 in readiness. Final designs are currently under consideration.

All countywide planned schemes can be found at the [Small Improvement Schemes – directory \(somerset.gov.uk\)](https://www.somerset.gov.uk)

Additional work to be conducted by Statutory Undertakers

Contractor	Road	Parish	Start	Finish
Openreach	Snapbox Cross to Hayne Cross	Dulverton	16/05	28/05
Openreach	Northmoor Hill	Dulverton	06/06	01/07
Openreach	Lady Street	Dulverton	06/06	10/06
Openreach	Northmoor Road	Dulverton	06/06	17/06
Openreach	Marsh Bridge Cross	Dulverton	06/06	01/07
Openreach	Riphay Cross to Allers Down Ln	Dulverton	15/06	21/06
Openreach	Riphay Corner	Dulverton	15/06	21/06
Openreach	Station Road	Dulverton	15/06	21/06
Openreach	Station Road	Dulverton	27/06	15/07
Openreach	Stagshead Lane	Dulverton	27/06	01/07
Openreach	Hollam Lane	Dulverton	27/06	01/07
Openreach	Jury Road	Dulverton	27/06	01/07
Openreach	Jury Hill	Dulverton	27/06	01/07
Openreach	Machine Cross	Dulverton	27/06	01/07
Openreach	Bury Hill	Dulverton	27/06	01/07
Openreach	Station Road	Dulverton	27/06	15/07
Openreach	Battleton	Dulverton	27/06	15/07
Openreach	Iron Post to Three Gates Cross	Dulverton	27/06	01/07
Openreach	Pool Hill	Dulverton	27/06	01/07
Openreach	Twelve Acre Post to Iron Post	Dulverton	27/06	01/07
Openreach	Hawkwell Lane	Dulverton	27/06	01/07
Openreach	Brushford New Road	Dulverton	18/07	29/07
Openreach	Brushford New Rd to Langaller Hill	Dulverton	18/07	29/07
Openreach	Nightcott Lane	Dulverton	18/07	29/07
Openreach	Langaller Hill	Dulverton	18/07	29/07
Openreach	Hollam Lane	Dulverton	25/07	05/08
Openreach	Exebridge Cross to Exebridge	Dulverton	05/09	09/09
Wessex W	Ranscombe Road	Ranscombe	13/06	17/06
Wessex W	Church Street	Timberscombe	29/06	30/06
WPD	Quarme Lane	Exton	17/05	17/05
WPD	Ash Lane	Winsford	18/07	29/07

Version Control

Version	Author	Date	Explanation
Ver1	CMG	09/03/22	First release
Ver2	CMG	[DRAFT]	Format change & Programme update

Local Community Network (LCN) Highways Pilot

Community Highway Schemes (Devolved Budgets)

1.0 Background

Members of the Somerset Local Government Reorganisation (LGR) Programme Team spent three days visiting parishes in the Exmoor County electoral division in order to better understand the opportunities to strengthen relationships and highway service delivery.

A number of themes were identified based on the analysis of parish feedback. Work programmes were developed for the Pilot to test new ways of working. This will ultimately serve to develop the Local Community Networks (LCN's) objectives and work programme from a defined evidential base and known local priorities.

This paper is intended to set the aims and objectives around discretionary devolved budgets. The feedback stated that Parishes want to be able to have more control in setting their own priorities for highway works.

Proposal for pilot study and testing:-

- LCN to have a discretionary budget available to spend as they see fit on additional highway services. These might include, road safety education; speed limits/zones, crossing facilities, additional gully cleansing; drain jetting, grass cutting; ploughing, new speed indicator device, traffic calming features, cycling facilities, town/village centre enhancements.
- We encourage communities to identify any highway concerns they may have.

Outcomes:-

- LCN have control over a proportion of capital and revenue expenditure for agreed local priorities.

2.0 Pilot discretionary budgets and works options

The following is intended to provide an illustration into the types of work Parishes / the Panel may wish to promote through the Pilot period (2022/23).

