

HUMBER BRIDGE BOARD

27 SEPTEMBER 2019

PRESENT

Councillor Sean Chaytor (Hull City Council) (Chair)
Councillor Richard Hannigan (North Lincolnshire Council)
Councillor Gary McMaster (East Riding of Yorkshire Council)
Councillor Stan Shreeve (North East Lincolnshire Council)
Peter Drenon (Humber LEP)
Kishor Tailor (Humber LEP) substituting for Lord Haskins

IN ATTENDANCE

Stephen Turner (Solicitor and Acting Clerk, Hull City Council)
Andrew Arundel (Head of Engineering and Infrastructure)
Fay Baker (Head of Operations)
Andy Dalby (Head of Finance and Commercial)
Sharon Phillippi (Human Resources Manager)
Peter Holland (Head of Audit and Fraud, Hull City Council)
Rob Walker (External Auditor, Mazars)
Louise Hawkins (Democratic Services, Hull City Council)

Minute No.	Report No.	Business	Action by
506		APOLOGIES Apologies were received from Lord Haskins.	
507		DECLARATIONS OF INTEREST No declarations of interest were received.	
508		MINUTES OF THE MEETING HELD ON 26 JULY 2019 Agreed – that the minutes of the meeting held on 26 July 2019 be approved as a true and correct record.	
509	271	ANNUAL GOVERNANCE STATEMENT The Interim Clerk submitted a report which presented the Annual Governance Statement (AGS) for the year to 31 st March 2019 for approval. In the absence of the Interim Clerk the Internal Auditor explained that the AGS was a management tool and needed to be reviewed annually. It was noted that significant improvements had been made	

		<p>in relation to governance over the past 12 months.</p> <p>The External Auditor explained that the Annual Governance Statement was not part of the External Audit however he would pass comment if it was felt that the AGS was not appropriate. The AGS was consistent with the internal control systems that were in place.</p> <p>Agreed – that the Annual Governance Statement be approved.</p>	Interim Clerk
510	272	<p>INTERIM EXTERNAL AUDITORS REPORT</p> <p>The External Auditor submitted a report which provided the Board with an update on the progress in delivering its responsibilities as the Board’s external auditor.</p> <p>The Board was informed that there was a backlog of queries as the Finance Manager had not been at work however the External Auditor was confident that the audit would be completed by October 2019.</p> <p>The accounts were of a better quality that the previous year and there had been good co-operation from the officers on site. There were still some issues that had been raised but they were not unusual.</p> <p>It was expected that good progress would be made once the relevant staff members returned to work however the situation had highlighted that there had been some resourcing issues.</p> <p>The Head of Finance and Commercial confirmed that the Department for Transport had approved an extension for the submission of the accounts to the next Board meeting.</p> <p>The Human Resources Manager explained that training was being delivered to staff to develop skills and increase capacity at the Bridge Board.</p> <p>Agreed –</p> <ol style="list-style-type: none"> a. That the report be noted, and b. That a report in relation to training and development of staff at the Bridge Board is submitted to a future meeting. 	(b)Human Resources Manager

