

NORTH NEIGHBOURHOOD CONSULTATIVE FORUM AGENDA



Wednesday, 14 October 2009

at 10.00 am

**at West View Community Centre,
Miers Avenue, Hartlepool**

NORTH NEIGHBOURHOOD CONSULTATIVE FORUM:

Councillors Allison, Atkinson, Barker, R W Cook, Fenwick, Fleet, Fleming, Griffin, Jackson, McKenna, J Marshall, Plant, Rogan, Wallace and Wright.

Resident Representatives: Christine Blakey, John Cambridge, John Lynch, Mary Power, Linda Shields, Bob Steel, Joan Steel and Maureen Waller

- 1. WELCOME AND INTRODUCTIONS**
- 2. APOLOGIES FOR ABSENCE**
- 3. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**
- 4. MINUTES**
 - 4.1 To confirm the minutes of the North Neighbourhood Consultative Forum held on 2nd September 2009
 - 4.2 Matters arising
- 5. PUBLIC QUESTION TIME**

6. WARD ISSUES (from Members and Resident Representatives)

7. ITEMS FOR CONSULTATION

- 7.1 Highway Services Strategy for Hartlepool – *Head of Neighbourhood Management*

8. ITEMS FOR DISCUSSION/INFORMATION

- 8.1 Household Waste Recycling – *Head of Neighbourhood Management*
- 8.2 CJC – Verbal Update – *Development Control Manager*

9. ITEMS FOR DECISION

- 9.1 Minor Works Budget 2009/2010 – *Director of Regeneration and Neighbourhoods*

10. ITEMS OF ANY OTHER BUSINESS AGREED BY THE CHAIR

11. DATE, TIME AND VENUE OF NEXT MEETING

The next meeting of the North Area Police and Community Safety Consultative Forum will take place at 10.00am on Wednesday, 11 November 2009 at West View Community Centre, Miers Avenue, Hartlepool.

The next meeting of the North Neighbourhood Consultative Forum will take place at 10.00am on Wednesday, 16 December 2009 at West View Community Centre, Miers Avenue, Hartlepool.

WARDS

Brus
Dyke House
Hart
St Hilda
Throston

NORTH NEIGHBOURHOOD CONSULTATIVE FORUM

2 September 2009

MINUTES OF THE MEETING



The meeting commenced at 2.00 pm at Throston Grange Community Centre,
Glamorgan Grove, Hartlepool

PRESENT:

Chair: Councillor Mary Fleet - Dyke House Ward

Vice Chair: Linda Shields (Resident Representative)

Councillor Steve Allison	- St Hilda Ward
Councillor Caroline Barker	- Hart Ward
Councillor Rob Cook	Hart Ward
Councillor Edna Wright	- Hart Ward

Resident Representatives:

Christine Blakey, John Cambridge, John Lynch, Joan Steel, Robert Steel

Public: Pat Andrews, G Fellston, John Maxwell, Cath Torley, Liz Torley, Alan Vale,
Dennis Wilson

Officers: Ann Callaghan, Neighbourhood Development Officer
Katie Sheehan, Anti Social Behaviour Officer
Phil Hepburn, Parking Services Manager
Peter Nixon, Senior Traffic Technician
Avril O'Donnell, Business Support Officer
Sarah Bird, Democratic Services Officer

Stagecoach Representatives: Trevor Best, Sandy Gallagher and Tim Ianson

Police Representatives: Superintendent Andy Summerbell, Temporary Chief Inspector Tony Green, Acting Detective Chief Inspector John Chapman, PC Andy Plant, PCSO Ian Simpson, PCSO Alan Wildsmith

APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Griffin and McKenna and Resident Representative Maureen Waller.

12. DECLARATIONS OF INTEREST BY MEMBERS
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None.

13. MINUTES OF THE MEETING HELD ON 22 JULY 2009

These were confirmed as an accurate account.

