N0N-CONFIDENTIAL

BOROUGH OF TAMWORTH

CABINET

29 March 2023

A meeting of the CABINET will be held on Thursday, 6th April, 2023, 6.00 pm in Town Hall, Market Street, Tamworth

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A G E N D A

NON CONFIDENTIAL

1 Apologies for Absence

2 Minutes of Previous Meetings (Pages 5 - 16)

To receive the minutes of the meeting held of the 8th September 2022 and the minutes of the previous meeting held on the 16th March 2023.

3 Declarations of Interest

To receive any declarations of Members' interests (pecuniary and non-pecuniary) in any matters which are to be considered at this meeting.

When Members are declaring a pecuniary or non-pecuniary interest in respect of which they have dispensation, they should specify the nature of such interest. Members should leave the room if they have a pecuniary or non-pecuniary interest in respect of which they do not have a dispensation.

4 Question Time:

To answer questions from members of the public pursuant to Executive Procedure Rule No. 13

5 Matters Referred to the Cabinet in Accordance with the Overview and Scrutiny Procedure Rules

a Corporate Scrutiny Committee Recommendations to Cabinet (Pages 17 - 18)

(Report of the Chair of the Corporate Scrutiny Committee)

b Infrastructure Safety and Growth Scrutiny Committee Recommendations to Cabinet (Pages 19 - 20)

(Report of the Chair of the Infrastructure, Safety and Growth Scrutiny Committee)

6 Social Housing Regulation and Compliance - Council Housing (Pages 21 - 54)

(Report of the Portfolio Holder for Homelessness Prevention and Social Housing)

7 Staffordshire Sustainability Board Update (Pages 55 - 140)

(Report of the Leader of the Council and the Portfolio Holder for Skills, Planning, Economy & Waste)

8 Exclusion of the Press and Public

To consider excluding the Press and Public from the meeting by passing the following resolution:-

"That in accordance with the provisions of the Local Authorities (Executive Arrangements) (Meeting and Access to Information) (England) Regulations 2012, and Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during the consideration of the following business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act and the public interest in withholding the information outweighs the public interest in disclosing the information to the public"

At the time this agenda is published no representations have been received that this part of the meeting should be open to the public.

9 Recovery & Reset Programme - Exit Strategy (Pages 141 - 176)

(Report of the Leader of the Council)

Yours faithfully

Chief Executive

Access arrangements

If you have any particular access requirements when attending the meeting, please contact Democratic Services on 01827 709267 or e-mail democratic-services@tamworth.gov.uk. We can then endeavour to ensure that any particular requirements you may have are catered for.

Filming of Meetings

The public part of this meeting may be filmed and broadcast. Please refer to the Council's Protocol on Filming, Videoing, Photography and Audio Recording at Council meetings which can be found here for further information.

If a member of the public is particularly concerned about being filmed, please contact a member of Democratic Services before selecting a seat.

FAQs

For further information about the Council's Committee arrangements please see the FAQ page here

To Councillors: J Oates, R Pritchard, M Bailey, T Clements, S Doyle, A Farrell and M Summers.

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MINUTES OF A MEETING OF THE CABINET HELD ON 16th MARCH 2023

PRESENT: Councillor J Oates (Chair), Councillors R Pritchard (Vice-Chair), M Bailey, T Clements, S Doyle, A Farrell and M Summers

The following officers were present: Andrew Barratt (Chief Executive), Rob Barnes (Executive Director Communities), Tina Mustafa (Assistant Director Neighbourhoods), Paul Weston (Assistant Director Assets) and Tracey Pointon (Legal Admin & Democratic Services Manager)

121 APOLOGIES FOR ABSENCE

There were no apologies for absence

122 MINUTES OF PREVIOUS MEETING

The minutes of the previous meeting held on 23rd February 2023 were approved as a correct record.

(Moved by Councillor T Clements and seconded by Councillor A Farrell)

123 DECLARATIONS OF INTEREST

There were no Declarations of Interest.

124 QUESTION TIME:

None

125 MATTERS REFERRED TO THE CABINET IN ACCORDANCE WITH THE OVERVIEW AND SCRUTINY PROCEDURE RULES

None

126 HOMELESSNESS STRATEGIC UPDATE

Report of the Portfolio Holder for Homelessness Prevention and Social Housing on the Homelessness Strategic Update 2023,to update and set out achievements to date from the Homelessness Prevention and Rough Sleeping Strategy 2020 – 2025.

To update on existing approvals for the Council's SWEP (Severe Weather Emergency Protocol) and winter relief response.

To propose a Homeless Hub in line with Council's strategic ambitions.

To update the Council's new Temporary accommodation charging policy and framework with effect 1st April 2023 and approve the recommended options.

Approval to write off historic bed and breakfast arrears in line with the temporary accommodation charging policy as detailed in the report.

RESOLVED: that Cabinet

1. acknowledges the strategic achievements progressing the homelessness prevention and rough sleeping strategy.

2. approved the continued support for the winter relief project and Severe Weather Emergency Protocol (SWEP) response as set out in the report to cabinet on 11/11/2021

3. Approved the development of a Homeless Hub in accordance with the principles set out in the report noting Health and Wellbeing Scrutiny considered on the 29/11/2022 and 24/01/2023; and delegated final approval of the Homeless Hub specification for procurement to the portfolio holder for Homelessness Prevention and Social Housing; and

4. Approved the updated temporary accommodation charging policy, including, the write off of historic bed and breakfast arrears and the application of recovery of outstanding temporary accommodation debt post 2018 charging in line with the new framework.
(Moved by Councillor A Farrell and seconded by Councillor S Dolyle)

127 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED: That members of the press and public be now excluded from the meeting during consideration of the following item on the grounds that the business involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (as amended).

(Moved by Councillor J Oates and seconded by Councillor R Pritchard)

128 COMMERCIAL LEASE UPDATE

Resolved: that the recommendations in the report be approved and Cabinet to be updated on 27th April 2023.

(Moved by Councillor M Bailey and seconded by Councillor R Pritchard)

Leader

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MINUTES OF A MEETING OF THE
CABINET
HELD ON 8th SEPTEMBER 2022

PRESENT: Councillor J Oates (Chair), Councillors R Pritchard (Vice-Chair), T Clements, S Doyle and M Summers

The following officers were present: Andrew Barratt (Chief Executive), Joanne Goodfellow (Assistant Director Finance), Tania Phillips (Head of Corporate Communications), Richard Powell (Planning Policy and Delivery Team Leader), Laura Massey and Tracey Pointon (Legal Admin & Democratic Services Manager)

36 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors M Bailey and A Farrell

37 MINUTES OF PREVIOUS MEETING

The minutes of the meeting held on 11th August 2022 were approved and signed as a correct record.

(Moved by Councillor R Pritchard and seconded by Councillor M Summers)

38 DECLARATIONS OF INTEREST

There were no Declarations of Interest.

39 QUESTION TIME:

QUESTIONS FROM MEMBERS OF THE PUBLIC NO. 1

Under Procedure Rule No 10, Mr Martin Hall, of Tamworth will ask the Leader of the Council, Councillor Jeremy Oates, the following question:-

I would ask that Council outline in more detail the experience within the Executive Leadership Team, the Programme Manager, the scrutiny committee, cabinet and the audit and governance sub-committee to demonstrate the appropriate level of oversight, understanding and control of the part of the programme that the Borough Council are delivering.

Answer

The executive leadership team are the most senior employees within the council, the Chief Executive, Deputy Chief Executive & Head of Paid Service, Executive Director of Finance & Section 151 Officer and the Executive Director of Communities. It is implicit within these job roles to ensure the organisation is managed within its governance structure, approved budget and always acts in a lawful manner, the team above have the correct blend of skills and experience to ensure this is the case, not just for the FHSF project, but for the entire complexities which exist within a local authority.

For the FHSF project there is a specific and transparent governance structure which was approved by cabinet on the 17th June 2021 where a programme board has been set up which includes ELT, the Chief Executives of both south staffs college and the Staffs & Stoke LEP along with the Leader of the Council, and more recently by board agreement, the addition of the Cabinet members for Finance and Regeneration have joined the board for greater political representation.

The full terms of reference for this board, and the delivery group that reports to it are available on the council's website in the cabinet minutes for that meeting.

The programme manager has been engaged by the council, and has a proven record in construction related schemes, and is also supplemented by a directly employed project officer dedicated to the FHSF project.

The role of scrutiny and audit & governance committees are clearly set out in the councils constitution which is also available on the website. The Infrastructure, Safety and Growth Scrutiny committee receives a quarterly report on the FHSF progress, and accordingly the Audit & Governance subcommittee reviews the specific project risks in the same timeframe. It is not appropriate to comment on the skills of individual elected members as each individual will bring their own set of qualification and experience to their elected member role, which adds value to their scrutiny of council business.

In terms of the experience and ability of councillors this is something a lot of people make assumptions around. As councillors we are just lay people who live work or represent a business or work in the town centre, some of us have been here a long-time others not but we bring is the normal person in the street questioning and approach to the decisions of the council. So, we receive all the technical data and all the information and that any of the employed staff and project officers bring to us and its up to us to a), scrutinise that so we can see that things are going in the right direction and b) direct where we would like to go. So in terms of experience of construction and building projects its one of those things that doesn't come as part of the role of being a Councillor but it is something we are expected to be involved in. It would be inappropriate to comment on the skills of different Councillors because their role is significantly different to the paid staff and people on the project Board.

Supplementary Question

I accept and understand the roles and the structure of council, and the backgrounds of people involved. This is probably the largest single project that Tamworth Council as ever engaged in and I just wanted to ask given the size of this project and how important it is this is more for our children that this project can be the best that it can be, had council considered bringing in external support that does have the significant amount of experience that a construction project of this type to help council to deliver rather than put that pressure on you guys.

Answer

The role of Mcbains is to provide that multi skilled support and advice. So that's why we engaged Mcbains and within that since that agreement we have engaged specialists in particular areas we have come across issues in terms of heritage, so we have engaged specialisms in those areas. In the build up to submitting the FHSF bid and the levelling up fund bid we have been engaged with the Local enterprise partnership in term of Staffs & Stoke LEP and the Greater Birmingham and Solihull LEP we have received not only funding but also expertise through those two bodies as well as the West Midlands Combined Authority. So in terms of the support that's out there we are engaging with partners wherever we possibly can to make sure when we are bidding for money we have a sound bid and we are also engaging with them and people like Mcbains and other multi skilled groups to make sure that when we are successful with that bid we have right people in place to deliver that bid and I will be the first to admit that the support for delivery of a successful bid across the region as not been as great for the support for submitting the bids in the first place. We have been engaging wherever we can, and we have been buying in those specialisms as we go along and as you rightly identify as a local authority, we won't have the skills on the shelf just in case we need them and we have to buy those skills in as and when we do. You are right the FHSF project itself is a once in a lifetime opportunity and what we can't do is make the mistakes of the past and we have to be flexible enough so when we do deliver we can mitigate changes in the economy and changes going forward in the same way as we focussed on retail in the 60's and 70's with the town centre retail as now changed forever and we are having to deal with those issues and we need to build in that flexibility and have that clear line of sight.

QUESTIONS FROM MEMBERS OF THE PUBLIC NO. 2

Under Procedure Rule No 10, Mr H Loxton will ask the Leader of the Council, Councillor Jeremy Oates the following question:-

According to Staffordshire County Council it is Tamworth Borough Council that are responsible for the damaged bus shelter on Victoria Road. With that in mind could you please provide an update as to when the bus shelter will be repaired, or the area made good?

Answer

The damaged bus shelter in Victoria Road is a Tamworth Borough Council asset. This is the third time that the bus shelter has been damaged by the Arriva bus drivers hitting it.

Initially the Council were not notified of the damage by Arriva, and it was only when an officer visited the bus depot that they admitted liability. The matter is currently with both Arriva and the Councils insurers. and removal of the damaged shelter is imminent.

The second part I would like to add to this, and I fully welcome questions from Members of the public and I encourage members of the public to ask members of the Council. The reason I am raising this is no criticism of the person asking this question this is a general statement on a street level issue that as been raised in Cabinet and I wonder if there are other avenues where members can raise those questions. The reason I suggest that is each and every person in Tamworth is represented by three Councillors on Tamworth Borough Council and it is their specific job to represent the people they have been elected for. So, what I am suggesting is a street issue type question should be directed at their patch Councillor and if their patch Councillor fails to answer it then escalate through to ourselves. I don't want to discourage Questions, but I just want people to be aware that there are 30 Councillors who are there to represent the people and they are there to be their first point of contact and their bridge between the local authority and themselves so I would encourage people to use their local Councillors more often.

40 MATTERS REFERRED TO THE CABINET IN ACCORDANCE WITH THE OVERVIEW AND SCRUTINY PROCEDURE RULES

None

41 QUARTER ONE 2022/23 PERFORMANCE REPORT

Report of the Leader of the Council to provide Cabinet with a performance update, risk and financial health-check towards achieving the strategic priorities detailed within the Corporate Plan and Medium-Term Financial Strategy. The information contained within the report covers performance for the first quarter of the financial year i.e., April to June 2022. This report was scheduled for consideration by Corporate Scrutiny Committee on 16th August, however the item was deferred to be considered by the committee on 6th September 2022.

RESOLVED: That Cabinet

endorsed the contents of the report

(Moved by Councillor J Oates and seconded by Councillor R Pritchard)

42 BUDGET AND MEDIUM TERM FINANCIAL PLANNING PROCESS 2023/24

Report of the Leader of the Council to seek agreement to the Proposed Budget and Medium-Term Financial Planning Process for General Fund and the Housing Revenue Account for 2023/24.

RESOLVED: That Cabinet

Agreed to adopt the proposed process for the General Fund and Housing Revenue Account Budget and Medium Term Financial Planning Process for 2023/24.

(Moved by Councillor J Oates and seconded by Councillor R Pritchard)

43 ANNUAL REPORT ON THE TREASURY MANAGEMENT SERVICE AND ACTUAL PRUDENTIAL INDICATORS 2021/22

Report of the Portfolio Holder for Finance, Risk and Customer Services to update Cabinet on the Annual Treasury report which is a requirement of the Council's reporting procedures.
It covers the Treasury activity for 2021/22, and the actual Prudential Indicators for 2021/22.
The report meets the requirements of both the CIPFA Code of Practice on Treasury Management and the CIPFA Prudential Code for Capital Finance in Local Authorities. The Council is required to comply with both Codes in accordance with Regulations issued under the Local Government Act 2003. It also provides an opportunity to review the approved Treasury Management Strategy for the current year and enables Members to consider and approve any issues identified that require amendment.

RESOLVED: That Cabinet asks Council to

1. Approve the actual 2021/22 Prudential and Treasury Indicators within the report and shown at Appendix 1; and

2. Accept the Annual Treasury Management Report for 2021/22.

(Moved by Councillor R Pritchard and seconded by Councillor S Doyle)

44 WRITE OFFS 1 APRIL 2022 TO 30 JUNE 2022

Report of the Portfolio Holder for Finance, Risk and Customer Services to ask Members to endorse the amount of debt written off for the period 1st April 2022 to 30th June 2022.

RESOLVED: That Cabinet

Endorsed the amount of debt written off for the period of 1st April 2022 to 30th June 2022 – Appendix A-E and approve the write off of irrecoverable debt for Housing Benefit Overpayments of £16,589.88 – Appendix F respectively.

(Moved by Councillor R Pritchard and seconded by

Councillor S Doyle)

45 STATEMENT OF COMMUNITY INVOLVEMENT AND LOCAL DEVELOPMENT SCHEME

Report of the Portfolio Holder for Skills, Planning, Economy & Waste to seek Cabinet approval for the adoption and publication of a new Statement of Community Involvement and Local Development Scheme.

RESOLVED: That Cabinet

1. Agreed to increasing the number of speakers, and the time limit for each speaker, at Planning Committee meetings in line with the recommendations of the Infrastructure, Safety, and Growth Scrutiny Committee;

2. approved the publication of the new Statement of Community Involvement, as included at Appendix A, subject to any changes resulting from recommendation 1;

3. approved the publication of the new Local Development Scheme, as included at Appendix B; and

4. delegated authority to the Planning Policy and Delivery Team Leader to make any minor typographical amendments to the documents before or after publication

(Moved by Councillor S Doyle and seconded by Councillor M Summers)

46 LOCAL PLAN ISSUES AND OPTIONS CONSULTATION

Report of the Portfolio Holder for Skills, Planning, Economy & Waste to seek Cabinet approval to launch an issues and options consultation as part of the development of the new local plan for Tamworth.

RESOLVED: That Cabinet

1. approved the launch of the issues and options public consultation based on the document set out in Appendix A; and

2. delegated authority to the Assistant Director – Growth and Regeneration to make any final typographical and formatting amendments to the document prior to publication.

(Moved by Councillor J Oates and seconded by Councillor R Pritchard)

Leader

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Report of the Chair of the Corporate Scrutiny Committee

Matters referred to Cabinet in accordance with the Overview and Scrutiny Procedure Rules

Exempt Information
None.

Executive Summary
The following Committee has referred the following matter to Cabinet:

Scrutiny Committee	Title of Matter referred	Date of Scrutiny meeting
Corporate Scrutiny Committee	Solway (Tamworth) Limited Update	14th March 2023

Background

To update Cabinet and to make recommendations to it following consideration of the report of the Chief Executive.

At the Corporate Scrutiny Committee meeting on 14th March 2023 the Committee received the Solway Tamworth Limited Update report. Apologies were received from the Chief Executive and in his absence the Vice-chair, as a former director of the company, provided an overview of the history of the setup of the Company. It was reported that the trading company had been set up as a tool to use to generate income where the options arose. However to date no such opportunities had arisen.

The Vice-Chair reported that the approximate costs associated with the administration of the company were around £3000/3500 per year, which, after discussion, members considered to be a reasonable estimate.

The Committee questioned whether it could be more beneficial to save these annual costs by winding up the company with a view that it could be set up later if the opportunity arose to utilise the company. The Committee further considered that there would have been initial set up costs associated with establishing the company, but the Committee did not have details of these costs.

The Committee discussed whether before any recommendations to wind up the company were proposed, further information was required including as to whether there were any proposed projects / plans that the company may become involved in or whether the commercial focus of the Council had changed. However, it was noted that this was something which Cabinet could take into consideration on receiving the Committee's recommendation.

Recommendations

RESOLVED that the Committee recommended:

1. That Cabinet wind up Solway (Tamworth) Limited.

(Moved by Councillor A Cooper and seconded by Councillor S Goodall)

Options Considered
None.

Report Author

Councillor T Jay
Chair of Corporate Scrutiny Committee

Cabinet

6th April 2023

Report of the Chair of the Infrastructure Safety & Growth Scrutiny Committee

Matters referred to Cabinet in accordance with the Overview and Scrutiny Procedure Rules

Exempt Information
None.

Executive Summary
The following Committee has referred the following matter to Cabinet:

Scrutiny Committee	Title of Matter referred	Date of Scrutiny meeting
Infrastructure Safety & Growth Scrutiny Committee	**1.Staffordshire Sustainability Board Update**	23rd March 2023

Infrastructure Safety & Growth Scrutiny Committee Recommendations

Background

To update Cabinet and to make recommendations to it following consideration of matters by the Infrastructure, Safety and Growth Scrutiny Committee.

At its meeting on 23rd March 2023, the Infrastructure, Safety and Growth Scrutiny Committee received the Staffordshire Sustainability Board Update before it is presented to Cabinet on the 6th April:

Following its consideration of the above item, the Infrastructure Safety & Growth Scrutiny Committee recognised that the progress to date on this item had been slow and that action needed to be taken to move this item forward. The Committee endorsed the four recommendations set out in the report and agreed that the development of a strategy around EV charging needed to be recognised as a priority and that a timescale needed to be added to the recommendations made to cabinet as set out below.

Recommendations:

Resolved: That the Committee endorsed the recommendations from the report:

1. That the Staffordshire Sustainability Board joint communications plan (attached as Appendix 1 to the report), which sets out the 12-month programme of climate change awareness-raising and behaviour change activity, be adopted.

2. That the Staffordshire County Council Public Electric Vehicle Charging Infrastructure Strategy (as attached in Appendix 2 to the report), be adopted.

3. That the Borough Council commissions a borough-wide bespoke strategy to provide a framework for making decisions around EV charging in Tamworth, is endorsed.

4. That the EV Charging update on the installation of 4 fast charging points is endorsed.

The Committed recommended to Cabinet the following additional recommendations be added to the report:

5. That the Tamworth Borough Council EV Charging Strategy is received by the Committee in its draft form before the end of 2023.

6. That the Installation of Charging Points within Tamworth be treated as a Cabinet Priority moving forward.

(Moved by Councillor S Goodall and seconded by Councillor P Turner)

Options Considered
None.

Report Author

Councillor S Goodall
Chair of Infrastructure Safety & Growth Scrutiny Committee

Thursday, 6 April 2023

Report of the Portfolio Holder for Homelessness Prevention and Social Housing

Social Housing Regulation and Compliance - Council Housing

Exempt Information
Non-confidential

1.0. Purpose

To update Cabinet on the requirements of the consumer regulation agenda significantly impacting the Councils Housing Service, previously reported on 10/11/22

And

Set out the resourcing arrangements over the next 2-years to fulfil the Councils' obligations to meet the required regulatory standards across its housing stock including collation and submission of the 22 Tenant Satisfaction Measures required by the Regulator of Social Housing from April 2023/2024.

2.0. Recommendations

Cabinet is recommended to: -

2.1. Acknowledge the findings of the Internal Audit report (February 2023) giving Audit & Governance Scrutiny Committee substantial assurance that the Councils preparedness for the proposed legislation is robust - attached at **Annex one**

2.2. Agree that Homelessness Prevention & Social Housing Sub Committee will debate progress of the Councils preparedness for the Social Housing (Regulation) legislation and that this will inform policy proposals to Cabinet on overall compliance; further noting that the co-opting of members of Tenant Consultative Group is being built into the next Constitutional review.

2.3. Delegate the final detail and submission (including the Tenant perception measures) to the Portfolio Holder of Homeless Prevention and Social Housing to ensure collation (from April 2023) & formal submission (in April 2024) as required under the Regulators directions using the Regulatory portal. **Shown at Annex Three.**

2.4. Support feedback from Corporate Scrutiny on 14/3/23 & Homelessness Prevention & Social Housing Sub Committee on 16/2/23, resulting in a proposed Programme/Project plan (**shown at Annex Two**) that will replace the raw detail in the improvement plan previously shared & developed to ensure it is SMART[1], appropriately rated so that progress is clear and that the improvement plan is simplified for easy reference publicly.

[1] Specific Measurable Achievable Realistic and Timed

3.0. Executive Summary

3.1. Cabinet endorsed the Councils approach, progress and actions resulting from the proposed Social Housing (Regulation) bill on 10/11/22. This included the self-assessment against proposed and revised standards being proposed by the Government and its Regulators which when enacted will see a fundamental shift in the way Council Housing is regulated and how it will be inspected from 2024.

The Council has been preparing for this proposed legislation since 2021 and the internal audit report (shown at annex one) completed March 2023; sets out the journey so far – giving substantial assurance around managing risk arising from necessary preparedness'. Recognising however that it now requires programme oversight and co-ordination to ensure service improvements are delivered as planned.

3.2. **New consumer standards**

The Regulator of Social Housing published its latest policy paper on Reshaping ***Consumer Regulation: Our Implementation Plan*** on 12/1/23. The Council has continued to prepare for this new legislation (due within the next year 2023/2024) as part of the Social Housing (Regulation) bill and strengthening standards for its tenants and leaseholders.

The Regulator describes the new consumer standards as outcome focussed. Building on existing ones to encompass all the areas set out in the White Paper. Previous policy papers - Reshaping consumer regulation: our principles and approach set out the key themes the future consumer standards would cover.

Safety	Landlords' safety responsibilities including safety within the home and in communal areas
Quality	Quality of the home, communal spaces and services to tenants
Neighbourhood	Landlords' role, working with other agencies, to contribute to the wellbeing of neighbourhoods in which tenants live.
Transparency	Landlords' role in making information accessible to tenants including roles and responsibilities within landlords, so tenants know who is responsible for matters relating to consumer standards

Engagement and accountability	Engagement between landlords and tenants, including how complaints are handled. Landlords' accountability to tenants and treating tenants with fairness and respect.
Tenancy	Requirements on landlords in respect of tenancies, including allocations policies and opportunities for tenants to move.
Professionalism	Requirements on Landlords to ensure housing managers and housing executives are professionally qualified – consultation to follow

Subject to the Bill being passed by Parliament, and government issuing the relevant Directions, new standards will be consulted on by the summer of 2023 and likely take effect by year end.

The self-assessment and associated improvement plan Tamworth commissioned in 2022, included a base line assessment against existing consumer standards along with a forecast of likely compliance against new areas proposed. This showed compliance with Tenancy & Home Standards with areas for improvement across Tenant Involvement Empowerment & Environmental standards.

3.3. Resourcing of this work was agreed as part of the Councils budget setting process (2023/2024) and is currently being progressed. In the meantime, the Council continues to prepare for submission of Tenant Satisfaction measures. Under the Regulators directions there are 22 Tenant Satisfaction measures: including 10 management indicators and 12 perception measures.

3.4. A data capture exercise has been supported externally and is set out at **Annex Three** showing progress across the 10 management indicators. An informal workshop took place with House mark on 07/2/23, one of the sectors lead benchmarking organisations. It is anticipated that this benchmarking together with later review by the Local Government Association (LGA) will inform the final preparations.

Below is a snapshot of 10 of the 22 indicators representing the management data required. It has now been confirmed this will be collated from April 2023 using NROSH (National regulator Social Housing Portal). Officers have already reviewed the Technical guidance to collate this in readiness for submission.

TSM – Measured by Landlords Directly

TSM code	TSM name	Person's responsible	RAG/Summary	TSM Technical Requirements
CH01	Complaints relative to the size of the landlord	Zoe (Nicola Hesketh		
CH02	Complaints responded to within Complaint Handling Code timescales	Zoe (Nicola Hesketh		
NM01	Anti-social behaviour cases relative to the size of the landlord	Tina (Lee Birch)		
RP01	Homes that do not meet the Decent Homes Standard	Paul		
RP02	Repairs completed within target timescale	Paul (Martin Harper)		
BS01	Gas safety checks	Paul (Barry Curtis)		
BS02	Fire safety checks (Data	Paul (Barry Curtis)		
BS03	Asbestos safety checks	Paul (Barry Curtis)		
BS04	Water safety checks	Paul (Barry Curtis)		
BS05	Lift safety checks	Paul (Barry Curtis)		

TSM Technical Requirements

TruemanChange.

3.5. The remaining 12 Tenant satisfaction measures related to perception and are shown below. Changes are also shown following the Regulators consultation nationally and which now form part of the required Directions. Homelessness Prevention and Social Housing Sub Committee reviewed these in February 2023, and it was agreed a further proposal on how this would be collected would be debated to make final preparations with the Portfolio Holder in 2023 ahead of submission in 2024.

TSMs collected from tenant perception surveys		
Code	**Title**	**Change**
TP01	Overall satisfaction	No change
TP02	Satisfaction with repairs	Minor change to survey question wording
TP03	Satisfaction with time taken to complete most recent repair	No change
TP04	Satisfaction that the home is well-maintained	Changed to be an individual TSM (well-maintained and safe were previously combined in one TSM)
TP05 [was TP04]	Satisfaction that the home is safe	Changed to be an individual TSM and minor change to survey question wording
TP06 [was TP05]	Satisfaction that the landlord listens to tenant views and acts upon them	Minor change to survey question wording
TP07 [was TP06]	Satisfaction that the landlord keeps tenants informed about things that matter to them	Minor change to survey question wording
TP08 [was TP07]	Agreement that the landlord treats tenants fairly and with respect	No change
TP09 [was TP11]	Satisfaction with the landlord's approach to handling complaints	Changed to add a filter survey question
TP10 [was TP08]	Satisfaction that the landlord keeps communal areas clean and well-maintained	Change to survey question wording, including removal of 'safe' (which will be covered by revised TP05)
TP11 [was TP09]	Satisfaction that the landlord makes a positive contribution to neighbourhoods	No change to lead proposal. Minor change to survey question wording
TP12 [was TP10]	Satisfaction with the landlord's approach to handling anti-social behaviour	No change
	Tenant knowledge of how to make a complaint	TSM removed from suite

3.6. House mark have suggested some organisations are commissioning a base line assessment ahead of April 2023 using these measures as it is anticipated there will be a 20-25% reduction in satisfaction. The benefits of this are in providing an early base line by which to target management interventions ahead of a formal submission to the Regulator by March 2024.

However, as Tamworth already have historic status/star data along with transactional satisfaction data, this suggests the emphasis should be on obtaining high quality feedback that supports tailored service improvement; rather than seeking to explain drops in satisfaction when this is already anticipated. For example, the Councils Annual Report shows transactional satisfaction levels of c88% annually (overall satisfaction with the landlord) **this is forecast to drop to between 50-60% in the first annual survey.**

Tamworth have historically commissioned independent researchers to undertake satisfaction surveys (BMG. MEL, etc). This methodology has targeted a representative sample across all its demographic and stock types. Supported by field research as well as online techniques. It is suggested more work is done on developing this satisfaction strategy with the Tenant Consultative Group and forms part of proposals going forward.

4.0. Progress on Cabinet Recommendations 10/11/22

4.1. A key priority is to create capacity within the Council to lead, co-ordinate and ensure compliance with the Regulators approach to ensuring high levels of performance and service delivery for its council housing stock. Progress of actions already agreed is on track as shown in green below. Blue are completed.

Cabinet approved on 10/11/22	Management Actions
Endorse the findings from the external Self-Assessment reported November – link here	The Self-assessment was considered by Corporate Scrutiny on 17/11/22 and 14/3/23
Delegate authority to the Council's Monitoring Officer to ensure nominated. Representatives from the Tenants Consultative Group (Chair &/or Vice Chair) form part of the Council's Homelessness Prevention and Social Housing Sub-Committee in compliance with the Council's constitutional & legal framework; noting the Committee fully supported this at their meeting on the 12th of October 2022	The Council's constitution is under review by the Councils Monitoring Officer, and she has confirmed (06/2/23) that arrangements for formally co-opting Tenant Consultative Group nominated members is under review by the legal team and Terms of Reference will be shared with Committee as soon as practical
Approve the self-assessment improvement framework shown here; referring it to Corporate Scrutiny for further development on 17th November 2022 and 14th March 2023 delegating the SMART detail to the Portfolio Holder for Homelessness Prevention and Social Housing	This was discussed at both Corporate Scrutiny Committees. Feedback recommending a SMART improvement plan; greater clarity around RAG ratings and simplicity in improvement planning
Retrospectively approve the response to DluCH on the proposed rent cap shown at Annex 4 and discussed at the Council's Homelessness Prevention and Social Housing Sub-Committee on 12th October 2022	This has been built into the Councils budget setting arrangements – implementing a rent cap of 7% across all its council stock (including exempt accommodation where the Council could charge CPI+1%)
Delegate authority to the Portfolio Holder Homeless Prevention and Social Housing to agree the consultation arrangements with Tenants and Leaseholders on the HRA business plan arrangements following the Government's announcement on the rent cap and its associated impact on financial planning.	Several workshops have been held internally with senior officers and the Councils external advisor from CIH on the HRA business planning and scenario testing. It is recommended this is considered at a future Committee once the detail and consultation plan is drafted for Committee input and ahead of formal Cabinet decisions
Delegate approval to the Head of Paid Service and Chief Executive to approve the resourcing arrangements; noting policy changes of £100k are being built into the Council's budget setting processes (subject to approval) to deliver the improvement	Resourcing Planning underway as agreed

plan and	
Ensure the Council complies with the Regulators decision statement on the submission of new tenant satisfaction measures	The Regulator of social housing has finalised the Tenant Satisfaction Measures and published it decision statement setting out the technical requirements from April 2023 Working papers are attached outlining the initial data gathered for the Tenant Satisfaction Measures'. The10 appended relate to management information that should be collated from April 2023; the remaining 12 are perception measures and will require scoping with the Tenants Consultative Group before final decisions are proposed to Cabinet in 2023/2024 on the strategy for obtaining this feedback

4.2. **Future Regulatory Inspection**

The Regulator proposes that it will deliver a programme of inspections of larger landlords (those with more than 1,000 homes). Once enacted, the Bill requires a national inspection plan that will outline which types of providers being inspected on a regular basis and the circumstances when reactive or no-notice inspections will be carried out. This will provide clarity for tenants and landlords about how the regulator is going about delivering inspections across the sector as a whole.

Inspecting local authority landlords

As part of the Guidance issued 13/1/23 the Regulator confirmed Local authorities are also subject to the same consumer standards as housing associations. As locally accountable democratic bodies, regulation of local authorities' governance or financial viability is outside the scope of our work. This means that inspections of local authority landlords will solely focus on consumer issues. The inspections will have the same focus on service outcomes and accountability and the same depth and rigour. Focus will be on assurance that councillors are getting about the quality of homes, service performance and their engagement with tenants. Tested against a range of sources of evidence such as data from the tenant satisfaction measures the Housing Ombudsman and feedback from tenants gathered through the inspection process. We will include some local authority landlords in our pilots.