Works types and options (for indicative purposes only)	
Capital budget* (£10,000)	Revenue budget (£20,000)
Dropped kerbs	Environmental issues
Cycle parking facilities: e.g. cycle stands, cycle shelters, secure locker facilities etc Improved signage, Traffic Regulation orders for speed limits, weight limits, parking etc	Enhanced signing, lining, roadstud/catseye maintenance including cleaning. Fingerpost maintenance.

Provision and maintenance of trees on the highway	Enhanced grass cutting and environmental maintenance
Footways – Improvements to existing footways (e.g. widening, and resurfacing) and construction of new footways.	Enhanced drainage maintenance (gully emptying, drain jetting, etc)
Cycle Lanes, Tracks/ Paths (on and off-carriageway) .:	Enhanced ditching and associated drainage works
Bus lay-bys and shelters – New construction or modification to existing and TRO’s. .	Enhanced Rights of Way maintenance
Pedestrian/ Cyclist crossings – new and refurbishment, that may include Zebra, Puffins, Toucans, and uncontrolled crossings.	Enhanced maintenance to bridges and structures (including the riverbeds under bridges)
Highway lighting – new installations or upgrades to existing, either as a free-standing scheme or part of another scheme – Provision and installation of columns, extensions and higher standard of lighting units.	Enhanced cattle grid maintenance
Traffic calming – Area wide or localised which may include “signs and lines”, village gateways, and civil engineering interventions (e.g. road humps, chicanes, speed cushions etc).	Enhanced road safety education
	Enhanced Parking enforcement
*The definition of capital expenditure can be summarised as follows: Acquisition, construction, preparation or replacement of roads and other structures Enhancement of land which lengthens substantially the life of the asset and / or which increases substantially the extent to which the asset can be used for a function of the local authority.	

It should be stressed that some of the options listed above, depending on the size and extent of the scheme, could far exceed the LCN Pilot capital and revenue allocation. The Panel may wish to consider alternate forms of funding, contributions, and match funding for the Pilot.

Budgets (to be committed by 31 March 2023).

With the Climate Change declaration, the Panel may wish to provide greater focus towards enhancing the environment in favour of pedestrian, cyclist, and public transport.

3.0 Process for scheme submission

Before the Parish applies for a Community Highway Scheme, it is essential they have the support of the wider community. This will help the Panel assess whether this would be a widely supported scheme with benefits for the whole community.

All Community Highway Scheme applications must be supported by your local Somerset Councillor and discussions should take place with them before submitting the application.

Consideration should also be given to the implications the proposal(s) may have on other local communities. The more details that can be included in your request the easier it will be to assess.

All requests will be reviewed and ranked. Only requests that score sufficiently will be prioritised for inclusion into a future Annual Delivery Programme.

Criteria the Panel may wish to include in the assessment of Community Highway Schemes include:

- safety
- mobility and access
- regeneration
- new business encouragement
- any impacts on the surrounding environment and contribution to Somerset Councils' climate strategy aims and objectives.

Developing and designing a highway scheme is a lengthy and costly process. For the purposes of the Pilot, the Community Highway Scheme will be 'tested' through 2022/23. In the time available, it has not been possible to provide a detailed set of guidance notes, but some useful resources are available from other local authorities. The Panel may wish to refer to the [Community Highway Scheme](#) administered by West Sussex Council for indicative purposes.

Although the Parishes can submit their application throughout the year, for a Community Highway Scheme to be considered for inclusion in the 2022/23 design programme, all proposed capital and revenue schemes will need to be decided by Parishes and presented on the proforma in Appendix A one month prior to the first LCN meeting of each financial year. Applications received after this date will be considered the following year.

The 'broker' will liaise between the Panel and Somerset Council Highways and Transport officers to develop technical and budgetary information to enable the Panel to decide, at its first meeting of the financial year, which schemes to support and promote.

The Panel will decide on the successful scheme's dependant on local priorities.

4.0 Delivery mechanisms

Depending on the Panels' priorities and the type of works promoted, delivery will be either through established procedures through Somerset Council and its supply chain, and / or local delivery using local resources (with the safeguards and check points set out in sections 5.0 and 6.0).

The delivery mechanism will be agreed following the Panel decision for scheme promotion i.e., first quarter of each financial year.