14. MATTERS ARISING

Car Parking on Pavements – The Parking Services Manager attended the meeting and clarified which offences were the responsibility of the police and which were the responsibility of the local authority. The local authority enforce areas where yellow lines are in operation and the police where there are no yellow lines. However there were joint initiatives taking place with the police and certain problem areas would be targeted from mid September onwards once legal clarification had taken place.

A resident representative expressed concern that cars were parked near bus stops in the King Oswy and Clavering areas. The Parking Services Manager stated that if parking restrictions were clearly marked then the Local Authority would enforce them. He added that it was planned to have officers on buses so that they could see problems as they arose.

A resident highlighted that on the Central Estate cars were sometimes parked on dropped crossings. The Parking Services Manager was unsure whose jurisdiction this would fall under. He clarified that should a problem be reported there would be a joint visit by Local Authority and Police Officers to try to rectify this.

A resident representative referred to coaches parking on pavements at the Headland and was informed that they would be ticketed if they contravened parking restrictions.

A resident highlighted that signage into Croft Terrace did not appear adequate as cars were turning left into the road.

A Member asked that there be increased activity around schools and was informed that there was a working programme around all schools in the town. She asked that there be extra vigilance in King Oswy Drive due to the number of schools in the area.

The Parking Services Manager clarified that any problems should be reported by ringing either 01429 523333 or 01429 523842.

Throston Neighbourhood Action Plan – A Member asked that the information promised at the previous meeting regarding where areas of Hart Ward stood in the Index of Multiple Deprivation be passed on to her.

Refurbishment of Burn Valley Gardens – A resident referred to a decision to invite the Portfolio Holder and Assistant Director (Community Services) to discuss recreational park provision in the north of the town. The Neighbourhood Development Officer agreed to follow this up.

Trees on King Oswy Drive – A resident representative referred to his request at the previous meeting that the trees be trimmed as they were obscuring streetlights. The Neighbourhood Development Officer agreed to pursue this.

15. MINUTES OF THE NORTH POLICE AND COMMUNITY SAFETY CONSULTATIVE FORUM

The minutes were received.

A resident raised a query to the accuracy of the minutes. These would be

amended prior to confirmation at the next meeting.

16. PUBLIC QUESTION TIME

Operation Cleansweep - A resident stated that an Operation Clean Sweep had occurred on the Central Estate without prior notice being given. The Neighbourhood Development Officer stated that Clean Sweeps were now prioritised according to statistical information. She agreed to look into updating the Operation Cleansweep leaflet. It was clarified that Operation Cleansweep was still co-ordinated by the Local Authority.

Headland Parish Council Offices – A resident stated that garden rubbish had not been cleared from the area when it had been cut back and it again needed clearing.

St Hild's School – A resident representative expressed concern at the amount of heavy plant in the area at school opening and closing times and asked whether alternative arrangements could be made with contractors. A member said that he was aware of a plan to ease congestion i.e. a site across the road from the school.

17. WARD ISSUES

Clavering Shops – A Member asked whether there was any update on having bollards outside St Mark's Church Hall. The Neighbourhood Development Officer said that she would follow this up.

Fulthorpe Avenue – A member stated that the gully at the rear of the garages was blocked. The Neighbourhood Development Officer agreed to look into this.

Buses in Middlegate – A resident representative stated that buses were still leaving engines running whilst drivers left their cabs. This was a problem with both Stagecoach and Arriva buses. The representatives from Stagecoach said that their drivers had been told about this.

Wentworth Grove Garage – A member highlighted the deplorable state of a garage in Wentworth Grove which was a potential site for Anti-Social Behaviour and was informed that the Neighbourhood Development Officer would look into this.

Former Brus Arms site – A resident queried what was happening with this site and was informed that the owner was currently trying to sell it to a developer.

18. RESIDENT REPRESENTATIVE VACANCY

The Neighbourhood Development Officer informed the meeting that Maureen Waller was the new resident representative at the Forum.

