

NEIGHBOURHOOD SERVICES SCRUTINY FORUM AGENDA



Monday 27 October 2008

at 4.00pm

**in the Council Chamber,
Civic Centre, Hartlepool**

MEMBERS: NEIGHBOURHOOD SERVICES SCRUTINY FORUM:

Councillors Akers-Belcher, Barker, R W Cook, Coward, Cranney, Fleming, McKenna, Worthy and Wright

Resident Representatives: John Cambridge, Mary Green and Brenda Loynes

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

3.1 To confirm the minutes of the meeting held on 29 September 2008.

4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE COUNCIL TO FINAL REPORTS OF THIS FORUM

No items.

5. CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS REFERRED VIA SCRUTINY CO-ORDINATING COMMITTEE

No items.

6. CONSIDERATION OF PROGRESS REPORTS/BUDGET AND POLICY FRAMEWORK DOCUMENTS

No items.

7. ITEMS FOR DISCUSSION

Scrutiny Investigation into the Condition of the Highways in Hartlepool

7.1 Feedback from Site Visit to Barnsley Metropolitan Borough Council:

- (a) Covering Report – *Scrutiny Support Officer*; and
- (b) Verbal feedback from Site Visit.

7.2 Feedback from Support Groups:

- (a) Covering report – *Scrutiny Support Officer*; and
- (b) Verbal feedback from the Groups.

7.3 Evidence from the Neighbourhood Services Department:

- (a) Covering Report – *Scrutiny Support Officer*; and
- (b) Verbal evidence from the Neighbourhood Services Department.

8. ISSUES IDENTIFIED FROM FORWARD PLAN

9. ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT

ITEMS FOR INFORMATION

Date of next meeting 10 November 2008 at 4.00 pm in the Council Chamber

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

MINUTES

29 September 2008

The meeting commenced at 4.00 pm in the Civic Centre, Hartlepool

Present:

Councillor: Stephen Akers-Belcher (In the Chair)

Councillors: Caroline Barker, Rob Cook, Kevin Cranney, Tim Fleming,
Christopher McKenna, Gladys Worthy and Edna Wright.

Resident Representatives:

John Cambridge and Brenda Loynes

Officers:

Dave Stubbs, Director of Neighbourhood Services

Mike Blair, Head of Traffic and Transportation

Paul Mitchinson, Highways Manager

Laura Starrs, Scrutiny Support Officer

Angela Hunter, Principal Democratic Services Officer

26. Apologies for Absence

Apologies for absence were received from resident representative Mary Green.

27. Declarations of interest by Members

None.

28. Minutes of the meeting held on 18 August 2008

Confirmed.

29. Responses from the Council, the Executive or Committees of the Council to Final Reports of this Forum

None.

30. Consideration of request for scrutiny reviews referred via Scrutiny Co-ordinating Committee

None.

31. Consideration of progress reports/budget and policy framework documents

None.

32. Condition of the Highways in Hartlepool: Feedback from the Neighbourhood Consultative Forums – Covering Report (*Scrutiny Support Officer*)

As part of the recent evidence gathering process for the undertaking of the investigation into the Condition of the Highways in Hartlepool, the Chair of the Forum along with the Scrutiny Support Officer had recently attended the North Central and South Neighbourhood Consultative Forums. The Chair highlighted the issues raised which included:

- a) Drop kerbs/tactile pavements
- b) Accessibility for people with disabilities/mobility problems; and
- c) Response times.

In addition to the above, the Chair informed Members that it had been suggested that the consultation be extended to disability groups including those with visual impairment. There was also concern about the replacement of paving slabs in footpaths with tarmac, in particular in conservation areas and it was proposed to consult with the Conservation Groups in relation to this. Although there had been some comments about the added value of this investigation, the Chair indicated that there was no additional expenditure attached to this investigation and that suggested improvements were already being taken on board by the Highways Division.

Decision

- (i) Members noted the feedback from the Neighbourhood Consultative Forums.
- (ii) That disability groups, including groups for the visually impaired be consulted as part of this investigation.

33. Condition of the Highways in Hartlepool: Feedback from Focus Group – Covering Report *(Scrutiny Support Officer)*

As part of the evidence gathering process for the undertaking of the investigation into the Condition of the Highways in Hartlepool, a focus group session was held on 15 September 2008 in the Council Chamber to seek the views of residents. The Chair informed Members that a number of pertinent points, both strategic and operational were discussed at the Focus Group and details of these discussions were attached at Appendix A.

Decision

Members noted the feedback from the Focus Group.

34. Condition of the Highways in Hartlepool: Feedback from Site Visit – Covering Report *(Scrutiny Support Officer)*

As part of the evidence gathering process for the undertaking of the investigation into the Condition of the Highways in Hartlepool, a site visit was recently attended by Members of the Scrutiny Forum to identified carriageways/footpaths across Hartlepool. The Chair thanked officers for their assistance during the site visits which helped Members gain a good understanding of the issues faced in relation to highways maintenance.

A discussion ensued on the introduction of speed humps and the issues associated with the humps including the noise of traffic going over the humps and the fact that a number of the humps were in need of maintenance. There was concern that the roads with humps in place would not be able to be ploughed during times of heavy snowfall. The Director of Neighbourhood Services confirmed that whilst roads with speed humps were unsuitable for the snow plough vehicle, the roads would be cleared by other means and would be included in the winter gritting programme. It was suggested that consideration be given to the introduction of consultation with residents in areas where the installation of speed humps was proposed both prior to and post installation.

Decision

Members noted the feedback from the site visits undertaken.

35. Condition of the Highways in Hartlepool: Feedback from Site Visit – Evidence from the Neighbourhood Services Department – Covering Report (*Scrutiny Support Office/Director of Neighbourhood Services*)

The Director of Neighbourhood Services had been invited to provide evidence in relation to the ongoing investigation into the Condition of the Highways in Hartlepool. The report included a number of issues that the Forum wished to be addressed as part of the investigation. The Director of Neighbourhood Services gave a detailed and comprehensive presentation which highlighted that the overall delivery of the day to day management and planned maintenance of the highways currently managed by two different sections, would be transferred to the Neighbourhood Management section of the Neighbourhood Services Department which would ensure a more efficient service delivery.

During the presentation Members were informed that there was a backlog of highway maintenance due to the amount of reactive maintenance being undertaken. This highlighted the importance of planned maintenance which it was stressed, was the key element to the reduction of reactive maintenance.

A discussion ensued which included the following issues:

- i) Clarification was sought on whether the Council had a rolling programme for the implementation of dropped kerbs and tactile crossings? The Director of Neighbourhood Services indicated that due to the additional funding received from the Neighbourhood Forums, a continuous long-term rolling programme was in place.
- ii) At the last meeting of the Scrutiny Forum it was estimated that around £20m was required to bring all the roads in the town to a satisfactory standard, was there any definitive costs identified for this? The Director of Neighbourhood Services indicated that no definitive figures were available and that this figure was a best estimate.
- iii) It was noted that a £500-600k contribution was made to the insurance fund for claims in relation to highways issues, was this sufficient? The Director of Neighbourhood Services indicated that although the number of claims received was reducing, the Council was defending a higher value of insurance claims and the contribution was funded from the reactive maintenance budget. The Chair requested additional information be provided on this issue at the next meeting.
- iv) Members were concerned that a significant amount of resources were being utilised to create cycleways that were under-utilised. The Director of Neighbourhood Services informed Members that the installation of cycleways was included within the Local Transport Plan (LTP). The inclusion of this along with several other road safety initiatives within the LTP was a condition of the amount of Government funding received by the Council.
- v) A Member sought clarification of the work currently being undertaken in

York Road? The Director of Neighbourhood Services indicated that the work in York Road was to be carried out in three phases and the current work was part of phase two.