511	273	<p>MANAGEMENT ACCOUNTS</p> <p>The Finance and Commercial Manager submitted a report which provided the toll income and traffic volumes for July 2019.</p> <p>The Board was informed that -</p> <ul style="list-style-type: none"> i. Traffic volume and toll income had been very good during July, however, the trend in the reduction of class 4 commercial vehicles had continued; ii. The transfer to a new credit card machine provider was continuing to make savings for the Board; iii. Although costs were slightly down, the 2+2 target was being bettered; iv. That the contract for the lifts was being awarded to the second placed tenderer following the withdrawal of the first placed tender offer; v. The next loan instalment was due to be paid the following week; vi. A year end surplus of £1.7m was being forecast; vii. There had been additional costs of £60,000 relating to a former employee which would be included within the accounts for 2018/19; viii. The figures for September indicated that the number of commercial vehicles crossing the bridge was still continuing to decrease. The reasons for the reduction was not yet known. There was a potential that the number of commercial vehicles would increase if stockpiling took place in preparation for Brexit however it was not possible to determine the likelihood of this happening, and ix. October usually was the month with the highest income as it was a 31 day month and there were no bank holidays. <p>The Board discussed the following matters –</p> <ul style="list-style-type: none"> i. That the reduction in the number of commercial vehicles crossing the bridge had been raised with the Chamber of Commerce. The Chamber had been asked whether its members had gathered any intelligence in relation to the issue; ii. Whether there was any intelligence that could be gathered from the tag user information which could give an indication as to why the commercial vehicles were reducing; iii. That any potential monies for violations was not included in the accounts, until actual monies were received. The Board was currently recovering 75% of its violations which was undertaken in-house. 	
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		<p>Agreed –</p> <ul style="list-style-type: none"> a. That the report be noted; b. That a report which details the current process and recovery rate for violations is submitted to a future meeting. 	(b)Head of Operations
512	274	<p>HEALTH AND SAFETY</p> <p>The Head of Engineering and Infrastructure submitted a report which provided the Board with an update on Health, Safety and Welfare at the Humber Bridge Board.</p> <p>The Board was informed that –</p> <ul style="list-style-type: none"> i. Health and Safety meetings were continuing to take place with employees; ii. The Board had trialled an online training module for Fire Awareness which had been beneficial for shift workers who had been unable to attend classroom based training, and iii. There had been three minor incidents recorded in the Accident Book since the last report had been submitted. <p>The Directors discussed the following matters –</p> <ul style="list-style-type: none"> i. That there had been a report in the local media about a driver who had been caught excessively speeding on the bridge and the Directors queried what was being done about ensuring driver safety on the bridge. The Directors were informed that the Board was working with Safer Roads Humber to look at undertaking speed enforcement in the proximity of the Bridge. It was noted that the Board would not receive any income from speeding fines given to drivers crossing the Bridge; ii. Whether it was possible to install fixed speed cameras along the Bridge; iii. That the number of drivers performing U-turns on the toll plaza was reducing was remaining at less than 2 per month and there had been a reduction in reversing out of the Open Road Tolling (ORT) lanes. iv. The Bridge was replacing its electronic signs and was looking at using more interactive signage which could be used to reinforce the speed limit; v. Whether it was possible to contact drivers following an incident of poor driving. The Head of Operations explained that the Bridge was not able to contact drivers through the DVLA for those purposes however any incidents of dangerous driving were 	

		<p>referred to the police, and</p> <p>vi. Whether satellite navigation systems gave drivers a warning that they were approaching a toll bridge. The Head of Engineering explained that satellite navigation system operators had been contacted previously however a response had not been received.</p> <p>Agreed –</p> <p>a. That the report be noted;</p> <p>b. That Officers consider the installation of fixed speed cameras on the bridge and report back at a future meeting, and</p> <p>c. That satellite navigation operators are contacted to confirm whether their systems gave a warning or information when drivers approached the bridge.</p>	(b-c)Head of Engineering and Infrastructure
513	275	<p>INTERNAL AUDIT ANNUAL REPORT</p> <p>The Head of Audit and Fraud (Hull City Council) submitted a report which presented the Board with a summary of internal audit work which had recently been undertaken, as commissioned by the Board at its meeting on 31 March 2019. The report provided an opinion on the adequacy and effectiveness of the Board's internal control governance framework.</p> <p>The Board was informed that –</p> <p>i. The internal audit was carried out to the PSIAS standards;</p> <p>ii. The internal audit had not looked at governance during this audit as a separate review was already underway, and</p> <p>iii. The recommendations of the internal audit had been agreed with management team.</p> <p>The Head of Audit and Fraud confirmed that the audit had resulted in an adequate overall opinion. He was confident that systems were being improved however there was a recognition that procedures needed to be written up. In relation to the main accounting the balances were being transferred accurately.</p> <p>It had not been possible to audit contract management as there had not been a live contract as the time of the audit. There had been some minor concerns raised in relation to historical contracts.</p>	

It had been identified that the Board's ICT policies needed to be reviewed. The Head of Engineering and Infrastructure explained that in relation to ICT any actions that were a priority had been completed.

It was confirmed that the majority of actions that had been identified as part of the internal audit were scheduled to be completed by December 2019.

A discussion took place around risk management. It was acknowledged that the Board now had much more detailed information about risk management than previously. The Board needed to be aware of the strategic risks and it was confirmed that the issue was to be discussed fully at a planned development session.

The Head of Audit and Fraud informed the Board that a separate audit of the National Lottery Heritage funded project 'Hidden Histories' would take place.

Agreed – that the Board notes the adequate internal audit opinion and the degree of assurance this provides.

Reasons for Recommendations

- Hull City Council has delivered the audit work in line with Public Sector Internal Audit Standards, (PSIAS), which define proper auditing practices. Amongst other things, those Standards require the auditor to deliver an internal audit opinion and report that can be used by the organisation to support its AGS.
- The purpose of the opinion is to provide assurance to the Board, by summarising the overall adequacy of the framework of governance, risk management and control, in context of the scope of work undertaken. In this case, the Board had agreed that the audit should focus on financial systems and risk management processes, as the organisation was already responding to a number of governance issues, such as the need to revise Standing Orders.
- It is normal for any audit process to identify potential improvements. The process adds value when those improvements are implemented. The audit has resulted in an adequate overall opinion, but there are some areas where further progress is required to mitigate risks. It is therefore important that the Board receives information (from management and/or auditors) in due course, to provide further assurance on matters arising from the audit.