5.0. Homelessness Prevention and Social Housing Sub Committee – Council Housing – Progress so far

This project was initially identified as one of the Council corporate projects and as a result significant work has been undertaken. Tenant representatives have already been nominated to the sub-committee and the Councils monitoring officer is

currently reviewing the terms of reference, so ***Tenants remain at the heart of influencing housing policy.***

Initial reporting to the Councils sub-committee focused on preparedness' for the new regulatory arrangements launched by the Government under its Charter for Social housing in 2021 & followed as part of the social housing White paper,

To-date Neighbourhoods have led the following work overseeing the developing legislation; including a review of the latest guidance around reshaping consumer regulation and this has included:-

- Presented to all the Homelessness Prevention & Social Housing sub-committee meetings on its progress – including shadow meetings prior. Details below

    - 15th June 2022 – Update on self-assessment
    - 12th October 2022 – Presentation on self-assessment
    - 16th February 2022 – Update on tenant Satisfaction Measures

- Reported to Cabinet on 10/11/22 on preparations and securing £100kper annum of agreed resources.
- Updated Corporate Scrutiny on 17/11/22 & 14/3/23 with amendments including the Regulators announcements on professionalisation of the service, agreed as an amendment to the proposed bill on 26/2/23.
- Procured a Self-assessment (via YDS Scrutiny & Empowerment Ltd) of the required standards including a base line against existing consumer standards using external resources from September 2021 to June 2022
- Engaged with Internal Audit on its preparations – receiving substantial assurance on progress so far. **Shown at annex one.**

5.1. As the requirements of the imminent Social Housing Regulation legislation are cross cutting impacting on all directorates (*if not through service functionality; through collateral benefits such as consistent service standards for example*); it is necessary to have ***a "one council approach"*** to achieving regulatory compliance and preparation for future inspection by the Regulator.

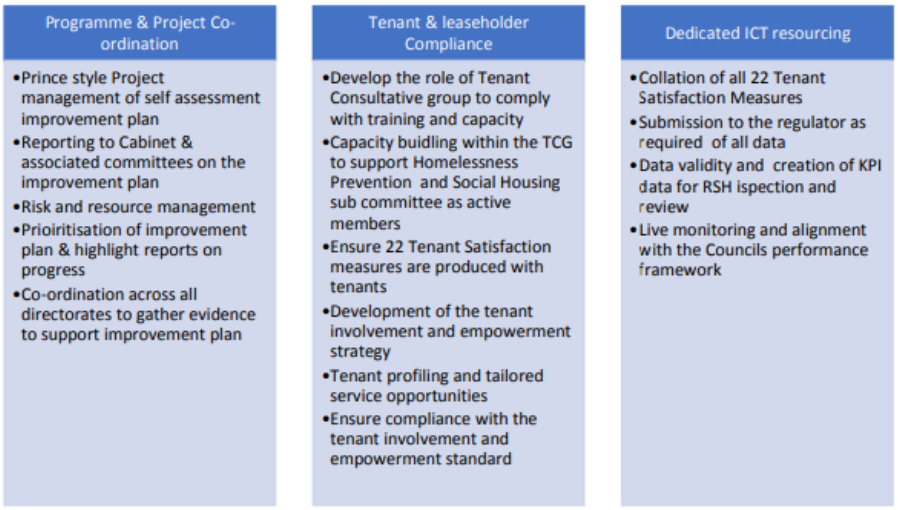
The co-ordinating approach recommended is not dissimilar to the recent Councils Recovery & Reset programme; given the cultural shifts that achieved it is sensible to adopt a similar approach.

6.0. Resourcing Implications

Cabinet approved on the 10/11/22 to build £100k pa for two years (£200k) into the Council budget setting process. This was to finance the resourcing of this work and subsequently agreed through Full Council as part of the MTFS on 28/2/23.

Cabinet agreed funding levels based on the proposed illustration below.

4. The requirements, identified in the business case are summarised as follows: -



Resourcing arrangements are being progressed internally as a result of this budgetary provision and it is expected these will be in place over the Summer 2023.

It is envisaged this will include a lead Assistant Director, Regulatory lead and ICT and project support. In addition to these costs, it will be necessary for the relevant project lead to identify where they need additional support and this will be either met through existing budgets or agreed through the usual policy change format.

7.0. Risks

The risks around non-compliance are well documented across the professional sector; and have been reported by Department of Levelling up, Housing and Communities (DLuCH); Regulator and the Housing ombudsman and include the following. It is envisaged, as the work progresses a full risk assessment will be produced and monitored through the programme updates to Homelessness Prevention and Social Housing Sub-Committee.

Risks	**Mitigation**
Reputational Risk – if the Council is not able to comply with data requests and/or fails to meet required standards'	A resourced team co-ordinated will ensure focus and add capacity to service improvement planning. Routine reporting to the Homelessness Prevention & Social Housing Sub Committee for review and to inform Cabinet updates. Continued self-assessment and review will ensure preparedness for inspection, this will include undertaking a further self-assessment in 2024; marking the first 12 months of improvement planning.
Non-compliance and fined by the regulator for not evidencing high quality housing services	
Management Intervention by the regulator if appropriate resourcing not put in place	
Internal Audit – substantial assurance is based on continuing to progress the improvement plan, not doing this will result in risk	
Insufficient resourcing of the programme could put pressure on existing resources	

Customer dissatisfaction and rising complaints from tenants and leaseholder leading to unmanageable expectations	

8.0. Equality Implications

8.1. Adopting a framework for Council Housing service improvement does not in itself present a need for a community impact assessment. However as individual service improvements are made, then it will be usual for policy proposals to contain the usual community and equality impact assessment.

9.0. Sustainability Implications

9.1. None directly arising.

10.0. Next Steps

10.1. It is likely, subject to confirmation by the Regulator that the following milestones will need to be met.

Milestone	Indicative Date
Resourcing Arrangements confirmed for Social Housing Regulatory Programme	7/4/23-End of July 2023
Collation of Tenant Satisfaction Measures / Local Authority Data Returns Submission to the Housing Regulator of all Data including tenant satisfaction/perception indicators	From End of April 2023 and then monthly April 2024
Routine updates to Homelessness Prevention & Social Housing Committee and Tenant Consultative Group	As timetabled on work-plans
Annual Report to Cabinet – Tenant & Leaseholder Annual Report	October 2023 and then as required by Regulator
LGA Peer Review for Social Housing management in 2024 ahead of formal inspection being timetabled by the Regulator. The LGA offer this as part of their bespoke peer support package for social housing	April 2024
Regulator timetables organisational Inspection – anticipated once every four years – timescales not yet known for Tamworth as Regulator is likely to diarise based on a range of risk measures.	April 2024 - April 2028 To be confirmed by the Regulator

Report Author
Tina Mustafa – Assistant Director Neighbourhoods

List of Annex documents
Annex 1 – Audit Report
Annex 2 – Programme/project plan
Annex 3 – Regulators directions

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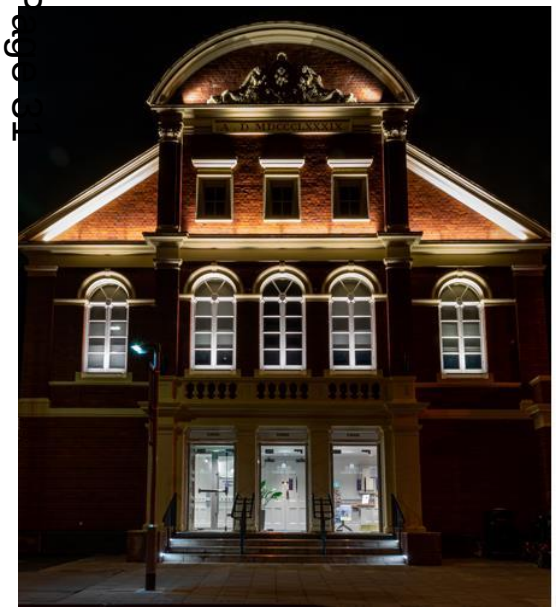
Tamworth Borough Council

Internal Audit Report
Social Housing White Paper
February 2023



Contents

If you have any questions about this report, please contact Andrew Wood, Audit Manager Andrew-Wood@Tamworth.gov.uk

01 AUDIT CONTEXT

Approach

This review was undertaken as part of the 2022/23 Internal Audit Plan endorsed by the Audit and Governance Committee.
Our work has been performed in accordance with the principles of the Public Sector Internal Audit Standards.

Scope & Background

We have reviewed each area in accordance with the audit brief agreed with management prior to our visit. **Appendix 1** provides detail of the scope of our work.

Our approach was to assess the risks inherent within the system and then document and evaluate the adequacy of controls in operation. For each system, the key controls operated by management were assessed against the controls we would expect to find in place if best practice in relation to the effective management of risk, the delivery of good governance and the attainment of management objectives is to be achieved.

We report by exception and only highlight those matters that we believe merit acknowledgement in terms of good practice or undermine a system's control environment, and which require attention by management.

The audit covered the time period April 2022 to March 2023.

Background

The Charter for Social Housing Residents: Social Housing White Paper was published on the 17th November 2020. The White Paper describes a new charter for social housing residents which sets out what they should be able to expect and what will be done to ensure landlords live up to this new charter. The new Charter includes a number of expectations such as: to be safe in your home, to know how the landlord is performing, to have your complaints dealt with promptly and fairly, to be treated with respect, to have your voice heard by your landlord, to have a good quality home and neighbourhood to live in and to be supported to take your first step to ownership.

The White Paper sets out wide-ranging proposals to transform and strengthen the regulatory regime to ensure it holds all landlords to account for the services they deliver. Changes to the regulatory regime intended include; establish a proactive consumer regulation regime with active oversight of landlord performance, including introduction of routine inspections and reporting issues of concerns.

Whilst there is no defined timescale when the legislation will be passed, the Social Housing Regulation Bill had its first reading in the House of Lords on 8 June 2022. As at 2 March 2023, the bill has been through all stages in the House of Lords and Commons and will return to the Lords for consideration amendments. Whilst the Housing White Paper requirements are being addressed by the Council, alongside, there are other considerations which include the health impacts of damp and mould and also the requirement to collect, publish and submit 22 tenant satisfaction measures (TSM's).

At the time of the audit the Council project has seen the completion of the self-assessment and the identification of actions to address current non-compliance through an improvement plan. It is envisaged that the improvement plan will cover a three year period.

Acknowledgements

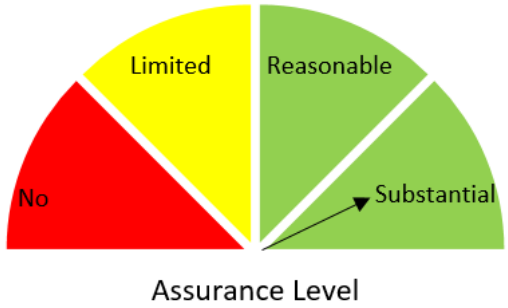
We would like to thank all staff involved in this review for their co-operation and assistance.

02 EXECUTIVE SUMMARY

Audit Opinion

We categorise our opinions according to the assessment of the controls in place, the level of compliance with those controls and how they mitigate risk. Each of the issues identified has been categorised according to risk. Detailed assurance definitions and risk definitions are set out in **Appendix 2**.

In our opinion the Audit and Governance Committee can take ***Substantial Assurance*** that the controls upon which the organisation relies to manage risks material to the achievement of the organisation's objectives are suitably designed and effective.



No recommendations have been made.

Rationale for the audit opinion

While the Council at this stage cannot demonstrate that it meets the requirements of the White Paper, assurance can be given that the design of controls is adequate and demonstrates that preparations are in progress to ensure that the requirements of the paper will be considered, evaluated, monitored and actioned.

There is an awareness of the White Paper and revised inspection regime. Staff, Members, and tenants have been updated on the preparedness for meeting requirements in the Social Housing (regulation) Bill. Audit noted that agenda items for the Cabinet, Corporate Scrutiny and Homeless Prevention and Social Housing Sub-Committee included self-assessment compliance, improvement plan and resourcing requirements.
The chair and vice chair of the Tenant Consultation Group have been nominated to attend the Homeless Prevention and Social Housing Sub Committee.

YD Consultants were appointed to complete the self-assessment work. The work undertaken by the consultants consisted of an initial desktop document review and meetings with Councillors, senior management, officers and tenants. The self -assessment against the five consumer standards, was undertaken.

- Home Standard
- Tenancy Standard
- Neighbourhood and Community Standard and
- Tenant Involvement and Empowerment Standard
- Rent Standard.

For each of the consumer standards a set of actions required has been identified.

The improvement plan includes actions prioritised into red, amber and green. The plan does not include a target date or owner. The improvement plan was reported to Cabinet in November 2022.

A budget allocation of £100k to resource the self-assessment program and its implementation has been approved by Cabinet and included as a proposed policy change to Council as part of the Budget 2023/24 approval. It is anticipated that the co-ordination of the Assistant Director Neighbourhoods as a Project lead, Tenant & Leaseholder Regulatory Manager and dedicated ICT resource requirement be required for up to two years.

At this stage in the project, there are no weaknesses identified in the operation of the controls that need to be addressed. However, whilst an improvement plan has been developed there is no target date or owner for the actions. A financial allocation has been approved by Cabinet, however the resource has not been decided, whether it be through internal staff or the use of external consultants. Until the action plan has measurable timescales, a Project Initiation Document and plan cannot be finalised. Governance arrangements are still to be decided.
We understand from key staff and note from a review of the Cabinet Forward Plan that these matters will be addressed and reported to Cabinet in April 2023. Once a defined plan with resource allocations and governance arrangements are in place, the Council should progress to ensure the White Paper requirements are implemented. This should be the forward focus during 2023/24. A further audit will be undertaken during 2023/24 to assess the progress of the preparations.

Key risks evaluation
As part of the scoping process key risks were identified and agreed in the Terms of Reference. Our evaluation of the controls in place to mitigate these risks is shown below:

Key Risks	There is a significant failure in preparing for the implementation of the Housing White Paper which will lead to non-compliance with legislation. Resulting in significant reputational risk and potential financial consequences for the Council.	Substantial	

Value for money
None noted

Direction of Travel
The Social Housing White Paper was audited in 2022 where a substantial assurance was given. The direction of travel remains the same.

APPENDIX 01: ASSIGNMENT BRIEF

MANAGEMENT OBJECTIVE: There are suitable internal controls in place to effectively manage the preparation for the regulatory compliance arising from the Housing White Paper

AUDIT FOCUS: This is a risk based systems review of controls in place to mitigate identified risks in accordance with key controls identified below.

KEY RISKS AND CONTROLS TO MITIGATE THE RISK:

There is a significant failure in preparing for the implementation of the Housing White Paper which will lead to non-compliance with legislation. Resulting in significant reputational risk and potential financial consequences for the Council.	➢ Key staff are aware of the requirements of the Housing white paper. ➢ Changes to the legislative requirements are received and plans updated, as required. ➢ A self- assessment gap analysis of current legislative requirements against the requirements of the Housing White paper requirements has been completed. ➢ An action plan has been developed to address gaps. ➢ There is adequate and experienced resource to implement the actions. ➢ Stakeholders are involved in the implementation process. ➢ Implementation will be progressed through a programme of tasks with key timescales. ➢ Progress is monitored and reported and action taken to address any issues.

AUDIT APPROACH:

- Walkthrough test of controls to verify framework exists and samples chosen to verify application of control where necessary.
- Discussion with key members of staff
- Testing on a sample basis to evaluate consistent application of controls

- Observation

INFORMATION REQUIREMENTS

- Information may be requested as the audit progresses.

APPROVAL:

The terms of reference have been agreed with the relevant manager and head of service in advance of the audit.

INTERNAL AUDIT PERFORMANCE INDICATORS:

KPI	Description
Effective completion of audit work	100% of draft reports are issued within 6 weeks of commencement of work.
	100% of closure meetings conducted within 5 days of completion of audit work.
	100% of draft reports to be issued within 10 working days of closure meeting.
Customer Satisfaction	Achieve an average score of 4 or more.

DEFINITION OF AUDIT OPINIONS AND RECOMMENDATION PRIORITIES:

Overall Audit Assurance Opinion	Definition
Substantial	There is a sound system of internal control designed to achieve the organisation's objectives. The control processes tested are being consistently applied.
Reasonable	While there is a basically sound system of internal control, there are some weaknesses which may put the organisation's objectives in this area at risk. There is a low level of non-compliance with some of the control processes applied.
Limited	Weaknesses in the system of internal controls are such as to put the organisation's objectives in this area at risk. There is a moderate level of non-compliance with some of the control processes applied.
No	Significant weakness in the design and application of controls mean that no assurance can be given that the organisation will meet its objectives in this area.

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Annex TWO

Sample highlight report for the Social Housing Regulation Bill/Legislation Programme

Social housing (regulation) Legislation - Programme Draft for resourcing illustration only			
Completed by:	**Tina Mustafa**	**Date Complete:**	**March 2023**

Projects (Based on regulators themes)	**Project Lead**	**Highlight/likely workstreams**
Programme Overview including	**To be determined**	• Phase 1 completed, and resources agreed through Budget setting £100k pa – 2 years • **Governance** – Supporting HP&SH Sub Committee and Tenant Consultative Group integration through co-opting / constitution. • **Named lead Housing director** arrangements to ensure Professionalisation requirements achieved. • **Co-ordination compliance/submission** for Tenant Satisfaction Measures; Local Authority Data Return; Inspection Planning • **Overall consumer compliance** for each of consumer standards in SMART Action Plan – As discussed various scrutiny. • **HRA Business Planning** on options around decency/choices • **Inspection preparation** – documents/library/storyboard
Safety **(Includes Home Standard)**	"	• Landlords health & safety responsibilities within the home/communal areas • Decent Homes plus / Asset management Strategy • Investment Profile and disrepair • Mould & damp spotlighting
Quality **(Includes Home Standard)**	"	• Quality of the home • Communal spaces and inspections • Services designed with tenants
Neighbourhood **(Includes Neighbourhood & Community Standard)**	"	• Partnership working to support tenant's Well-being in neighbourhoods. • Place shaping and partnerships with key providers. • Environmental service standards • Grounds and waste management service standards
Transparency	"	• Lead officers (Member and executive level) • Tenants voice and role in decision making • Tenant Involvement Strategy
Engagement & Accountability **(includes tenant**	"	• Complaint handling in line with ombudsman code (not just Tell us) • Intelligence and service responses – learning from complaints. • Equitable service – tailored access and bespoke customer services

involvement and empowerment standard)		
Tenancy **(includes tenancy existing standard)**	“	• Tenancy conditions & Agreement • Allocations policy – linked to Management of Housing Register • Tenant incentive and home swapper
Data Submission	“	• Local Authority Data Return / NROSH (Portal) changing. • 22 Tenant Satisfaction Measures – 10 to be uploaded from April 2023 ready for submission April 2024 • Tenant satisfaction strategy and survey to be done by 2024
Professionalisation	“	• Announced 28/2/23 with consultation planned Summer 2023 on migration. • Level 4/5 qualifications for all housing managers proposed

Achievements since last period	**Planned Activities for next period**
Amber/Red Areas	**Risks including TCG input**
	•
Homelessness prevention & Social housing Committee Work planning items	**Resourcing Requirements**
•	•

Recovery & Reset Programme
Tina Mustafa – Programme Director & Trueman Change

TSM Data Collection Summary
January 2023

Tamworth Borough Council

TruemanChange

Summary

- Work in progress – Management shown, still subject to housemark validation pre April 2023.
- Housemark workshop – Portal still awaited from the regulator 07/02/2023.
- Strategic consideration for perception measures (TSM x 12).
- Resource considerations for ICT infrastructure for uploading to portal.
- Resource co-ordination to reality check TSM submission prior to upload to portal.

TSM – Measured by Landlords Directly

TSM code	TSM name	Person's responsible	RAG/Summary	TSM Technical Requirements
CH01	Complaints relative to the size of the landlord	Zoe (Nicola Hesketh)		TSM Technical Requirements
CH02	Complaints responded to within Complaint Handling Code timescales	Zoe (Nicola Hesketh)		
NM01	Anti-social behaviour cases relative to the size of the landlord	Tina (Lee Birch)		
RP01	Homes that do not meet the Decent Homes Standard	Paul		
RP02	Repairs completed within target timescale	Paul (Martin Harper)		
BS01	Gas safety checks	Paul (Barry Curtis)		
BS02	Fire safety checks (Data	Paul (Barry Curtis)		
BS03	Asbestos safety checks	Paul (Barry Curtis)		
BS04	Water safety checks	Paul (Barry Curtis)		
BS05	Lift safety checks	Paul (Barry Curtis)		

CH01 – Complaints relative to the size of the Landlord

Number of:
1. stage one complaints and
2. stage two complaints
received per 1,000 homes:

Reporting Frequency	Complaints	Stage 1	Stage 2
Q1	26	To be completed	To be completed
Q2	8	To be completed	To be completed
Q3	6	To be completed	To be completed
Q4	10	To be completed	To be completed
Annual	50	To be completed	To be completed
Link to data	Not received		

The two metrics to be reported must be calculated as follows:

1. Stage one complaints
A. Number of stage one complaints made by tenants in the relevant stock type during the reporting year.

Divided by
B. Number of dwelling units owned of the relevant stock type at year end.

Multiplied by 1,000.

2. Stage two complaints
A. Number of stage two complaints made by tenants in the relevant stock type during the reporting year.

Divided by
B. Number of dwelling units owned of the relevant stock type at year end.

Multiplied by 1,000.

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

CH02 - Complaints responded to within Complaint Handling Code timescales

Proportion of:
1. stage one complaints responded to *and*
2. stage two complaints responded to
within the Housing Ombudsman's Complaint Handling Code timescales.

Reporting Frequency	Complaints
Q1	2
Q2	1
Q3	1
Q4	0
Annual	4
Link to data	Not received

The two metrics to be reported must be calculated as follows:

1. Stage one complaints response time
A. Number of stage one complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing

Divided by:
B. Number of stage one complaints made by tenants in the relevant stock type during the reporting year.

Multiplied by 100.

2. Stage two complaints response time
A. Number of stage two complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing

Divided by
B. Number of stage two complaints made by tenants in the relevant stock type during the reporting year.

Multiplied by 100.

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

NM01 - Anti-social behaviour cases relative to the size of the landlord

Number of:
1. anti-social behaviour cases, of which
2. anti-social behaviour cases that involve hate incidents
opened per 1,000 homes.

Reporting Frequency	ASB Cases	Involving hate
Annual	164	1
Link to data	Not received	

The two metrics to be reported must be calculated as follows:

1. Anti-social behaviour cases
A. Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents).

Divided by
B. Number of dwelling units owned of the relevant social housing stock at year end.

Multiplied by 1,000.

2. Anti-social behaviour cases that involve hate incidents
A. Number of anti-social behaviour cases (as reported in part 1) that involve hate incidents opened by or on behalf of the provider during the reporting year.

Divided by
B. Number of dwelling units owned of the relevant social housing stock at year end.

Multiplied by 1,000.

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

RP01 - Homes that do not meet the Decent Homes Standard

Proportion of homes that do not meet the Decent Homes Standard

Reporting Frequency	Data received
Annual	28
Link to data	Not received

A. Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end.

Divided by
B. Number of dwelling units owned to which the Decent Homes Standard applied at year end.

Multiplied by 100.

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

RP02 - Repairs completed within target timescale

Proportion of:
1. non-emergency and
2. emergency
responsive repairs completed within the target timescale.

Reporting Frequency	Data received
Annual	94.79%
Link to data	RP02

The two metrics to be reported must be calculated as follows:

1. Non-emergency repairs
A. Number of non-emergency responsive repairs completed within the reporting year.

Divided by
B. Number of non-emergency responsive repairs completed during the reporting year.

Multiplied by 100

2. Emergency repairs
A. Number of emergency responsive repairs completed within the providers target timescale during the reporting year.

Divided by
B. Number of emergency responsive repairs completed during the reporting year.

Multiplied by 100

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

Providers must report the target timescales for completing (both emergency and non-emergency) responsive repairs used to generate this TSM.

BS01 - Gas safety checks

Proportion of homes for which all required gas safety checks have been carried out.

Reporting Frequency	Data received
Annual	99.57%
Link to data	S:\Housing and Health Directorate\Housing\1 Repairs\1 ENGIE\Gas\Gas Servicing\2022 – 2023

A. Number of dwelling units owned for which all required gas safety checks were carried out and recorded as at year end.

Divided by:
B. Number of dwelling units owned for which gas safety checks were required to have been carried out as at year end.

Multiplied by 100

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

Data for Housing Stock requires separation from commercial stock.

BS02 - Fire safety checks

Proportion of homes for which all required fire risk assessments have been carried out.

Reporting Frequency	Data received
Annual	100%
Link to data	S:\Housing and Health Directorate\Housing\1 Repairs\1 Graham Environmental\Corporate\Meetings\2022-23

A. Number of dwelling units owned within properties that required an FRA for which all required FRAs were carried out and recorded as at year end.

Divided by

B. Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end.

Multiplied by 100

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

Data for Housing Stock requires separation from commercial stock.

BS03 - Asbestos safety checks

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

Reporting Frequency	Data received
Annual	100%
Link to data	S:\Housing and Health Directorate\Housing\1 Repairs\1 Graham Environmental\Corporate\Meetings\2022-23

A. Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and
recorded as at year end.

Divided by:
B. Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end.

Multiplied by 100

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

Data for Housing Stock requires separation from commercial stock.

BS04 - Water safety checks

Proportion of homes for which all required legionella risk assessments have been carried out.

	Data received
Annual	100%
Link to data	S:\Housing and Health Directorate\Housing\1 Repairs\1 Graham Environmental\Corporate\Meetings\2022-23

A. Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end.

Divided by:
B. Number of dwelling units owned for which an LRA was required to have been carried out as at year end.

Multiplied by 100

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

Data for Housing Stock requires separation from commercial stock.

BS05 - Lift safety checks

Proportion of homes for which all required communal passenger lift safety checks have been carried out.

	Data received
Annual	100%
Link to data	S:\Housing and Health Directorate\Housing\1 Repairs\1 ENGIE\Lift Service & Maintenance\2022-2023

A. Number of dwelling units owned within properties with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded
as at year end.

Divided by:
B. Number of dwelling units owned within properties with communal passenger lifts as at year end.

Multiplied by 100

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

Data for Housing Stock requires separation from commercial stock.

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Thursday, 6th April 2023

Report of the Leader of the Council and the Portfolio Holder for Skills, Planning, Economy & Waste

Staffordshire Sustainability Board Update

Exempt Information
Not exempt.

Purpose

To adopt the joint Staffordshire Sustainability Board Communications Plan 2023 which has been developed with the Staffordshire Sustainability Board in conjunction with all district and borough councils to help residents to reduce their carbon emissions.

To adopt the Staffordshire County Council Public Electric Vehicle Charging Infrastructure Strategy which has been developed in conjunction with all district and borough councils to help residents to transition to electric vehicles.

Recommendations

It is recommended:

1. That the Staffordshire Sustainability Board joint communications plan (attached as Appendix 1 to the report), which sets out the 12-month programme of climate change awareness-raising and behaviour change activity, be adopted.
2. That the Staffordshire County Council Public Electric Vehicle Charging Infrastructure Strategy (as attached in Appendix 2 to the report), be adopted.
3. That the Borough Council commissions a borough-wide bespoke strategy to provide a framework for making decisions around EV charging in Tamworth, is endorsed.
4. That the EV Charging update on the installation of 4 fast charging points is endorsed.

At the Infrastructure Safety and Growth Committee the following additional recommendations were added:

5. That the Tamworth Borough Council EV Charging Strategy is received by the Committee in its draft form before the end of 2023.

6. That the Installation of Charging Points within Tamworth be treated as a Cabinet Priority moving forward.

Additionally the Portfolio holder asked that the date of the carbon roadshow be moved from Wednesday to Tuesday.

Executive Summary

The Staffordshire Sustainability Board was established in January 2022 with the aim of encouraging and supporting partnership working between Staffordshire District/Borough and

County Council's in their efforts to tackle climate change and reduce carbon emissions towards a net zero target. In March 2022 the Board adopted a vision together with ten commitments for action during 2022/23..

Communications Plan

On 10 October 2022 the Staffordshire Sustainability Board (SSB) provisionally agreed a Joint Climate Change Communication Plan for 2023. Whilst Partner Authorities are responsible for communicating their climate change responsibilities and actions, it was recognised that by working together, they could have a greater reach and impact. Therefore, the Plan set out a co-ordinated calendar of unified and consistent communications activity to be delivered throughout the year to raise awareness, deepen understanding and inspire action on climate change.

During 2023, several joint activities have been planned across the county to promote national awareness days, increase residents carbon literacy, run local events and launch a consultation to hear residents' thoughts on climate change and the barriers they face to be greener.

Of particular note is the Carbon Bubble roadshow, the aim of which is to engage with residents on the ground, seeking their feedback and views. A pilot took place in April 2022 in Stafford Town Centre where a balloon was present representing one tonne of carbon. The events are very low-carbon to run, recycled materials are used for the bubble, an electric van is used to transport and there will be a generator running on hydrogenated vegetables.

The intention is to run the bubble events in each location across the County, during the summer. Suggested dates for the events are shown in Appendix 1, which start in May and continue running until the end of August 2023. The AD G&R has confirmed that *Wednesday 9th August* is suitable for the roadshow attending the Castle Grounds and has been in discussion with the events team over arrangements. Formal consultation is proposed with residents, running at the same time as the carbon bubble events which will then help plan ongoing communications activity.

Each Partner Authority has been asked to make arrangements to formally adopt the Plan which is set out in Appendix 1.

Staffordshire EV Charging Strategy

In 2020 the government announced its intention to end the sale of new cars powered by petrol and diesel combustion engines by 2030 and plug in cars by 2036. The biggest annual increase in the number of electric vehicle (EV) registrations was witnessed in 2021, with more than 740,000 plug-in hybrid and battery-electric cars registered, showing a growth of 70% on 2020. Charging infrastructure will need to grow accordingly to ensure an unhindered transition to EVs.

Early adopters of EVs have generally had provision to charge whilst parked off-street at home. Additionally, the private sector are delivering many charge points which provide mainly top up charging at destinations such as supermarkets and a number of rapid charging hubs for in-journey charging, for example at service stations.

Research conducted by Ordnance Survey, Zap-Map and Field Dynamics has identified that across Staffordshire, on average 75% of households have access to off-street parking and of those households that do not have off-street parking, on average only 3% of households are within a 5-minute walk from a public charge point. The figures on page 9 of the strategy demonstrate that Tamworth is below the Staffordshire average with 71% of households that have access to off-street parking and only 0.1% of those households who do not have access, are within a 5-minute walk from a public charge point.

A public charging network is therefore essential to provide practical alternatives to home charging to ensure that those without access to off-street parking are not disadvantaged. Failure to provide alternatives could delay the transition to EVs for many residents.

The Staffordshire County Council Public Electric Vehicle Charging Infrastructure Strategy has been developed in conjunction with all district and borough councils. In addition the strategy has been discussed by the Staffordshire Sustainability Board and its supporting senior officer group. As a result of those discussions, districts and boroughs have been asked to adopt the strategy through their own individual governance procedures.

The Strategy outlines how Staffordshire authorities should support and coordinate the installation of charge points at workplaces or retail parks, improving EV facilities at off-street parking locations and especially installing charge points in local authority owned and managed car parks.

The Strategy sets out the priorities for the installation of EV charge points across the county through analysing various areas including policy, funding and technology that will impact the charging infrastructure network. The Strategy also delves into the current and forecasted demand for each of the districts and boroughs and for the whole of Staffordshire, to inform strategic decision making. This document recommends broad locations across the county that should be considered for charging infrastructure and the optimal solutions that are most appropriate to match current and anticipated demand. Analysis of Tamworth Borough begins on page 35 of the Strategy.

The Department for Transport has set a key date of 2030 to have 300,000 public charge points in the UK. As of October 2022, there were some three hundred public charge points in Staffordshire, and therefore the task is to grow this number by approximately three thousand charge points in Staffordshire over the next seven years. It is anticipated that a central government funding opportunity will arise in early 2023 and therefore the adoption of the Strategy will ensure that Staffordshire is in the best possible position to submit a suitable bid.

The Strategy is a useful document that starts to support EV charging decision making with data that identifies priorities across the County. Whilst this is good starting point and will allow for funding bids to be made, it does not set out in enough detail a decision making framework for the Borough Council. Where do we want to deliver EV infrastructure? Do we focus on the town centre or do we want to prioritise our residential areas and if so which ones? Which business model do we want to adopt? Do we rely on an EV charging supplier to fund the infrastructure or do we deliver it ourselves and generate a revenue? What type of chargers are suitable for the various options that we have available?

Recommendation 3 seeks to utilise climate change reserves money to commission a document that focuses on the decision making for the Borough Council. This will not be a large or extensive report but will focus on what's important to the Borough Council, particularly if funding became available which allowed to deliver at pace.

Tamworth EV Charging Update

On the 17th of December 2020 a paper was taken to Cabinet with the following recommendations, which were approved.

1. That EV Charging Operating Model 2 is chosen as the primary delivery route subject to the results of a detailed options appraisal.
2. That a further marketing exercise using the ESPO Procurement Framework to secure a supplier / operator is carried out,
3. Produce a detailed options appraisal following further market feedback including costs/income/risks.

4. That a private sector location for EV charging on the wider Ventura retail park is investigated and promoted with relevant landowners
5. That an EV Action Plan is developed for adoption by the Council.
6. That, in principle, subject to the results of a detailed options appraisal, EV vehicle fast-charging infrastructure is installed in at least one of the Borough-owned car parks.

Since then Officers have procured and appointed BP Pulse through a direct call-off contract on the ESPO Framework to provide the council with a multi-disciplinary solution that encompasses the design, manufacture, installation and operation of charging units. A hosting Agreement with BP Pulse was signed on the 23rd of December 2021. The costs and commercial risks are borne by BP Pulse. The term of the Agreement is 7 Years at zero cost to the Council (including survey, installation, unit cost, operation, maintenance etc). It is hoped that the market for providing locations for EV charging will have matured in seven years and future tendering of EV charging locations will result in an income stream to the Council.