19. STAGECOACH

Representatives from Stagecoach attended the meeting in order to receive details of areas of concern from the Forum since the re-routing of a number of services in Hartlepool due to commercial reasons. The representatives stated that consultation had taken place in the Central Library, Middleton Grange Shopping Centre and Tesco by the commercial services department of Stagecoach.

Issues raised were as follows:-

Bamburgh Court – elderly residents now have to walk much further to a bus stop.

Woodstock/Westwood Way – frequent service of numbers 4 and 6 are causing traffic bottlenecks

Dyke House – Number 4 re-routed so that the bottom half of the estate doesn't receive a bus service.

Brus Roundabout to Cleveland Road – there is no longer a service. There is a long stretch of West View Road without a bus service.

Central Estate - Complaints from residents about the numbers 7 and 12 buses.

Local Businesses - Consultation should have taken place with local businesses as well as local people.

Megarider – this should be interchangeable between Stagecoach and Arriva.

Middlegate on the Headland - bus stop should only be a pick up and drop off point and not a standing time area. This should be in Durham Street.

West View Road – no bus service after 5.00 pm.

Other points raised included a suggestion that there should be courtesy stops and a complaint that buses should not arrive at stops early.

The representatives from Stagecoach agreed to take the concerns from the meeting back to their Commercial Services Department.

20. CJC UPDATE

As there was no update to pass on, this item was deferred.

21. ADOPTION OF ROADS

The responsible Officer was unable to attend the meeting and therefore this item was deferred.

17. MINOR WORKS BUDGET 2009/2010

This item was deferred until the next meeting of the Forum.

The meeting concluded at 3.20 pm.

North Neighbourhood Consultative Forum

2 September 2009

Issues Raised/Action Sheet

ISSUE DETAILS	ACTION TAKEN	OFFICER
<p><u>Matters Arising</u></p> <p>Throston Neighbourhood Action Plan – to pass on information regarding where areas of Hart Ward stand in the index of multiple deprivation to Councillor Wright.</p> <p>Refurbishment of Burn Valley – agreed at 22 July meeting that Peter Jackson and John Mennear be invited to attend this meeting regarding having a park in the North area of the town.</p> <p>King Oswy Drive and Coast Road - overgrown trees obscuring street lighting. Bob Steele said nothing been done as yet. Garry Jones had agreed to see to this at last meeting.</p> <p>CJC – A resident asked whether there was an update on what was happening on this site and was informed that Richard Teece, Development Control Manager would be invited to attend the next meeting to address residents' concerns.</p>	<p>Relevant information was collated, and sent to Councillors Wright and Barker. Another copy to be posted to Councillors.</p> <p>Meeting taken place to discuss how this issue can be taken forward. Outcome of discussion will be to develop on 'Green Strategy' (this will go to Cabinet in November for approval) which will look at linking up linear park and enhance existing green open spaces in the North.</p> <p>King Oswy Drive trees have been cut back. Coast Road trees are programmed for work in next 4-6 weeks.</p> <p>Richard Teece to attend a meeting on Friday 4 September which will determine the outcome of the site. Richard to attend the October Consultative Forum meeting to give an update.</p>	<p>G Clough</p> <p>K Oliver</p> <p>G Jones</p> <p>R Teece</p>