5.0 Health, Safety and Welfare - Duty of Care

Somerset Council has a duty to maintain the public highway and a legal responsibility to ensure the safety of both those working on or using the highway.

6.0 Check points prior to Parish self-delivered works on the highway

- Permission from the Highway Authority to undertake the works, together with any necessary form of licence/ legal agreement
- An approved Temporary Traffic Regulation Order and temporary traffic signals (if required)
- Risk assessment
- A plan showing the extent of proposed works
- valid public liability insurance certificate for a minimum of £10 million
- a Traffic Management Plan
- confirmation of health, safety, and welfare of operatives and those travelling through the site
- supervisor and operative's street works accreditation approval.

Appendix A – Community Highway Scheme application proforma

A1 Your details

Title

First name

Last name

Parish Council

Position in the Parish.

Email address

Phone number

(Enter a daytime phone number that we can ring you on. This can be a mobile or land line number.)

A2 Application details

Description of issues, needs and/or initiatives and benefits, with evidence to support them.

Description of the proposed works or activity.

Details of wider community support for the proposed project, with evidence to support this.

A3 Scheme objectives

Select all that you believe will have a positive impact.

- Costs - provides a cost saving to the local community/road users/council
- Safety - reduces road traffic incidents/fear of crime
- Public space - enhances experience of communal areas
- Journey times - improves journey times and traveller experience
- Mobility and access - reduces barriers and increases accessibility
- Economic growth

Select other related benefits.

- Employment - creates employment opportunities/improves connectivity
- New business - encourages private investment/opening of new businesses
- Development opportunities - encourages development investment
- Housing - could encourage housing development opportunities
- Regeneration and deprivation - addresses issues in areas of deprivation

A4 Environmental impacts

Select all that you believe will have a positive impact.

- Carbon emissions - encourages alternate transport use or routes
- Impacts on air quality - improves air quality (other than CO2 emissions)
- Impacts on surrounding environment - has a positive impact on noise/vibration/other environmental impacts

A5 Cost for the implementation of the proposed project

Details of the likely cost for the implementation of the proposed project.
Details of any funding sources you are aware of that may be available for this project.
Supporting evidence.
Please include any further evidence that may support your application.

A6 Supporting evidence

Please include any supporting evidence to support application. (eg road safety problems, pedestrian demand, community speed data)

A7 Approval and support

Name of the Somerset councillor that has agreed to support the application in principle.

MAGNA HOUSING UPDATE TO EXMOOR AREA PANEL

JUNE 2022

What is Magna Housing and its role?

1. Magna owns and manages around 8,770 homes in Dorset and Somerset. Some 2,153 homes are located in the Somerset West and Taunton area. Magna is an independent and charitable housing association.
2. As a housing association, Magna is regulated by the Regulator for Social Housing (RSH). The RSH is responsible for monitoring the governance and financial viability and ensuring we meet the consumer standards it sets for housing and repair services. Magna has its top rating for governance and financial viability.
3. Magna has 99% of its homes in 4 core local authority areas of Somerset West and Taunton, Sedgemoor, South Somerset and Dorset.

Changes at Magna Housing

4. In July 2018, Selina White was appointed as Chief Executive of Magna Housing, following the retirement of Graham Colls. There have been a number of interim appointments and changes to the executive team since 2018, but from April 2022, we now have 4 new directors in place.

[Our leadership team | Magna](#)

Selina White
Chief Executive



Paul Satchwell
Finance Director
and Deputy CEO



Ami Davis
Strategic
Organisational
Capability Director



Joanne Martin
Director of
Customer
Operations



Paul Read
Director of
Sustainability and New
Supply

Our Vision, Mission and Values

5. In April 2021 we launched our three-year brilliant basics strategy. Our strategy sets out our plans for the next three years and, as the name suggests, it's about doing the basics, brilliantly.
[Our three-year brilliant basics strategy | Strategy \(magna.org.uk\)](https://magna.org.uk/strategy)
6. This new strategy signals a real change for Magna, working towards our 10-year vision of creating great homes together. Our strategy encompasses everything that we are about - from our vision and mission, though to our values and objectives.
7. Our first three years will see our ongoing focus on our customers, making sure that their experience is memorable and exceptional. To support this, we will make sure that we all understand our customers and know what it is to deliver a brilliant customer experience. I have included a summary of our Strategy at Appendix 1.