- vi) A Member questioned whether the access to Jesmond Road from Easington Road would be improved in light of the recent approval of the planning application for a new supermarket and housing development in Jesmond Road. The Director of Neighbourhood Services indicated that the land that would be required to change the access in this area was not owned by the Council and the Head of Traffic and Transportation agreed to respond to that Member direct.
- vii) There were a number of concerns about the state of repair of Catcote Road as it was one of the busiest roads in the town and how were decisions taken on which roads to repair? The Head of Traffic and Transportation indicated that an annual survey was undertaken of all roads and a rating given to any roads in need of repair. Although it was noted that Catcote Road was included on the list of roads to be repaired, especially in view of the future development of the Brierton School site, it was acknowledged that there was a limited budget for highway improvements.
- viii) Two members of the public highlighted a particular problem in Catcote Road and Truro Drive which was the noise when traffic drove over the utility man-hole covers in the roads. The Director of Neighbourhood Services acknowledged that this was a problem and would be examined. The Chair suggested that he meet with the Director of Neighbourhood Services and Highways Manager to look at this issue and respond to the members of public direct.
- ix) There was some concern over the introduction of 'build-outs', for example at the end of Arncliffe Gardens. The Director of Neighbourhood Services indicated that the build-outs were introduced to allow more on-street car parking and to slow the traffic down.

The Chair thanked all in attendance for their participation during this meeting and extended an invitation to everyone to the next meeting of the Forum to be held on Monday 27 October in the Civic Centre at 4pm where further information would be provided.

Decision

- (i) The presentation given by the Director of Neighbourhood Services was noted.
- (ii) That the following be provided at the next meeting of this Forum:
 - (a) Additional information on the safety schemes provided in the town, how they were funded and the implications of transferring this funding to other initiatives in terms of looking at the risk to safety and loss of Government grants.
 - (b) The level of complaints received by both the Contact Centre and Neighbourhood Managers across the north, central and south areas of the town in relation to highways issues and how they were dealt with.

- (c) Further information on what procedures were in place to inspect highways after utility works had been undertaken on the highways.
- (d) What guarantees were given by external contractors for any works carried out on the highway?
- (e) A breakdown be provided of the costs of different materials for comparative areas, taking into account the lifespan of the materials.

36. Issues Identified from the Forward Plan

None.

37. Any Other Items which the Chairman Considers are Urgent

None.

The meeting concluded at 5.25 pm.

CHAIRMAN

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

27 October 2008



Report of: Scrutiny Support Officer

Subject: CONDITION OF THE HIGHWAYS IN HARTLEPOOL:
FEEDBACK FROM SITE VISIT TO BARNSLEY
METROPOLITAN BOROUGH COUNCIL –
COVERING REPORT

1. PURPOSE OF REPORT

- 1.1 To facilitate a discussion amongst Members of this Forum in relation to the site visit to Barnsley Metropolitan Borough Council held on 24 October 2008.

2. BACKGROUND INFORMATION

- 2.1 As part of the evidence gathering process for the undertaking of the investigation into the Condition of the Highways in Hartlepool a site visit was recently attended by Members of the Neighbourhood Services Scrutiny Forum to Barnsley Metropolitan Borough Council.
- 2.2 In line with good practice, Members of this Forum who were in attendance are requested to share / discuss their findings at today's meeting.

3. RECOMMENDATIONS

- 3.1 That Members of the Forum discuss their findings from the site visit as outlined in paragraph 2.1 of this report.

Contact:- Laura Starrs – Scrutiny Support Officer
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523 647
Email: laura.starrs@hartlepool.gov.uk

BACKGROUND PAPERS

There were no background papers referred to in the preparation of this report.

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

27 October 2008



Report of: Scrutiny Support Officer

Subject: CONDITION OF THE HIGHWAYS IN HARTLEPOOL:
FEEDBACK FROM SUPPORT GROUPS –
COVERING REPORT

1. PURPOSE OF REPORT

- 1.1 To facilitate a discussion amongst Members of this Forum in relation to the feedback from the Special Needs Support Group and the Access Audit Group.

2. BACKGROUND INFORMATION

- 2.1 As part of the evidence gathering process for the undertaking of the investigation into the Condition of the Highways in Hartlepool, the following feedback was received from the Special Needs Support Group and the Access Audit Group :-

- (a) Uneven paving stones causing injury / pavements very high;
- (b) Very few drop Kerbs;
- (c) Too many speed bumps;
- (d) Pot holes;
- (e) Parked cars preventing wheelchair access to pavements;
- (f) Positioning of drop kerbs / tactile pavements;
- (g) Standardisation of practices / policies; and
- (h) Consultation with the Support Groups.

- 2.2 In line with good practice, Members of the Forum are requested to share / discuss the findings at today's meeting.

3. RECOMMENDATIONS

- 3.1 That Members of the Forum note the feedback from the Support Groups as outlined in paragraph 2.1 of this report.

Contact:- Laura Starrs – Scrutiny Support Officer
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523 647
Email: laura.starrs@hartlepool.gov.uk

BACKGROUND PAPERS

There were no background papers referred to in the preparation of this report.

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

27 October 2008



Report of: Scrutiny Support Officer

Subject: CONDITION OF THE HIGHWAYS IN HARTLEPOOL
– EVIDENCE FROM THE NEIGHBOURHOOD
SERVICES DEPARTMENT – COVERING REPORT

1. PURPOSE OF THE REPORT

- 1.1 To inform Members of the Forum that officers from the Neighbourhood Services Department and the Insurance and Risk Management Manager have been invited to attend this meeting to provide evidence in relation to the ongoing investigation into the 'Condition of the Highways in Hartlepool'.

2. BACKGROUND INFORMATION

- 2.1 Officers from the Neighbourhood Services Department and the Insurance and Risk Management Manager will be in attendance at today's meeting to give evidence as part of this Forum's investigation into the 'Condition of the Highways in Hartlepool' in relation to the following issues:-
- (a) the Insurance Fund i.e. breakdown of contribution –v- pay out;
 - (b) the actual length of highways assets –v- budget provision for the last 10 years to present day;
 - (c) the cost / savings of work inhouse / external;
 - (d) Level of complaints from Contact Centre and how many complaints signed off;
 - (e) North, Central and South Neighbourhood Managers to outline issues / complaints in their areas;
 - (f) Criteria / process for inspections after the utility companies have completed work;

- (g) What guarantees are offered on works carried out by contractors;
 - (h) Safety schemes – impact financially / Government funding / can monies be targeted elsewhere and safety; and
 - (i) the specific costs for the use of different materials for roads and pavements calculated by using the same length of road / pavement, along with the life span of the material.
- 2.2 Attached as Appendix 1 to this report is a breakdown of the highway development schemes from the Local Transport Plan for Members information.

3. RECOMMENDATION

- 3.1 That Members of the Forum consider the views of the officers in attendance at this meeting and seek clarification on any relevant issues, where felt appropriate.

Contact Officer:- Laura Starrs – Scrutiny Support Officer
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523 647
Email: laura.starrs@hartlepool.gov.uk

BACKGROUND PAPERS

There were no background papers referred to in the preparation of this report.

10.0 IMPLEMENTATION PROGRAMME

This chapter sets out an integrated programme of transport schemes and policy measures to be delivered over the five-year period of Hartlepool's second Local Transport Plan. This programme is the next stage of a long-term strategy that will achieve our targets and objectives and contribute towards the vision for Hartlepool.

The plan seeks to build on the success of the first LTP through an enhanced mechanism for developing, prioritising and delivering local transport schemes in an integrated way. This will achieve the best possible value from available funding and contribute as fully as possible towards achieving our targets and objectives. This mechanism analyses costs and benefits of individual schemes, makes best use of existing assets, seeks efficiencies in scheme delivery, maximises sources of non-LTP funding and effectively manages the capital programme.

The Government has indicated the level of capital funding that will be made available to the council for each year of the second LTP period in the form of 'Planning Guidelines'. These guidelines cover three funding areas that are integrated transport, structural maintenance and safety cameras. The total funding programme for Hartlepool's final second LTP is £11.350 million. This includes £5.726 million for the integrated transport block, £4.750 million for structural maintenance of roads and bridges and £874,000 for the Cleveland Safety Camera Partnership.