After research, appraisal of options and discussions at the Regeneration Board, it was initially agreed to pilot the installation of 4 EV Chargers by BP Pulse. The proposed public car park station locations were Riverside Car Park and Bolebridge Car Park.

BP Pulse carried out desk top studies at the beginning of 2022 to review, infrastructure costs, deliverability, and their return on investment. Further investment surveys were required on site prior to their internal investment sign off. Officers requested updates on these surveys and a timeframe for project delivery but unfortunately the project lead had left theirorganisation and all communication had stopped between June and October 2022. It is understood that BP Pulse have undergone large organisational changes which impacted on staffing resource, and they were unable to provide the team with updates on these surveys.

BP Pulse now has a Commercial Development Manager committed to working with the Council to deliver EV Charging in Tamworth. Due to the time that had passed since the surveys were first undertaken the surveys needed to be revaluated to ensure that current costs were accurate. BP Pulse have now come forward with a new proposal as outlined below.

Riverdrive Car Park

It was initially intended for Riverdrive Car Park to have two “F7” models of Fast charge floor mounted charging units installed. This is no longer BP pulses model and have now proposed an Ultra-Fast Charging Hub for this site. This would consist of either x6 150 kW Ultrafast units (= 12 charging bays) or possibly even x6 300 kW Ultrafast units (= 12 charging bays). The model would be dependant entirely on the new power connection which needs to be secured by Western Power for the site (now National Grid).

If the new connection is achievable, Ultra-Fast Charging like the above mentioned could deliver speeds of 20-80% charge in 15 minutes (subject to vehicle specification and battery state). This car park has the vital requirements and criteria needed for a Hub location to meet the investment from BP Pulse, as it is adjacent to leisure facilities, retail and is just half a mile away from the A5 bypass. The Council still has 9 years on the Host contract term remaining (7 year initial + 3 year renewal) and the site licence is already agreed . Therefore, they are more favourable in securing a great investment for Tamworth which would be deemed as a superior offer.

Bolebridge Car Park

Again, the intention was to install two “F7” models of fast charging at this site. Following the additional surveys Bolebridge Car Park no longer meets their investment criteria due to the substantial proposed investment on the Riverdrive Car Park site.

Next Steps

BP Pulse need to get this investment proposal approved. The Commercial Development Manager is confident that Riverdrive is a good location for the Ultra-Fast Hub installation. An updated turnkey quote is required from their sub-contractor and financial approval.

Options Considered

Communications Plan –

No other options were considered.

Staffordshire EV Strategy -

In developing this Strategy, the option of allowing the emerging EV charging industry to take the lead was considered. However, this is likely to lead to an ineffective EV charge point network across the county focussed on commercially viable locations only. This would likely result in a reduction in people choosing to switch to EV and the diminished opportunity to benefit from reduced air and noise pollution. The Strategy provides the foundation to co-ordinate delivery of EV infrastructure across the county.

The UK government has made it clear that local authorities have a significant role to play in delivering EV charge points due to their understanding of the transport needs of their local population, their responsibility for planning policy, ownership of car parks, and management of the public highway.

Resource Implications

Most of the EV funding opportunities are aligned with transport authorities which will reside with the upper tier authority. SCC with their new Strategy, and the subject of this report, will bid on behalf of the entire County. They are now keen to see all districts/boroughs to have

their own strategies in place so that when the money becomes available, we have a strategy that we can confidently deliver.

Communications Plan – no financial resource required. The cost of delivering the Plan has been supported by underspend relating to the SSB officer post for the current financial year.

Minimal resource will be required for the roadshow event to be held in the castle grounds. An event management company will be blowing up and deflating the balloon. Borough Council staff will need to be available to talk to residents about 'small things they can do to be greener' and answer questions from the general public about climate change and our net zero ambitions.

Staffordshire EV Strategy -

The County Council will utilise the Strategy to bid for funding for example from the Department for Transport (DfT), the Office for Zero Emission Vehicles (OZEV) and explore commercial partnership opportunities. This funding will support the strategy which identifies the need for EV charges points in Tamworth.

To commission consultants to deliver a Tamworth Borough Council EV Strategy it is proposed that the climate change reserve budget (PM1579) is used. It is anticipated that a bespoke Tamworth strategy should cost in the region of £10K.

Legal/Risk Implications Background

The Staffordshire Sustainability Board is not a formal decision-making body. As such, any significant decisions (determined by financial or service impact) need to be referred back to the Partner Authorities. Where a decision requires approval through the Partner Authorities governance processes, the decision is referred to another Board meeting to allow each Partner Authority to seek said approval.

Equalities Implications
None.

Environment and Sustainability Implications (including climate change)

Through failing to adopt the recommendations of this report, the Council will not be able to support residents in reducing their carbon emissions or the transition to electric vehicles.

Background Information

The Staffordshire Leaders Board has committed to work collaboratively across Staffordshire to successfully achieve net carbon zero in line with each local authority's climate change declarations. The purpose of working collaboratively is in recognition that across Staffordshire the influence of individual local authorities will be limited, however jointly, with other Councils and organisations across the public and private sectors, notable impacts will be achievable. A Staffordshire Sustainability Board (SSB) takes the lead on coordinating activity that will enable, influence and facilitate economic sectors across Staffordshire to start the journey to Net Zero. An officers group comprising senior officers from each Staffordshire authority support the Board.

Report Author
Anna Miller – Assistant Director Growth & Regeneration
Laura Patrick – Regeneration Officer

List of Background Papers

Appendices

1: Communications Plan
2: Staffordshire County Council Public Electric Vehicle Charging Infrastructure Strategy

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Staffordshire's Sustainability Board

Draft County-wide Communications Plan

1. Introduction

Effective communications will help Staffordshire successfully reduce its carbon emission output to reach net zero.

In the Staffordshire Sustainability Board's 'Vision and Council Commitments 2022-2023' statement, we agreed that all councils will work together to contribute towards a countywide communications group, to deliver and manage a countywide communications plan, working together to drive our collective carbon reduction goals forward.

Communicating well is the responsibility of every member of Staffordshire's Sustainability Board and their respective organisations. It will be important for communication to be integrated at all levels.

This plan will rely on collective responsibility and a distributed model of communication.

In the spirit of co-production all members of the board and their communications team counterparts will work together to keep themselves updated on activities and to amplify the agreed communications.

This communications plan follows the OASIS framework (Objective, Audience, Strategy, Implementation, Scoring), which is a structured way of tackling a communications issue to achieve objectives.

2. The case for a county wide communications strategy to tackle climate change:

2.1. Staffordshire as a whole county emits approximately 5.8million tonnes of carbon a year. Staffordshire's collective local authorities contribute less than 2% of these carbon emissions.

2.2. Each local authority has a strategy to tackle their individual emissions. However, it is documented that collectively, councils could use their influence to impact a significant proportion of the total emissions. We want to use this influence to enable and facilitate change, where possible, throughout the whole of Staffordshire.

2.3. The main carbon emissions in Staffordshire come from Transport (40%), Industry (24%), Residential Homes (23%), Commercial (6%), Agriculture (4%), Public sector (2%), Other (1%).

2.4. Over the last four years, the population in Staffordshire has increased by 6%. The number of new homes has increased by 6% and there is a 13% increase in car use nationally.

2.5. The Staffordshire Leaders and Chief Executives Group has committed to work collaboratively to successfully achieve net carbon zero to reach net zero, we need to encourage residents to do their bit and help them to understand how they can reduce their carbon footprint.

3. Objective of communications activity

3.1. The objectives of our communication

3.1.1. Engage with residents to increase understanding of climate change issues.

3.1.2. Motivate residents to take practical steps to reduce their carbon emissions.

4. Audience

4.1. **The Staffordshire Landscape**

4.1.1. Staffordshire has a resident population of 867,100 and covers a large geographical area of over 1,010 square miles.

4.1.2. Like many other County areas, a major characteristic of Staffordshire is its growing, ageing population.

4.1.3. Tamworth and East Staffordshire are the only districts in Staffordshire that have a significantly younger population than the national average.

4.1.4. Around a quarter of residents live in rural areas. South Staffordshire (40%), Stafford (33%), Staffordshire Moorlands (31%) and Lichfield (31%) are particularly rural whilst Tamworth's population is classified as entirely urban.

4.1.5. Staffordshire is a relatively affluent area but has notable pockets of high deprivation in some urban areas.

4.1.6. Staffordshire has two well-renowned universities educating around 20,000 higher education students. Keele University is currently Global Sustainability Institution of the Year (International Green Gown Awards, 2021)

4.1.7. We have a number of active climate change groups across the county including Climate Matters, The Globe Foundation, Staffordshire Moorlands Climate Action Group, Zero Carbon Rugeley, Sustainability Matters and No Planet B.

4.2. **Social Attitudes to Climate Change – Audience Insight**

4.2.1. Research from the National Centre for Social Research 'British Social Attitudes' report has found that overall, Britain is relatively relaxed about climate change, and not strongly divided over it. There are more worried than there are sceptical individuals, but the majority in Britain appears to have middling attitudes towards climate change. They know about it, and acknowledge a human component, but are overall relatively indifferent and apathetic about climate change.

4.2.2. Differences by age and education are reasonably strong and consistent when it comes to beliefs and concerns about climate change and what the government should do about it. Other socio-demographic variables, such as sex, ethnicity, and income, are typically weak and sporadic.

4.2.3. On average, people in Britain are only "somewhat worried" about climate change, and do not feel a strong sense of personal responsibility to try to reduce it. Those who think climate change is mainly or entirely caused by humans feel more personally responsible for trying to mitigate it. However, most people do not think that climate change is mainly caused by humans or that the consequences will be very bad.

4.2.4. As well as differing in how worried they are about climate change, people may also feel different levels of personal responsibility to try to reduce climate change. Residents were asked on a scale of personal responsibility for helping with climate change, where 0 means no responsibility and 10 means feeling a great deal of responsibility, Responses were quite spread out across the scale, with scores from 5 to 8 being the most popular, showing that the majority feel a moderate personal responsibility to help reduce climate change. The 35 - 64 year-old age group felt the highest level of personal responsibility.

4.3. **Audience conclusion**

4.3.1. Given the objectives we want to achieve with our communication, and the above audience insight, keeping our audience group as wide as possible will help us to get the most reach and engagement.

4.3.2. A future communications plan would benefit greatly from more Staffordshire specific audience research about climate change and sustainability.

4.3.3. We will utilise our local advocates and influencers through our universities and climate action groups to share our messages.

5. Strategy

This section looks at what will do throughout the year to reach our objectives.

5.1. **Carbon Bubble Roadshow**

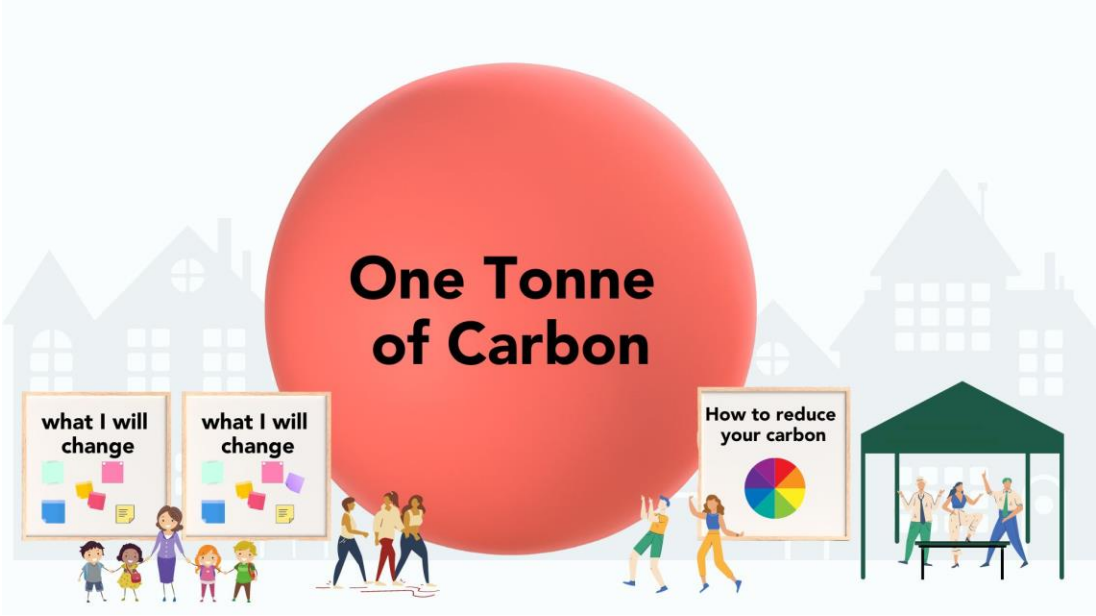
5.1.1. To increase resident engagement, throughout Spring/ Summer 2023 we will run a Carbon Bubble Roadshow. The 10m x10m orange inflatable bubble with the words 'One Tonne of Carbon' has been used nationwide by PWC as a successful climate change engagement tool and was trailed by Staffordshire County Council in 2022. The trial that took place on 'Earth Day' saw engagement both face to face in the town centre and on social media, as well as making regional news. Lessons learnt from the trial and feedback have allowed us to develop a clear plan for how we would run a road show of the bubble across the county to engage with as many residents as possible.

5.1.2. Most of the events will be held mid-week on a Wednesday during the working day. At the event we will have staff members from the district and borough councils educating people about their carbon footprint and what they can do to be greener.

5.1.3. We will collectively promote the events and invite along local schools and education settings.

5.1.4. We will ask residents to make a pledge on a community pledge board to say what they will do to reduce their carbon footprint. This information will then be saved and displayed in the local library.

5.1.5. On the stand we will help people to understand their carbon footprint by working them through a simple 'calculator' and give them a score between 'small footprint', 'medium footprint', 'large footprint. We will then give them tips on how they can reduce their personal footprint.



5.1.6. The below timetable sets out when and where the bubble roadshow will take place:

Local Authority Area	Location	Date
East Staffordshire	Burton Town Centre	Wednesday 3rd May 2023
Newcastle	Market Square	Wednesday 17th May 2023
Cannock	Cannock Chase Marquis Drive or Hednesford Park	Wednesday 7th June
Stafford	Stafford in The World Festival - Victoria Park	Wednesday 2nd June
Moorlands	Leek Market Square	Wednesday 5th July
Lichfield	Market Square	Wednesday 19th July
Tamworth	Castle Grounds	Wednesday 9th August
South Staffordshire	Camp Bestival – Weston Park	Thursday 17th – 20th August

5.2. **Joined up communications calendar**

5.2.1. To maximise our reach and awareness raising, we have developed a joint communications calendar for 2023, where we will share a climate change and sustainability messages around key celebrations throughout the year such as Valentine's Day, Easter, Halloween, Black Friday, Christmas, and Boxing Day.

5.2.2. Once a quarter we will also promote one climate change awareness day/week to support the agenda. The proposed climate change awareness days have been selected based on their ability to best share messages about climate change and carbon reduction as well as their location in the calendar.

Date	National Day	Key Messages
14th February 2023	Valentine's Day	Share informaton about how to 'love your planet this Valentine's Day' and how to have a sustainable valenatines day. Recycling chocolate packets, chocolate wrappers, only buying what you need and other relevant climate change messages.
9 -10th April 2023	Easter	Share information about how to have a sustainable Easter. Linking into how climate change is jepordising chocolate production. So to make sure we have chocolate, we need to do our bit to be greener. With some suggestions of how people can have a sustainable easter by recycling boxes, and buying eggs with less packaging.
22nd April 2023	Earth Day	Sharing the national earth day messages
5th June 2023	World Environment Day	Sharing the national World Environment Day Messages
1st – 7th July 2023	Net Zero Week	Sharing the national Net Zero Week messages
24th – 2nd October 2023	Big Green Week	Sharing the national Big Green Week messages
31st October 2023	Halloween	Develop a Halloween campaign to tell people how to have a sustainable Halloween, based on swapping costumes, reducing pumpkin

		waste.To reduce textile and food waste.
26th November	Black Friday	Develop a Black Friday campaign encouragng people to think twice before buying in the sales and if they do buy something, what they can do with their old items, for example donating them to charity or HWRC'S.
1st – 12th December	12 Days of Christmas	Developing a 12 days of Christmas campaign to share how people can have a sustainable Christmas

5.2.3. A secondary list of relevant awareness days has been collated below for information. We will support these days on an ad hoc basis by sharing and amplifying the national messages. However, we will not run specific campaigns around these days.

Secondary Awareness Days 2023	Earth Day -22nd April World Environment Day – 5th June Net Zero Week – 1st – 7th July Big Green Week – 24th September – 2nd October Recycle Week – 19th – 25th September National Clean Air Day – 8th October International Compost Awareness Week 1st – 7th May No Mow May – 1st – 31st May Walk to School Week – 20th May – 25th May National Refill Day – 19th June Plastic Free July – 1st – 31st July Cycle to Work month – August Zero Waste Week – 1st- 7th September World Electric Vehicles Day – 9th September Zero Emissions Day – 21st September International Walk To School Month – October National Tree Week – Last week of November

5.3. **Consultation**

5.3.1. At the present time, we have limited knowledge of our residents' thoughts and feelings about climate change. A public consultation around climate change would be beneficial when planning activity in the future.

5.3.2. The consultation will ask the members of the public key questions around their understanding of climate change, how much they care, what kind of personal responsibility they feel and any barriers they face to being greener.

5.3.3. The consultation results will give us a good baseline to be able to monitor and measure and changes in attitudes and behaviour.

5.3.4. The consultation will capture both quantitative and qualitative responses so we can get a deep understanding of our residents. To do this, we will launch an online digital questionnaire, run a handful of in-person engagement sessions in each area, as well as using the carbon bubble road show events to really listen

to residents and capture their feedback.

5.3.5. We propose that the consultation launches in March 2023 and then continues until the end of the Summer. By the Autumn of 2023 we will then have a good picture of what our residents think about climate change and their personal responsibility to be greener. This will help us to plan for the 2024 communications activity.

5.4. **Summary of activity**

The below yearly calendar plots out when all of our joint communications throughout 2023 as part of the climate change and sustainability agenda.

6. Budget

6.1. Each district and borough council is requested to contribute £3,000 alongside a £25,000 contribution from the county council. The funding will be used to deliver the carbon bubble roadshows, consultation activity and events, and social media activity.

7. Scoring and evaluation

7.1. The Communications representatives will meet monthly to discuss the ongoing work, and upcoming plans.

7.2. Each quarter Communications will report back to the Sustainability Board on the below:

Activity that has taken place during the quarter
Website clicks (using Bitly)
Media coverage
Social media engagement (reach, likes, comments)
Summer: How many people engaged with at the Carbon Bubble event
Summer: How many pledges were made at the Carbon Bubble event
Summer: Photographs from the Carbon Bubble Events
How many people worked out their carbon footprint using the calculator
How many people signed up to the Make Staffordshire Sustainable email
What activity is coming up

Staffordshire County Council Public Electric Vehicle Charging Infrastructure Strategy

Staffordshire County Council EV Charging Strategy

18/01/2023

amey consulting

Foreword

Climate Change is a huge issue that affects us all. Staffordshire County Council (SCC) declared a climate change emergency in 2019 and made a firm commitment to achieve net zero carbon emissions by 2050.

Since 2019 we have reduced our own carbon emissions by 43%, but SCC and the entire public sector only account for 2% of all emissions in Staffordshire. Transport accounts for around 40% of the county's total annual carbon emissions, and as well as contributing to climate change, has a major impact on public health.

We have a role to play in inspiring and facilitating more people to switch to greener and active travel, such as walking and cycling, or the use of electric vehicles (EVs). Indeed, the Government has banned the sale of all new petrol and diesel cars beyond 2030.

However, it is essential that Staffordshire has a convenient and accessible network of EV charging points. While it is not the county council's role or responsibility to install the charging points, we know our communities, and we want to work with and partner local authorities and the private sector

This strategy sets the scene for why we need to act, explains where we are and outlines the role that Staffordshire County Council will play.

Cllr David Williams
Cabinet Member for Highways and Transport

Executive Summary

In 2019, Staffordshire County Council (SCC) declared a climate emergency and committed to becoming net carbon neutral by 2050. To achieve this, the Council reviewed its operations and activities as well as putting in place a monitoring and evaluation programme to track progress.

Transport is a major contributor to the climate, health and ecological challenges being faced. In June 2019, the UK Government acknowledged this and announced ambitions for the transport network to be net zero by 2050. This was followed in November 2020 by an announcement of the ban on new petrol and diesel car sales by 2030. These are amongst the early steps in transitioning to sustainable modes of transport and the increased use of Electric Vehicles (EVs) will support the push to net zero. Further steps will be needed to encourage the removal of all petrol and diesel cars, including the growth of a viable second-hand EV market to reduce vehicle costs.

To support the move to EVs and other electric modes of transport, an EV charging network is essential. While it is not SCC's role to install and maintain the charging network, as the highways authority, a major land and asset owner, and our commitment to achieving net zero, we do have an important coordinating and facilitating role. SCC therefore commenced a concerted effort in 2019-20 to kick-start EV charging for the public but then COVID-19 struck, and this early work was stalled. SCC re-invigorated this work in late 2021 through commissioning Amey Consulting to work alongside them. This support facilitated the gathering of knowledge, developing a strategy and action plans whilst supporting all the Staffordshire district, town, and borough councils by bringing everyone together to increase understanding, provide a framework, and assist in the decision-making process.

EV car ownership sits at about 1% of the total UK car fleet in late 2021 and this is expected to increase to around 10% over the next three years. As battery technology improves, traveller range anxiety has lessened and price parity between combustion engine cars and EV cars is on the horizon (expected around 2026). Access to a usable and convenient charging network will therefore encourage further uptake of EVs and help to reduce inequalities in accessing this essential technology.

New government guidance now mandates EV charging in some car parks and most new homes. The newly published 'UK EV Charging Strategy' [1] along with this 'SCC Public EV Charging Strategy' will be crucial components in outlining how a charging network should be developed, where chargepoint

installation should be considered, and how SCC will provide coordination to local councils towards their successful installation of chargepoints.

This SCC Public EV Charging Infrastructure Strategy analyses various areas including policy, funding, and technology. The strategy identifies five types of charging solutions: EV charging hubs, EV forecourts, on-street charging, residential off-street parking, and off-street charging. The strategy also delves into the current and forecasted demand for each of the districts and boroughs and for the whole of Staffordshire, to inform strategic decision making. This document recommends broad locations across the county that should be considered for charging infrastructure and the optimal solutions that are most appropriate to match current and anticipated demand.

This document will be updated following receipt of additional guidance on EV strategies issued by the DfT in connection with Local Transport Plans.

Contents

Tables

Figures

1. Glossary of Terms

BEV – Battery Electric Vehicle

Chargepoints – The physical devices that deliver electricity to EV's

DNO – Distribution Network Operator (electricity companies!)

EV – Electric Vehicle

EV Forecourt – Fuel stations that include chargepoints

EV Charging Hub – Fast, rapid, or ultra-rapid chargepoints at a specifically designed location

Hybrid – A vehicle that combines an electric motor supporting an Internal Combustion Engine

ICE – Internal Combustion Engine (usually petrol or diesel)

kW / kWh – Kilowatt / kilowatt hour – measure of power

Off-street Charging – Chargepoints in car parks

On-Street Charging – Chargepoints located on streets

PHEVs – Plug-in hybrid electric vehicle

Residential Off-street Charging – Private chargepoints installed by users at their residence

Smart Charging – This refers to electric vehicles and chargepoints sharing a data connection

'the area' – Refers to any locations or facilities within Staffordshire County Council boundaries

'the borough' - Refers to any borough council within Staffordshire

'the district' – Refers to any district council within Staffordshire

'the council' – Typically refers to Staffordshire County Council

SCC – Staffordshire County Council

ULEV – Ultra low emission vehicle

User – Electric vehicle owner or user and chargepoint user

2. Introduction

Staffordshire County Council (SCC) has commissioned Amey Consulting to create a Public Electric Vehicle (EV) Charging Infrastructure Strategy. This will explore how the council can facilitate the growth of charging infrastructure across the county working with the 2nd tier districts and boroughs. This strategy will be created to coordinate the development of accessible chargepoints across the county and support local authorities, residents, businesses, or others looking to install chargepoints through providing information and guidance. Though it is recognised that commercial companies will provide charging, the role of the authority is to coordinate and therefore facilitate the development of a charging network that meets the needs of the people of Staffordshire. Within this role, issues including distribution, reducing risks of poorly located and/or insufficiently maintained infrastructure and accessibility will be overcome.

The strategy will cover public EV charging infrastructure and key policies and regulations at both a local and UK level that impacts charging requirements. Amey Consulting will also explore existing and future technologies, funding procurement and delivery methods at a local level, as well as commercial models which might be appropriate for the council and included districts.

The second aspect of the strategy is to establish the likely current and future demand for EV charging infrastructure across Staffordshire, aligning to the Council's wider net zero policies. From this demonstrable demand, the propensity to use EVs will be mapped, forming the basis of the location selection for EV charging infrastructure and feeding into the final output of an Implementation and Action Plan.

The strategy will support all modes of sustainable transport and ensuring improvements enhance the full transport offering within Staffordshire. To achieve this, consideration was also given to the potential modal shift that new EV charging infrastructure could bring.

This strategy supports SCC's environmental objectives towards achieving net zero emissions by 2050, across every aspect of SCC's service provision and estate:

- Organisational Carbon Reduction (reduce the carbon impact of council services)
- Improve Air Quality (improve the health of individuals through improved air quality)
- Supporting Behavioural Change

To support the delivery of the strategy, SCC and Amey have held meetings and review workshops with the individual district and borough Councils in Staffordshire as well as internal SCC stakeholders. These helped ensure that the councils and the user needs were embedded into the long-term strategy and implementation plans. Review sessions and other meetings have been held to ensure that iterative feedback has been incorporated into this report.

3. EV Charging Context

SCC recognise that climate change is the biggest environmental challenge facing the world today and has reflected this by identifying climate change as one of the five key principles in the Council's Strategic Plan. SCC recognises that actions are needed to minimise the Council's net carbon emissions. These actions are to either stop carbon emissions, develop ways to remove carbon that is already in the atmosphere (sequestration) or help communities and business prepare for the impact of changing climate (adaptation).

EV adoption forms a crucial part of tackling climate change, along with the decarbonisation of transport in Staffordshire, which forms a key objective of Staffordshire's 2021-2025 Climate Change Action Plan.

Reference	Description	Action	Proposed timeline
CN-08-21	Increase the number of Electric Vehicle (EV) charging points.	Work with district and borough councils to agree a consistent approach to EV infrastructure across Staffordshire.	Mar 2023
		Investigate the potential to upgrade electricity supply in SCC building stock to facilitate EV charging in retained property portfolio.	Mar 2022
		Develop an EV Infrastructure Strategy and Low Emissions Vehicle Infrastructure Action Plan	Mar 2024
		Maximise opportunities to bid for Department for Transport funding, including workplace charging fund (at SCC buildings) and on street residential charging fund.	From Nov 2021
		Work with Amey to roll out EV charging across all highway's depots.	From Nov 2021

Table A: Carbon Reduction - CCAP - Chargepoints

The 2011-2026 Local Transport Plan highlights the need to reduce the reliance on private vehicles and support active travel and other modes, it acknowledges that cars will still play a role in the transport choices for many.

The availability of charging infrastructure across Staffordshire county can provide an important focus on encouraging the growth in use of EVs, whilst also supporting the rural community. Midlands Connect, who research and develop transport projects, also acknowledge the significance of EVs and EV infrastructure in the movement to decarbonisation.

At the end of May 2022 there were 32,312 charging points across the UK, at 19,945 charging locations, with a steep increase in growth from 2019 onwards. This represents a 32% increase in the number of charging devices since May 2021 [5].

Staffordshire Local Transport Plan (2011-2026)

Reducing Road Transport Emissions and their Effects on the Highway:

- We will promote alternatives to private motor vehicles
- We will promote the use of low-emitting vehicles and vehicle efficiency
- We will lead by example and reduce our own road transport emissions
- We will improve the resilience of the transport network to changing climatic conditions

This is driven by an increased demand for EVs, with more than 300,000 BEVs and 600,000 PHEVs on UK roads in 2021. As the number of EVs grow, retailers, supermarkets and other public facing organisations with car parks look to partner with chargepoint suppliers and provide their customers and

visitors with the required charging. Demand for EV charging could well be at around 300,000 chargepoints by 2030 [6].

Location	Total public charging devices	Total public rapid charging devices (25kW+)	Public rapid chargers as a % of total public charging devices	Charging devices per 100,000 population
UK	28,375	5,156	17%	42.3
West Midlands	1,969	495	25%	31
Staffordshire	239	105	46%	26

Table B: EV charging stats Jan 22 DfT EVCD_01a/b

In Staffordshire there are approximately 450,000 petrol and diesel cars, and approximately 4,500 EVs registered across the respective districts and boroughs. There has been steady growth, but this is expected to increase dramatically in both the number of EVs registered and the number of chargers; all of which will contribute to the councils across Staffordshire reaching their respective net zero ambitions.

Location	ULEVs (all)*	BEV**	PHEV**	Motorcycles**	LGV's (all)**
United Kingdom	621,564	314,966	271,930	8,132	24,697
England	554,656	*281,219*	*242,794*	*7,260*	*22,050*
West Midlands	42,391	*21,721*	*18,753*	*560*	*1,703*
Staffordshire	4,558	*2,315*	*1,999*	*60*	*182*

Table C: ULEV's Q3 2021

*Data from DfT VEH0131, Q3 2021
**Data from VEH0133, Q3,2021
Data in italics extrapolated from VEH0131/VEH0133

Research conducted by Ordnance Survey, Zap-Map and Field Dynamics has identified that across Staffordshire, on average 75% of households have access to off-street parking and of those households that do not have off-street parking, on average of 3% of households are within a 5-minute walk from a public chargepoint. The 97% of households that do not have access to off-street parking and are not within a 5-minute walk of a public chargepoint equates to approximately 92,000 households. A public chargepoint infrastructure network should prioritise solutions that enable an equitable and accessible network for these 92,000 households.

Council	Percentage of households with access to off-street parking	Percentage of households within a 5-minute walk of a public charger
Cannock Chase	79%	1.8%
East Staffordshire	67%	5.2%
Lichfield	76%	11%
Newcastle Under Lyme	76%	0.5%
South Staffordshire	77%	2.5%
Stafford	75%	5.6%
Staffordshire Moorlands	80%	0.9%
Tamworth	71%	0.1%

Table D: Source: National Ranking of EV Charge Point Coverage, ZapMap & Field Dynamics

At present, any Staffordshire resident wishing to install an electric charging point can currently do so on their own private property (private on-street charging points are currently not available). There is a government grant available where a maximum of £350 is available to assist some residents with the initial upfront cost of installing an EV charging point [2]. However, there is a proportion of residents in Staffordshire who do not have off-street access, and for these residents most of the on-street parking is currently outside of the catchment area for public EV charge points (greater than a 5-minute walk).

Within the Midlands Connect EV Strategy, the identification of optimum locations for charging infrastructure has been recognised as a critical component of the deployment of a charging network, where locations have a variety of needs. Ensuring that those residents who don't have off-street parking options are still able to access chargepoints.

Supermarket Charge Point Operator Partnerships in Staffordshire

Tesco - Podpoint

ASDA – BP Pulse

Aldi – NewMotion

Lidl - Podpoint

Morrisons – GeniePoint

Co-op - ZeroNet

For greatest impact in meeting requirements for supporting those who wish to switch to EVs, the local authorities should coordinate the installation of chargepoints at workplaces or retail parks, improving EV catchment of off-street parking, and especially installing chargepoints in council owned and managed car parks. This could help the local councils to ensure the futureproofing of their infrastructure, providing chargepoints as the demand continues to increase.

It has been indicated by the UK Government that further policies will be released that will focus on Electric Vehicles and EV charging infrastructure in the next 12-24 months, along with funding to continue support for local authorities in their journey to decarbonisation. Midlands Connect is also planning continued support through establishing an EV forum, engagement with Distribution Network Operators (DNOs) and planning tools. In addition to the Government's on-going developments, the private sector has also continued the growth of charging networks across the UK, such as in petrol stations, supermarket car parks and retail parks. However, within Staffordshire this number remains low.

3.1. Midlands Connect

The Midlands Connect (MC) report 'Supercharging the Midlands' [3] summarises the key findings and analysis from their study of the MC region; providing guidance and principles to support the accelerated uptake and provision of EV charging infrastructure in the region. The report presents the baseline and forecasts for 2025 and 2030. MC also published their Rural Mobility Hub report [8] to help local authorities identify and establish commercially viable rural mobility hubs. This will generate new ideas during 2022 for an era of greater digital connectivity, and in the context of rural community needs [7].