ISSUE DETAILS	ACTION TAKEN	OFFICER
<p><u>Public Question Time</u></p> <p>Adoption of Roads – Residents expressed disquiet at the adoption of highways on the Marina with the Council being responsible for bringing the road up to an acceptable standard. It was suggested that the Head of Technical Services be invited to attend the next meeting to discuss adoption of roads generally.</p> <p>Operation Cleansweep – leaflet needs to be updated.</p> <p>Parish Council Office on Headland –this is very overgrown.</p> <p>New Build at St Hild's School - concern about congestion/safety at school opening and closing times.</p> <p><u>Ward Issues</u></p> <p>Bollards outside St Mark's Church, Clavering – raised by Rob Cook. Garry Jones had promised to sort out at last meeting.</p>	<p>Paul Mitchinson, Highway Services Manager has been invited to the October meeting to give an update.</p> <p>Neighbourhood Development Officers to check the various community outlets when they visit them and remove the outdated Operation Cleansweep leaflets. There will not be updated leaflets printed due to customised leaflets being delivered to each household in each Cleansweep area. The content and format can be changed whenever it is necessary rather than having to try and recall all outdated leaflets.</p> <p>The overgrown vegetation has been removed. The area will be topsoiled and grass seeded to improve the future maintenance of the site.</p> <p>Held meeting with contractor and discussed appropriate traffic management, request that all deliveries are carried out outside of school arrival and leaving times.</p> <p>Private Land. A scheme with costs has been forwarded to Rob Cook.</p>	<p>P Mitchinson</p> <p>D Mitchell</p> <p>A Cope</p> <p>P Nixon</p> <p>G Jones</p>

ISSUE DETAILS	ACTION TAKEN	OFFICER
<p>Gulley at rear of garages in Fulthorpe Avenue - needs cleaning.</p> <p>Garage in Wentworth Grove – deplorable state.</p>	<p>Gully belongs to Housing Hartlepool they have been notified.</p> <p>This area is privately owned and subsequently not the responsibility of the Local Authority. However Neighbourhood Policing Team have been informed of the issue.</p>	<p>S Metcalf</p>

Report of: Head of Neighbourhood Management

Subject: HIGHWAY SERVICES STRATEGY FOR
HARTLEPOOL

1. PURPOSE OF REPORT

To inform the Forum about the interim Highway Services Strategy and seek consultation on the development of the proposed long term Highway Services Strategy for Hartlepool.

2. BACKGROUND

- 2.1 This Strategy has been produced to set a clear pathway for the provision of highway maintenance services within Hartlepool, and to demonstrate how this links with National and Local agendas. It is based upon the key principles of Best Value, particularly emphasising that the services should be based on the needs of the users and the community, rather than for the convenience of service providers.
- 2.2 It incorporates the guidance contained within 'Well-maintained Highways - Code of Practice for Highway Maintenance Management' produced by the Roads Liaison Group in July 2005. This Code of Practice has been adopted by many local authorities as the principal guide to developing a customer focused, high performing highway service, with consistent aims and processes in place to achieve these outcomes.
- 2.3 The Strategy recognises that improved highway maintenance is one of the highest priorities for residents in Hartlepool. The importance of highway maintenance and its relevance to the integrated transport agenda has never been more widely recognised. The inevitable consequences of significant under-investment over many years are increasingly visible and the subject of considerable public concern. Acceptable standards of safety and serviceability have been difficult to maintain and perhaps more importantly the ability of the network to effectively fulfil its wider community function has been compromised.
- 2.4 The response of most authorities to funding constraints has been to focus on limited short-term repairs to the surface of carriageways and footways in order to address their legal responsibilities for safety and mitigate the financial consequences of claims. Necessary works of resurfacing and reconstruction have been deferred as long as possible, well beyond the optimum point for treatment, with the result that progressive deterioration has continued and eventual costs of repairs increased. Hartlepool has not escaped this trend.

- 2.5 The need for more effective funding and management of highway maintenance work was first addressed on the national strategic highway network, where heavy traffic flows and the need for more consistent serviceability levels was apparent. In England, the Highways Agency secured higher, long-term funding and applied this to a new and innovative regime of management and procurement that is still developing. The outcome of these initiatives has been to initially stabilise and then to reverse the decline in network condition for strategic highways. Unfortunately, the appropriate level of funding for a similar improvement of the local road network has not been forthcoming.
- 2.6 In Hartlepool, highway maintenance expenditure and road surface condition have broadly followed the national trends of deteriorating highway condition compounded by reducing expenditure.
- 2.7 The management of a highway network demands a considerable degree of flexibility occasioned by the constantly changing policies, changes in legislation and regulation, changes in corporate policy, changes in materials and maintenance specifications. All of these issues rely on a strategy that must be flexible and evolving to ensure that these frequent changes can be satisfactorily incorporated. More often than not, these changes result in increasing rather than decreasing budgetary pressures.
- 2.8 This strategy sets out how the management of highway maintenance services relates to the Council's vision and contributes to corporate objectives. It is currently in an interim form, whilst development is in progress to deliver a long term strategy, due to be complete by June 2010.
- 2.9 The strategy is attached as **Appendix 1**.