Table 10.1 shows the annual allocation of funding for the second LTP period. It is based on the confirmed capital settlement for 2006/07 and the final planning guidelines for 2007/08 to 2010/11.

Table 10.1 – LTP Funding 2006/07 to 2010/11

Programme	Allocation (£000's)					Total
	2006/07	2007/08	2008/09	2009/10	2010/11	
Integrated Transport	1,204	1,162	1,144	1,122	1,094	5,726
Structural Maintenance	880	898	943	990	1,039	4,750
<i>Sub-total</i>	<i>2,084</i>	<i>2,060</i>	<i>2,087</i>	<i>2,112</i>	<i>2,133</i>	<i>10,476</i>
Safety Cameras	-	232	222	214	206	874
TOTAL	2,084	2,292	2,309	2,326	2,339	11,350

The overall capital programme for delivering the objectives of the second LTP is based on the shared priority themes of delivering accessibility, safer roads, tackling congestion and better air quality. Figure 10.1 shows the allocation of LTP capital funding for Integrated Transport Block schemes over the five-year period of the second LTP.

Figure 10.1 – Allocation of Integrated Transport Block Funding (2006/07 to 2010/11)

7.3 Appendix 1

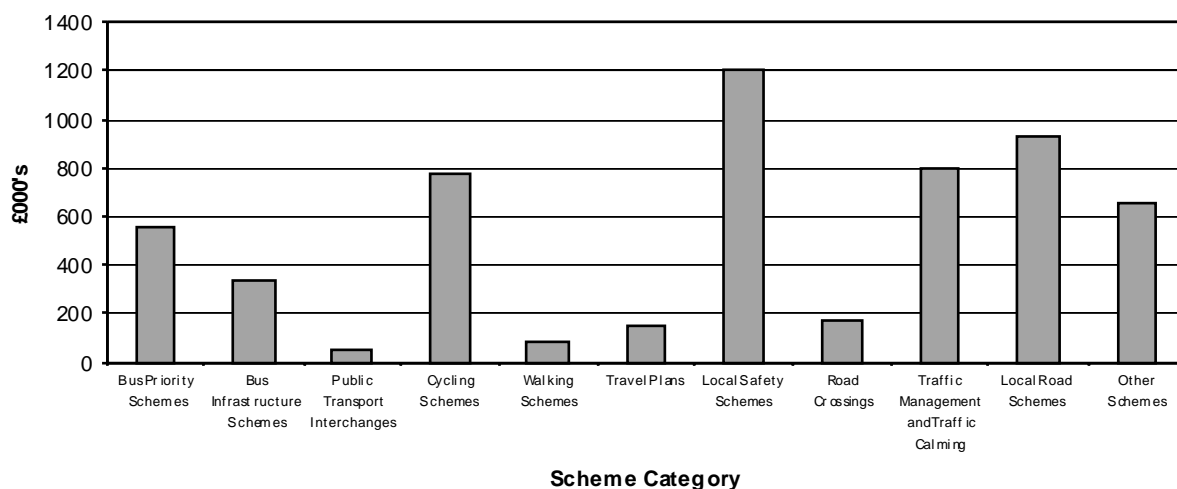


Table 10.2 shows the total allocation of LTP capital funding across different areas of the capital programme and their contribution to the shared priorities for transport.

Table 10.2 – Allocation of LTP Capital Funding 2006/07 to 2010/11 (£000's)

Categories	LTP Funding	Contribution to Shared Priorities				
		A	SR	C	AQ	QL
Integrated Transport						
Bus Priority Schemes (BL)	552	✓✓	✓	✓✓✓		✓
Bus Infrastructure Schemes (BI)	340	✓✓✓	✓	✓✓		✓
Public Transport Interchanges (IN)	50	✓✓		✓✓		✓
Cycling Schemes (CY)	780	✓✓✓	✓✓	✓	✓✓	✓✓
Walking Schemes (WA)	87	✓✓✓	✓✓	✓	✓✓	✓✓
Travel Plans (TP)	150	✓✓		✓✓	✓✓	
Local Safety Schemes (LS)	1,205	✓	✓✓✓			✓✓
Road Crossings (RC)	170	✓✓	✓✓✓			✓✓
Traffic Management and Traffic Calming (TM)	803	✓	✓✓	✓✓		✓
Local Road Schemes (RD)	932	✓	✓✓	✓✓✓	✓✓	✓
Other Schemes (OS)	657	✓✓	✓✓	✓	✓	✓✓
Sub-total	5,726					
Maintenance						
Highway Maintenance (MM)	4,300	✓✓	✓✓	✓✓✓		
Bridge Maintenance (MM)	450	✓	✓✓	✓✓		
Sub-total	4,750					
Total	10,476					

✓✓✓ - High contribution

✓✓ - Medium contribution

✓ - Low contribution

Approach to Scheme Delivery

Hartlepool Borough Council has again been rated as Excellent under the Government's CPA framework for the delivery of local services. However, the environment in which we operate is a constantly changing one in terms of policy, statute, expectations and aspirations with regard to central government, local people and businesses. We

therefore need to have effective systems in place to measure and improve our performance, to be able to exploit opportunities for improvement and to take steps to improve any areas that are under performing.

Delivering Value for Money

Delivering value for money is central to how the council plans and delivers all local services, including transport. In delivering the schemes set out within the second LTP, the council aims to achieve the best possible outcome for the funding available. Value for money will be achieved through the efficient planning, prioritising and delivery of improvements that contribute most to the objectives. Other ways that we will achieve best value for money include:

- Making the best use of past investment and the assets that we already have
- Maintaining our assets in a cost-effective way
- Ensuring that the most appropriate schemes are designed to address the identified problems and that the chosen scheme is delivered in the most efficient and timely fashion
- Ensuring that funding from different sources compliments one another, for example revenue funding used to support the capital programme and combining resources with other local authorities to deliver specific transport improvements
- Setting stretching targets to achieve more or better outcomes for the investment
- Identifying clear strategic priorities to focus investment
- Learning from best practice and understanding what worked and did not work in our first LTP

Scheme Prioritisation

The allocations for each category have been determined in accordance with the shared priorities for transport and reflect the identification of problems and opportunities. Within each category, the schemes have been prioritised using a scoring framework. This framework, based on the York City council example, prioritises schemes on the basis of the likely benefits against the cost of implementation. For each scheme, scores are allocated for a range of benefits before dividing by the cost of the scheme to provide a value for money ranking. Prioritising schemes in this way will ensure that the plan will deliver the best possible value for money. Further details of the prioritisation methodology are included in Annex x.

Non-LTP Funding Sources

In addition to capital funding secured through the LTP, there are a number of other sources of funding that will help us to deliver transport improvements and progress towards our targets and objectives. These include the council's own capital and revenue resources, contributions from private developers through section 106 and 278 agreements, specific grants from the government as well as funding from organisations such as Sustrans and the Countryside Agency. All of these funding sources are used to support capital investment from the LTP.

Management of the Capital Programme

Effective management of the capital programme over the five-year period of the first LTP ensured that the allocation was fully spent where required. The greater flexibility of two-year Supplementary Credit Approvals (SCA) and the Single Capital Pot (SCP) has

7.3 Appendix 1

ensured that all under spent allocations have been made available for the following year. This is demonstrated through the management of funding for the Hartlepool Transport Interchange project. The potential for under spend on this project was identified early in the LTP programme and planned for. Funding totalling £2million has been made available to deliver the project in 2006/07.

During the first LTP, the council received substantial additional funding (£463,000) in recognition of its performance in managing the capital programme and achieving targets. We will build on this experience to ensure that the schemes and initiatives identified in the second LTP are delivered on time and to budget. This is currently being enhanced through the development of a Project Management Framework within the council. Every LTP project will be required to follow a specified process. This framework will be further enhanced with the purchase of software to allow the effective co-ordination and management of projects.