EV's registered	Baseline 2020	2025	2030
Scenario 1 – slow uptake	44,909	344,951	1,304,156
% EV	0.74%	5.6%	20.9%
Scenario 3 – accelerated uptake	44,909	642,762	2,527,845
% EV	0.74%	10.5%	40.6%
Chargepoints forecast	2,174 (Jan 2021)	9,915 – 25,703	21,988 – 77,533

Table E: Midlands Connect MC region forecasts

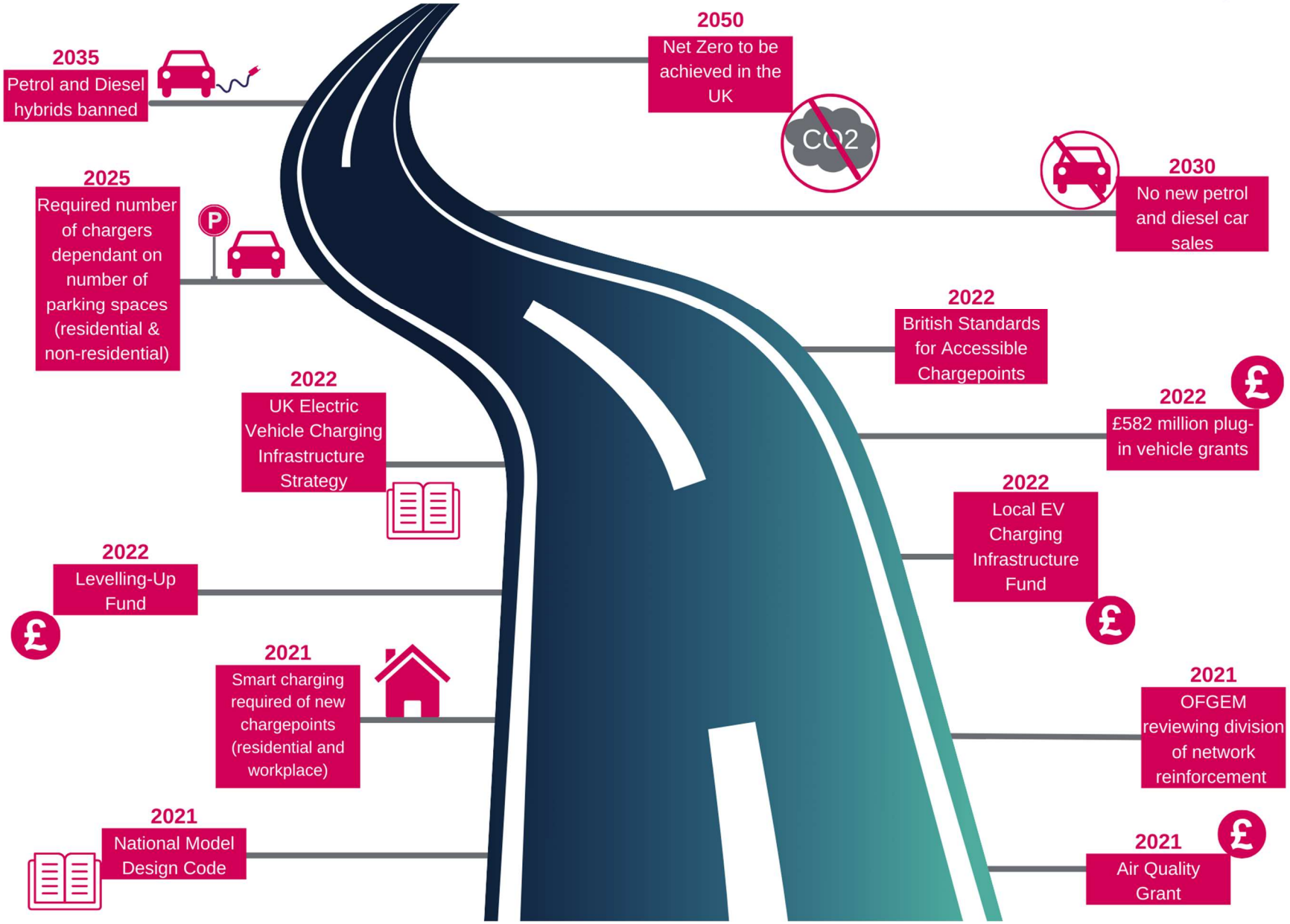


Figure 1: EV landscape roadmap

4. Policy and Funding Review

Over the last five years there has been continued growth in investment in charging infrastructure and policies that acknowledge the critical role that charging infrastructure has in the continued uptake in EVs. The announcement of the Rapid Charging Fund as part of the March 2020 budget saw £500 million committed to supporting the growth of a high-powered charging network across the UK. At the same time as announcing the funding, clear charging infrastructure aims and objectives for the UK were published. These aims included having 6 high-powered open access chargepoints at each motorway service area in the UK by 2023. It is understood that the demand for charging infrastructure will continue to increase, and the introduction of these policies aims to ensure this demand will be met. The policies and funding available for charging can be leveraged to help Staffordshire to meet their net zero ambitions.

Coordinating a wider EV charging network in Staffordshire will not only support the private use of EVs but can also be beneficial to businesses and workplaces who will need to move to electric fleets. The new legislation that bans new petrol and diesel cars being sold in the UK from 2030 will further drive movement away from petrol and diesel vehicles and towards low carbon alternatives.

This section of the strategy outlines the policies and funding that are and will continue to be most impactful for Staffordshire's short and long-term EV network plans. The policy and funding review focusses on five key areas of impact:

- **Chargepoint technology** – specifications for the charge point technology or where the policy supports the development of new technology
- **Chargepoint installation** – specifications on installation either on the number of charge-points available or the locations
- **Commercial requirements** – specifications for the operators or support for operators
- **Building regulations** – guidance on how charge-points should be incorporated into planning and planning decisions
- **Consumer protections** – specifications as to what operators and charge-points must provide to consumers

In addition to these five key areas, we have highlighted the chargepoint infrastructure solutions the policies are relevant to; whether responsibility for meeting the requirements falls to the public or private sectors; and have examined any available funding which supports meeting the policy aims. A summary of the information contained within the policies reviewed can be found in the local policies table below.

This information has been distilled into the roadmap presented above to demonstrate the key policies and funding milestones until 2050. Continued funding will enable SCC to adhere to both UK-wide and internal policies; the Council should seek to support government consultations to ensure the Staffordshire voice is heard.

Current national policies are displayed in Appendix D, whereas the local policies are set out in the table below.

Policy Title	Summary	Date of publication	Charge-point impact	Key Considerations	Chargepoint solution	Funding Opportunities	Timeframe
Local Policies							
Staffordshire Local Transport plan 2011-2026	The plan sets out the County Council's proposals for transport provision in the county, including walking, cycling, public transport, car-based travel and freight, together with the management and maintenance of local roads and footways.	2011	• Investigating measures that will encourage the use of low-emitting vehicles such as the development of EV charging points. • Replacing SCC vehicles (when required) with ones that are less polluting and more fuel efficient, wherever possible. • Reviewing SCC staff car parking facilities • Encouraging public transport operators that when replacing vehicles, they consider purchasing lower emitting vehicles.	• Promoting (and running) schemes that encourage the take up or smarter travel modes • Introducing Traffic Regulation Orders (such as clear zones, low-emission zones and no stopping/parking zones) • Encouraging all owners of the transport network to manage, maintain and develop with climate change in mind.	• Off-street • On-street • EV Forecourts • EV Charging Hubs	• On-Street Residential Chargepoint Scheme	Medium – 2 - 5 years +
Staffordshire Climate Change Action Plan 2021-2025	SCC recognises that a range of actions are needed to stop or reduce the Council's carbon emissions. These actions are to either stop carbon emissions, develop ways to remove carbon emissions, or help communities and businesses prepare for the impact of a changing climate. The Council will monitor its carbon emissions each year, to track the success of these actions. This plan will be reviewed annually to ensure that it continues to deliver the Councils commitment to the climate change agenda.	2021	• Increase the number of EV charging points • Investigate the transitions of Council fleet to alternative fuels or more carbon efficient options where appropriate by 2025.	• Work with district and borough councils to agree a consistent approach to EV infrastructure across Staffordshire. • Investigate the potential to upgrade electricity supply in SCC building stock to facilitate EV charging in retained property portfolio. • Develop an EV Infrastructure Strategy and Low Emissions Vehicle Infrastructure Action Plan • Maximise opportunities to bid for Department for Transport funding, including workplace charging fund (at SCC buildings) and on street residential charging fund. • Work with Amey to roll out EV charging across all highways depots. • Ensure sufficient resources are available to support business areas in identifying opportunities and understanding carbon impacts. • Continued liaison with district and borough councils to discuss how planning considerations can include climate change mitigation and adaptation.		• On-Street Residential Chargepoint Scheme	Medium – 2 - 5 years +
Staffordshire Climate Change Strategic Development Framework	SCC committed itself to the climate change agenda by declaring a climate change emergency in 2019 and to also achieve net zero carbon emissions by 2050. The Strategic Development Framework sets out how the authority will work towards achieving its carbon emissions target.	February 2021	• reduce vehicle emissions • reduce our overall carbon impact	• Ensure all council services understand the need to reduce our carbon emissions and are committed to doing so. • Be innovative, aspirational and positive leading by example. • Be positive in our approach, embrace opportunities and build on our successes. • Empower our staff and members to suggest solutions and commit to delivering the net zero target. • Have transparent processes and make the best use of the resources we have.	• Off-street • On-street • EV Forecourts • EV Charging Hubs	• On-Street Residential Chargepoint Scheme	Long - 5 years +

Table F: Policies review - Local Policies

5. Demand Analysis

5.1. Methodology

The focus of the demand analysis is to use data to create unique insight into the propensity to use EVs. The propensity to use EVs is directly linked to the requirements for charging infrastructure. Through specific analysis of data related to Staffordshire and its' districts and boroughs, a charging network is proposed to meet anticipated demand, local strategic objectives and existing and upcoming UK policies.

The analysis focuses on collating and mapping relevant data onto a GiS (geographical information system). GiS offers a unique ability to combine data that would not usually have been analysed together. For example, combining points of interest with the number of households with more than one car allows us to suggest the types of journeys being made. The use of GiS allows for the best use of the available data and ensures the analysis is tailored for the Staffordshire districts and boroughs.

The first step is to create a high-level demographic profile of those most likely to use EVs, using specific Staffordshire data. A matrix is created to assess all types of demographic data and identify areas where there is a highest likelihood of potential EV users. The output from the analysis is a propensity map of Staffordshire showing the areas of high and low propensity to use EVs

Further analysis is then undertaken to consider the infrastructure and journey data across the Council.

This level of assessment has provided unique insight across the county and allows for a charging network to be recommended to that considers the county wide perspective and the individual district and borough requirements towards a transition to EVs.

Demographic Assessment

The demographic assessment uses 2011 census data (This document will be revised when the 2021 census data becomes during late 2022) and additional local data available to the Council. The table below outlines the key datasets, the target population demographic and the rationale for including this sector within the intended audience.

Data	Target	Reason
Age	25-54 being the most ideal ranges	Those between these ages are the most likely to adopt new technology.
Household income	Minimum of £25k	The current cost of an EV can be prohibitive to lower incomes, but the funding available to support purchases of EVs supports this - as a minimum.
Household access to a car	Minimum one car	SCC is looking to support the transition to EV but are also looking to support modal shift away from car use.
Household employment status	Employed or a third level student	Those in employment are more likely to be commuting by car in the districts and boroughs, whilst students are likely to generate charging demand in the future.

Table G: Key demographic datasets

These data sets are chosen as the most impactful for those likely to adopt an EV in the future. This is expected to change as the expense of owning a private EV lowers and with the development of charging networks. These areas are scored based on the level of target demographics in the areas. These scores

are combined in a weighted overall score to create a demographic relative propensity map across Staffordshire for EV uptake.

Journeys Assessment

Journey information assessment uses the Propensity to Cycle Tool (PTC), open street map, and SCC provided data. This data is used to map commuter journeys, school journeys and journey purpose (or driver), such as to supermarkets, workplaces and tourist destinations. The current commutes, school routes and the number of these journeys taken by car to establish the number of switchable trips to EV. Where journeys were not able to be mapped, journey drivers were analysed and trips that would most likely be made by car were inferred.

Infrastructure Assessment

Infrastructure data is taken from Western Power Distribution (WPD), open street map, Zap-Map and SCC data. The table below outlines the key data sets and the reason for their inclusion within the analysis.

Data	Reason
WPD capacity map	Establish the location of existing sub-stations
Car parks	Establish demand for short-term charging and the car-parks ability to deliver this
Land ownership	Establish whether installation would be within SCC control
Planning applications	Establish growth in the area and opportunity for growth of off-street and off-street residential charging in line with new policy requirements for chargepoint installation in new developments
Fuel Stations	Establish existing network of fuel stations and infer transition of those fuel stations to EV forecourts as EV demand increases during phase out of petrol and diesel cars. Establish capacity to add to charging network at these locations.
Existing chargers	Establish locations and types of existing chargepoints

Table H: Key infrastructure datasets

These data sets have the highest impact on the development of the charging network both in terms of capacity and available space.

Combined Assessment

The propensity map serves as the base for the combined assessment and, from this, facilitates a focus on the high propensity areas that enables individual assessments. At this individual assessment point, the infrastructure is examined to ensure available space and no overlap with existing chargepoints.

Commuting

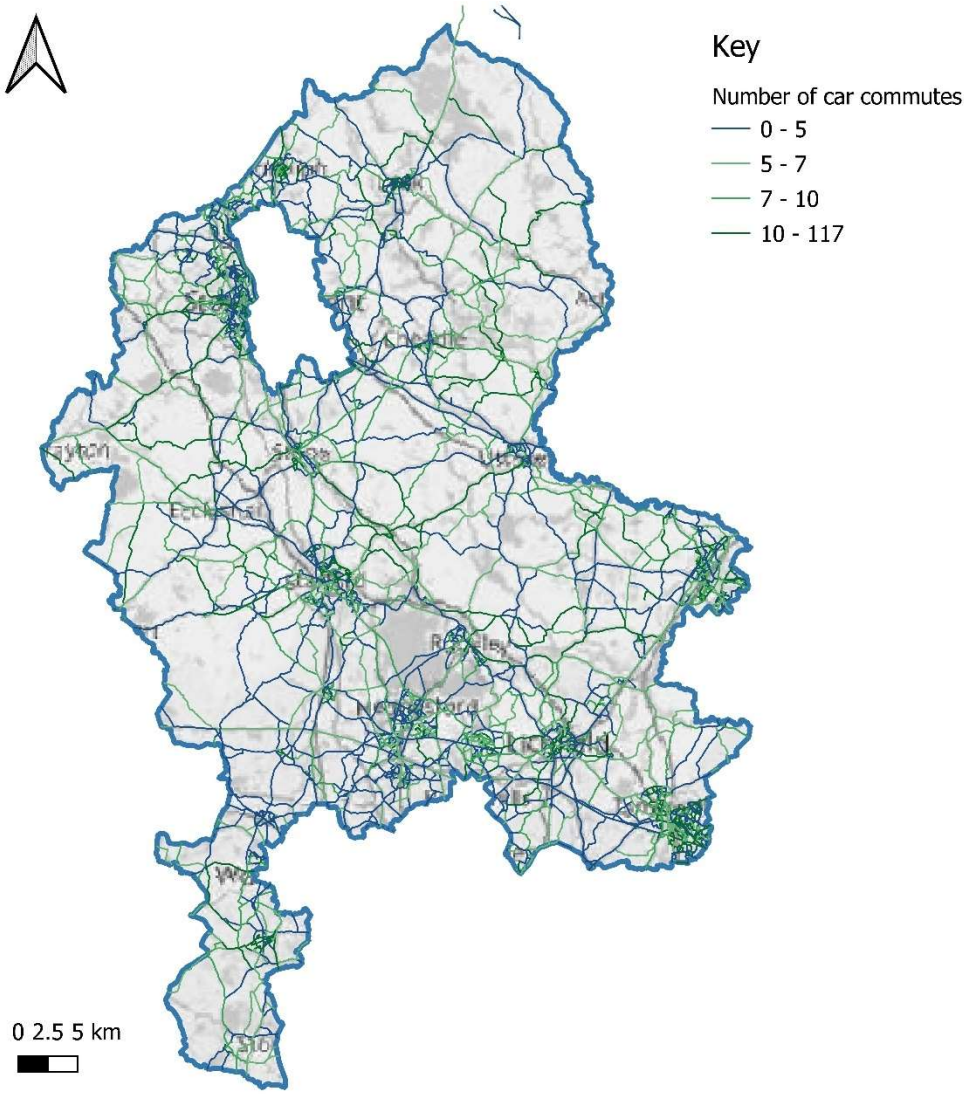


Figure 2: Staffordshire car commuting

The map shows the number of car commutes across Staffordshire. The data is sourced from the propensity to cycle map and shows general start and end points rather than door to door travel. This data is used to show both the number of commutes and the percentage of the commutes made by car. The areas with high car commutes are given the highest score as these areas would have the highest impact if switched to EV and would therefore require the largest number of chargepoints.

Points of Interest

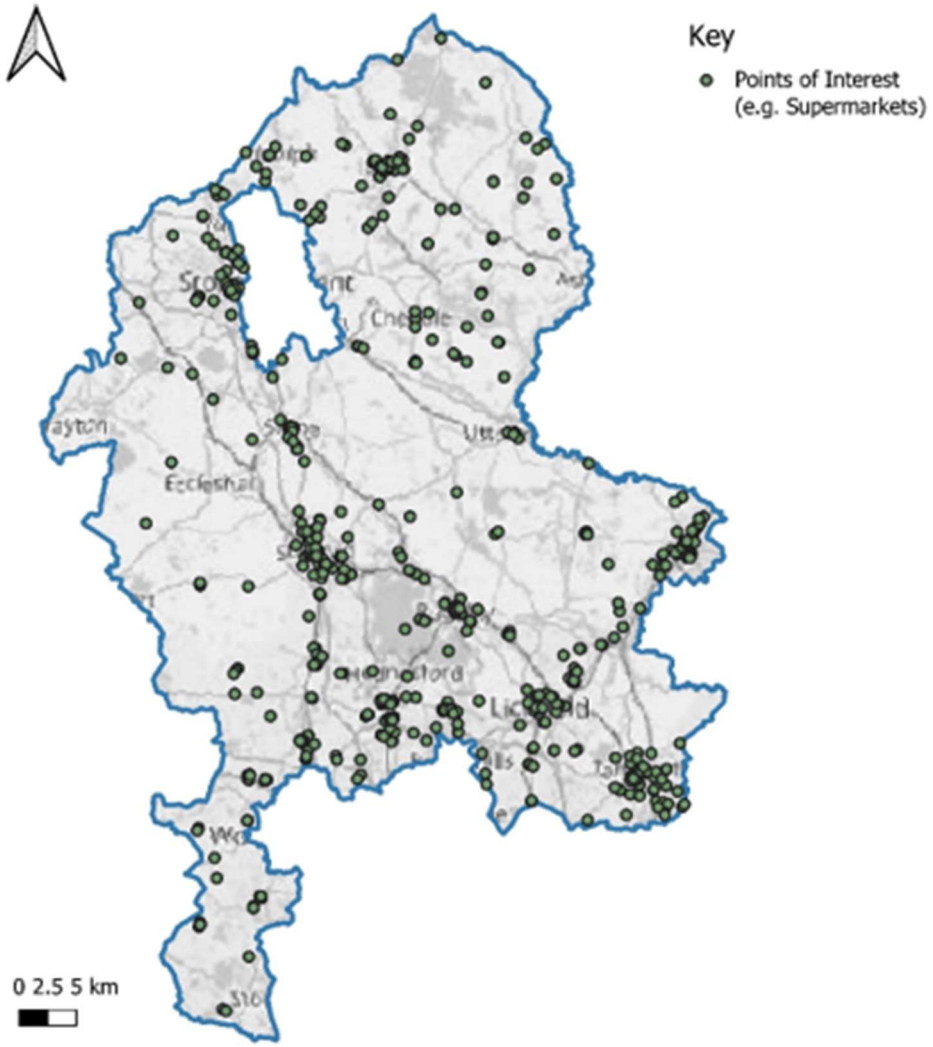


Figure 3: Staffordshire POI

The map shows a sample of points of interest that were mapped. The reason for mapping points of interest is to infer trip generators for example supermarkets, workplaces, tourists attaractions. This has been undertaken due to the unavailability of live people movement data that would have shown the mode and destination of those points of interest that were most likely to have a high number of car journeys and were therefore given a higher score.

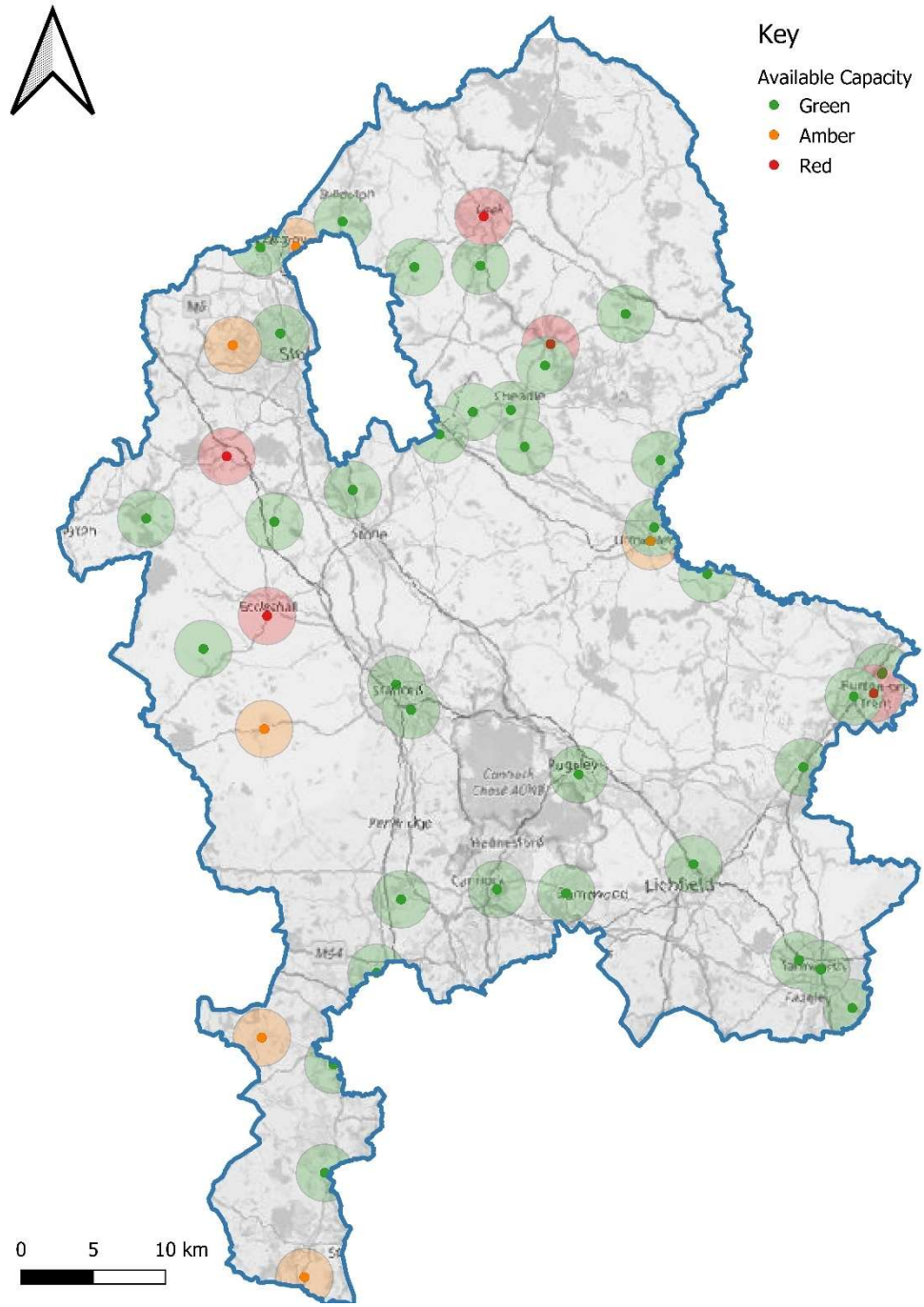


Figure 4: Sub-Station power capacity

The map shows all the Western Power sub-stations across Staffordshire; this gives some indication of where power is available across the power grid and where capacity may be more limited. This may be especially impactful when considering the location of rapid charging sites and hubs.

5.2. Demand Analysis – County Overview (2021/22)

Propensity map

The maps are divided up by districts or boroughs along the Lower Layer Super Output Areas (LSOA), these are government geographical areas also used for the Census, each LSOA area has an average of 1,500 people or 650 households.

It should be noted that the strongest likelihood of converting to EVs at this time is often in more affluent and rural areas, rather than in the more urban centres. Campaign targeting is guided by propensity; whilst EV charging infrastructure locations are more related to current and expected demand.

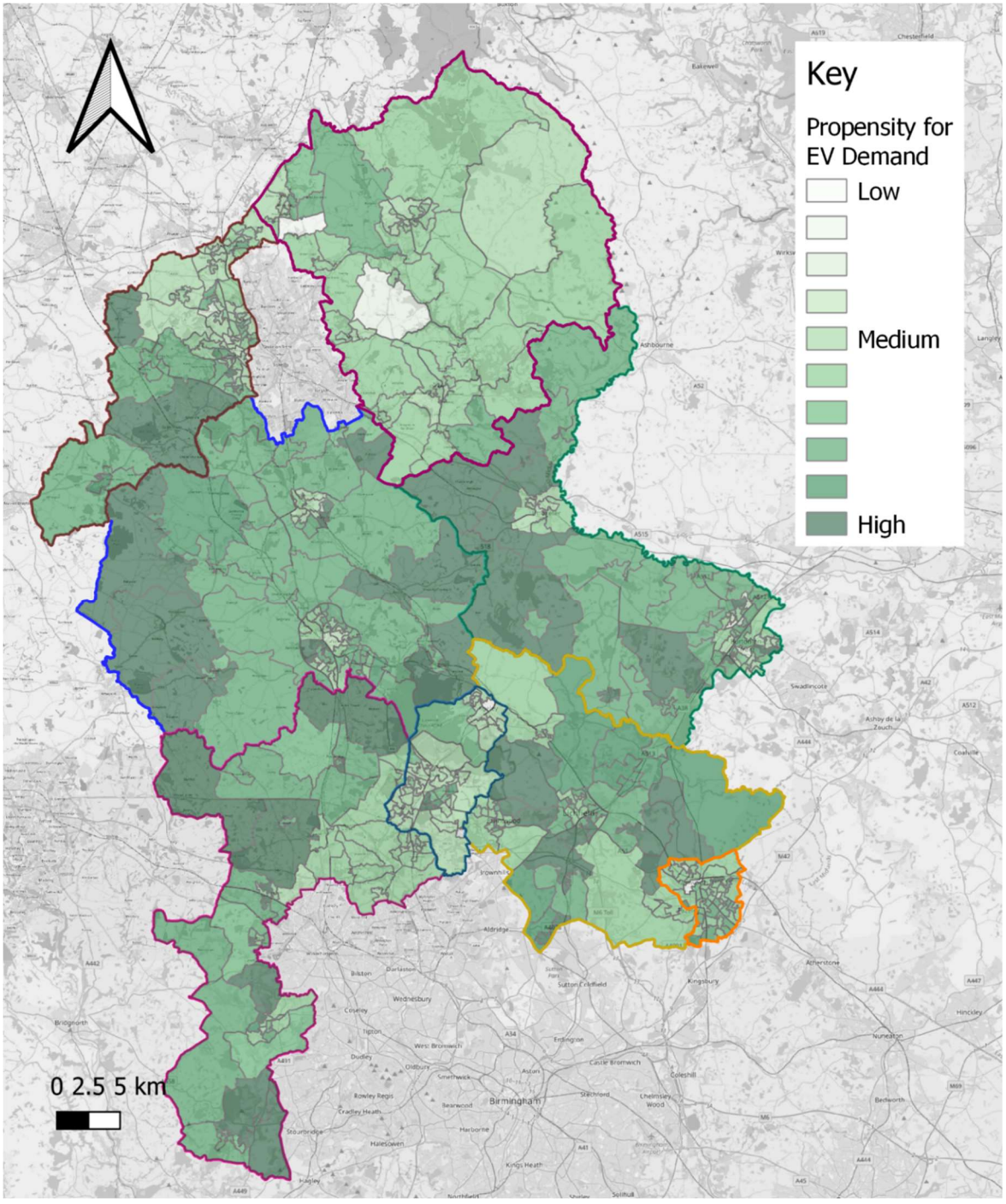


Figure 5: Staffordshire EV charging propensity

Suggested EV charging locations

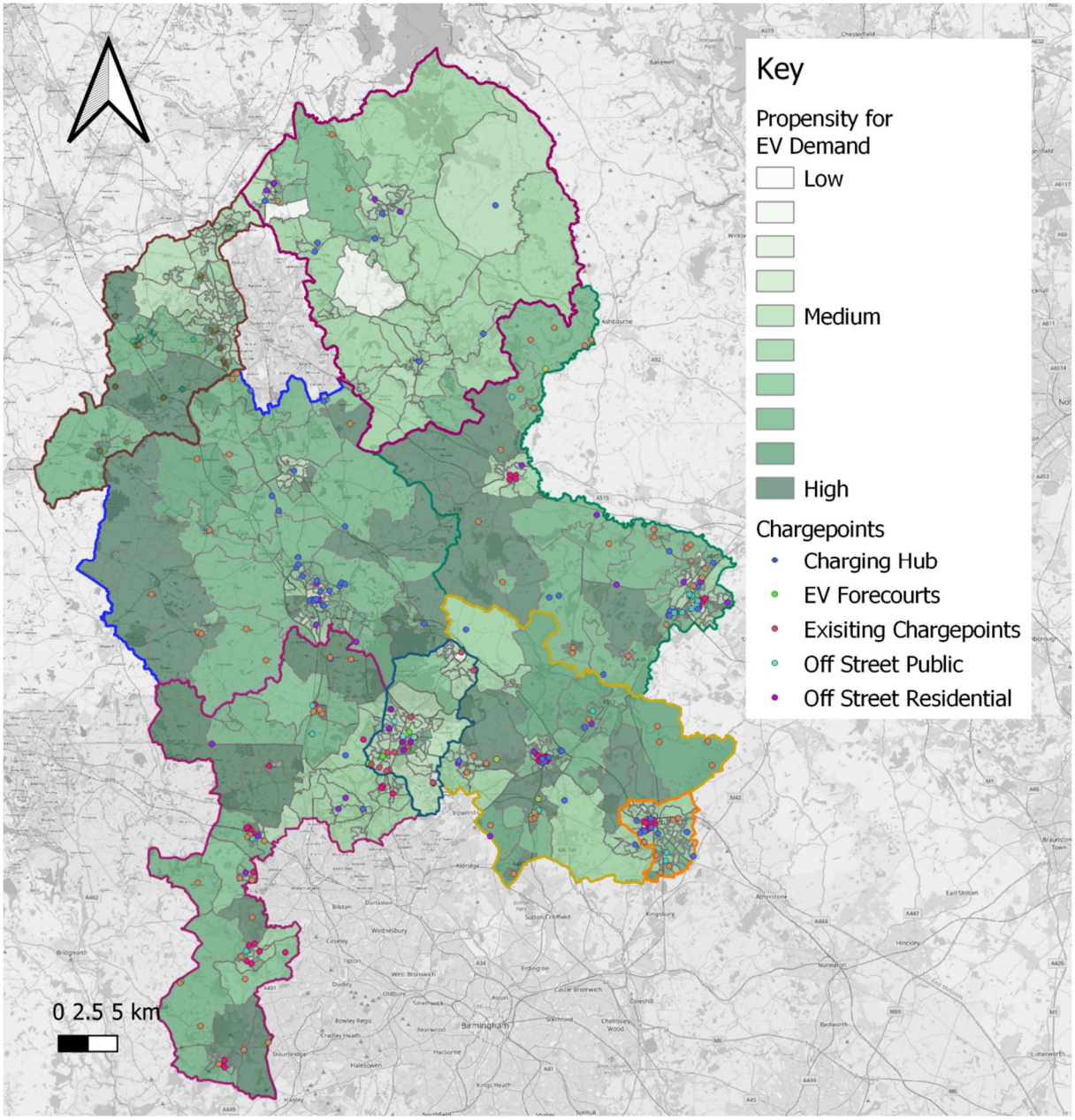


Figure 6: Staffordshire EV charging locations

Chargepoint Definitions:

- EV Charging Hub - Suggested multiple fast, rapid, or ultra-rapid at specifically designed locations
- EV Forecourt – Existing fuel stations (highly likely to be converted to EV over the coming years)
- Off-street public – Suggested chargepoints at car parks
- Off-street residential – Suggested key council support areas for private chargepoints being installed at residences

For suggested chargepoints of off-street residential, EV charging hubs, and off-street residential the suggestions are locations within a 1km area