3. RECOMMENDATIONS

- 3.1 That the report be noted and that interested parties be encouraged to submit any representations during the consultation period.

4. CONTACT OFFICER

Paul Mitchinson
Highway Services Manager
Neighbourhood Services
Hartlepool Borough Council

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Appendix 1**HIGHWAY SERVICES STRATEGY****1.1 Objectives**

The UK Roads Board's "Well-Maintained Highways – Code of Practice for Highway Maintenance Management", guides this Highway Maintenance Strategy, which is based on a logical and systematic approach to highway maintenance. The Code sets out quality and inspection criteria and details performance indicators and strategic priorities together with financial management and procurement strategies. Adoption of this Code ensures that network quality standards and maintenance policies are clearly defined and consistently applied.

The code will also be used as one of the primary sources of reference in the defence of court actions for damages and close adherence to its structure and requirements benefits the Authority when such matters arise.

The objectives for highway maintenance embodied in this strategy are:-

- To comply with and enforce statutory obligations.
- To improve safety.
- To improve the strength (and hence longevity) of the carriageway.
- To promote accessibility.
- To contribute to an efficient local economy.
- To promote integration.
- To protect the environment.
- To ensure environmental sustainability, waste management and recycling.
- To develop a long-term Highway Maintenance Plan.
- To address the needs of Stakeholders.

1.2 Highway Authority Obligations**1.2.1 Legislation**

The core functions of highway maintenance are based on statutory powers and duties contained within the relevant legislation. Local authorities also have a general duty of care to maintain the highway in a condition that is 'fit for purpose'.

The Highways Act 1980 sets out the main duties of highway authorities in England and Wales. This Act is fundamental to highway maintenance as it imposes a duty to keep highways in repair at the public expense. Almost all claims against local authorities relating to

highway functions arise from an alleged breach of Section 41 of the Act. However, there is provision for a defence against such actions - 'that the authority has taken such care as in all the circumstances was reasonably required to secure that the part of the highway to which an action relates was not dangerous for traffic'.

The Highways Act sits within a much broader legislative framework specifying powers, duties and standards for highway maintenance and management including:-

- Traffic Management Act 2004, requiring the appointment of a designated person (Traffic Manager) to be responsible for all traffic management undertakings.
- The New Roads and Street Works Act 1991, setting out the duties of Street Authorities to co-ordinate and regulate works carried out in the highway by any organisation under a series of Regulations and Codes of Practice.
- Road Traffic Regulation Act 1984, and the Traffic Signs and General Directions 1994.
- Road Traffic Act 1988 which provides a duty for highway authorities to promote road safety.
- Road Traffic Reduction Act 1997.
- The Local Authorities (Transport Charges) Regulations 1998, as applicable to RTRA 1984 and other legislation, provide a power for the traffic authority to impose a charge for a number of its functions.
- Disability Discrimination Act 1995.
- Local Government Act 1999 provides for the general duty of Best Value.
- Health and Safety at Work Act 1974.
- 'Woolf Report' on Access to Justice.