Integrated Transport Capital Programme (2006/07 to 2010/11)

The programme of schemes and policy initiatives has been developed to contribute towards meeting the shared priorities for transport. Over the second LTP period, £5.726 million will be available from the Integrated Transport Block, which will be supplemented by £x million of additional funding from non-LTP sources. The allocation of LTP capital funding across different areas of the Integrated Transport programme is provided in Table 10.3 below.

Table 10.3 – Allocation of Integrated Transport Block Capital Funding (2006/7 to 2010/11)

Scheme Type	Capital Allocation (£000's)					Total
	2006/07	2007/08	2008/09	2009/10	2010/11	
Bus Priority Schemes (BL)	0	252	200	0	100	552
Bus Infrastructure Schemes (BI)	50	100	90	50	50	340
Public Transport Interchanges (IN)	(2,000)*	0	50	0	0	50
Cycling Schemes (CY)	100	150	150	190	190	780
Walking Schemes (WA)	0	0	40	47	0	87
Travel Plans (TP)	30	30	30	30	30	150
Local Safety Schemes (LS)	260	230	305	205	205	1,205
Road Crossings (RC)	30	40	40	30	30	170
Traffic Management and Traffic Calming (TM)	155	125	124	65	334	803
Local Road Schemes (RD)	392	90	0	400	50	932
Miscellaneous (OS)	187	145	115	105	105	657
Total	1,204	1,162	1,144	1,122	1,094	5,726

* Funding for Hartlepool Transport Interchange carried forward from 2005/06

The principal areas of expenditure included within each area of the Integrated Transport Block programme are outlined below with an indication of the shared transport priorities and targets affected. Table 10.4 provides a detailed breakdown of the scheme types.

Bus Priority Schemes

Priorities Affected:	Congestion, Accessibility, Road Safety and Air Quality	Targets Affected:	Bus patronage, bus punctuality
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Highway engineering schemes designed to facilitate bus movement and manage traffic on the York Road 'super core' bus quality corridor. Includes new bus lanes, bus lay-bys, parking lay-bys, pedestrian crossing facilities, highway and footway improvements and new street furniture. The schemes build on Phase 1 (Victoria Road to Park Road) delivered in the first LTP. The LTP highway maintenance programme will contribute an additional £490,000 towards the cost of the works. Hartlepool New Deal for Communities will also contribute £90,000. The works will be phased in the following order:

- Phase 2 - Park Road to Lister Street (2007/08)
- Phase 3 - Lister Street to Stockton Street (2008/09)
- Phase 4 - Raby Road to Victoria Road (2010/11)

These schemes will improve the punctuality of bus services through improved traffic management and giving priority to buses at junctions. Corresponding improvements to bus stop infrastructure, street lighting and safe walking routes to bus stops will increase personal safety and security and enhance the overall image of bus services. Outline design and consultation for Phase 2 and 3 was completed in 2005.

Bus Infrastructure Schemes

Priorities Affected:	Accessibility, Congestion and Road Safety	Targets Affected:	Bus patronage,
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These schemes will improve infrastructure at existing bus stops. Schemes will be targeted towards the 'super core' and 'core' bus route corridors over the next five years. This will address the issue of dissatisfaction with the quality of bus stop infrastructure identified through consultation. Initiatives to be delivered over the five-year period of the second LTP include:

- **Bus Stop Flags and Poles** – rolling programme to replace all bus stop poles and flags across the whole network (over 450). This will help to promote a high quality image of bus travel.
- **Bus Shelters** – programme to replace existing bus shelters to a consistent standard and design. Priority given to 'super core' routes, particularly those bus stops serving the shopping centre at York Road and Victoria Road. The current bus shelter advertising contract will be re-negotiated to maximise value from resources. These measures will improve the image of bus travel and enhance passenger comfort and security.
- **Timetable Displays** – rolling programme to increase the availability and quality of timetable displays at bus stops.
- **Raised Kerbs at Bus Stops** - rolling programme to install raised kerbs at all outstanding bus stops across the network. Priority given to 'core' routes already operating low floor vehicles. This will enable easier access for the mobility impaired on a 'whole route' basis.

Public Transport Interchanges

Priorities Affected	Accessibility and Congestion	Targets Affected:	Bus patronage,
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Infrastructure improvements to facilitate interchange between bus and rail services. Schemes will be targeted at the existing Hartlepool and Seaton Carew railway stations. This will address the issue concerning dissatisfaction with the availability of interchange facilities and the quality of passenger waiting facilities identified through consultation. Schemes to be delivered over the five-year period of the second LTP include:

- **Hartlepool Transport Interchange** – development of a multi-modal interchange adjacent to Hartlepool railway station. Includes new highway construction, covered pedestrian walkway/shelters, taxi rank with turning area, passenger drop-off and pick-up, cycle route links and new car park. Capital funding totalling £2.5m was secured through the first LTP. Delays with the acquisition of land, required approvals and legal agreements with Network Rail has resulted in scheme being delayed. All required legal agreements are now largely in place to enable the council to tender for the works. Effective financial management has ensured that funding is made available to complete the project in 2006/07.
- **Hartlepool Railway Station** – improvements to the station's passenger waiting area as part of the Hartlepool Transport Interchange project. Includes new toilets, waiting room, CCTV, real time passenger information and ticket office. This scheme will be delivered in partnership with Northern Rail in 2006/07.
- **Seaton Carew Railway Station** - improvements to passenger drop-off area, passenger waiting facilities, highway signage and street lighting in partnership with Northern Rail.

Cycling Schemes

Priorities Affected	Accessibility, Road Safety, Air Quality and Congestion	Targets Affected:	Cycling trips
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Provision of new cycle routes and facilities to encourage more people to cycle, more safely, more often. Schemes will be targeted towards the long-term development of a core network of cycle routes that will improve accessibility for commuting, leisure and recreational use. Schemes to be delivered over the five-year period of the second LTP include:

- **Cycle Tracks** – provision of off-road facilities for people who want safe segregated routes as well as routes for leisure and recreation to encourage more physically active lifestyles. Priority will be given to creating the most beneficial links in the strategic cycle route network. This includes the development of a coastal cycleway, rural route around the west of the borough and links from rural to urban areas. For the coastal cycleway, the priority is to develop a cycle track from Hart Station to the Headland and extend Seaton Carew Promenade to Seaton Common bridleway. For the rural route, the priority is the development of a cycle track from the Hart To Haswell Walkway to Hart Village and from Greatham to the A178 Tees Road. For urban/rural links, the priority is to upgrade the existing public footpath from Summerhill to Dalton Piercy for which a design is complete.
- **Cycle Lanes** – provision of on-road facilities to cater for people who want the most direct route. Priority given to routes between residential areas and the town centre and employment sites.

7.3 Appendix 1

- **Cycle Parking** – provision of secure cycle parking facilities at key destinations such as schools, colleges, major employers, local shopping parades and the town centre. Priority given to schools and employers developing travel plans, the shopping centre and council buildings.
- **Advanced Stop Lines** – provision of priority measures for cyclists at traffic signalised junctions. Priority given to junctions on core cycle route network.
- **Cycle Route Signage** – programme to improve cycle route signage with priority given to NCN Route 14, existing strategic cycle route network link and advisory on-road routes.

Walking Schemes

Priorities Affected	Accessibility, Road Safety, Air Quality and Congestion	Targets Affected:	School travel
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Schemes to improve facilities for pedestrians and the mobility impaired. Schemes will be targeted towards routes that will improve accessibility within the borough, including leisure and recreational use. Measures to be delivered over the five-year period of the second LTP include:

- **Core Walking Routes** - development of a core network of safe and accessible walking routes in the urban area. Priority given to routes from residential areas to bus stops and key destinations such as the town centre, health care and local shopping parades.
- **Public Rights of Way** - improvements to the existing public footpaths identified and prioritised through the Rights of Way Improvement Plan. Priority given to improving footpath links from the urban to rural area.