5.3. Demand Analysis – the District and Boroughs

Cannock Chase Propensity and Points of Interest

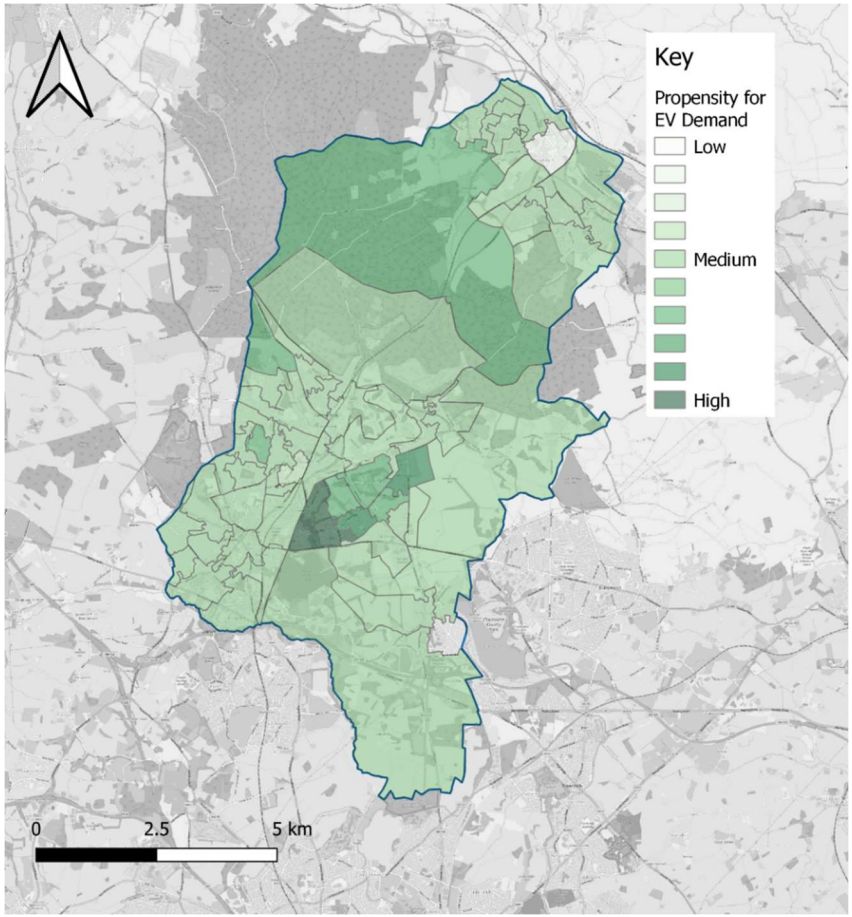


Figure 7: Cannock Chase Propensity

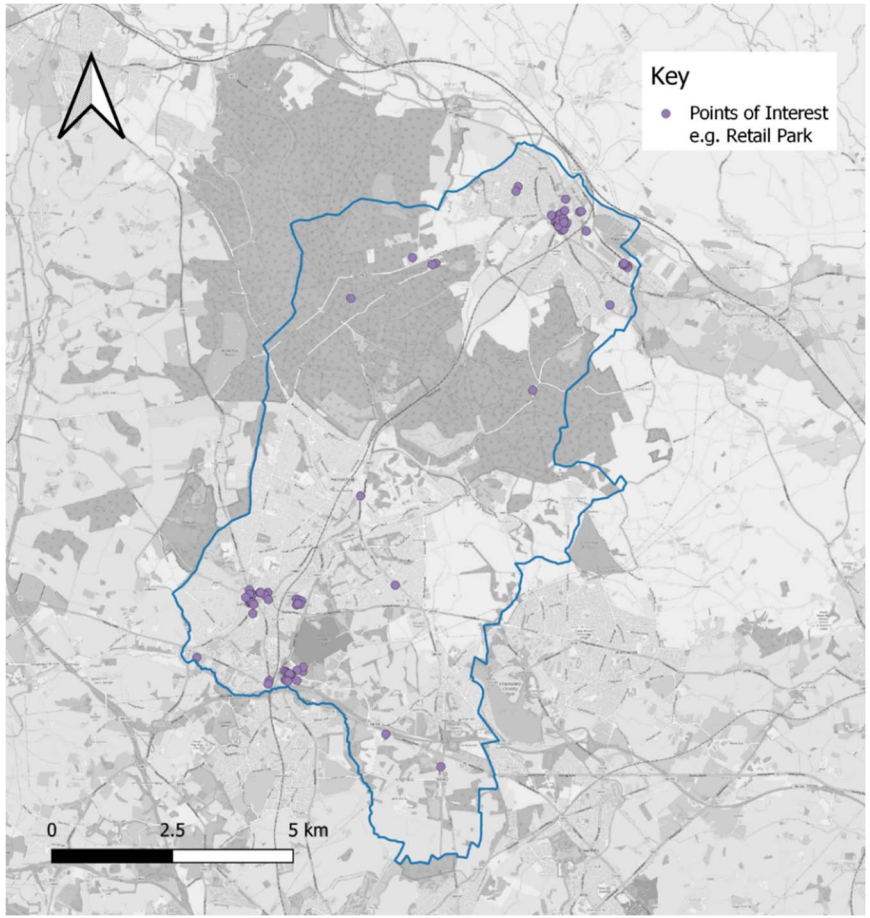


Figure 8: Cannock Chase Points of Interest

Cannock Chase – Proposed Locations

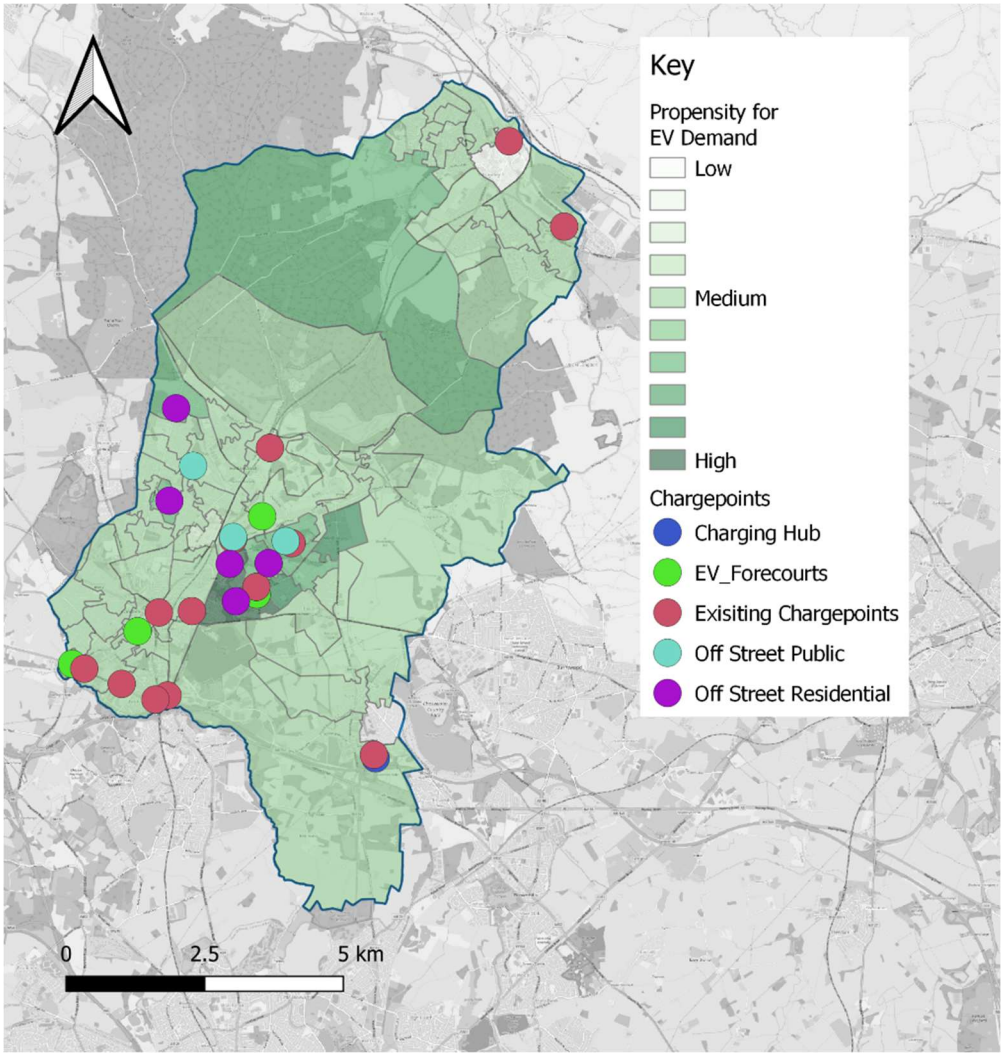


Figure 9: Cannock Chase - Proposed locations

EV Charging Hub	EV Forecourt	Off-street public	Off-street residential
Suggested multiple fast, rapid, or ultra-rapid at specifically designed locations	Existing fuel stations (highly likely to be converted to EV over the coming years)	Suggested chargepoints at car parks	Main areas where private chargepoints should be encouraged at residences (e.g. on driveways)
Action: Investigate private operators to build and run an EV charging location / hub	**Action**: Engage with fuel stations to confirm their plans; avoid coordinating EV charging in close proximity	**Action**: Engage with the district council to ensure ownership and facilitate EV charging installation	**Action**: The district council should engage residents and support where possible
For suggested chargepoints: EV charging hubs, off-street public and off-street residential the suggestions are locations within a 1km area.			

East Staffordshire Propensity and Points of Interest

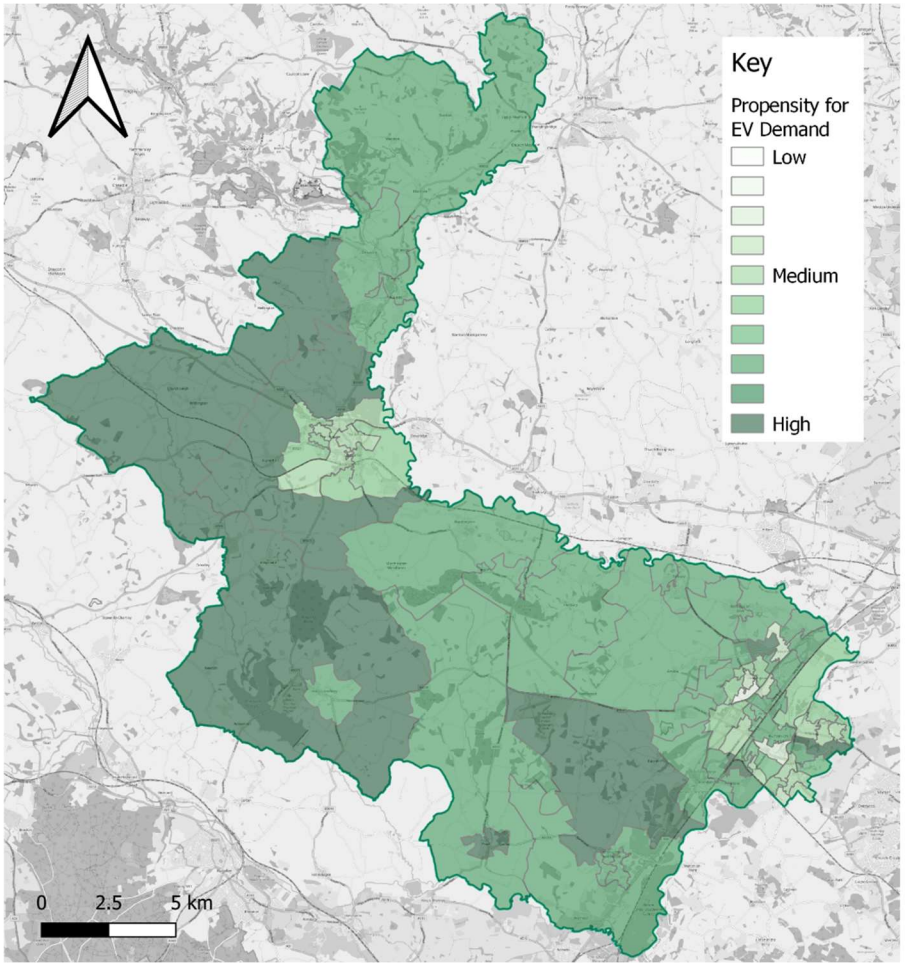


Figure 10: East Staffordshire propensity

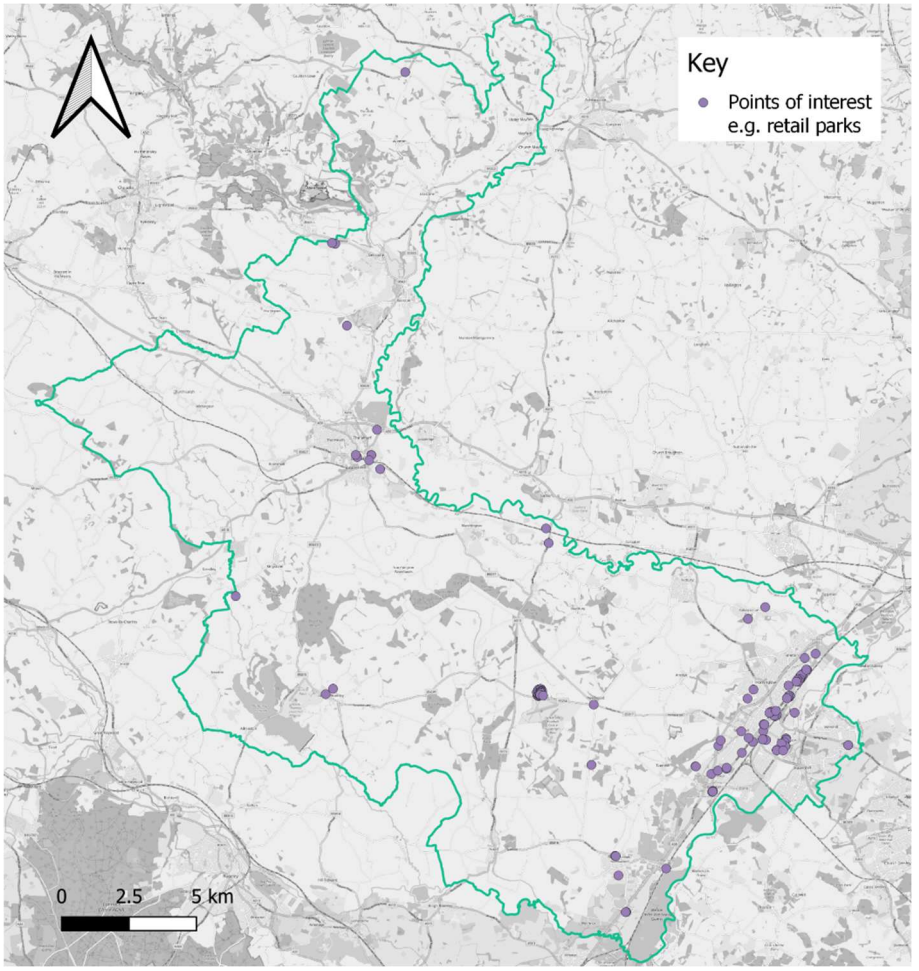


Figure 11: East Staffordshire Points of Interest

East Staffordshire – Proposed Locations

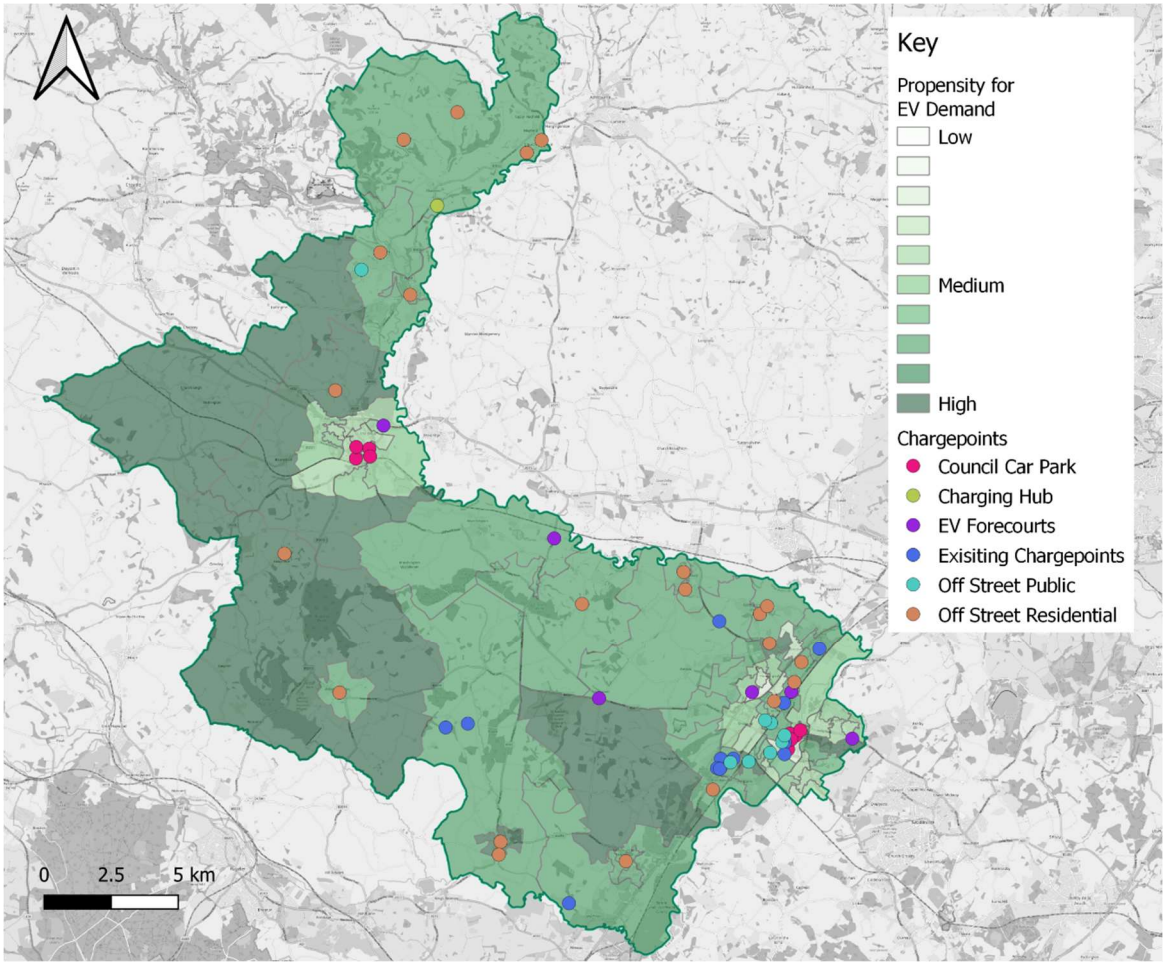


Figure 12: East Staffordshire Proposed locations

EV Charging Hub	EV Forecourt	Off-street public	Off-street residential
Suggested multiple fast, rapid, or ultra-rapid at specifically designed locations	Existing fuel stations (highly likely to be converted to EV over the coming years)	Suggested chargepoints at car parks	Main areas where private chargepoints should be encouraged at residences (e.g. on driveways)
Action: Investigate private operators to build and run an EV charging location / hub	**Action**: Engage with fuel stations to confirm their plans; avoid coordinating EV charging in close proximity	**Action**: Engage with the borough council to ensure ownership and facilitate EV charging installation	**Action**: The borough council should engage residents and support where possible
Council Car Park - Action: Engage with the borough council to ensure ownership and provide support to facilitate EV charging installation.			
For suggested chargepoints: EV charging hubs, off-street public and off-street residential the suggestions are locations within a 1km area.			

Lichfield Propensity and Points of Interest

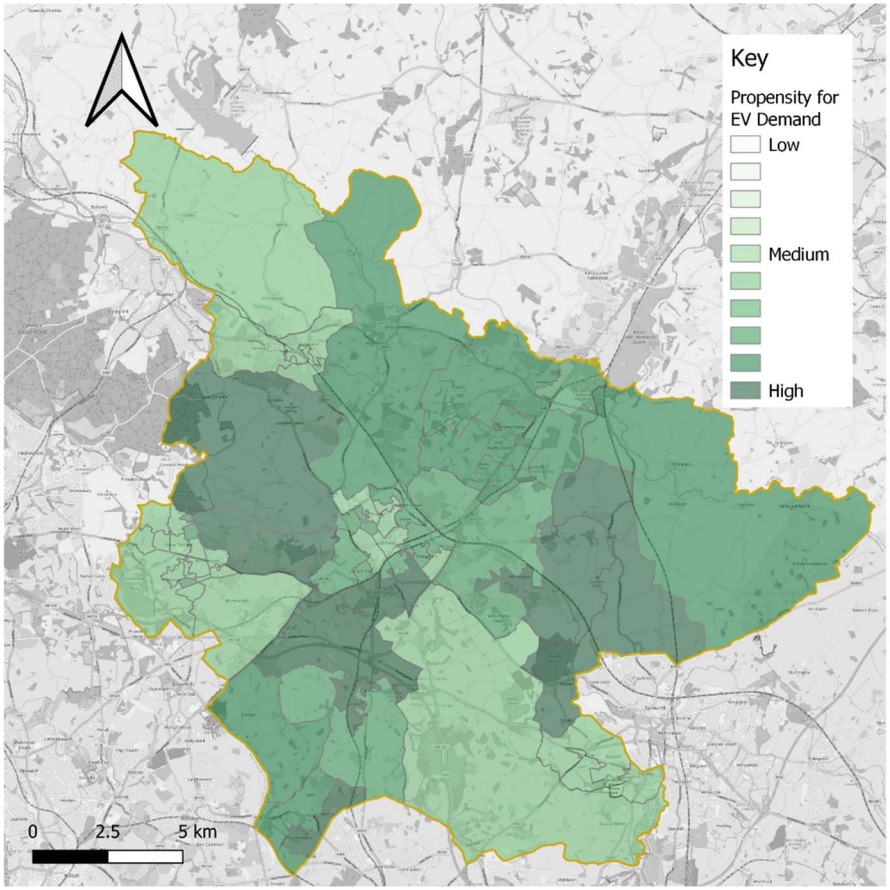


Figure 13: Lichfield Propensity

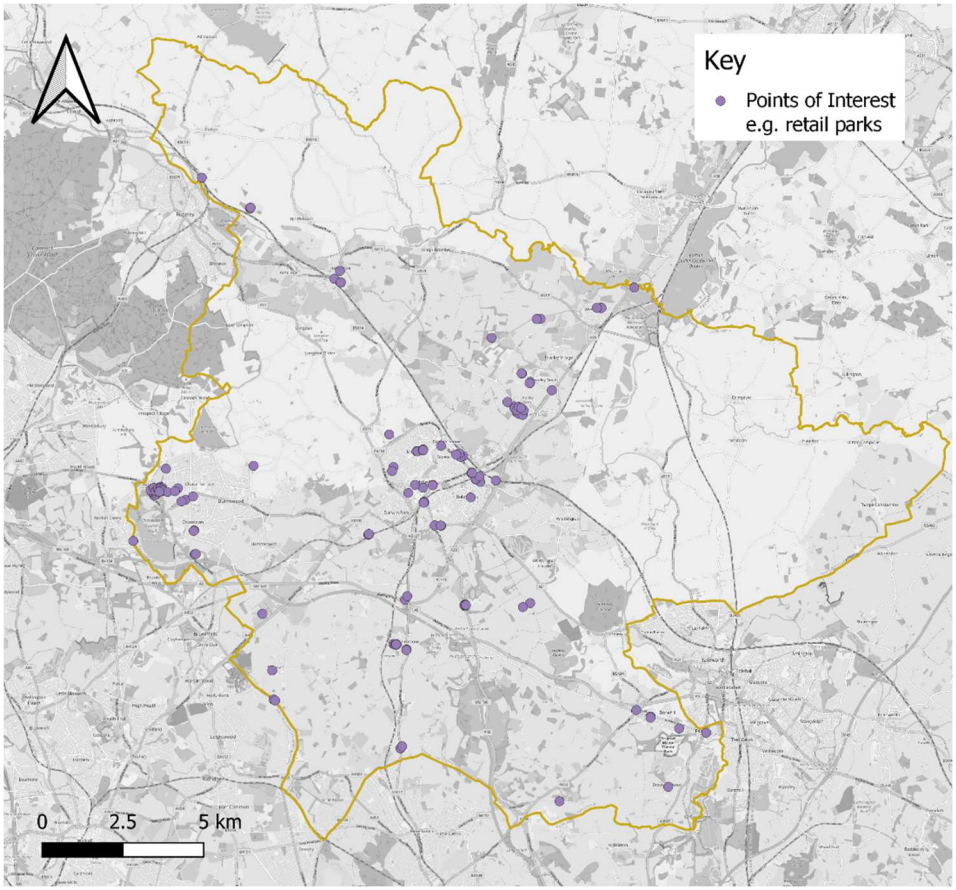


Figure 14: Lichfield Points of Interest

Lichfield – Proposed Locations

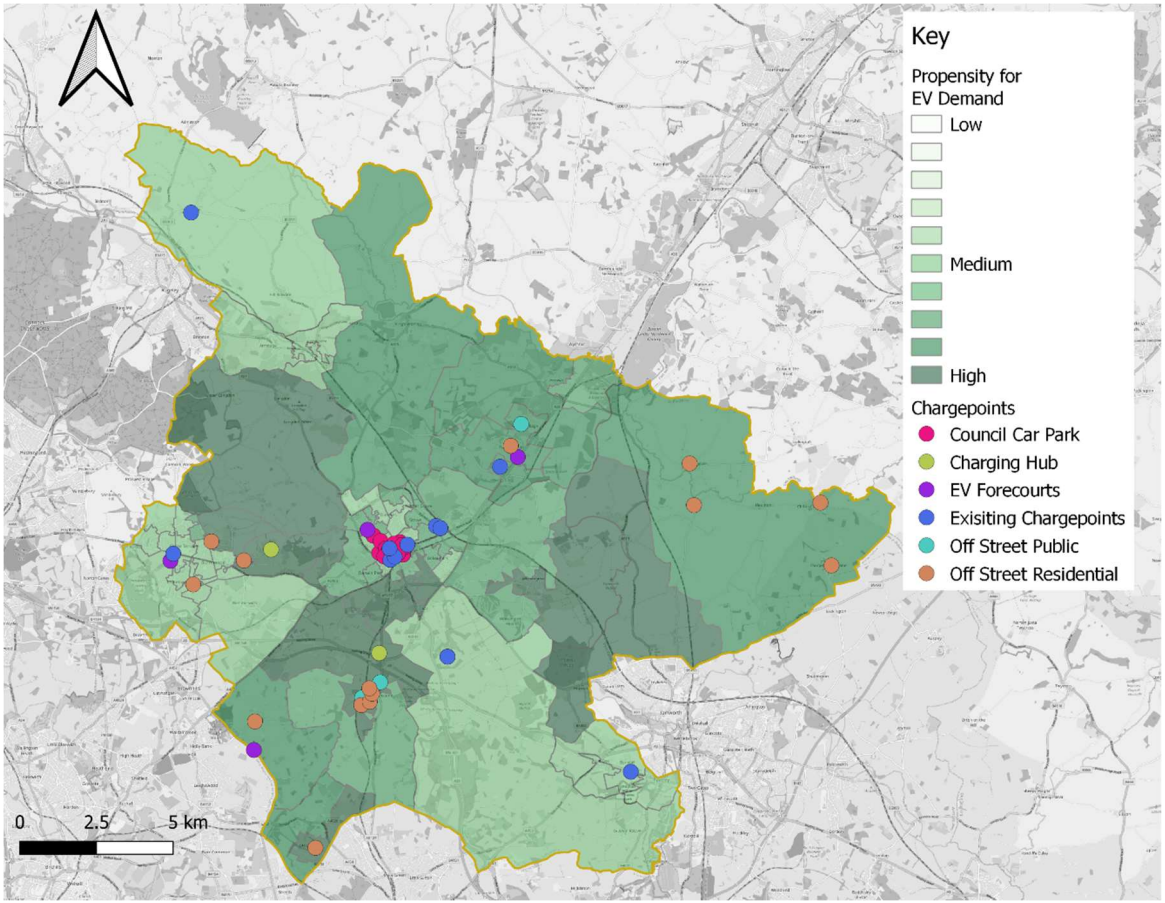


Figure 15: Lichfield - Proposed locations

EV Charging Hub	EV Forecourt	Off-street public	Off-street residential
Suggested multiple fast, rapid, or ultra-rapid at specifically designed locations	Existing fuel stations (highly likely to be converted to EV over the coming years)	Suggested chargepoints at car parks	Main areas where private chargepoints should be encouraged at residences (e.g. on driveways)
Action: Investigate private operators to build and run an EV charging location / hub	**Action**: Engage with fuel stations to confirm their plans; avoid coordinating EV charging in close proximity	**Action**: Engage with the district council to ensure ownership and facilitate EV charging installation	**Action**: The district council should engage residents and support where possible
Council Car Park - Action: Engage with the district council to ensure ownership and provide support to facilitate EV charging installation.			
For suggested chargepoints: EV charging hubs, off-street public and off-street residential the suggestions are locations within a 1km area.			

Newcastle under Lyme Propensity and Points of Interest

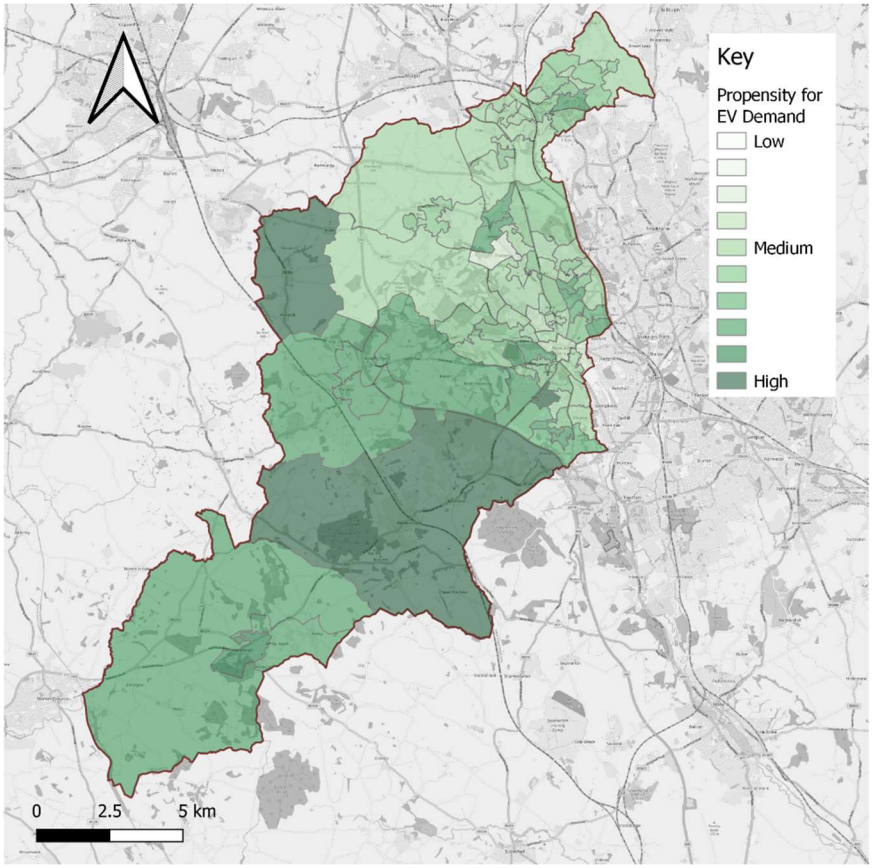


Figure 16: Newcastle under Lyme Propensity

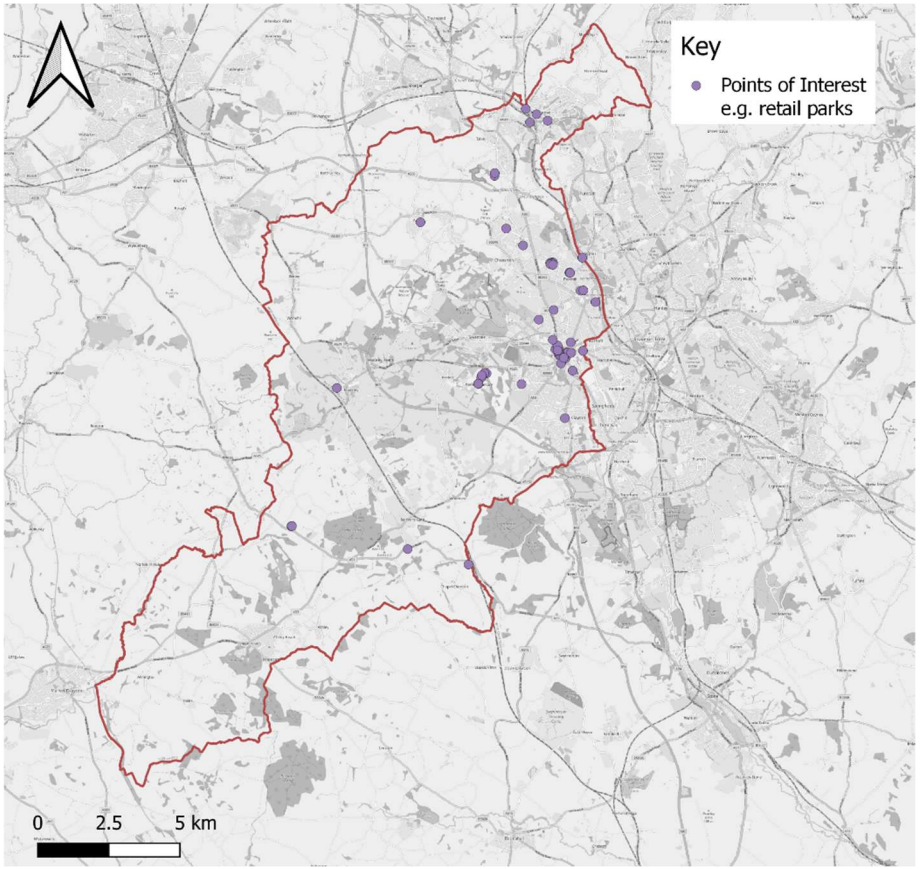


Figure 17: Newcastle under Lyme Points of Interest

Newcastle under Lyme – Proposed Locations

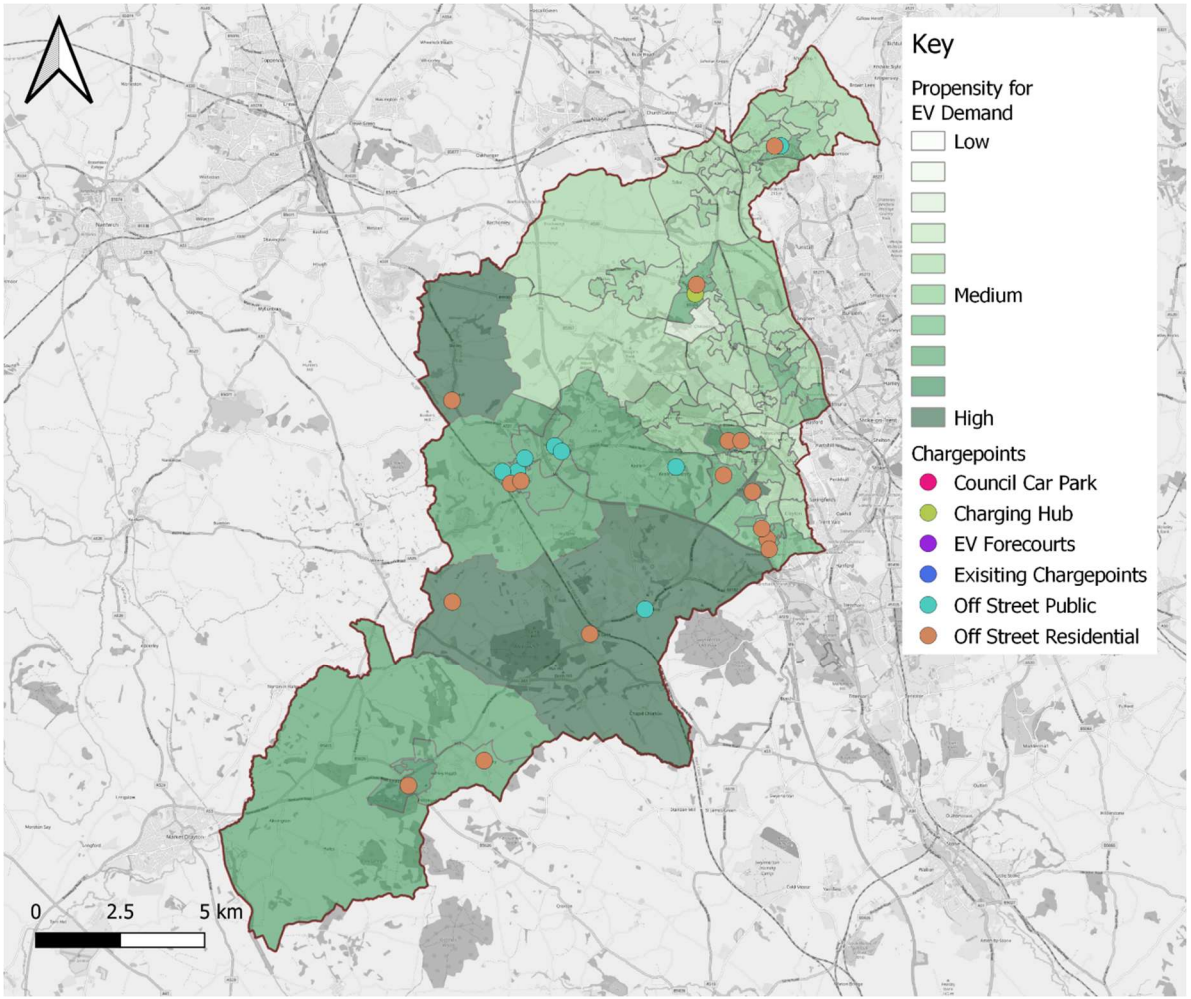


Figure 18: Newcastle under Lyme Proposed locations

EV Charging Hub	EV Forecourt	Off-street public	Off-street residential
Suggested multiple fast, rapid, or ultra-rapid at specifically designed locations	Existing fuel stations (highly likely to be converted to EV over the coming years)	Suggested chargepoints at car parks	Main areas where private chargepoints should be encouraged at residences (e.g. on driveways)
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South Staffordshire Propensity and Points of Interest