514	276	<p>HUMBER BRIDGE BOARD ICT POLICY</p> <p>The Head of Engineering and Infrastructure submitted a report requested the Board to approve the revised ICT Policy and to authorise the Head of Engineering to implement.</p> <p>Agreed –</p> <ol style="list-style-type: none"> a. That the Board approves the ICT Policy and authorises the Head of Engineering to implement the policy, and b. That the Board authorises the Head of Engineering and Infrastructure to finalise the accompanying Guidance Document for this Policy and following consultation with the Trade Unions, implement the Guidance Document. <p><u>Reasons for recommendations</u></p> <ul style="list-style-type: none"> • HBB need to have a current ICT Policy in place that reflects the ICT in use by HBB staff and those affected by it and that it complies with current legislation. • Inappropriate use of ICT by a user can cause significant business disruption, financial losses and/or reputational damage, therefore it is important that a current and up to date ICT Policy is in place to ensure all users are aware of how they should and shouldn't use HBB ICT. • As part of the on-going Internal Audit reviews, the opportunity has been taken to fully review and revise the Policy to ensure it is in line with current practice. 	(a-b)Head of Engineering and Infrastructure
515	277	<p>HUMBER BRIDGE BOARD CCTV POLICY</p> <p>The Head of Operations submitted a report which requested the Board to approve the revised CCTV policy and to authorise the Head of Operations to implement it.</p> <p>The Board was informed that the Board's Data Protection Officer had reviewed the policy and the Trade Unions had been consulted.</p> <p>The Directors discussed the following matters –</p> <ol style="list-style-type: none"> i. That in future tracked changes are included on documents that have been reviewed to enable the Directors to see the changes that have been made. The Head of Operations confirmed that in this case 	

		<p>the CCTV policy had been completely re-written, and</p> <p>ii. Whether an expert had provided the Board with advice in relation to the policy. The Head of Operations confirmed that an expert had not been involved in the writing of the policy however it was possible to seek advice from one of the four constituent authorities.</p> <p>Agreed –</p> <p>a. That the Board approves the CCTV policy and the Head of Operations is authorised to implement the policy, and</p> <p>b. That the Head of Operations is to have the policy reviewed by an ‘expert’ from one of the four constituent authorities and report back to the Board on any recommendations or comments.</p> <p><u>Reasons for recommendations</u></p> <ul style="list-style-type: none"> • The Bridge Board needs to have a current CCTV Policy in place that reflects what is used by the staff and those affected by it and that it complies with current legislation. • Inappropriate use of CCTV by a user can cause significant business disruption, financial losses and/or reputational damage, therefore it is important that a current and up to date CCTV Policy is in place to ensure all users are aware of how they should and should not use CCTV equipment. • Following the implementation of new cameras, the opportunity has been taken to fully review and revise the Policy to ensure it is in line with current legislation, current working practices and is in line with Data Protection. 	(a – b) Head of Operations
516	278	<p>BRIDGE BARRIER FEASIBILITY – HIGH LEVEL OPTIONS REPORT</p> <p>The Head of Infrastructure and Engineering submitted a report which presented a high level study into possible engineering measures which could be taken at the Bridge to reduce and deter distressed individuals from taking their own life.</p> <p>The Directors discussed the following matters –</p> <ol style="list-style-type: none"> i. That the report was clear and well-written; ii. That there was a need to ensure that the processes were taken step by step and given full consideration; iii. That the Public Health England framework had been 	