Travel Plans

Priorities Affected	Accessibility, Congestion, Air Quality	Targets Affected:	School travel
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Development of travel plans to encourage staff and pupils to travel by public transport, on foot, by cycle or by car share. Measures to be delivered over the five-year period of the second LTP include:

- **School Travel Plans** – continued support for all schools to have an authorised travel plan by 2010 through the School Travel Strategy. Priority will be given to secondary schools, none of which currently have an authorised travel plan.
- **Workplace Travel Plans** – support for major employers and developments to deliver effective travel plans. Priority given to supporting travel plans at existing organisations, promoting the council's 'Smarter Travel' brand and travel plans formally required as part of new developments.
- **Personalised Travel Plans** – promotion of personalised travel plans to provide travel advice and information. Priority given to support the school and workplace travel plan programme and helping external organisations as partners in delivering the accessibility strategy.

Local Safety Schemes

Priorities Affected	Road Safety and Accessibility	Targets Affected:	Road traffic casualties
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Highway engineering improvements targeted towards reducing the incidence and severity of road traffic accidents and improving personal safety and security. Measures to be delivered over the five-year period of the second LTP include:

- **Safer Routes to School** – implementation of highway engineering improvements around schools and on school journeys. Includes programme to provide school safety zones and 20mph limits. Priority given to schools involved in the council's school travel plan initiative, successful bids through School Travel Plan Awards Scheme and on basis of accident analysis.
- **Public Transport CCTV** – installation of on-board CCTV cameras in partnership with operators through Hartlepool Bus Quality Partnership. Funding is a grant of 50% towards the cost of equipment. Priority given to vehicles operating on 'core' routes and contracted school journeys. A mobile CCTV camera system will also be used to target bus shelters that are subject to frequent vandalism. These measures will directly address the issues of crime, fear of crime and fears for personal safety and security that were raised during consultation.
- **New Street Lighting** – installation of new street lighting columns to improve safety and security. Priority given to lighting the A179 and A689 principal road links from Hartlepool to the A19(T). Priority also given to create safe walking and cycling routes to schools, shops and bus stops and car parks.
- **Other Safety Schemes** – highway engineering improvements targeted on the basis of accident analysis at sites, areas and accident types with a high accident rate. Measures will include junction improvements, safety fencing and engineering modifications to the highway network as necessary. Schemes identified for delivery during the next five years include Murray Street, Newburn Bridge, Park Avenue, Victoria Road and Easington Road/West View Road.
- **Safer Streets Initiative** – small-scale highway engineering schemes targeted in deprived urban areas through the Neighbourhood Action Plan process. Priority given to schemes identified as the most important by the local community through a bidding process.

Road Crossings

Priorities Affected	Road Safety and Accessibility	Targets Affected:	Road traffic casualties and cycling trips
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Highway engineering schemes to help people to cross roads. This will address the issue of severance caused by roads with high traffic flows and difficulties for the mobility impaired that were identified through consultation. Measures to be delivered over the five-year period of the second LTP include:

- **Signalled Crossings** - upgrade of existing, and provision of new, controlled road crossings for pedestrians and cyclists. Priority given to sites with high existing/desired pedestrian flows and accident analysis, including the A689 and A179 principal roads.
- **Uncontrolled Crossings** – provision of dropped tactile pedestrian crossings on strategic walking routes. Priority given to routes between residential areas and bus stops, the town centre, health care facilities and local shopping parades. Locations

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agreed by local access groups and local neighbourhood forums. This will enable easier access for the mobility impaired on a 'whole route' basis.

Traffic Management and Traffic Calming

Priorities Affected	Road Safety and Congestion	Targets Affected:	Road traffic casualties
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Highway engineering schemes to maximise the efficiency the existing highway network for the benefit of all users. Measures to be delivered over the five-year period of the second LTP include:

- **Other Traffic Management Schemes** – provision of schemes to manage traffic flows and improve facilities for pedestrians and cyclists. Schemes identified include Murray Street, the Headland, Catcote Road/Oxford Road and Easington Road/Holdforth Road.
- **Parking Lay-bys** – construction of parking lay-bys from grass verges in residential areas. Locations prioritised by local neighbourhood forums based on greatest need.
- **Speed Activated Signs** – provision of mobile speed activated signs at appropriate locations to reduce vehicle speed. Priority given to locating signs outside schools as part of Road Safety Education, Training and Publicity programmes.
- **Highway Signage Improvements** – upgrade of highway signage across the borough. Priority given to 'Hartlepool' gateway signage into the borough on A19(T), principal road network (A179 and A689) and industrial estates. The need to improve signage was an issue raised through consultation with local business groups.
- **Car Park ITS** - real time electronic signs on main road approaches to the core retail area to inform drivers of location of available car parking spaces.

Local Road Schemes

Priorities Affected	Congestion, Road Safety, Air Quality and Accessibility	Targets Affected:	Bus punctuality, road traffic casualties
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Highway engineering improvements to existing road junctions to optimise capacity, ease traffic movements and improve crossing facilities for pedestrians and cyclists on the primary road network. Schemes identified to be delivered over the five-year period of the second LTP include:

- Hart Lane/Wiltshire Way (2006/07) – re-modelling of junction to improve road safety, reduce traffic congestion and improve punctuality of bus services
- A689/Longhill Industrial Estate Exit (2007/08) – widening of highway to enable HGV's to egress from the industrial estate
- A689 Stockton Road/Burn Road (2009/10) – replacement of the existing roundabout with four-way traffic signalised junction and crossing facilities for pedestrians and cyclists. Includes a contribution of an additional £400,000 towards the cost of the works as part of a condition for a planning agreement.

Other Schemes

Priorities Affected	Accessibility, Road Safety, Congestion and Air Quality	Targets Affected:	Road traffic casualties
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Wide range of transport schemes and initiatives to support the wider LTP programme including:

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- **Car Park Improvements** – continuation of programme to upgrade council controlled off-street car parks to 'Park Mark' award status. The town centre multi-storey car park was identified through consultation as the most important priority. Income generated by the council's enforcement of car parking will be used to match the LTP funding.
- **Road Safety Education and Training** - contribution to expand the council's existing road safety, education and training activities with a new focus on influencing driver behaviour. Programme linked to school and workplace travel plan initiatives and speed enforcement through Cleveland Safety Camera Partnership.
- **Motorcycle Training** – continued contribution towards the existing Cleveland Motorcycle Training Scheme operated by Stockton-on-Tees Borough Council. Reducing the number of motorcycle casualties is a key priority of the council's Road Safety Plan.
- **Smarter Travel Awareness** - Promotion and marketing to raise awareness and encourage the use of more sustainable modes of travel such as public transport, walking and cycling. Includes general promotion linked to national initiatives, targeted marketing of core bus routes and cycle routes and support for the Tees Valley car sharing scheme (www.2+travel.com)
- **Shopmobility** - contribution towards the cost of expanding the existing town centre Shopmobility facility and new equipment. This will address a specific issue raised during consultation and improve access to services and facilities for the mobility impaired.
- **Door-to-Door Transport** - purchase of additional low floor accessible vehicle for the council's dial-a-ride fleet to improve access for the mobility impaired. This will address the current difficulty that people have in booking the service due to the limited supply of vehicles.
- **LTP Monitoring** – Monitoring of progress towards targets and objectives of the second LTP.