Magna's Finances

8. Magna's main source of income comes from customer rents and service charges of some £48 million in 2022/23. It also runs some privately funded services in West Somerset: a lifeline service for around 350 private customers, and a home help service and handyman/gardening service for the elderly and disabled.
5. The average Magna rent over 52 weeks (excluding service charges), is about £99.52 for a general family home and £108.37 for a sheltered home which is approximately 60% of a rent in the private sector. 65% of Magna's tenants are in receipt of full or partial housing benefit or universal credit. Many Magna tenants are affected and will continue to be affected by the roll out of universal credit and other welfare reforms, however the biggest impact on income and debts over the past 2 years has been the effect of the coronavirus pandemic and the current cost of living crisis.

Providing Local Services

9. Magna is embedded in communities right across Somerset and our whole strategy is by its nature locally focused given the history and links we have back to the Councils. We pride ourselves on being large enough to influence, small enough to care in our local communities and to partner with others to create great places where people choose to live.
10. In December 2020, we centralised all customer contact into one single point, our new customer contact centre, in order to simplify and improve customer experience. Service delivery (post COVID 19) remains local and face to face in our customers' homes, on our sheltered housing schemes and in our communities in and around Somerset. We have around 200 colleagues - trades operatives, housing officers, sheltered housing teams, support

advisers, surveyors, development managers, caretakers, and our newly formed building safety team all working in local communities every day.

11. With the exception of our trade’s operatives, the majority of our teams have remained working remotely from home since the first ‘lockdown’ in March 2020. In Somerset, we have refurbished one of our Williton offices (Roughmoor) to better facilitate agile and collaborative team working. We are currently carrying out an options appraisal on our St Peter’s House site and consulting widely on its future use now that it is surplus to our requirements as a workspace.

Magna’s Housing Stock in the Area covered by the Exmoor National Park Area

12. Magna owns 379 homes in the following parishes. Turnover is shown in the final column:

PARISH	FREEHOLD ONLY – NON-SOCIAL	GENERAL FAMILY HOMES	SHELTERED HOUSING	TOTAL	NUMBER OF LETTINGS IN 2021/22
BROMPTON REGIS		15		15	2
BRUSHFORD		12		12	0
CUTCOMBE		18		18	2
DULVERTON		96	38	134	10
DUNSTER	6	15		21	1
EXFORD	4	9		13	2
EXTON		4		4	0
LUCCOMBE		1		1	1
LUXBOROUGH		3		3	0
MONKSILVER		4		4	2
OLD CLEEVE		19		19	1
PORLOCK		31	33	64	5
SELWORTHY		14	11	25	2
TIMBERSCOMBE		9	30	39	6
WINSFORD		5		5	0
WITHYPOOL AND HAWKRIDGE		2		2	1
GRAND TOTAL	10	257	112	379	35

How homes are let

13. All lettings take place using the Somerset-wide Homefinder Choice Based Lettings Scheme. We work very closely with the Housing Options team in Somerset West and Taunton Council on choice-based lettings and house a number of priority need households each year. Where there is a section 106 planning agreement in place for a particular housing scheme, preference will always be given to applicants with the appropriate local connection.