There is an increasing range of legislation regulating the environmental effects of highway maintenance operations, including:-

- Wildlife and Countryside Act 1981
- The Environmental Protection Act 1990
- The Noxious Weeds Act 1959
- Rights of Way Act 1990
- Countryside and Rights of Way Act 2000

There is also a fairly recent framework of legislation not specifically related to highway maintenance but affecting wider community issues including:-

- Criminal Justice and Public Order Act 1994
- Human Rights Act 1998
- Freedom of Information Act 2000
- Local Government Act 2000

Legislation is also in place requiring works to be carried out in a safe manner including:-

- The Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1992
- Construction (Design and Management) Regulations 1994

There are also a wide range of regulations and Codes of Practice relating to the assessment, prevention and management of health and safety risks on site and the reporting of injuries and other incidents.

This is not an exhaustive list but serves to demonstrate that highway maintenance activities are constrained by a considerable body of legislation, which must be fully complied with in the effective delivery of this service.

1.3 Outline of Strategy

The strategy to achieve each of our objectives is:-

1.3.1 Improving safety

- Implementing proactive policies to determine defects and carry out identified safety and routine maintenance repairs.
- Implementing responsive policies to repair roads and pavements when stakeholders raise concerns, including repairing pavement trip hazards and filling potholes within 24 hours/twenty eight days as appropriate.
- Reducing the percentage of the principal road network failing SCRIM (skid resistance) investigatory levels over a period of five years at a target rate of 10% per annum for principal roads and 15% for non-principal roads.
- Collecting UKPMS condition data and carrying out maintenance on all carriageway surfaces with a skid resistance at or above investigatory level, a level at which insufficient resistance is available to slow progress of vehicles under braking.
- The creation of a safer and more inviting environment for pedestrians and pedal and motor cyclists (and the incorporation of appropriate facilities and features into schemes) by promoting the maintenance of pavements, footways, and cycleways.

1.3.2 Improving the strength of the carriageway by:

- monitoring the structural condition of the network and carrying out maintenance to arrest deterioration and to ensure, where applicable, that the network will continue to be able to carry increasingly heavy traffic flows
- formulate a policy to manage the network asset to ensure that strengthening work is carried out at the right time to minimise the whole life cost of maintaining the infrastructure

1.3.3 Improving accessibility by:

- continuing to improve access for disabled people, for example by the inclusion of dropped kerbs at main crossing points and raised kerbs at bus stops whenever maintenance work is carried out or in conjunction with new corporate development programmes.

1.3.4 Contributing to an efficient economy by:

- creating an attractive, well maintained highway environment through the promotion of good maintenance practice, to contribute to urban renewal and to help attract new businesses to industrial and commercial areas
- implementing maintenance designs which are appropriate to the style of the area and which will help to promote tourism by the enhancement of the street scene
- arranging co-ordination with road safety schemes, bridge and wall maintenance and public transport initiatives
- integrating, wherever possible, maintenance schemes with schemes for the provision of bus lanes and other designs developing the optimal usage of the carriageway.

1.3.5 Promoting Integration by:

- facilitating the safe and convenient integration of communities by allowing free and efficient movement between areas of the town with varying transport requirement and differing characters
- ensuring that the goals of local communities are met and positive links are established to a developing and vibrant town centre

1.3.6 Protecting the environment by:

- using appropriate materials to complement the appearance of Conservation Areas when works are carried out
- using maintenance treatments which reduce the long term reliance on quarrying new materials and disposing of existing materials to landfill sites thereby minimising the use of the road transport of construction materials
- utilising materials which can dramatically reduce traffic noise levels.

1.3.7 Ensuring environmental sustainability by:

- adopting policies on materials procurement which favour products made from recycled materials
- utilising local materials to minimise transport costs, support the local economy, and to maintain local character
- retaining and re-using materials on site in order to avoid the environmental implications of transport and disposal
- maximising the value of the re-used materials rather than utilising them for low grade fill
- making use of in-situ and ex-situ recycling processes in

appropriate circumstances

- ensuring that any materials that cannot be re-used or recycled are disposed of to licensed sites in accordance with statutory requirements. (This will include silt and other solids arising from gully emptying and the cleansing of oil interceptors)

1.3.8 Developing a long-term Highway Maintenance Plan by

- Taking a longer-term view to planning and programming.
- Introducing life cycle modelling to identify the best whole life option for an asset.
- The greater use of asset performance information to inform decision-making.
- The allocation of resources based on assessed needs.
- Explicit consideration of customer expectations and documentation of levels of service.