Table 10.4 – Integrated Transport Block Schemes (2006/7 to 2010/11)

Scheme Type	Scheme		Capital Allocation (£000's)					
			2006/07	2007/08	2008/09	2009/10	2010/11	2006-2011
Bus Priority Schemes (BL)	Bus quality corridor ('super core' route)	BL1		252	200		100	552
Bus Infrastructure Schemes (BI)	Improvements to existing bus stops	BI3	50	100	90	50	50	340
Public Transport Interchanges (IN)	Multi-modal interchange	IN6	(1,750)*					0
	Railway station improvements	IN2	(250)*		50			50
Cycling Schemes (CY)	Cycle tracks	CY1	40	100	135	180	175	630
	Cycle lanes	CY3	50	45				95
	New advanced stop lines	CY5			5	5	5	15
	New cycle parking facilities	CY6	5		5		5	15
	Cycle route signage	CY7	5	5	5	5	5	25
Walking Schemes (WA)	Other walking schemes	WA6			40	47		87
Travel Plans (TP)	Workplace travel plans	TP	15	15	15	15	15	75
	School travel plans	TP	15	15	15	15	15	75
Local Safety Schemes (LS)	Safer routes to school	LS1	60	80	80	80	80	380
	Public transport CCTV	LS3	10	10	10	10	10	50
	New street lighting	LS4	70	70	70	70	70	350
	Other safety schemes	LS5	100	50	25	25	25	225

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Road Crossings (RC)	Safer streets initiative	LS5	20	20	20	20	20	100
	Signalled crossings	RC2		10	10			20
	Uncontrolled crossings	RC3	30	30	30	30	30	150
Traffic Management and Traffic Calming (TM)	Other traffic management schemes	TM3	90	40	40			170
	Parking lay-bys	TM3	25	25	25	25	25	125
	Speed activated signs	TM9		10	9			19
	Highway signage improvements	TM3		10	10			20
	School 20mph zones	TM7	10	10	10	10	10	50
	Car Park ITS	TM3					114	114
	Consultative Neighbourhood Forums	TM3	30	30	30	30	30	150
	Junction improvement schemes	RD11	392	90	0	400	50	932
	Local Road Schemes (RD)							
Miscellaneous (OS)	Car park improvements	OS1	30	50	50	50	50	230
	Road safety education and training	OS1	20	20	20	20	20	100
	Motorcycle training	OS1	20	20	20	20	20	100
	Smarter travel awareness	OS1	10	10	10	10	10	50
	Shop mobility	OS1	10	40	10			60
	Door-to-door transport	OS1	92					92
	LTP monitoring	OS1	5	5	5	5	5	25
TOTAL			1,204	1,162	1,144	1,122	1,094	5,726

* Funding for Hartlepool Transport Interchange carried forward from 2005/06

Maintenance Capital Programme (2006/07 to 2010/11)

Over the second LTP period, capital funding totalling £4.750 million will be available for structural maintenance. This will be supplemented by £3.4million from the council's own revenue resources. The allocation of LTP capital funding across different areas of the maintenance capital programme is provided in Table 10.4 below.

Table 10.4 – Allocation of Maintenance Capital Funding (2006/7 to 2010/11)

Scheme Type	Capital Allocation (£000's)					
	2006/07	2007/08	2008/09	2009/10	2010/11	Total
Highway Maintenance						
.....	740	758	798	845	909	4,050
<i>Structural Maintenance of Carriageways</i>						
.....	50	50	50	50	50	250
<i>Structural Maintenance of Footways</i>						
.....	790	808	848	895	959	4,300
Sub-total						
Bridge Maintenance						
.....	10	0	0	0	0	10
<i>Bridge Assessment</i>						
.....	80	90	95	95	80	440
<i>Bridge Maintenance</i>						
Sub-total	90	90	95	95	80	450
Total	880	898	943	990	1,039	4,750

Highway Maintenance

Priorities Affected	Congestion, Accessibility and Road Safety	Targets Affected:	Condition of highways and footways
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A wide range of carriageway and footway improvements have been programmed to arrest the decline and improve the overall condition of our highway network. A five-year programme for structural maintenance of the highway has been developed following detailed consideration of both road condition and hierarchy on the transport network. Structural condition data from detailed and visual inspections and machine surveys as part of the BVPI process have been used to inform this assessment.

Coarse Visual Inspection (CVI) surveys have been carried out on 100% of the road carriageway network in Hartlepool and revisited on a rolling programme in subsequent years. This has provided an early and clear technical assessment of the condition of the whole network to guide improvements, set targets and to cost additional funding levels required to meet the Government's 10-Year Plan target. Mechanical surveys are currently being carried out on the entire road carriageway network to provide a comparable baseline.

In 2004, the CVI assessment identified that the council needed to maintain revenue funding for highway maintenance at current levels and obtain capital funding totalling over £2.6 million per annum until 2010/11 to meet the national targets. Whilst the revised formulaic capital maintenance allocation based on need and condition is welcomed, the actual level of funding provided to the council is not sufficient to maintain the existing condition level and meet the national targets.

Indeed, our strategy to deliver the national targets and Best Value Performance Plan are dependent on receiving the necessary funding. The recent Best Value Review has shown that increased highway inspections have enabled the service to be more efficient in planning the maintenance programme, defending insurance claims and preparing bids for additional funding.

Over the five-year period of the first LTP, the condition of the principal road network and footways was improved using a combination of LTP capital and revenue funding. This investment was at the expense of the unclassified road network for which a significant proportion now requires structural maintenance. The council's priority over the next five years is to focus available resources at the unclassified road network whilst maintaining the condition of the principal road network within acceptable levels.

Bridge Maintenance

Priorities Affected	Congestion, Road Safety and Accessibility	Targets Affected:	
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The council is responsible for 65 bridge structures across the borough. This includes 31 road carriageway bridges and 34 bridges on public rights of way. A high priority is given to assessing, strengthening and maintaining bridges to minimise the need for future repairs. Regular inspections are carried out to identify problems and minimise additional future cost.

The EU Directive allowing 40 tonne vehicles on all European roads came into force in the UK in 1999. Over the five-year period of the first LTP we have completed the bridge assessment programme and strengthened all bridges that required strengthening.

Many bridges are in need of some maintenance work, and some require significant repair to maintain their life and reduce excessive cost in the future. Typical repairs identified include repainting, deck waterproofing, steelwork protection. The priorities for the future bridge maintenance programme are based on road hierarchy and maintaining access for public transport, pedestrians, cyclists and access for industry.

The bridge maintenance programme for the second LTP includes:

- **A178 Greatham Creek bridge (2006/07)** – maintenance scheme in partnership with Stockton Borough Council
- **Brenda Road bridge (2006/07)** – detailed assessment following significant deterioration
- **Town centre sub-way (2007/08)** – modification and refurbishment to improve safety and security
- **Middlethorpe Farm Bridge (2008/09)** - repainting to prevent need for future blast cleaning
- **Claxton Bridge (2009/10)** - replacement of steel parapet
- **Hart Railway bridge (2009/10)** – deck re-waterproofing
- **Marine Drive (2010/11)** – major maintenance of retaining structure
- **Hart Village (2010/11)** – replacement of brick retaining wall

Street Lighting

Priorities Affected	Congestion, Road Safety and Accessibility	Targets Affected:
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The council has developed a strategy to structurally assess the condition of all columns, attract additional funding and consult with the community. Street lighting improvements are identified and prioritised through the Street Lighting Forum, attended by the Police and Neighbourhood Watch Co-ordinator. Priority is given to improving locations with significant pedestrian movements, higher than average crime rates, significant night time accidents and designated areas of deprivation.

A five-year programme for structural maintenance of street lighting columns has been developed following detailed consideration of both condition and hierarchy on the transport network. A full inventory of all road lighting stock, including street lights, signs and bollards, was undertaken in 2005. This has enabled us to identify and prioritise improvements to be delivered over the period of the second LTP.

Safety Camera Funding

Following the Government's announcement in January 2006, funding for the Cleveland Safety Camera Partnership will be integrated into the second LTP programme from 2007/08 to 2010/11. In addition to continuing to fund the enforcement of speed limits, funding will also be allocated to build on and expand the council's existing road safety education, training and publicity initiatives.

Hartlepool Transport Revenue Funding

As well as capital expenditure on transport schemes, the council spends significant levels of revenue funding to improve transport outcomes in support of the LTP. Table 10.6 shows the anticipated annual revenue expenditure across a range of areas over the five-year period of the second LTP.