Building New Affordable Homes

14. Magna is committing to deliver 2,000 homes over the 10-year period of its Plan, and we are one year into this in the period we call our brilliant basics. New homes will be delivered against our commitments to 'Right homes, right quality, right place.' In 21/22 we delivered 25 rented homes in the Somerset West and Taunton area – 19 of which are in Williton. The Board has contracted or committed funds to deliver a further 22 homes in Williton (10 rented and 12 shared ownership) in 22/23.
15. Magna's preferred approach is to commission the building of homes ourselves rather than procure them via the s.106 route. However, in certain circumstances, for example, where the product is of a particularly high quality, or we are working with developers with whom it is in our interests to have a long-term relationship, we will consider the s.106 route.
16. **Right Homes:** Investments we make now are based on our Portfolio of Homes which are designed for manufacture and with layouts that reflect over 10 years of engagement with customers on designing the homes they want to live in. The first scheme of precision engineered factory homes, manufactured in the Rollalong factory in Dorset, were delivered to site and completed in March 2022.
17. **Right Quality:** Our 22/23 Portfolio of Homes is compliant with the Nationally Described Space Standards and Approved document M Vol 1 – M42 for accessibility and adaptability. They are all electric and have a fabric first approach which exceeds current building regulations by at least 20% as standard. Waste water heat recovery is standard, and all homes have provision to specify the installation of a PV system. All homes in the range also have provision built in for the installation if of Electric Vehicle Charging.
18. **Right Place** – Somerset is a significant part of our investment plans, and we work with the local authority housing team and data and insights from our letting and sales teams as well a demographic trend to ensure we build homes in the right place in a strategic and planned way looking both in the short and longer term.

[1,000 Homes for the future will benefit Southwest residents | Magna](#)

Impact of the pandemic on operational performance

13. The impact of the coronavirus pandemic in terms of sickness, restrictions to ensure safe working practice and supply chain delays were the main driver of a large backlog of responsive repairs, delays with new build handovers on some schemes and longer re-let times. Although we had cleared all covid related repairs by the end of 2021, we continued to experience a significant increase in demand for the services when we returned to full operation in November 2021. This in turn resulted in the delayed delivery of the repairs service.

19. In line with national and industry specific trends, we continue to experience colleague shortages due to covid sickness, linked to labour market shortages internally and through our supply chains. We have, where possible, mitigated this using external contractors and changes to our recruitment and retention arrangements.
20. There is a strong correlation between customer satisfaction, customer expectations and protracted pandemic recovery. Across the sector, Providers have seen a decline in recent months on many satisfaction measures. We are seeing positive “green shoots” of recovery on satisfaction, with clear improvements on transactional surveys.
21. In April 2022, we resourced and launched a 3-month Repairs Turnaround Project to make rapid inroads to improve customer and colleague experience and satisfaction. In June, we will run a similar Empty Homes turnaround project aimed at improving efficiency in preparing empty homes for re-letting. These are business-wide collaborations, and we expect to see improved customer and colleague satisfaction and efficiencies in 2022/23. Both projects are key corporate priorities.

Key performance indicators 2021/22

- Overall customer satisfaction – 70.56%
- Satisfaction with repairs and maintenance – 71.5%
- Satisfaction that home is safe and secure – 86.5%
- Satisfaction with your neighbourhood as a place to live – 86.3%
- Satisfaction with quality of home at the time of letting – 91.9%

- Number of gas safety checks overdue – 0

- Average time to let an empty home 93.32 days

- Current tenant rent and service charge arrears as a percentage of annual rental – 2.3%

Support for older and vulnerable customers

22. We provide services to older and vulnerable customers in 420 sheltered and or supported homes in Somerset West and Taunton. We have a team of sheltered housing advisers whose role it is to provide intensive housing management services including ‘out of hours and weekends’ for customers in these homes. We have lease agreements with the Council for properties let as temporary accommodation for homeless households.
23. Our housing management teams are supported by a team of specialist money matters and tenancy support advisers – all entirely funded through rental income.

24. Over the past 4-6 months our money matters team have seen a marked increase in referrals as our customers come under increasing financial pressure as a result of the economic downturn and rising inflation. In the first 6 months of 2022/23, we will be reviewing how we can best support our customers to cope with the financial squeeze and to continue to live well in their homes.
25. I am happy to answer questions about any aspect of Magna's work or what we are doing in the Exmoor panel area at the panel meeting.