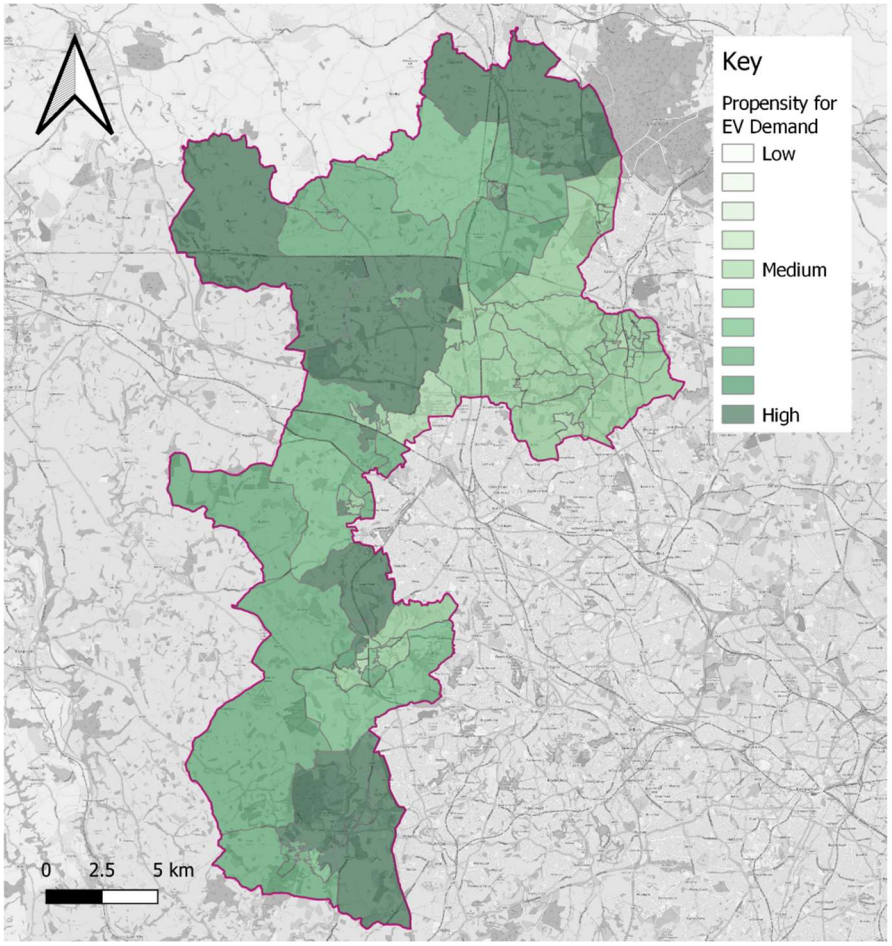

Figure 19: South Staffordshire Propensity

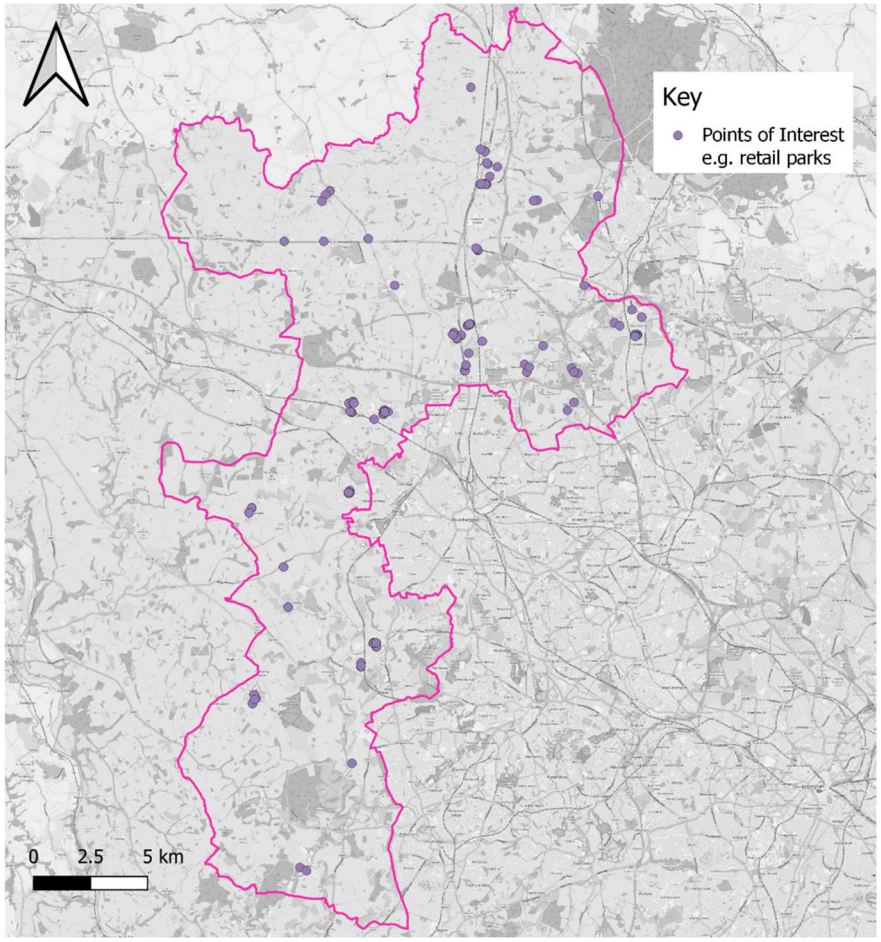

Figure 20: South Staffordshire Points of Interest

South Staffordshire – Proposed Locations

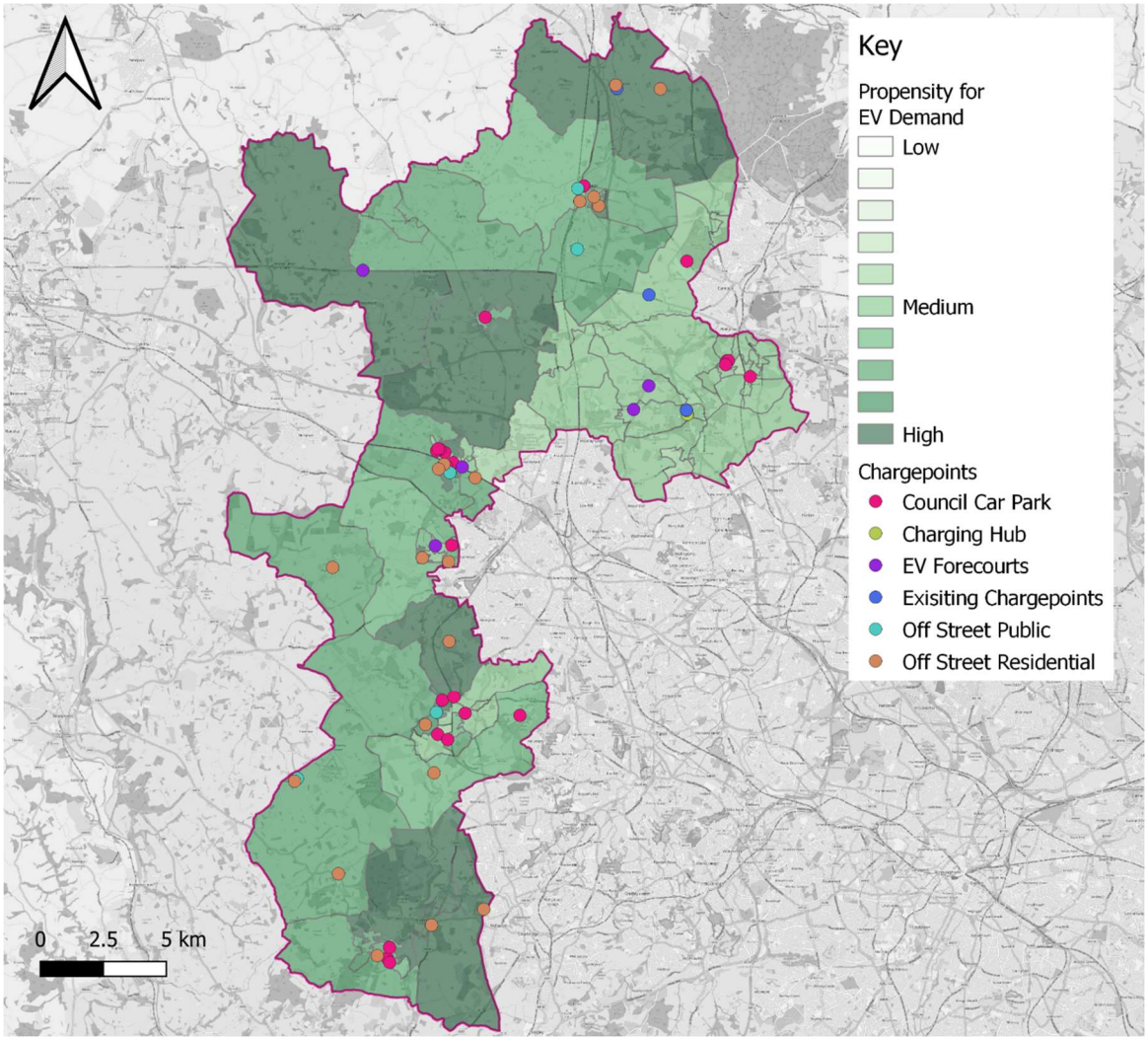

Figure 21: South Staffordshire Proposed locations

EV Charging Hub	EV Forecourt	Off-street public	Off-street residential
Suggested multiple fast, rapid, or ultra-rapid at specifically designed locations	Existing fuel stations (highly likely to be converted to EV over the coming years)	Suggested chargepoints at car parks	Main areas where private chargepoints should be encouraged at residences (e.g. on driveways)
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Stafford Propensity and Points of Interest

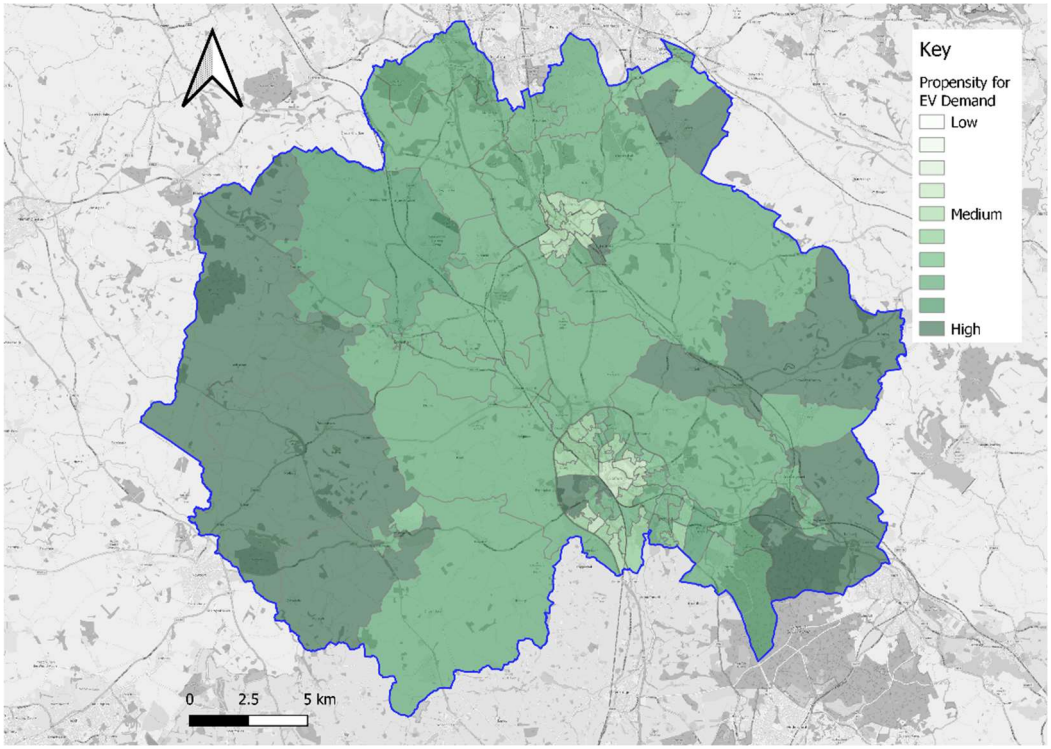

Figure 22: Stafford Propensity

Figure 23: Stafford Points of Interest

Stafford – Proposed Locations

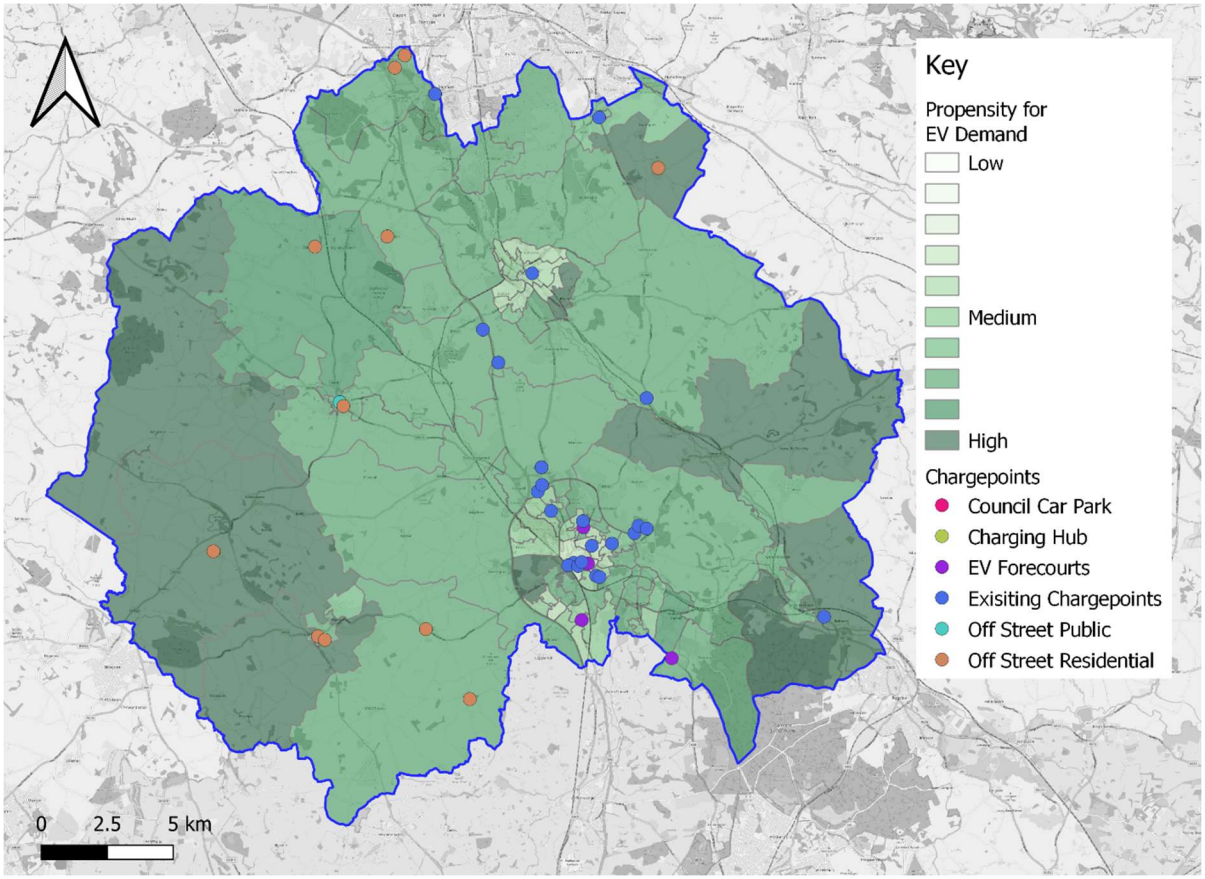

Figure 24: Stafford Proposed locations

EV Charging Hub	EV Forecourt	Off-street public	Off-street residential
Suggested multiple fast, rapid, or ultra-rapid at specifically designed locations	Existing fuel stations (highly likely to be converted to EV over the coming years)	Suggested chargepoints at car parks	Main areas where private chargepoints should be encouraged at residences (e.g. on driveways)
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Staffordshire Moorlands Propensity and Points of Interest

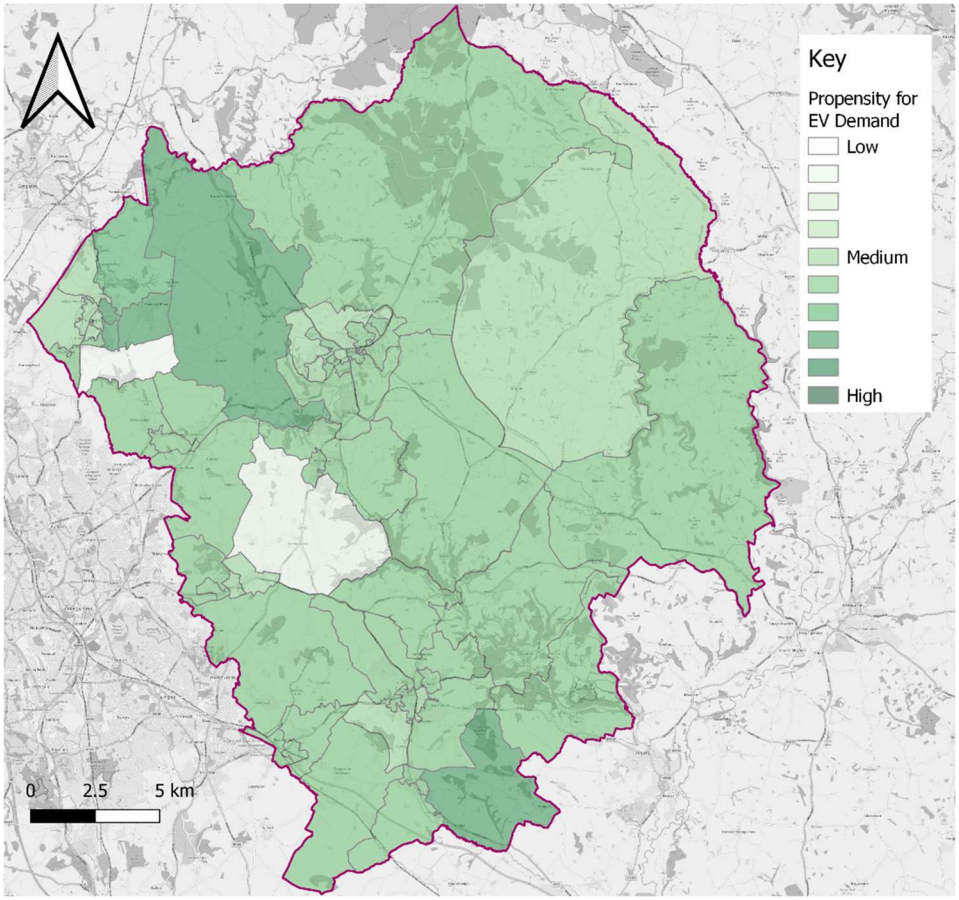


Figure 25: Staffordshire Moorlands Propensity

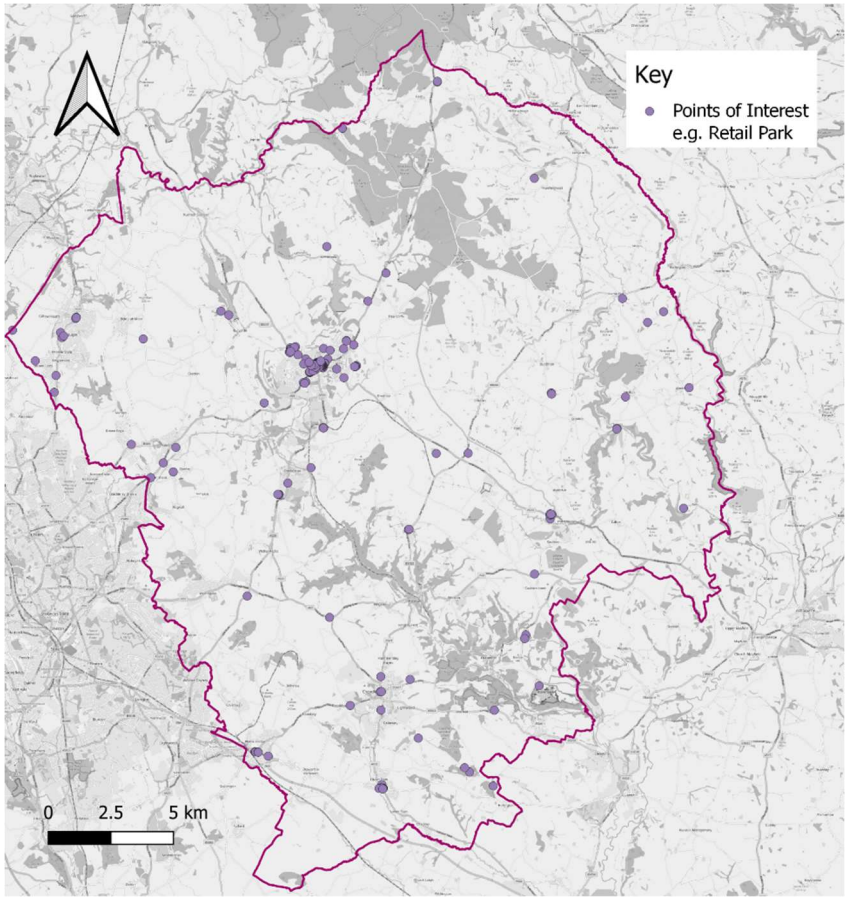
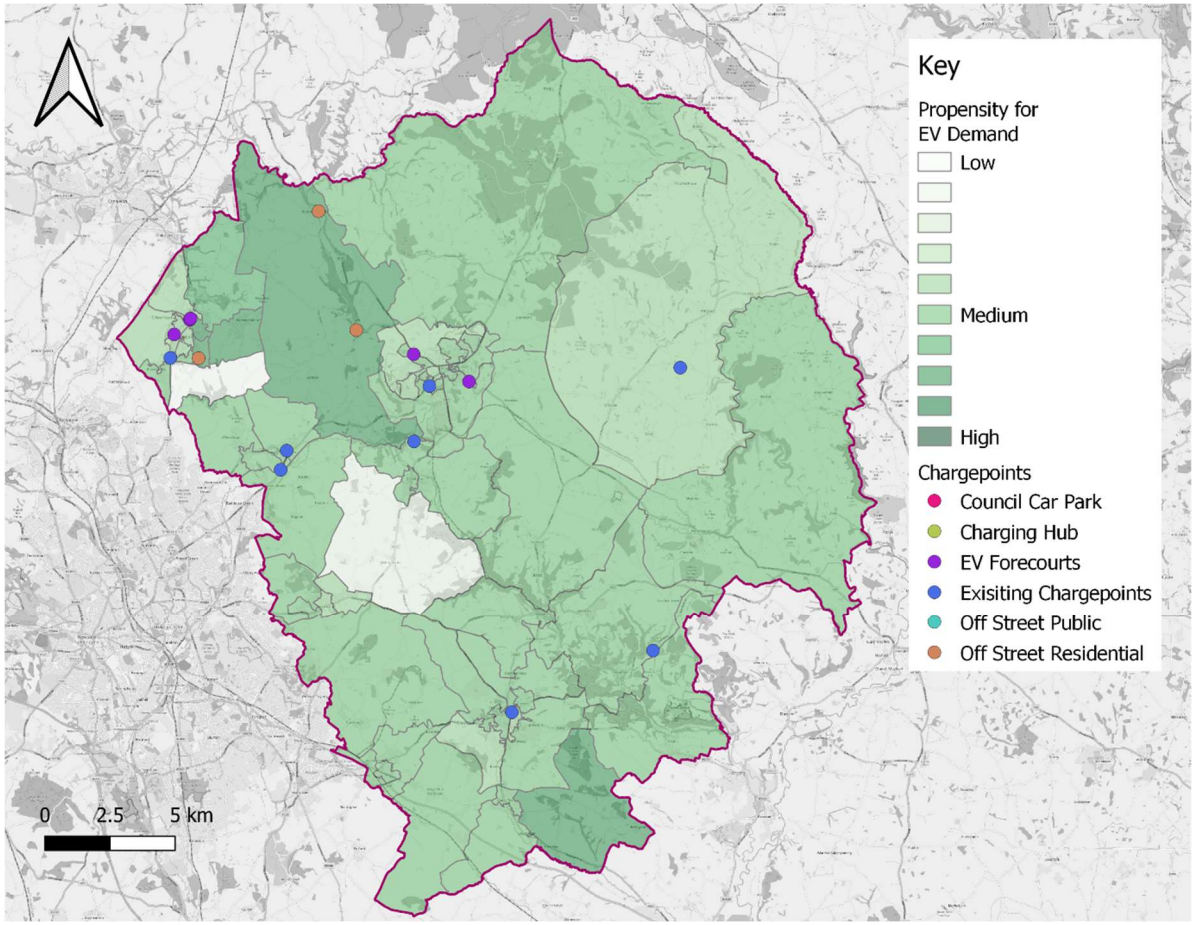


Figure 26: Staffordshire Moorlands Points of Interest

Staffordshire Moorlands – Proposed Locations



EV Charging Hub	EV Forecourt	Off-street public	Off-street residential
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For suggested chargepoints: EV charging hubs, off-street public and off-street residential the suggestions are locations within a 1km area.			

Figure 27: Staffordshire Moorlands – Proposed Locations

Tamworth Propensity and Points of Interest

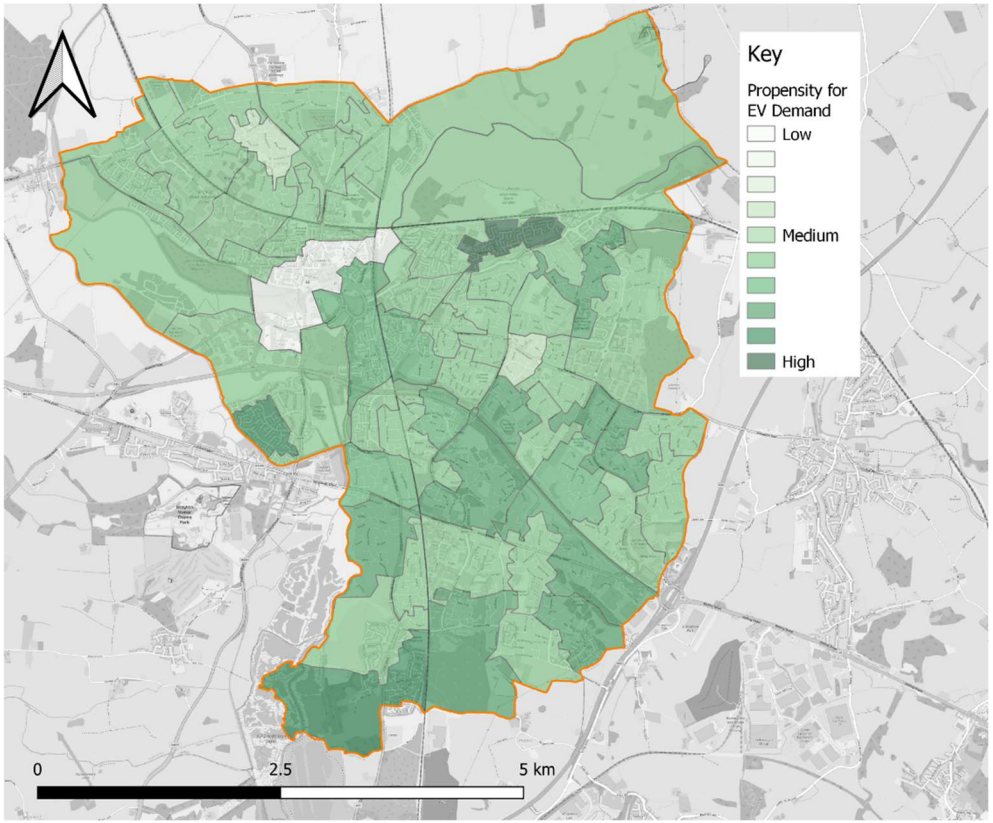

Figure 28: Tamworth Propensity

Figure 29: Tamworth Points of Interest

Tamworth – Proposed Locations

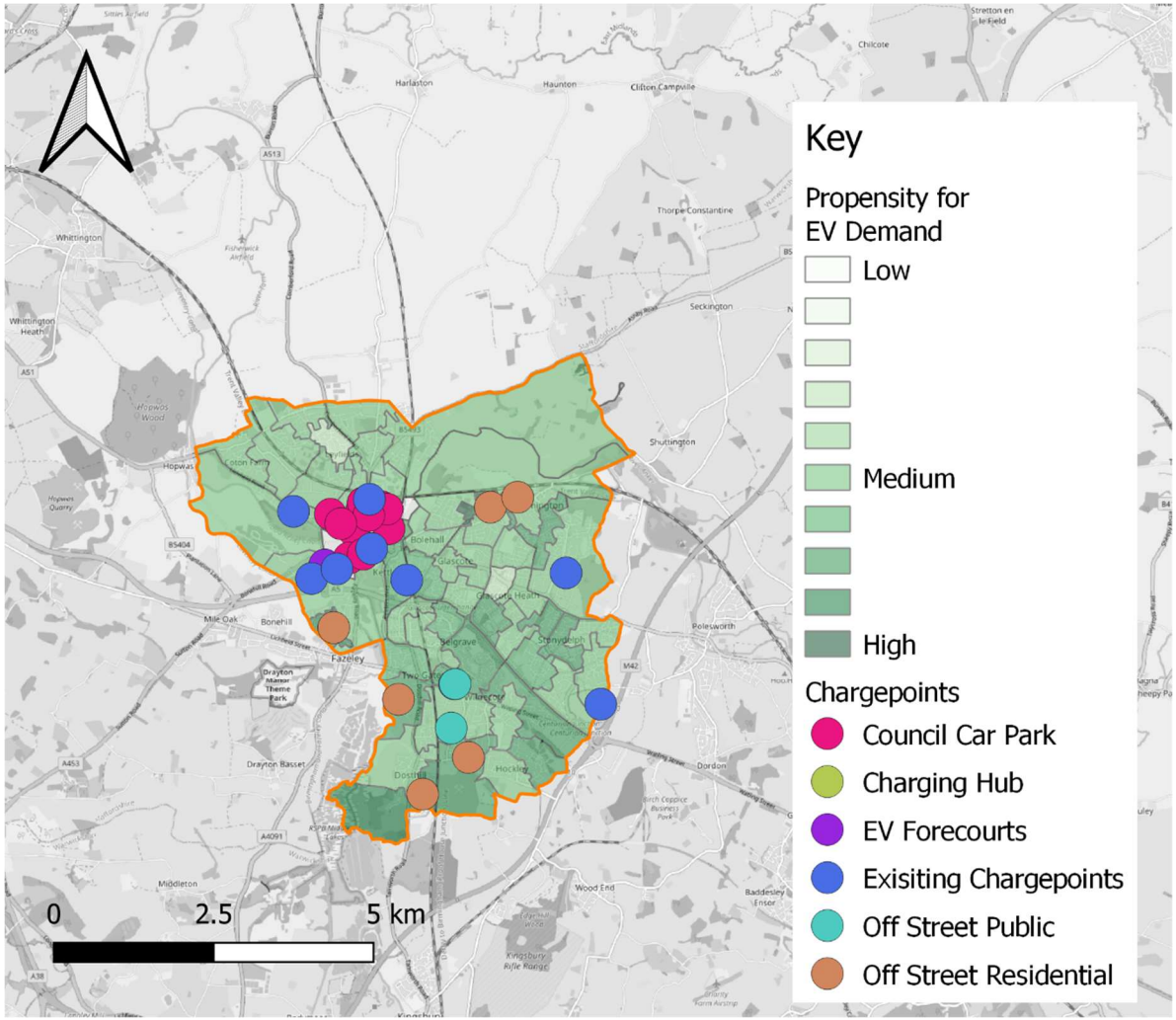

Figure 30: Tamworth - proposed locations

EV Charging Hub	EV Forecourt	Off-street public	Off-street residential
Suggested multiple fast, rapid, or ultra-rapid at specifically designed locations	Existing fuel stations (highly likely to be converted to EV over the coming years)	Suggested chargepoints at car parks	Main areas where private chargepoints should be encouraged at residences (e.g. on driveways)
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For suggested chargepoints: EV charging hubs, off-street public and off-street residential the suggestions are locations within a 1km area.			