Table 10.5 – Anticipated Annual Revenue Expenditure (2006/07 to 2010/11)

Area	Annual Revenue Expenditure (£000's)
Highway Maintenance	680
Street Lighting	500
Traffic Management	33
Public Transport	42
Transport Services	
Supported Bus Services	219
Concessionary Fares	1,250
Road Safety	335
Total	

Highway Maintenance**Street Lighting****Traffic Management**

Neighbourhood forums
Traffic budget

Public Transport

Information
Maintenance

Transport Services

Dial-a-Ride
Community Transport

Supported Bus Services

Concessionary Fares

Road Safety

Education, Training and Publicity
School crossing patrollers

Funding through Development

The council expects to receive significant contributions to improving transport as a

(a) *the Insurance Fund i.e. breakdown of contribution –v- pay out;*

Financial Year	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007
Highways Contribution (£000's)	£201	£201	£351	£501	£501	£516	£532	£547	£564	£581
Claims Paid to date (£000's)	£273	£279	£344	£417	£253	£278	£183	£103	£72	£8
Reserves outstanding (£000's)	£7	£0	£8	£0	£0	£69	£37	£206	£389	£556
Claims Handling – External (£000's)	£18	£20	£25	£30	£25	£35	£24	£19	£24	£24
Claims Handling – Internal (£000's)	£25	£26	£26	£29	£20	£32	£35	£36	£39	£39
Highways Inspector funding (£000's)				£42	£42	£42	£43	£44	£45	£46
Policy Premium Costs (£000's)	£19	£21	£21	£26	£30	£76	£92	£94	£67	£61
Broker Costs (£000's)	£11	£12	£12	£16	£15	£15	£18	£17	£22	£20
Deficit / Surplus (£000's)	£152	£124	£52	£59	£116	£31	£100	£28	£94	£173

The following information is an overview of the trends within highways claims. The first £100K on each and every claim is paid from the Insurance Fund. The role of the fund is to smooth risks across service areas and to not only cover Public Liability but all other categories of policy cover that the Council purchase. The process enables risks to be smoothed over a period of time and not just on an annual basis.

The information only relates to highways claims and does not include the cost of claims within car parks (87 claims £207K & reserves o/s £33K) or damage to underground services by highways operatives (210 claims £72K & reserves of £12K) or street furniture (57 claims £58K). Since 1998 the cost of these three categories to the Council is in excess of £337K with a further potential of an additional £45K. The general trend for repudiation is around or in excess of 80% and whilst this is good it can be improved,

The main cause of highway claims still lies with the flagged paving, between 1998-2008 we had 731 claims that cost £1.3M, with a further £440K in reserves outstanding. Broken down the cost between 1998-2003 was £607K (513 claims) and from 2003-2008 was £263K (218

claims) with reserves outstanding of £431K. This would suggest that the claim numbers are falling but the costs are potentially increasing.

The cost of settling claims that relate to pothole repairs since 1998 is £430K (344 claims) however a further £308K still remains outstanding. If we break this down the cost from 1998-2003 was £194K (178 claims) and from 2003-2008 was £235K (161 claims) but reserves outstanding of £308K. Clearly this represents a growing problem with pot hole repairs and the deterioration of the carriageway network.

Finally, all other highway defects that are not referred to above are as follows:

- missing or damages boxes,
- ice debris etc,
- cross troughs,
- kerb defects,
- missing utility boxes
- DBM footpaths etc

these account for £988K (792 claims) with outstanding reserves of £492K.

- (b) *the actual length of highways assets –v- budget provision for the last 10 years to present day;*

The table below shows the annual spend per annum next to the length of highway asset. It also shows how much per kilometre of road that each year's spend equates to. The last column however, attempts to demonstrate the effects of inflation on the value of the work done. The depreciated spend assumes an interest rate of 3% per annum (not an exact analysis but nevertheless illustrative) and expresses the spend in 1999 values.

Year	Spend	Length	Spend per Km	Depreciated Spend per Km
2008/2009	£1,070,847	419.7	£2,551.46	£1,955.48
2007/2008	£1,060,935	419.5	£2,529.05	£1,996.45
2006/2007	£1,174,319	411.5	£2,853.75	£2,320.36
2005/2006	£929,622	408.6	£2,275.14	£1,905.39
2004/2005	£996,550	407.9	£2,443.12	£2,107.46
2003/2004	£832,262	387.6	£2,147.22	£1,907.78
2002/2003	£810,183	378.9	£2,138.25	£1,956.80
2001/2002	£1,197,894	377.3	£3,174.91	£2,992.66
2000/2001	£1,005,011	362.3	£2,773.97	£2,693.18
1999/2000	£1,121,686	357.6	£3,136.71	£3,136.71

- (c) *the cost / savings of work inhouse / external;*

It is extremely difficult to give a straight answer to this question due to the variable nature of private sector pricing. The reality of private sector pricing is that it varies significantly depending on the size of the scheme

(economies of scale) and the size of the existing order book at the time of tender. Two recent examples recently opened by the Contract Scrutiny Panel, gave a spread of tenders that varied by 48% and 52% from the cheapest price on tenders of the order of £100k. Clearly, if the tenderer that put in the prices 48% and 52% above their competition had fixed tender rates, they would soon be out of business. However, this is highly unlikely, and it is more likely be an indicator that the high priced tender is from a company with relatively full order books. Tenderers use this tactic to ensure that they maintain their position on select tender lists, despite having no realistic interest in the scheme.

The difficulty is further compounded by the fact that we tend to carry out different types of work and are not necessarily competing with the private sector “like for like”. For example, we do not carry out resurfacing in-house because it would be impractical to have the plant and equipment and it would be impossible to develop well honed skills on the basis of a six week resurfacing campaign once per annum, and the private sector do not carry out reactive maintenance because they find it difficult to satisfy response times and public liability requirements economically.

The above qualifications notwithstanding, approximate carriageway surfacing rates are given in answer to question (i) below. We do not deliver resurfacing in-house. Footway reconstruction prices are also given in answer to question (i) below. We have not delivered any in-house scheduled footway reconstructions in the last year, so these are also private sector rates. The only area where we have direct cost comparison is for two coat carriageway patching. This is due to the need to reduce a backlog of patching this year due to an unexpectedly high workload. The three quotes received were:-

Contractor #1	£42.00/m ²
Contractor #2	£38.29/m ²
Contractor #3	£87.19/m ²

The above rates compare with an in-house rate of £57.54.

(d) Level of complaints from Contact Centre and how many complaints signed off;

The below tables indicate the level of enquiries from members of public in the financial year 2007/2008. The enquiries are not all necessarily actionable defects. Enquiries are often made about issues that are not actionable. In these cases, the issue is recorded as closed down with no action taken.