Christine Boland
Interim Director of Housing Services

E-mail: christine.boland@magna.org.uk

Creating great homes together

Mission



For our customers

We offer homes to be proud of with a choice of facilities and customer services that are tailored to individuals as their lives change



For our local communities

We're large enough to influence, small enough to care. We partner with others to create great places where people chose to live



For our people

We are the place where talented and ambitious people enjoy rewarding and fulfilling careers in an inspirational environment



For our partners

We seek to continually develop professional business partnerships, creating long-term mutual success which will help us provide quality homes and associated services

Values

One team – coming together as #teammagna, embracing our diversity and recognising that together we can achieve outstanding results

Always safe – the safety of our colleagues and our customers is always our main priority

Be kind – how we treat each other and how we go about our business

All about customers – our mindset and our team approach to putting customers at the heart of everything we do

Be curious – how we learn about each other, our customers and our business to make sure we all do the right thing

Own it – we all need to take responsibility for all our actions every day

Strategic priorities



Customer experience
Right service, right time, first time



Supply & investment
Right homes, right quality, right place



Organisational capability
Right people, right processes, right technology



Performance & results
Right focus, right controls, right results

Brilliant basics objectives

- ❖ Customers at the heart
- ❖ Keeping everyone safe and secure
- ❖ Great place to work
- ❖ Working across boundaries
- ❖ Easy to deal with

- ❖ Delivering value for money
- ❖ Data driven decisions
- ❖ Creating great places to live
- ❖ Large enough to influence, small enough to care
- ❖ Robust systems and processes



Avon and Somerset Police
NEIGHBOURHOOD POLICING

Exmoor update

NEWS IN YOUR AREA

May 2022



The West Somerset Team were presented with a Certificate of Excellence for the support given to the community during Storm Eunice. The team worked over the weekend of the storm and have been recognised as going above and beyond in supporting our communities.

Horse and Farm watch



If you have a Farm, Horses, or small holding and would be interested in registering for our free scheme please contact your local PCSO. It's a very quick process and you will be supplied with signage.

Bike Marking

Saturday 28/05/2022

Brompton Regis Village Hall 10am-11am Cycle marking



Upcoming Events

- 1st June 11:00-13:00pm Cutcombe Market with PCSO Michelle and Bryan
- 15th June 10:30-11:30am St Dubricius Primary School Porlock with PCSO Linda
- 16th June 11:00-12:30pm Talking Café Fishers Mead Dulverton with PCSO Michelle
- 16th June 10:30-11:30am Born Appetite West Street Dunster with PCSO Linda
- 17th June 10:30-11:30am Porlock Library with PCSO Linda
- 28th June 10:30-12:00pm The Old Dairy Timberscombe With PCSO Linda

Crime Statistics

Over the last 28 days

- Violence against a person x8
- Arson and criminal damage x2
- Burglary x3
- Public order offence x2
- Sexual offences x1
- Other x1
- Theft x4
- Vehicle offences x2



LOCAL PRIORITIES

Beauty Spot Patrols

PCSO's will be patrolling the beauty spots around Exmoor with crime prevention, as the weather improves we ask people to be extra cautious when leaving their vehicles unattended and ensure that items are not left on display.

Speeding

We are always looking for potential speed watches in the local villages, if you are interested please contact your local PCSO. We are listening to your concerns and we have had discussions with Road Policing areas are being monitored through our speed detection units.

Drink Driving

We take drink driving very seriously and if you are aware of anyone drinking and driving it is vitally important that this is reported to us. If at all possible it needs to be reported at the time but if not possible after is ok, please provide as much detail as you can registration and description or name of the driver if known. You can report to us on 101 or online. Or at Crimestoppers 0800 555 111

Cutcombe Farmers Market

PCSO's Michelle and Linda attended the Cutcombe farmers market where they offered crime prevention advice. The Exmoor team will hope to attend regularly dates will be advertised when the team will be present.

Keeping your valuables safe

When out and about enjoying the lovely weather and visiting one of our local beauty spot areas please consider what items you have left in the car, please put items out of sight or ideally take them with you. PCSO's will be out and about visiting the beauty spot locations and offering motorists advice and a leaflet regarding keeping your items safe.

We have had a few break in's to vehicles in the local areas. Please be extra vigilant and report any suspicious behaviour to 101 or 999 dependant on the situation.

Keep up to date



Facebook and Twitter are a great way to keep up to date with your local Neighbourhood Policing team. Follow us on:

Facebook: Minehead and West Somerset Neighbourhood Policing

Twitter: ASPWestSom

www.avonandsomerset.police.uk



PCSO's will be out and about checking beauty spots in the area, encouraging people not to leave belongings on display. Offering crime prevention.