		<p>taken into account, and</p> <p>iv. That a sub-committee of the Board was required to move the feasibility study to the next phase.</p> <p>Agreed –</p> <p>a. That the Board supports the findings as set out in the feasibility study;</p> <p>b. That the Board agrees not to progress an option involving safety nets;</p> <p>c. That the Board approves to undertake a further detailed study and authorises the Head of Engineering and Infrastructure to commission external consultants to produce the report as detailed at paragraph 8.3 of the feasibility study, and</p> <p>d. That Councillor Hannigan, Peter Drenon and the Head of Engineering and Infrastructure are nominated to form a working group to assist in the progression of the detailed study and will report to the Board on a regular basis on the progress being made.</p> <p><u>Reasons for recommendations</u></p> <ul style="list-style-type: none"> • The issue of those distressed individuals attempting to take their own life at the Humber Bridge has attracted significant local media interest recently and has also become the focus of Political scrutiny. In response to this the Board have agreed to undertake a study into possible engineering options to help address this issue. • Whilst the high level report in Appendix A has discussed engineering options and recommended discounting the use of safety nets (recognised as the most effective measure) as an option, it found that a higher barrier system would help deter and prevent distressed individuals from attempting suicide at the bridge. However, the report has also identified that there are a significant number of considerations that need to be taken into account if higher barriers are to be progressed as a viable option. • Although the Humber Bridge Board has and is doing everything practicable to address this issue, most of which are in accordance with the recommended framework published by Public Health England, it is clear that the issue of 'higher barriers' will remain on the agenda of both the media and local Politicians 	<p>(a-d)Head of Engineering and Infrastructure</p>
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		until it has been fully investigated and determined whether or not this can be achieved.	
517		<p>ITEMS OF BUSINESS TO BE RAISED AT THE NEXT MEETING</p> <p>Agreed – that a progress update on the Safety Barrier at the Humber Bridge Feasibility Study is a standing agenda item at future Board meetings.</p>	
518		<p>EXCLUSION OF THE PRESS AND PUBLIC</p> <p>Agreed - that in accordance with the provisions of the Board's Standing Orders 1.11 and 1.12 the public (including the press) be excluded from the meeting for the following items of business, minutes 519 to 523 as the reports and appendices contain information in relation to relating to the financial and business affairs of the Board and others and the public interest in making decisions in relation thereto outweighs the public interest in transparency in decision making.</p>	
519	279	<p>ENGINEERING AND INFRASTRUCTURE WORKS UPDATE</p> <p>The Head of Engineering and Infrastructure submitted a report which provided the Board with an update on the status and progress of the major and minor maintenance schemes and 25 year Maintenance Plan.</p> <p>The Head of Engineering and Infrastructure provided the Board with an update on the hangar testing scheme, the second main cable inspection, the Ferriby Road Bridge refurbishment and the electrical equipment refurbishment.</p> <p>The Head of Operations explained that a feasibility study in relation to options for the control room would be submitted to a future meeting.</p> <p>Agreed – that the report be noted.</p>	
520	280	<p>REVIEW OF TOLL SYSTEM</p> <p>The Head of Operations submitted a report which requested the Board to approve the commissioning of specialist advice with a view to refreshing the software on the back-office system.</p> <p>The Head of Operations explained that -</p> <p>i. The Board was currently having to implement a number of work arounds due to issues with the back</p>	

		<p>office system, and</p> <p>ii. That the current hybrid tolling system was the only one of its kind being operated in the UK.</p> <p>Agreed -</p> <p>a. That the Board gives approval to the Head of Operations to commission specialist advice with a view to refreshing the software on the back office system, and</p> <p>b. That the Board seeks specialist advice to produce a feasibility study into the long term plan for the next generation tolling solution.</p> <p><u>Reasons for Recommendations</u></p> <ul style="list-style-type: none"> • There is a need to review and update the back office system to enable an improvement and efficiency in HBB's offer to customers. • The current hybrid system is unique, however, it is clear that this dual system is confusing to the customer and is causing issues for the Board. The on-going Health and Safety issues with regards to poor driver behaviour need to be addressed. • It appears that this is the only hybrid system in operation and therefore cannot be deemed to be best practice. • The equipment and technology is nearly 5 years old and the current maintenance contract does not provide for updating to current standards. 	(a-b)Head of Operations
521		<p>WYKELAND UPDATE</p> <p>The Head of Finance and Commercial provided the Board with an update on the current position with regards to the Bridgehead Equalisation Agreement.</p> <p>The Board was informed that representatives from the Board had met with representatives from Wykeland and it had been agreed that the surveyors from both parties would meet to discuss their valuations.</p> <p>Agreed – that the update be noted and that a further progress update will be provided to the Board at its meeting on 18 October 2019.</p>	Head of Finance and Commercial
522	281	<p>MS3 WAYLEAVE</p> <p>A report was submitted to the Board which requested the Board to approve a Wayleave Agreement to MS3 to lay ducting across land held by the Board.</p>	

		<p>Agreed –</p> <p>a. That the Board agrees that the Wayleave Agreement in the form of the draft annexed to the report is entered into, and</p> <p>b. That future requests for Wayleave Agreements are delegated to the Chair and the Clerk to the Board to approve.</p> <p><u>Reasons for recommendations</u> The Agreement has been drafted to provide as extensive protection for a Landowner as is possible under telecoms legislation.</p>	(a-b)Legal Advisor to the Board
523		<p>ITEMS OF BUSINESS TO BE RAISED AT THE NEXT MEETING (EXEMPT)</p> <p>No items of business were raised.</p>	