Service Name	Subject Name	Enquiries	Completed
North Forum Issues	Bollard Defects	16	15
North Forum Issues	Bus stop Defects	2	2
North Forum Issues	Contractor Issues	4	4
North Forum Issues	Damage to Fencing	5	5

North Forum Issues	Damage to Verge	10	10
North Forum Issues	Damaged defective Flags	85	83
North Forum Issues	Damaged Manholes	17	13
North Forum Issues	Damaged Pedestrian Barrier	2	2
North Forum Issues	Flooding Problems	10	10
North Forum Issues	Footpath Obstruction	6	6
North Forum Issues	Gulley Issues	121	100
North Forum Issues	Miscellaneous Issues	77	74
North Forum Issues	Overhanging Tree Branches	20	20
North Forum Issues	Pothole in Carriageway	79	75
North Forum Issues	Pothole in footway	10	9
North Forum Issues	Road Sign Defects	10	10
North Forum Issues	Street Name Plate Defect	11	11
North Forum Issues	Winter Maintenance	1	1
Totals for North Area		486	450

Service Name	Subject Name	Enquiries	Completed
Central Forum Issues	Alleygates	2	2
Central Forum Issues	Bollard Defects	28	28
Central Forum Issues	Bus stop defects	2	2
Central Forum Issues	Contractor Issues	9	8
Central Forum Issues	Damage to Fencing	7	7
Central Forum Issues	Damage to Verge	14	14
Central Forum Issues	Damaged defective flags	143	143
Central Forum Issues	Damaged manholes	17	17
Central Forum Issues	Damaged pedestrian barrier	2	2
Central Forum Issues	Flooding Problems	16	16
Central Forum Issues	Footpath Obstruction	9	9
Central Forum Issues	Gulley Issues	200	197
Central Forum Issues	Miscellaneous Issues	85	84
Central Forum Issues	Overhanging Tree Branches	24	23
Central Forum Issues	Pothole in Carriageway	138	138
Central Forum Issues	Pothole in footway	13	13
Central Forum Issues	Road Lining Defects	4	4
Central Forum Issues	Road Sign defects	17	17
Central Forum Issues	Street Name Plate Defect	10	10
Central Forum Issues	Tree Damage	1	1
Central Forum Issues	Winter Service	2	2
Totals for Central Area		743	737

Service Name	Subject Name	Enquiries	Completed
South Forum Issues	Bollard Defects	5	5
South Forum Issues	Contractor Issues	5	5
South Forum Issues	Damage To Fencing	5	4
South Forum Issues	Damage To Verge	65	62
South Forum Issues	Damaged Defective Flags	126	125
South Forum Issues	Damaged Manholes	14	13
South Forum Issues	Damaged Pedestrian Barriers	3	3
South Forum Issues	Flooding Problems	8	8
South Forum Issues	Footpath Obstruction	6	6
South Forum Issues	Gulley Issues	58	37
South Forum Issues	Miscellaneous Issues	112	105

South Forum Issues	Overhanging Tree Branches	14	14
South Forum Issues	Pothole in Carriageway	109	106
South Forum Issues	Pothole in footway	15	14
South Forum Issues	Road Lining Defects	2	1
South Forum Issues	Road Sign Defects	7	6
South Forum Issues	Street Name Plate Defect	12	11
South Forum Issues	Tree Damage	1	1
Totals for South Area		567	526

- (e) *North, Central and South Neighbourhood Managers to outline issues / complaints in their areas;*

The issues/complaints received by the Neighbourhood Managers fall into two main categories – general issues regarding the service delivered that members of public are dissatisfied with and issues specific to an area where problems have occurred and remain unresolved.

General issues include:-

- The Authority tries to patch roads beyond the point that they can be reasonably be patched
- There is not enough resurfacing
- Work is marked up, then nothing seems to happen
- New schemes deteriorating too quickly due to poor quality construction
- Public Utility reinstatements are poor quality
- Damage caused to footways by inconsiderate motorists (including council vehicles i.e. bin wagons).
- Not enough parking provision
- Poor general enforcement
- Poor parking provision in estates (grass verge removal)
- Maintenance of unadopted Council assets
- Drainage issues
- Lack of availability of maintenance materials used for maintenance on the larger capital funded schemes (SRB)
- Damage to footpath by tree roots
- No funding for backstreet resurfacing
- Maintenance of Alley gates
- Maintenance of Highways trees.
- Painting and upkeep of pedestrian barriers
- Length of time to get scheduled & unscheduled Maintenance completed.

Specific issues include:-

- Footways in the Park Road to Victoria Road section of York Road have been very poor since shortly after they were constructed
- Brenda Road floods frequently, particularly at the Power Station roundabout
- Murray Street floods regularly
- No maintenance of Central Estate linear park (unadopted)
- Poor footways in Rossmere.
- Deteriorating tarmac verges in Sinclair & Eskdale Rd
- Water flooding across road near Bank Top Cottage in Greatham.
- Reconstruction of Catcote road from Oxford road to Brierton Lane.
- Flooding in Durham Street
- Unadopted parking areas – Throston Estate

(f) *Criteria / process for inspections after the utility companies have completed work;*

Inspections on utility works are prescribed under the RASWA Code of Practice for Inspections.

As an Authority we are entitled (and required) to inspect 30% of utility works 10% at 3 specific categories of works i.e.

Cat A - (10%) Inspections undertaken during 'live' works

Cat B - (10%) Inspections undertaken within a 6 month period of completion of works

Cat C - (10%) Inspections carried out (within 3 month) prior to end of guarantee period.

The above inspections are chargeable at prescribed costs, and does not include 'third party' reports from other sources, internal or external, on defective works/reinstatements which are chargeable if found to be defective. These are the basic inspections we undertake.

(g) *What guarantees are offered on works carried out by contractors;*

Utility works are guaranteed for prescribed timescales as follows:

Excavation depths up to 1.5 metres = 2 year guarantee period

Excavation depths over 1.5 metres = 3 year guarantee period

(h) *Safety schemes – impact financially / Government funding / can monies be targeted elsewhere and safety*

The funding provided for Local Transport Plan delivery can be used in any way the Council deems appropriate to meet the targets set out in the LTP. In the case of Safety Schemes it is used to provide measures to reduce casualties at known accident locations or in areas where recorded vehicle speeds can be deemed to be unsafe (e.g. outside schools- 20mph zones) in order for the Council to be able to meet the Governments Casualty Reduction figures by 2010.

The LTP has identified the following budgets for Safety Schemes between 2006 and 2011

Local Safety Schemes (LS)		2006/07	2007/08	2008/09	2009/10	2010/11	Total	
Safer Routes to School	Design and implementation of safe routes linked to school travel plan programme.	100	100	125	150	125	600	
Safer Routes to Other Sites	Design and implementation of safe routes to other sites including public buildings and major employers.						0	
CCTV	CCTV at bus stops, railway stations and interchanges.	50	10	10			70	Interchange and key bus stops
Street lighting	Street lighting improvements across the Borough.	80	80	80	80	80	400	Strategic route network
Other safety schemes		50	50	50	50	50	250	
Safer Streets Initiative		20	20	20	20	20	100	Schemes identified through NAPs

Although the Government have recently made a three year settlement for the remainder of the life of the second LTP it is still incumbent on Local Authorities to meet their targets by the end of the programme. Failure to meet the targets could result in reduced funding for the third LTP.

- (i) *the specific costs for the use of different materials for roads and pavements calculated by using the same length of road / pavement, along with the life span of the material.*

Due to the variable widths of road, direct comparisons are more easily achieved by expressing the costs in terms of square metres as opposed to length of road. Also, roads will deteriorate faster if more highly trafficked, hence a figure of 6,000 vehicles per day has been used to ensure that the direct comparison is appropriate. The busiest road in the town, the A689, carries in excess of 20,000 vehicles per day. 6,000 vehicles would be the equivalent of Shrewsbury Street, Arncliffe Gardens etc.

30mm thick DBM Carriageway	£5.90/m ²	10 year life
40mm thick HRA Carriageway	£10.82/m ²	25 year life
40mm thick SMA Carriageway	£8.79/m ²	20 year life

The above figures are for the resurfacing only. Planing and regulating costs will vary depending on the condition of the carriageway to be resurfaced. The above figures assume that all sub surfaces are correctly prepared. The preparation costs will be similar irrespective of the surfacing material selected.

Footways are also expressed in terms of square metres. However, conversion of flagged footways to DBM footways involves the need to lay a DBM basecourse as well as a wearing course. The footway figure therefore is for 50mm of basecourse plus 20mm of wearing course. The flagged footway figure includes for laying a new flag on a sand bed. The expected lifespans are for pedestrian traffic only, i.e. the figure assumes that the footways are protected from vehicle overriding.

DBM footway	£23.04/m ²	20 year life
Flagged footway	£22.70/m ²	25 year life

The above figures are for constructing the upper layers of the footway only. Excavation and preparation costs will vary depending on the condition of the footway to be reconstructed. The above figures assume that all sub surfaces are correctly prepared. The preparation costs will be similar irrespective of the surfacing material selected.