5.4. Demand Analysis – Mosaic

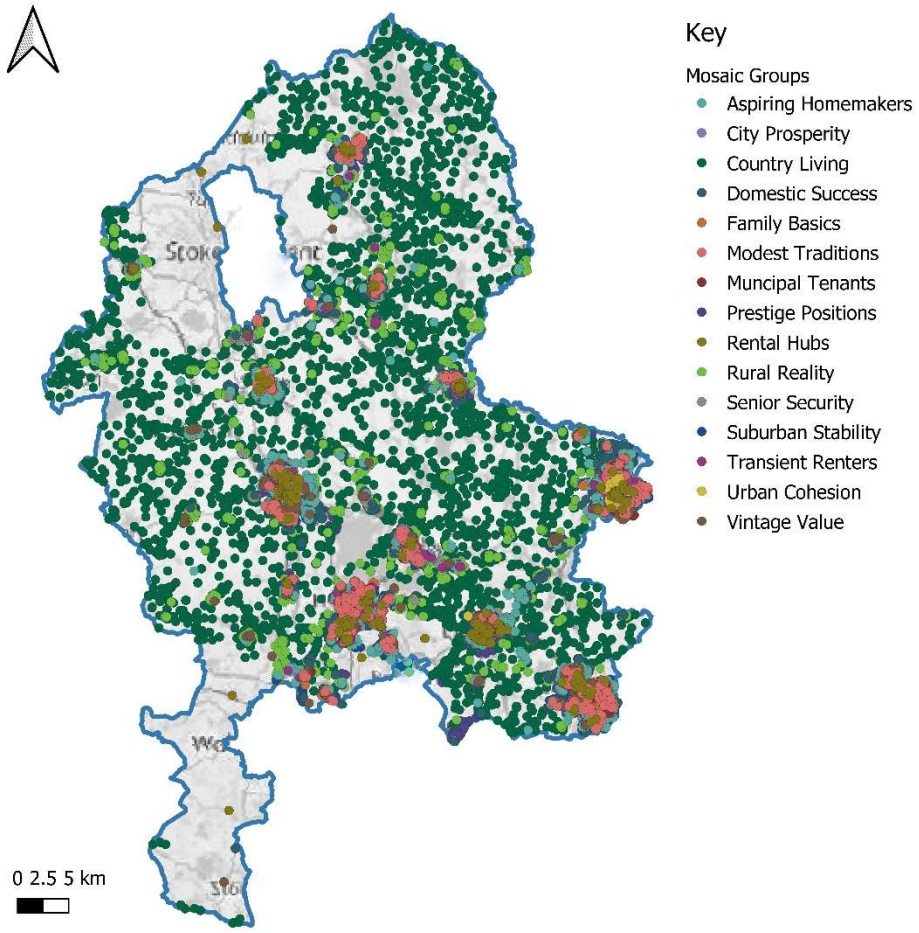


Figure 31: Staffordshire Mosaic data

Mosaic is a geodemographic profiling tool which classifies residential postcodes into one of 15 Groups and 66 Types. It is based on data from Experian, Census (2011), Electoral Roll, Council Tax valuations, house sale prices, self-reported lifestyle surveys, OFCOM data and other consumer information.

All these datasets are aggregated to provide composite personas of the types of adults living in an area and an accurate understanding of the lifestyles and behaviours of households, this enhances the demographic data by helping to understand the likely behaviours of residents.

This information is better viewed and understood through the use of interactive GIS systems along with a full understanding of the category meanings; these maps are included as they help to illustrate the methodologies that can be employed.

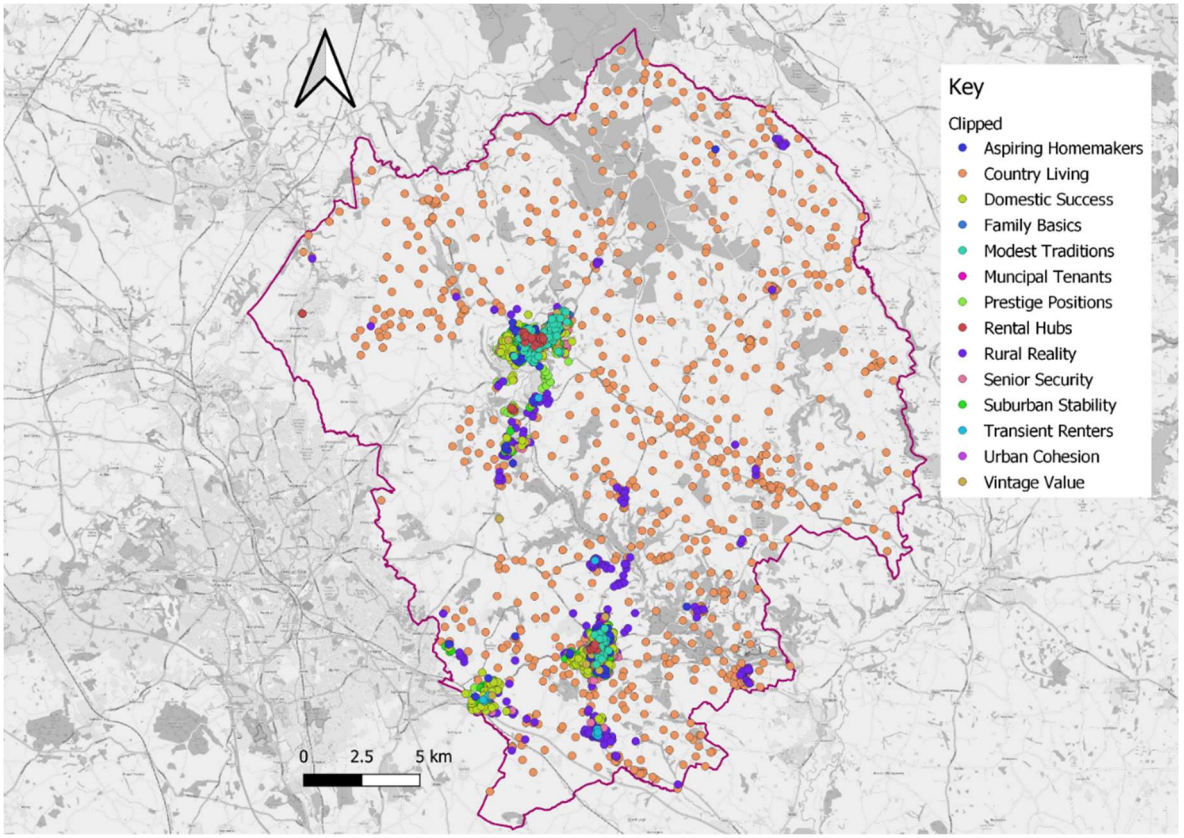


Figure 32: Example of Mosaic data applied to Staffordshire Moorland

Mosaic data and its' interpretation is an example of a deeper level of demand analysis that could be completed by the individual district and borough councils to identify more specific locations and to target campaigns.

5.5. Staffordshire County – Further analysis

From combining all of the datasets – largely represented by the maps above, each of the 'chargepoint services' have specific requirements and meet specific needs within the charging network. The table below outlines each of the primary charging solutions.

Chargepoint service	Typical chargepoint type	Location type	Demand met
EV charging hub	Rapid charging	4 or more chargers in the same location often with the opportunity to add other modes of transport or at transport hubs such as train stations	Depending on scale can support a community uptake in EVs or target high volume traffic routes such as the Strategic Road Network, to support longer EV journeys to or through the area
EV forecourt	Rapid charging	Existing petrol stations	Support the switch to EV while there is still a need for petrol vehicles. Often there are partnerships between oil companies and chargepoint operators for example BP now also provides and operates chargepoints
Residential off-street charging	Slow charging	Private residents with off-street parking	Support private car owners to switch to EV
Off-street charging	Fast / rapid charging	Charging in car parks both private and Council owned	Support destination charging
On-street charging	Fast / rapid charging	Residential areas where there is no or limited access to private driveways	Support private car owners switch to EV

Table I: Charging Solutions for district and borough councils in Staffordshire

The available charging solutions are then analysed as a combined network across the county to ensure charging demand can be met. While the focus of this strategy is EV charging infrastructure, the entire transport network of Staffordshire is considered as it is important that EV charging infrastructure is part of the overall solution.

Consideration should also be made of how chargepoint locations could also link to public transport solutions such as the installation of chargepoints at stations, and how EV charging could support other agendas such as active travel.

5.6. Findings

The key findings from the demand analysis outline that there are opportunities to grow the use of EV in Staffordshire and this should be supported by assisting district and borough councils to develop a consistent charging network for the county. The ambition to achieve net zero by 2050 alongside the decarbonisation objectives will be supported by growing the use of EVs. In addition to the decarbonisation objectives, wider transport objectives were considered such as ensuring accessibility options when installing chargepoints and active travel.

All the provided maps help illustrate the location of current charging solutions and the potential areas to assist and coordinate EV charging solutions for the public. Locations are identified by markers, but it is important to note that the markers do not denote specific locations but approximate areas.

Significant insight into the challenges and potential of the county was seen through the analysis. Over 50% of households within Staffordshire have one or two cars and with 'commute by car' being the most

common transport mode. There is a demonstrable need for endorsing the switch to EV or other modes of transport where possible.

The suggested networks include a large proportion of off-street charging infrastructure solutions, both residential and based in public car parks. Analysing the current likely areas for EV ownership, it has been suggested that a large proportion of these could be best served through off-street residential solutions. Where off-street residential charging wasn't a suitable solution but there was high propensity for EV transition, EV hubs or off-street charging has been suggested. The number and capacity of car parks available also offers potential for planned growth of the charging network, through coordinating the installation of a small number of chargepoints to encourage growth and continuing to increase this as demand grows. To ensure futureproofing, reduce costs, and meet changes in policies - ducting and cabling for further chargepoints can be installed with the installation of the initial chargepoints. By also including larger scale EV charging hubs on key routes for those travelling through or to the county, drivers of EVs would have confidence that there would be chargepoints available. Those who may be residents on the outskirts of the county could even consider switching as the network grows.

The current level of EV ownership and charging infrastructure, depicts low EV ownership and the early stages of a sustainable and effective charging network Overall, this indicates that the suggested network and its current capacity will need to be developed over a relatively short period of time and will need to be continually expanded by the time net zero ambition across Staffordshire are met around 2050. The analysis completed suggests that the focal points of the charging network be off-street residential and off-street charging, for example car parks. From there, EV hubs can be used to enhance the network. The assumption is that the private sector will drive the installation of chargepoints in EV forecourts.

Through the analysis, a suggested EV charging hierarchy has been developed. The hierarchy considers the propensity analysis, solution analysis and the specific solutions suited to the Council. The objective of the hierarchy is to enable SCC and district and borough councils to coordinate solutions best suited for Staffordshire. A review of On Street Charging has been provided in Appendix C.

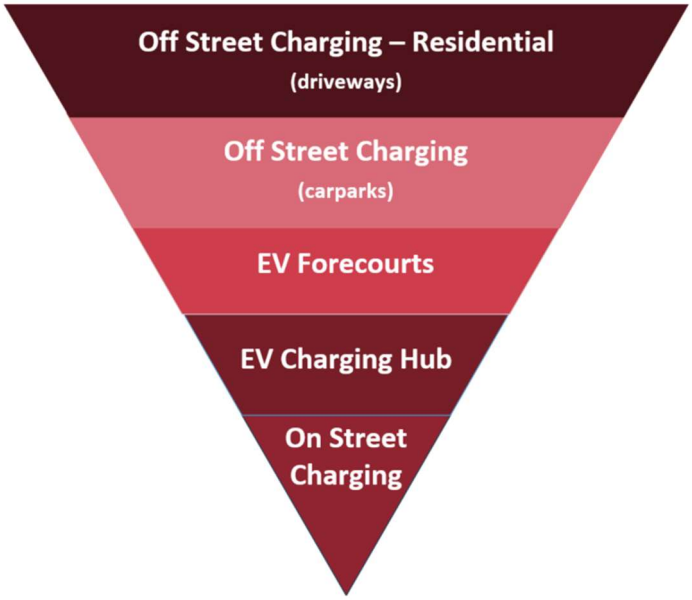


Figure 33: Hierarchy of Charging Options

SCC and district and borough councils should coordinate support and communications in the order displayed, though these priorities will change over the coming years as government initiatives are deployed, the market matures, and public demand patterns change over time. For local reasons the priorities may differ for each of the district and boroughs of Staffordshire.

6. Technology and Market Review

This section of the report forms a review of the existing and emerging EV charging technology, Appendix C contains a review of slow charging, on-street and lamppost charging and how these impact the choices and decisions made across the county.

6.1. Technology Overview

EV charging technology has primarily been driven by private companies focussed on developing and operating the charging infrastructure. With increased demand and market growth, there is increased benefit for these companies to explore faster and more innovative technology. There is a lack of standardised terminology from the speed of charging to the technological requirements to use a charger. For example, fast charging can refer to different kW across charging operators. This means a broad understanding of the underlying technology and requirements is essential for identifying suitable solutions. This has been achieved by establishing a baseline for charging infrastructure in modes, types and solutions.

In addition to the charging technology, consideration has also been given to developments in EV technology. Battery capacity continues to improve and become a key consideration in users purchasing choices. The battery capacity is a consideration in the development of charging infrastructure due how capacity impacts charge time. Furthermore, there are now around 100 EV models on the market. SCC understands that the number of models will continue to grow and will take this into account when facilitating the implementation of a charging network to ensure the widest compatibility.

Charging falls into two categories: Alternating Current (AC) and Direct Current (DC). AC provides alternating current to the vehicle and then technology within the vehicle converts it to DC for charging. Whereas a DC chargepoint converts an alternating current to a direct current within the chargepoint before providing it to the vehicle. While not always the case, DC chargepoints tend to be faster charging, use higher power, and therefore do not fit every solution, and are not compatible with all vehicles.

In addition to the categories of AC and DC charging, there is also tethered and untethered charging. Tethered charging is when the chargepoint has the cable hard-wired to it. Tethered charging is usually found at chargepoints installed at resident properties, and at DC chargepoints. Untethered charging refers to when the cable is not provided at the chargepoint and is usually stored within the vehicle.

While the charging technology itself is critical, is it also key to have an effective charging network integration with communications and management software so that links with back-office systems can be ensured. This will enable chargepoints to receive system updates, meaning compatibility with newer vehicles can be better ensured. Connectivity also allows data capture and monitoring which supports users, operators, and the Council to build insights for EV best practice. This connectivity also links to the access to the chargepoint whether it is free or paid for and gives users remote access.

For the purposes of this review, only options that are relevant within Staffordshire have been considered. Due to the evolving market, key innovations have also been highlighted to ensure the long-term futureproofing of a Staffordshire charging network.

6.2. EV Charging Modes

Alongside AC and DC types, the BS EN 61851-1 standard defines 4 'modes' for charging, effectively defining the chargepoints technology. Modes specify the type of circuit, the socket and therefore the power that can be utilised. It is important to understand that modes impact the speed of charging, and each mode is not necessarily compatible with all cars. As innovations enter the market these definitions and standards will continue to evolve.

Mode 1

Mode 1 covers the charging of an EV by plugging it into a 13amp / three-pin plug socket. This is the mode least recommended for public use as it offers little protection as there is no in-cable control box (ICCB) to provide communication between the outlet and the vehicle ensuring safe charging. Due to the low current this mode is more relevant to electric vehicles such as mopeds, and many newer EVs will not be compatible to charge through Mode 1.

Figure 34: Mode 1 Graphic

Mode 2

Mode 2 covers the use of a 13amp / three-pin plug socket, but the cable importantly incorporates an in-cable control and protective device (ICCPD). The ICCPD will ensure that the charging is set to a specific charging power and provides protection against injury by detecting any imbalance in the currents across the circuits and if detected cuts the power.

Mode 2 is most suitable for EVs that have moderate charging needs, for example PHEVs. It is also an important back-up charging option if there are no dedicated EV chargepoints. It is important to note that Mode 2 is still not a recommended charging option and, like Mode 1, not all EVs are compatible with the mode. Vehicles that are Mode 2 compatible are often supplied with a Mode 2 cable with Mode 3 as an optional extra. Mode 2 usually sees the charge limited to 2.4kw.

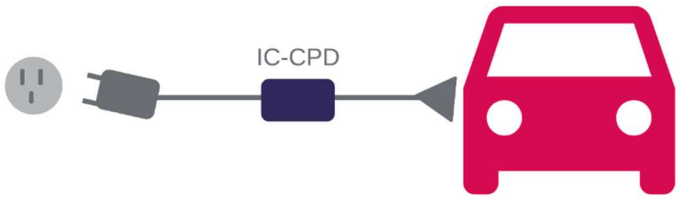


Figure 35: Mode 2 Graphic

Mode 3

Mode 3 uses a separate dedicated circuit and is suitable for residential, public and workplace charging. Mode 3 is provided through a dedicated chargepoint and has communication between the vehicle and the chargepoint. Mode 3 sees a broader range of charge that can be supplied to a vehicle and is the most suitable for charging BEVs. Due to the dedicated chargepoint, a tethered or untethered cable can be used. If tethered, this will usually be suited to the vehicle expected to be charged.

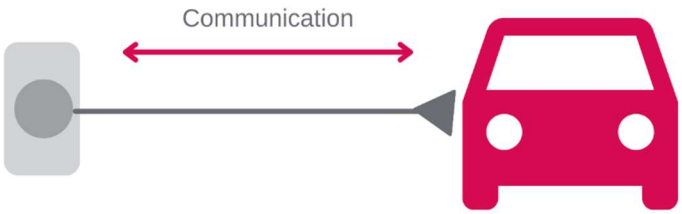


Figure 36: Mode 3 Graphic

Mode 4

Mode 4 is provided through dedicated EV equipment. Rather than providing AC, Mode 4 uses a charger built into the chargepoint to provide DC directly to the vehicle via a tethered cable. Mode 4 chargepoints are commonly in the 20-50kW range and charging in excess of 350kW level may be available in the medium term. This can see an EV charged to 80% in approximately 15 minutes. This approach requires enhanced infrastructure and currently Mode 4 is not available as residential charging.

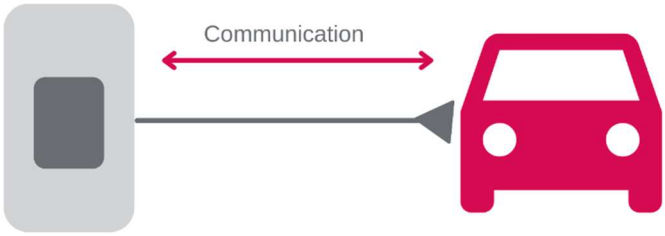


Figure 37: Mode 4 Graphic

6.3. EV Connector Type

As it currently stands, the EV charging market has not agreed to one connector type. There are 4 common types of connectors in the UK although Type 1 is now least common. The connectors impact the mode of charging and the maximum capacity.

The time to charge a vehicle is a key consideration for most users. There are situations when a slower charging period would be acceptable, for example at a residential off-street chargepoint overnight. However, a fast charge would be preferrable at a shopping centre car park. It is therefore key to understand the compatibilities across the modes and type, and their optimum use cases.

Table J: Connector types and charge durations

Charging Speed	Power Output	Typical charging location	Charge Time*	Compatible connection types	
Slow	3 to 7kW	Home, workplace, on-street (lamp column)	16 hours	Type 1	
				Type 2	
Fast	7 to 22kW	On-street, public car park, workplace	2 to 7 hours	Type 1 (max 7kW)	
				Type 2	
Rapid	Up to 50kW	On-street, public car park, forecourt, service station, EV Charging Hub	Up to 1 hour	Type 2	
				Combined Charging System (CCS)	
				CHAdeMO	
Ultra-rapid	120 - 350kW	Forecourt, service station, EV charging hub	Up to 40 minutes	Type 2 (Tesla adapted only)	
				Combined Charging System (CCS)	
				CHAdeMO	
* 0% to 80% of a standard 60kW EV battery					

The table presents the connector types and the charging durations. The speed at which a vehicle can be charged is commonly termed; slow, fast, rapid or ultra-rapid. Across these speeds there are requirements based on mode and type, as well as vehicle compatibility.

6.4. EV Charging Solutions

Within this strategy five EV charging solutions have been identified, providing Staffordshire with the optimum network. The solutions are listed below, these solutions are explained through this document:

- EV hub
- EV forecourt
- Off-street residential charging
- Off-street charging
- On-street charging

These solutions are suitable based on several factors and the locations for these have been identified through the completed demand analysis. However, across each of these locations, multiple types of chargepoint could be implemented to meet requirements. A key factor as to the type of chargepoint recommended in each solution is the speed at which EVs could be charged and the compatibility across vehicle types. In this strategy we have identified three charging speeds: slow, fast and rapid/ultra-rapid. Across each of these speeds we have indicated the solution it best suits and the relevant types of chargepoint have been identified.

There are currently large investments in emerging EV technologies within in the UK. To ensure that Staffordshire charging infrastructure is futureproofed, key innovations have also been highlighted.

Slow Charging

The definition of a slow charging solution is a charge of 3kW – 7kW and either Mode 2 or Mode 3. Slow charging is often suited to off-street residential solutions, as in these cases vehicles can be charged overnight, and this aligns with the Department for Transport recommendations of charging overnight.

The decision to use the slower types of charging mechanisms is closely linked to the problem you are trying to resolve. The situation as it exists across Staffordshire has been considered in detail and is described in Appendix C.

Fast Charging

The definition of a fast charging is a charge of 7kW-22kW and modes 2, 3, CHAdeMO or Combined Charging System. Often when installing fast chargepoints, power supply upgrades can be required to ensure the required electrical infrastructure. Fast charging can be delivered through a variety of chargepoints, kerbside units, dedicated parking bays or residential charging units.

Fast charging can suit a variety of situation and use cases. Fast charging can support the top-up of EVs while visiting points of interest such as supermarkets, retail parks or tourist locations. In addition, fast charging can be used in off-street residential solutions and can be helpful in multiple EV households.

The benefit of the speed of fast charging is key and as EVs continue to develop more vehicles will be able to charge at the highest rate.

Rapid/Ultra rapid

The definition of rapid/ultra-rapid charging is a charge of 50kW or more and Modes 3, 4, CHAdeMO or Combined Charging System. Like fast charging installations, the electricity supply and capacity need to be examined before installation. This is critical if many rapid/ultra-rapid chargepoints are installed in one location. Across the UK rapid/ultra-rapid chargepoints are the smallest proportion of chargers. Currently off-street and on-street residential solutions cannot facilitate rapid/ultra-rapid charging and it is more commonly found at forecourts, charging hubs or at commercial locations.

Ultra-rapid charging is still relatively new technology and therefore is not compatible with all EVs. Rapid/ultra-rapid charging is provided through locations with dedicated parking bays. This charging offers a similar benefit as fast charging but providing a larger battery charge in a shorter period of time; especially at locations such as service stations, supermarkets or retail parks. Rapid/ultra-rapid charging can also be beneficial for EV users on longer distance journeys.

Electric Charging Hub

Electric charging hubs offer an opportunity to provide large scale publicly accessible charging. This is beneficial in the move to EVs in supporting the removal of charge anxiety on longer journeys and ensuring short charges provide enhanced benefit to EV users.

In addition to the scale of charging available at a hub the space can also provide other benefits such as community spaces, retail or food.

An example of a charging hub within the UK is Braintree near Essex with space for 36 vehicles to charge and the utilisation of solar and renewable energies.

Figure 38: GRIDVOLT charging hub

Innovation

Technology within the EV charging market is continually developing and endeavouring to meet user demands for convenience and speed while providing viable solutions.

Wireless charging, which is now commonplace for smart phone charging, and other at-home technology is now being explored for EV charging. The technology used is a similar form of inductive charging with the electrical charge passing through an air gap from one magnetic coil to the other. This could provide charging through charging bays with a stationary vehicle, while some companies are also exploring the possibility of charging while driving. This technology is not at implementation stage although there are several trials across the UK for example in Nottingham and Milton Keynes. This charging would be beneficial to not only private EVs but buses, taxis or commercial vehicles.

Figure 39: Wireless in road charging

Another area of innovation is vehicle to vehicle (V2V) and vehicle to grid (V2G) charging and integration. This is possible when a charger includes the technology to allow current to flow bidirectionally. The benefit of vehicle to grid integration is that depending on the demands on the grid, power can flow either to or from the vehicle. This would allow EVs to support the grid during peak times. The benefits of vehicle-to-vehicle charging are similar in that EVs could support other EVs when charging is required. With this we are seeing that the development of EV charging infrastructure could be used to support wider infrastructure challenges.

There is substantial work developing around the use of solar energy and battery storage that will allow the harvesting of renewables such as daylight and wind power to supplement the grid and allow energy to be fed back into the grid, companies such as myenergi [4] have commercial solutions for home energy management.

7. Commercial Models

When considering the installation of a charging network, several commercial models will often provide the best fit for both the charging solution across the county and for the individual districts and boroughs. If a range of charging infrastructure solutions are installed, this may lead to several commercial models being utilised.

Off-street residential charging can be considered separately, as this would not require council support, but instead would require investment from the intended user with two key costs. Firstly, an installation cost, which can be offset by applying for funding support such as OZEV's Electric Vehicle Homecharge Scheme. Secondly, there would then be the on-going electricity cost, and many electricity providers are now offering tariffs to cater for EV charging.

For off-street, on-street, EV charging hubs, and EV forecourts there are a variety of models that could be seen across Staffordshire to allow users to access the chargepoint. Authorities may choose to own and operate the chargepoints themselves and set the cost for charging a vehicle. There are examples where authorities choose to make chargepoints and/or parking free to EV users. Other models bring operators in to manage and install the chargepoints.

When considering the models utilised across Staffordshire, each authority will need to consider:

- Cost to the user
- Cost to the authority
- Customer service implications
- Marketing capability and requirements
- Capability and responsibility of installation
- Capability and responsibility to maintain chargepoints
- Ongoing support and management of EV charging systems and suppliers
- Ongoing support and management of infrastructure

7.1. Model Assessment

There are five key commercial models to be considered for public EV charging solutions across Staffordshire, excluding off-street residential. The table below outlines the key points of the different models and what should be considered in each case.

Model	Description	Key Considerations
Own and Operate	▪ Local Authority (LA) tenders for a Chargepoint Operator to install chargepoints ▪ LA own the Chargepoints (gov. funding) ▪ LA takes revenue ▪ LA pays CPO to maintain Chargepoints.	▪ This model would involve LAs appointing suppliers to deliver and manage the chargepoint infrastructure for a set period with all revenue being retained.
Match Funding	▪ The OZEV grant offers up to 60% of the funding for eligible costs. ▪ The remaining 40% will need to be provided by the LA or a third party i.e. CPO. ▪ This could also be achieved if government funding is not available, but the LA and the operator agree to match funding.	▪ Likely to reduce the revenue received and limiting the overall control the LA can exert on the facility.
Concession Framework	▪ The operational costs and risks are shared in part or completely with the operator. ▪ This model is often a revenue share.	▪ The LAs safeguard their resources and revenue but then must accept diminished input in determining facility locations. ▪ This approach is best suited where demand is proven, or operators are confident of a return on investment.
Land Rental	▪ Private sector investment, installing, maintaining the chargepoints while paying rent to the LA (or other) for land	▪ Revenue for the LAs would solely be from the land rental which would reduce some risks. However, operators would look to ensure demand.
Leasing/Hosting	▪ Chargepoints leased to the LA for a monthly fee	▪ Provides control of location to the LAs and maintenance to the operator. ▪ LAs would not receive any revenue and would need to decide if monthly fees would be covered by cost to users.

Table K: Commercial Model Overview

It is likely that across Staffordshire, several of these commercial models could be utilised, depending on the type of infrastructure installed. The advantages and disadvantages of each model are outlined below.

Model	Advantages	Disadvantages
Own and Operate	▪ All revenue is retained by the LA ▪ Locations selected by the LA ▪ Streamline procurement ▪ UK Government has established procurement frameworks to expedite process and encourage supplier confidence	▪ Funding would need to be identified ▪ On-going maintenance costs ▪ Updates to technology are the LA's responsibility ▪ Any key performance indicators and or contractual service level agreements may be difficult to enforce
Match Funding	▪ Partner ownership incentivises better provision, improved quality of service for users ▪ Reduced risk and responsibility for maintenance costs ▪ The chargepoints can be futureproofed depending on the partnership agreement	▪ Reduced revenue share ▪ Contractual and financial arrangements may not suit all suppliers and so pool of available partners is reduced. ▪ Partners require confidence that revenue will be achieved in any locations
Concession Framework	▪ Reduced risk and responsibility for maintenance costs ▪ The chargepoints can be futureproofed depending on the partnership agreement ▪ Depending on the agreement the council may retain ownership of the chargepoints or electrical connections	▪ Operators require confidence that revenue will be achieved and therefore locations would need to be agreed ▪ Delivery can be slowed due to negotiations and the time to make a contractual award ▪ Reduced revenue share
Land Rental	▪ Reduced risk and responsibility for maintenance costs ▪ Agreed revenue through rent	▪ Operators require confidence that revenue will be achieved and therefore locations would need to be agreed ▪ Delivery can be slowed due to negotiations
Leasing/Hosting	▪ Reduced risk and responsibility for maintenance costs ▪ The chargepoints can be futureproofed depending on the leasing agreement ▪ Locations selected by the councils	▪ No revenue share ▪ Delivery can be slowed due to negotiations and the time to make a contractual award ▪ Expected that the monthly cost would need to be covered by charges to users

Table L: Model assessment

7.2. Promoting charging infrastructure

There are a variety of methods to promote the creation of an EV charging network that does not require each council to lead on installation or location identification. This could include:

- Workplace charging points
- Trial implementations
- Development & planning considerations
- Vehicle trials

Workplace charging points

This could involve coordinating the deployment of charging facilities at workspaces for employees to utilise. This can be achieved by creating a framework through which standardised new charging infrastructure can be deployed for use at workplaces. Agreements in terms of the adoption, long-term maintenance etc. and the initial cost can be built into contracts between the operator and landowner in this instance the workplace. This can help provide the best rate to chargepoint users if there is a cost to charge.

For workplaces there are national schemes, such as the Workplace Charging Scheme which could be engaged with. Workplace chargepoints support local authorities to roll-out charging infrastructure across the county. In addition, many workplaces now have sustainability targets internally and by encouraging the uptake of EVs with their staff and visitors, these targets can be met.

Trial implementations

This would see the local authorities engage with chargepoint operators to trial the technology for a set amount of time. This is usually implemented in the case of innovations within the charging market, for example through a trial of pop-up chargers. The benefits are threefold as the local authority can test the demand for charging infrastructure, operators are able to trial new technology or back-office innovations and users are given access to new chargepoints. Depending on the trial agreement, installed equipment could be kept after the trial.

Development & Planning considerations

Planning policies and developments across the county offer an opportunity to grow the charging network. Section 106 agreements (between councils and a developer) should include provision for EV charging infrastructure and, assuming this is to be included within the wider adoption, a standard can be mandated. With the introduction of National Model Design Code guidance will be provided on how policies and design can be best utilised in the decarbonisation of transport. In addition, there are building regulations that should be implemented including requirements for EV charging infrastructure.

Vehicle trials

Through engagement with various suppliers, it is possible to facilitate the trial of an electric vehicle (private hire vehicles, vans and eCargo cycles) as a way to actively engage organisations to consider adoption of EV technology.

8. Recommendations & Next Steps

8.1. Engagement

Through developing this strategy document, SCC acknowledges the importance of engaging with district, borough and parish councils to facilitate a consistent and effective EV charging solution for the people of Staffordshire and its visitors.

It is important to bring both district and borough councils and the residents along with Staffordshire County Council on this journey to coordinate a solution for the benefit of all; the development and delivery of an engagement programme will be key. To support the work of the district and borough councils, an EV Toolkit [See Appendix B] has been developed. The EV Toolkit has been developed and delivered for SCC, and further explains the charging options and answers key questions for district and borough councils to use, to help inform and support.

Alongside this, each district and borough council have been provided with an EV Charging Action Plan that identifies most steps required to deploy and manage EV charging solutions [see Appendix A].

Through developing an improved understanding of current and future vehicles along with the associated infrastructure, district, borough, and parish councils will aim to provide residents with the confidence to switch and thereby increase the speed at which net zero is reached.

Parish councils have a strong connection with their local communities and can be instrumental in raising the local perception of EV charging. They should be encouraged to support initiatives such as car share schemes and installing charge points at local community buildings for the benefit of their local residents.

It is also expected that chargepoint operators operating across the county will engage with local users, taking onboard feedback and ensuring that the solutions meet demand and expectations. Each district and borough council should ensure that all engagement considers feedback received from users. It is expected that all operators engaged by the district and borough councils will have a Service Level Agreement that ensures the fit for purpose nature of their offering.

Each district and borough council will also be engaging external stakeholders such as developers, businesses, and landowners to support installation on their land and promote the new charge-point network where relevant.

Recommendation 8.1: Local authorities should review this EV Charging Strategy and ensure feedback they receive from chargepoint users and stakeholders at key delivery points is included in further plans and actions.

8.2. Procurement

There are several potential procurement routes available to each of the councils. To utilise the most effective procurement route, each council will need to engage with relevant stakeholders such as their procurement teams and Councillors, to agree the preferred approach. In addition, a review of any existing models utilised by the councils will need to be undertaken along with an in-depth review of the potential operational and commercial models to ensure that the procurement process will support the agreed objectives.

Recommendation 8.2: Local authorities should engage with their procurement teams to assess the appropriate avenues for procurement, taking into account the operating and commercial models that are optimal for each local authority. Continued assessment of appropriate and relevant funding for the councils to install chargepoints will support their residents in making the transition to EVs.

8.3. Locations and Feasibility

The demand analysis has identified suitable locations based on relative levels of demand and a high-level infrastructure analysis. Before any chargepoint solution is installed, a detailed feasibility of the proposed areas for EV charging sites is required. This would confirm location and solution suitability by completing:

- Site visits
- Electrical feasibility study
- Civils' feasibility study
- Detailed analysis of the users in the area
- Detailed assessment of installation cost
- Adhering to standardised installation processes (The IET Code of Practice for Electric Vehicle Charging Equipment Installation and Accessible Charging BSI PAS 1899:2022)

Accessibility will also be a consideration in all locations and chargepoint solutions. This should focus on ensuring that all users can, and also feel enabled, to utilise the facilities. For example, those who may have disabilities may have specific concerns or needs with regards to the type of charge-point installed, the amount and availability of pavement space or the implications of trailing cables. The accessibility review should also evaluate the local area with regards to lighting, general safety, CCTV and crime and disorder prevention alongside other general requirements being met.

Recommendation 8.3.1: Local authorities should ensure a feasibility study is undertaken that follows good practice with well-developed processes and procedures for installing any chargepoints that will be publicly accessible.

Recommendation 8.3.2: Staffordshire County Council will continue to engage with all district and borough councils to provide a consistent approach to EV rollout across Staffordshire.

8.4. Funding

As part of the strategy, a high-level funding review has been completed. In implementing the strategy, SCC will co-ordinate with district and borough councils to develop joint bids and gain access to relevant funding from UK Government, the Department for Transport and Office for Zero Emission Vehicles. This will allow each district and borough council to deploy funding to support the widest distribution of charge-point solutions. In addition to this form of funding, district and borough councils should also explore the commercial partnership opportunities which may be applicable with a particular focus on EV charging hubs.

District and borough councils should also help ensure that the residents of Staffordshire are kept up to date on funding that is available to them as private car owners for EV purchasing and chargepoint installation.

Recommendation 8.4: SCC should co-ordinate joint bids to maximise opportunities and each district and borough council should aim to support residents in staying up to date with relevant funding information.

8.5. Operators

Each district and borough council should ensure that operators in their area meet expectations in both the technology provided and through using Key Performance Indicators (KPI's). As with any type of service provision users' rights should be protected - Ofgem continues to ensure these rights and protections meet with new chargepoint services. Access to charging can be confusing with different operators using many different methods. The supplied EV Charging Toolkit should provide users with a clear source of information.

Recommendation 8.5: District and borough councils should engage as a group with private chargepoint operators to ensure they follow best practice and encourage charging solutions at locations tailored to the requirements of each area, for the benefit of as many citizens as possible.

8.6. Monitoring

Monitoring the chargepoint network should be a key responsibility of each district and borough council and their appointed operators. Monitoring will allow each council to understand usage and track demand which will then feed into enhancements to chargepoints or expanding the network. As the use of EVs and chargepoints grows, each council should aim to monitor the impact on air quality and emissions.

Recommendation 8.6: Each district and borough council should ensure a monitoring system is in place to review the impact of their EV charging strategy and feed this back to the public where relevant. When new data is available, the analysis should be updated. The developed EV Charging Action Plan should be adopted by each council and implemented against a common timeframe.

9. Conclusion

This Public EV Charging Strategy outlines a methodology to help district and borough councils meet the anticipated growth in demand. This is based on current data, predictions, and the impact of upcoming policies. Through coordinating development of the charging infrastructure networks across the county; SCC can support the local authorities in the creation of a sustainable charging network for the benefit of residents and visitors to the county; all of which will produce positive steps towards reaching net zero.

SCC has been clear in their objectives for decarbonisation and their commitment to supporting local authorities and residents in producing modal shift. The Public EV Charging Infrastructure Strategy considers not just existing EV users but potential users. It examines the transport network across Staffordshire and aims to facilitate modal shift to a more sustainable travel network for the future.

As EV use grows, this data led approach can be further updated and adapted to recognise where further charging demand and infrastructure is required. As policies continue to be implemented both UK wide and across Staffordshire, the implementation of this charging infrastructure strategy will ensure each of the district and borough councils are prepared to meet policy changes and the challenges ahead.

SCC's position should continue to be supporting the district and borough councils with information, consistent approaches, developing bids and broad support; whilst promoting options and funding choices for the public. Implementing all these steps will enable the successful growth of EV chargepoint installations across the county.

10. References

[1] UK Electric Vehicle Infrastructure Strategy (GOV.UK) Accessed 13/06/2022

[2] EV Chargepoint Grant guidance for customers - GOV.UK (www.gov.uk) Accessed 08/08/2022

[3] Midlands Connect | Supercharging the Midlands Accessed 10/05/2022

[4] Renewable energy products made in Great Britain | myenergi Accessed 13/06/2022

[5] How many charge points are there in the UK 2022 - Zap-Map Accessed 13/06/2022

[6] Government announces tenfold expansion in charge points by 2030 - zap-map Accessed 13/06/2022

[7] MC - STP Doc_Digital (midlandsconnect.uk) Accessed 13/06/2022

[8] The future of rural mobility report final (midlandsconnect.uk) [pdf] Accessed 08/08/2022

Appendix A: EV Charging Action Plan

To support district and borough councils in their EV charging infrastructure journey, an action plan has been produced. This document sets out all the steps required and allows the capability to track and manage each EV charging project.

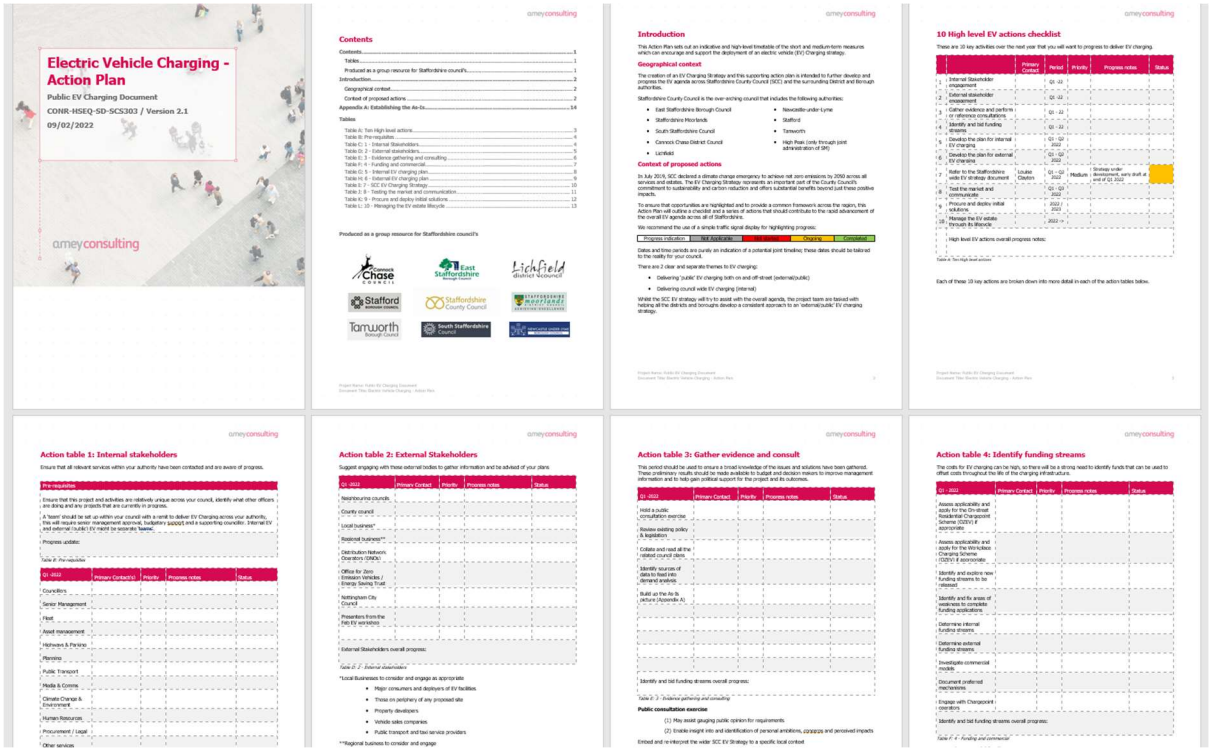
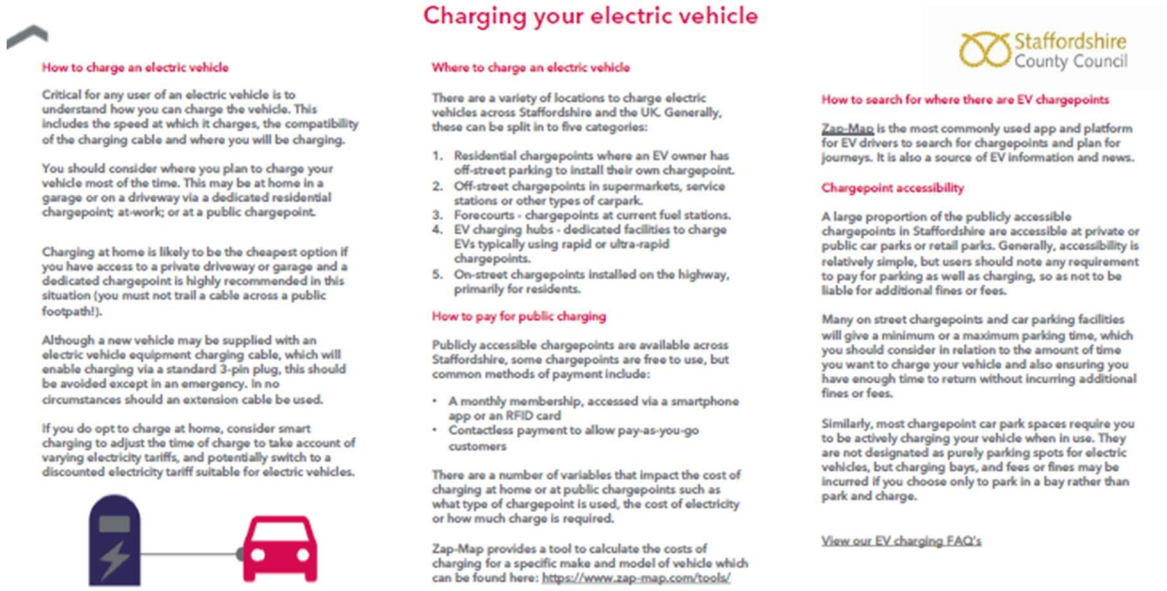


Figure 40: Electric Vehicle charging plans

Appendix B: EV Charging Public toolkit

A toolkit has been provided for SCC that sets out key information that the public will want to know when it comes to owning and running an EV. This will be published on the county council's website as a resource for all to use.



How to charge an electric vehicle

Critical for any user of an electric vehicle is to understand how you can charge the vehicle. This includes the speed at which it charges, the compatibility of the charging cable and where you will be charging.

You should consider where you plan to charge your vehicle most of the time. This may be at home in a garage or on a driveway via a dedicated residential chargepoint; at-work; or at a public chargepoint.

Charging at home is likely to be the cheapest option if you have access to a private driveway or garage and a dedicated chargepoint is highly recommended in this situation (you must not trail a cable across a public footpath!).

Although a new vehicle may be supplied with an electric vehicle equipment charging cable, which will enable charging via a standard 3-pin plug, this should be avoided except in an emergency. In no circumstances should an extension cable be used.

If you do opt to charge at home, consider smart charging to adjust the time of charge to take account of varying electricity tariffs, and potentially switch to a discounted electricity tariff suitable for electric vehicles.

Charging your electric vehicle

Where to charge an electric vehicle

There are a variety of locations to charge electric vehicles across Staffordshire and the UK. Generally, these can be split in to five categories:

1. Residential chargepoints where an EV owner has off-street parking to install their own chargepoint.
2. Off-street chargepoints in supermarkets, service stations or other types of carpark.
3. Forecourts - chargepoints at current fuel stations.
4. EV charging hubs - dedicated facilities to charge EVs typically using rapid or ultra-rapid chargepoints.
5. On-street chargepoints installed on the highway, primarily for residents.

How to pay for public charging

Publicly accessible chargepoints are available across Staffordshire, some chargepoints are free to use, but common methods of payment include:

- A monthly membership, accessed via a smartphone app or an RFID card
- Contactless payment to allow pay-as-you-go customers

There are a number of variables that impact the cost of charging at home or at public chargepoints such as what type of chargepoint is used, the cost of electricity or how much charge is required.

Zap-Map provides a tool to calculate the costs of charging for a specific make and model of vehicle which can be found here: https://www.zap-map.com/tools/

Staffordshire County Council

How to search for where there are EV chargepoints

Zap-Map is the most commonly used app and platform for EV drivers to search for chargepoints and plan for journeys. It is also a source of EV information and news.

Chargepoint accessibility

A large proportion of the publicly accessible chargepoints in Staffordshire are accessible at private or public car parks or retail parks. Generally, accessibility is relatively simple, but users should note any requirement to pay for parking as well as charging, so as not to be liable for additional fines or fees.

Many on street chargepoints and car parking facilities will give a minimum or a maximum parking time, which you should consider in relation to the amount of time you want to charge your vehicle and also ensuring you have enough time to return without incurring additional fines or fees.

Similarly, most chargepoint car park spaces require you to be actively charging your vehicle when in use. They are not designated as purely parking spots for electric vehicles, but charging bays, and fees or fines may be incurred if you choose only to park in a bay rather than park and charge.

View our EV charging FAQ's

Figure 41: EV Charging - public toolkit

Appendix C: Slow Charging Review

The definition of a slow charging solution is a charge of 3kW –7kW and either Mode 2 or Mode 3. The benefit of a slow charging solution is that it is unlikely to require enhancements to the electrical infrastructure to which it is connected.

Slow charging is best suited to off-street residential solutions, as in these cases vehicles can be charged overnight, and this aligns with the Department for Transport (DfT) recommendations of charging overnight. This type of solution would also be suitable of PHEVs which do not require a continuously available chargepoint.

Though Elexon regulatory approval is required, lamp column chargepoints use the adaptation of traditional lighting columns to provide charging. However, the cabling for streetlights can generally only support charging of between 3 – 5 kW. Lamp post charging relies on the lighting column being next to the road so that charging cables don't stretch across footways causing an obstruction. In common with many local authorities, and in line with best practice, Staffordshire County Council has undertaken a programme to move lighting columns to the back of the footway. This reduces street clutter and therefore improves visibility for drivers whilst making more space on footways for pedestrians, wheelchairs, buggies and those living with sight loss. The authority is very mindful that we need to ensure that our pavements are safe for all pedestrians (particularly those with visibility impairments) and other highway users, and that we don't expose the County Council or individuals to excessive liability or risk and therefore does not permit trailing cables across a footway.

Despite the relatively low level of power delivered by each unit, the cumulative impact means that generally only a small number of lamp posts can support charging on any one street which means that this solution isn't scalable.

Pop-up chargepoints fit within the category of charging infrastructure known as kerbside units. The key difference in this innovation is that the charging unit retracts into the kerb. This supports the removal of street clutter and street space can then be utilised by other users and support those who have accessibility concerns.

However, in an on-street location, it is recommended that each chargepoint installed needs to have a dedicated EV charging bay with it. This effectively provides a protected private parking space for the resident who has requested the chargepoint (if there are initially no other plug-in owners on the street). To bring in parking restrictions requires a residents' parking permit scheme which requires the support of a proportion of residents on the street.

Additionally, it would be unreasonable to require a resident to continue using a plug-in vehicle. With leasing now the dominant form of new car 'ownership' it is increasingly common for car users to swap vehicles after 12, 24 or 36 months. This means that whilst a resident may have a plug-in vehicle when they request a chargepoint, they are not required to keep doing so. This issue also applies to ownership/tenancy at the address, which again could not reasonably be conditioned. Whilst in theory any established bays could be used by a new owner/tenant of the property or new EV owners on the street, in practice additional EV owners are more likely to request a facility outside of their property and given current plug-in vehicle rates it is highly unlikely that any new owner/tenant will have a

qualifying vehicle. This would then mean that they wouldn't be able to park in front of their property even if the bay was unused.

In both the above cases scalability is an issue. This means that whilst the first few requests on a road may be met, subsequent requests could not. This is not equitable and doesn't deliver our goal of supporting EV take up at scale. A 7-kW charger is a meaningful additional electrical load. It is equivalent to half the total import capacity of a house with a 60-amp fuse and about one third of the import capacity for a house with a 100-amp fuse. From a technical point of view, if additional capacity is needed in a street, it can be provided. However, the cost of this varies significantly from street to street depending upon the existing electrical supply. In some cases, no upgrades will be required. In streets where upgrades are needed, the costs can vary from tens of thousands of pounds to hundreds of thousands of pounds, sometimes in adjoining streets. This creates a postcode lottery which would lead to some residents having requests rejected whilst neighbours may have requests accepted. Through the recommendation that on street facilities require a dedicated parking bay, this effectively creates a protected private parking space for one resident.

These solutions either require high user tariffs (and therefore are not equivalent to home charging options) or will require ongoing revenue support from the Council to cover the cost of operation and maintenance. As a core principle of the public network is that user tariffs should support day to day costs, we would have to implement a high tariff. This would make the on-street solution less attractive for users and mean that they are more likely to seek out cheaper charging alternatives which would lead to underuse of chargepoints and a shortfall in revenue. It would be unreasonable to require residents to commit to using an on-street charger they have requested on an ongoing basis. This leads to a high likelihood of stranded assets, ongoing financial liabilities with no income, and unused spaces which is likely to cause ongoing issues for residents. Providing dedicated private car parking spaces does not support the governments' long-term goal of reducing the need for private car ownership dependency and encouraging active modes of travel. This is particularly important in areas where there are existing issues with lack of space for car parking, limited footway space and congestion.

Public chargepoints can support multiple vehicles, this is particularly true for Rapid and Ultra-Rapid chargers but also applies to Fast chargers. On street residential chargers will generally support one vehicle. A ratio of one charger to one vehicle is resource inefficient and as such does not support Climate Change and Sustainability objectives, it will also hold back the uptake of EVs as one for one charger deployment will take far longer and cost far more than public facilities.

A socially equitable public charging network is needed to provide affordable alternatives to home charging to ensure that those without access to off-street parking are not disadvantaged. Failure to provide alternatives could delay the transition to EVs for many Staffordshire residents. For residents without the ability to charge EVs off-street a number of alternative options to home charging will be important in enabling a transition to EV use.

Workplace charging during the day will also be an important option. In locations with poor public transport accessibility and where employees are dependent on car travel; we will engage with both public and private sector employers to encourage them to make use of the Government Workplace Charging Grant to establish and expand a workplace EV charging offer as part of a wider review of workplace car parking requirements for employees. We will engage with large public sector employers such as hospitals, schools and colleges and medical centres with workplace car parking to determine

EV charging infrastructure requirements. Retail and leisure destination car parks with dwell times of an hour or more also offer an opportunity to provide alternative EV charging options. Working with district and borough councils, together we will investigate opportunities to expand the charging network in local authority owned car parks in town and district centres and at other local authority assets such as car parking at leisure centres, gyms, libraries, community and health centres and recreation / sports facilities.

We will engage and work with private EV charging infrastructure providers and operators to coordinate them to install chargepoints off-street in retail and leisure destinations and community charging hubs in residential areas could also provide an alternative option in some locations. Where there are residential areas with significant on-street car parking we will investigate opportunities to facilitate off-street community charging hubs on a case-by-case basis where appropriate locations can be found and look at options that will enable residents to use these facilities for overnight charging where possible. These community charging hubs could potentially include charging bays for EV Car Club vehicles as well as other mobility services such as cycle hire or e-bike hire facilities, offering residents alternatives to private car ownership.

Appendix D: National Policies

Policy Title	Summary	Date of publication	Charge-point impact	Key Considerations	Chargepoint solution	Funding Opportunities	Timeframe
National Policies							
Reducing emissions from road transport: Road to Zero Strategy - GOV.UK (www.gov.uk)	The Government's long-term strategy to transition to zero emission road transport	2018	• New street lighting columns to include charging points. • Highway Infrastructure Code of Practice and the Network Management of Traffic Equipment Code of Practice – that highway authorities refer to as part of the management and maintenance of their assets – to include a section on the benefits of introducing EV lamppost chargepoints.	• A cohesive, integrated, and affordable net zero public transport network, designed for the needs of the passenger, will empower consumers to make sustainable end-to-end journeys and enable inclusive mobility. • Clean Air Zone cities should continue to be used as a tool to achieve net zero.	• Off-street • On-street • EV Forecourts • EV Charging Hubs	• On-street Residential Chargepoint Scheme (ORCS) for local authorities • EV Charging Infrastructure Investment Fund • Tax and grant support increasing EV uptake • EVHS grant	Medium - 2 - 5 years
Automated and Electric Vehicles Act 2018	Regulation of consumer experience of charging infrastructure, including requirements and prohibitions	2018	• Regulations may impose requirements on operators of public charging or refuelling points in connection with— (a)the method of payment or other way by which access to the use of public charging or refuelling points may be obtained; (b)performance, maintenance and availability of public charging or refuelling points; (c)the components of public charging or refuelling points that provide the means by which vehicles connect to chargepoints.	• The information considered likely to be useful to consumers and users or potential users of the chargepoint, for example information about— (a) the location of the chargepoint and its operating hours, (b) available charging or refuelling options, (c) the cost of obtaining access to the use of the chargepoint, (d)the method of payment or other way by which access to the use of the point may be obtained, (e)means of connection to the point, (f) whether the point is in working order, and (g) whether the point is in use.	• Off-street • On-street • EV Forecourts • EV Charging Hubs		Short - under two years

Policy Title	Summary	Date of publication	Charge-point impact	Key Considerations	Chargepoint solution	Funding Opportunities	Timeframe
				• Building regulations may require operators to— (a) provide a prescribed method of payment or verification for obtaining access to the use of public charging or refuelling points; (b) co-operate with each other for the purposes of a requirement imposed by the regulations (for example, by sharing facilities or information); (c) take prescribed steps for the purposes of such a requirement (for example, to provide information to a prescribed person).			
EV Charging in Residential and Non-Residential Buildings	The Government proposal on charging requirements for residential and non-residential buildings	2019	• Every residential building undergoing major renovation with more than 10 car parking spaces to have cable routes for electric vehicle chargepoints in every car parking space. • Every new non-residential building and every non-residential building undergoing a major renovation with more than 10 car parking spaces to have one chargepoint and cable routes for an electric vehicle chargepoint for one in five spaces. • A requirement of at least one chargepoint in existing non-residential buildings with more than 20 spaces, applicable from 2025.	• Within Building Regulations, the government will apply a requirement for cable routes to be installed in all residential buildings with more than 10 parking spaces undergoing major renovation, with some exemptions. • The Government will lay down requirements for the installation of a minimum number of chargepoints in all existing non-residential buildings with more than 20 parking spaces. This requirement must be set by March 2020 and will come into force by 1st Jan 2025.	• Off-street • On-street	• OZEV	Short - under two years

Policy Title	Summary	Date of publication	Charge-point impact	Key Considerations	Chargepoint solution	Funding Opportunities	Timeframe
Future of mobility: urban strategy - GOV.UK (www.gov.uk)	Outlining the benefits, the Government wants to see from mobility innovation.	2019	• New modes of transport and new mobility services must be safe and secure by design. • Mass transit must remain fundamental to an efficient transport system.	•The marketplace for mobility must be open to stimulate innovation and give the best deal to consumers. • The commercial benefits of innovation in mobility must be available to all parts of the UK and all of society. • New mobility services must be designed to operate as part of an integrated transport system combining public, private and multiple modes for transport users. • Data from new mobility services must be shared where appropriate to improve choice and the operation of the transport system. • Preparing the urban environment, through publishing Building Regulations guidance to support local decisions about the design and allocation of urban space.	• Off-street • On-street • EV Forecourts • EV Charging Hubs	• £90 million of funding in Future Mobility Zones. • Unspecified support of the automotive industry to adapt, by continuing to fund the research and development of low carbon technologies.	Medium - 2 - 5 years
Workplace Charging Scheme (WCS)	The scheme is a voucher-based scheme providing support towards the cost of the purchase and installation of chargepoints up to 75% of the costs and capped at £350 for each socket.	2020	• The minimum technical specification for the Workplace Charging Scheme has been updated. Chargepoint models under 'fast DC' with a charging output greater than 3.5kW and not greater than 22kW are now eligible.			• 75% of chargepoint costs up to £350 per chargepoint and maximum 40 chargepoints.	

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Transport Decarbonisation Plan	The plan that follows on from Decarbonising transport published in March 2020 which set out the scale of reductions from transport needed to deliver the carbon budgets and net zero. The plan now sets out the commitments and actions made to decarbonise the UK transport system.	2021	• A driver should never be more than 25 miles away from a rapid (50kW) chargepoint anywhere along England's motorways and major A roads. • The Energy White Paper sets out framework to ensure that there is investment to power transition to EVs.	• Ofgem is currently reviewing the ways EV charging infrastructure is allocated and has recently published a consultation proposing that all network reinforcement costs should be socialised across electricity bill payers, rather than falling on the individual connecting consumer. • The National Model Design Code sets out a process for developing local design codes and guides, with supporting design guidance on movement and public spaces including streets. It outlines an expectation that development should consist of a well-connected network of streets with good public transport and an emphasis on active travel modes including walking and cycling. • Manual for Streets aligns with these principles and is routinely used for plan making and decision taking to secure better outcomes for our streets and public realm.	• Off-street • On-street • EV Forecourts • EV Charging Hubs	• £120 million in zero emission buses through the Zero Emission Bus Regional Areas scheme • £50 million provided through the All-Electric Bus Town or City scheme • £1.3 billion to accelerate the roll out of charging infrastructure • £1.3 billion over the next four years for charging • A new £90 million Local EV Infrastructure Fund, opening in 2022, • £880 million Air Quality Grant • £4.8 billion Levelling-Up Fund • £1.5 billion between April 2015 to March 2021 to support the early market and remove barriers to EV ownership and £2.8 billion package of measures to support the switch to clean vehicles • £1 billion to build an internationally competitive electric vehicle supply chain at pace and scale in the	Medium - 2 - 5 years

Policy Title	Summary	Date of publication	Charge-point impact	Key Considerations	Chargepoint solution	Funding Opportunities	Timeframe
						UK. • £582 million for new vehicle grants until 2022-23. • £1.5 billion - Transport decarbonisation R&D investment by mode • £1.5 billion - Transport decarbonisation R&D investment by strategic priority	
EV Smart Charging	The Government published its final response to the electric vehicle smart charging consultation that was closed in May 2020.	2021	• Smart charging technology will be required of all new chargepoints, phase one focuses on domestic and some workplace charge-points.	• Interoperability allowing consumers to switch chargepoint operators will be required in Phase Two. • Data share across operators is being explored for commercial opportunities by Government.	• Off-street • On-street		Short - under two years
Ofgem EV Strategy	Ofgem is the energy regulator and has launched a strategy aimed at supporting EV infrastructure and technology while ensuring consumers are protected.	2021	• Support will be given to ensure the network capacity is in place to support the required charging infrastructure. • Costs to large electric consumers such as EV charging infrastructure to be brought down when reinforcement is required.	• Support the development of vehicle to grid technologies where EV owners can earn money exporting electricity back to the grid. • Support the adoption of EVs by working with the sector to ensure the widest range of products, tariffs and services are available.	• Off-street • On-street • EV Forecourts • EV Charging Hubs		Long - 5 years +

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Net Zero Strategy: Build Back Greener	The strategy outlines the steps to be taken to cut emissions, take advantage of economic opportunities and support private investment.	2021	• By early 2030s 25% of cars will be electric which will require a charging network to support. • Later in 2021 an EV infrastructure strategy will be published. • Support developments in smart charging.	• Support the move to EV for goods deliveries. • In decarbonising the transport sector new employment opportunities will be created. • Local Transport Plans will set out place-based strategies for improving transport networks with focus on carbon reduction and a move to net zero. • Ensure consumers have access to the required technologies.	• Off-street • On-street • EV Forecourts • EV Charging Hubs	• £620 million for zero emission vehicle grants and EV Infrastructure, including further funding for local EV Infrastructure, with a focus on local on street residential charging • Allocating a further £350 million from the up to £1 billion Automotive Transformation Fund (ATF) to support the electrification of UK vehicles and their supply chains • £70 million to roll out home, on-street and workplace chargepoints	Long - 5 years +
Rapid Charging Fund	The Rapid Charging Fund (RCF) will support motorway and major A road service operators prepare for net zero.	2021	• By 2023, to have at least 6 high-powered, open-access chargepoints (150-350 kW capable) at motorway service areas in England. • By 2030, we expect around 2,500 high-powered, open-access chargepoints across England's motorways and major A roads. • By 2035, we expect around 6,000 high-powered, open-access chargepoints across England's motorways and major A roads.		• EV Charging Hubs	• Fund £950 million	Long - 5 years +
The Ten Point Plan for a Green Industrial Revolution	The Ten Point Plan outlines key areas of focus and targets for the	2021	• Targeted support on rapid charging points on motorways and major roads.	• In 2021 a Green Paper was to be published which outlines the post-EU emissions regulations.	• Off-street • On-street • EV Forecourts		Long - 5 years +

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	continued development to net zero.			• A focus on building the EV manufacturing industry in the UK	• EV Charging Hubs		
Future of transport: regulatory review: zero emission vehicles	The reviews aim to address outdated transport policies. The review is seeking views on the introduction of requirements to chargepoints.	2021	• Statuary obligation to provide charging infrastructure. • Requirements to install chargepoints in non-residential car parks. • New powers supporting the delivery of the rapid charging fund. • Requirements to improve the experience for electric vehicle consumers.	• The review will consult on whose duty it will be to enact the legislation. This may be local authorities, chargepoint operators or energy companies. • Provision of the chargepoints will likely fall on the landowners. • Accessibility and safety will be key consideration within the user experience.	• Off-street		Short – under two years
Plug-in Grant Scheme	From December 2021 the grant scheme for zero-emission vehicles was updated to target less expensive models.	2021	• There will be £1,500 for vehicles under £32,000 with vehicles that are wheelchair accessible being prioritised with a higher grant. • There are also changes to the Plug-in Van Grant making the scheme more sustainable.	• The aim of the changes to the grant is to increase the speed of EV uptake. This will have an impact on the charging infrastructure requirements.	• Off-street • On-street • EV Forecourts • EV Charging Hubs	• Fund £620 million	Short – under two years
Taking Charge: The Electric Vehicle Infrastructure Strategy	The strategy combines the aims, objectives and funding provided by the UK Government.	2022	Outlining the continues support and objectives for charging infrastructure across the UK.	• Outline the strategic aims and objectives of the UK Government for charging infrastructure.	• Off-street • On-street • EV Forecourts • EV Charging Hubs	• £450 million Local EV Infrastructure Fund (LEVI) • A further £50 million in LEVI funding local delivery support • £950 million rapid charging fund	Long - 5 years +

Table M: National EV policies

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