1.3.9 Addressing the Needs of Stakeholders by

- developing a customer focused highway maintenance service
- consulting widely on maintenance policies and programmes
- reporting progress of both implementation and performance indicators.

To ensure the effectiveness of all aspects of this strategy, the objectives set out apply to the whole of the Highway network irrespective of the funding sources, specifications and designs.

The delivery of an effective Highway Maintenance Programme has to balance the need to keep the network safe and respond to the public's reasonable expectation that minor defects will quickly be made safe, against the need to preserve and improve the long term strength of the network by carrying out reconstruction schemes.

1.4 **Network Definition**

The Highway network consists of the following:-

Asset	Quantity	Estimated Value
Carriageways	384km	£148m
Footways	629km	£26m
Cycleways	27.2km	£1.3m
Structures	95	£48m
Gullies	20,400	Unavailable
Street Lighting	13,700	£10m
Traffic Signals and Telematics	Unavailable	Unavailable
Public Rights of Way	95km	£350,000
Trees, Hedges, Verges & Planted Areas	11,000	£1.1m
Unlit Signs and Street Furniture	15,968	£3m

Barriers and Safety Fences	1,470	£400,000
Road Markings & Studs	Unavailable	Unavailable
Total		£238M

There are indications from recent GIS data capture that the above figures, which are used for LTP and other similar settlements, are understated. An accurate assessment of all highway assets will be carried out as part of the development and implementation of a Highway Maintenance Plan.

Through various regeneration initiatives the town's highways infrastructure is expanding, requiring the adoption of additional carriageways, footways, street lights, bollards and directional signs without any corresponding increase in maintenance budget provision. The development and implementation of a Highway Maintenance Plan will enable the growth in highway infrastructure to be accurately quantified.

Both capital and revenue funds are provided for all categories of highway and careful apportionment is needed to ensure an equitable distribution. Though the demands of the principal roads are obvious, those of the non-principal road can be greater. Because they were constructed to lower standards they are now more susceptible to damage by heavy vehicles such as large goods vehicles.

1.5 Highway Infrastructure Condition Assessment

Consistent, reliable, comparable condition data is an essential foundation for this strategy.

1.5.1 Network Condition

Currently we undertake visual condition assessments to confirm that maintenance is required on a significant proportion of the network. This is based on analysis against the Highway Maintenance Code of Good Practice intervention levels built into the UKPMS system.

Network condition is an ever-varying situation. As certain roads are brought up to standard, others are deteriorating below an acceptable level and it is recognised that there will never be a zero maintenance requirement.

In setting objectives to improve the network condition the following condition surveys and investigations are used:-

- Coarse Visual Inspection.
- Detailed Visual Inspection.
- Skid Resistance (SCRIM) Surveys.
- SCANNER surveys
- Coring (cutting cores from the highway structure).

Systems are being developed to improve on the reporting of existing information utilising the Confirm database for asset management and the Geographic Information System (GIS) for visual display. These systems enable highway information to be stored, accessed, analysed and displayed using digital mapping.

A full and accurate inventory of highway assets is not available at the present time. However, this will be actively addressed through the development and implementation of a Highway Maintenance Plan. Integrating these systems will assist with the development of future highway maintenance strategies and policies and the setting of budgets for all aspects of Highway Maintenance linked to asset management. This will also enable predictions to be made on how various treatments and levels of expenditure will affect the condition of the highway network in the short, medium and long term.

The network is in such a condition that making sure that we achieve best value from the limited funding available is a major challenge. Short-term solutions may have to be adopted where funding is not available for long term resolution of problems.

We need to achieve better coordination of maintenance activities within the wider development of the highway network including safety schemes, sustainable transport schemes as well as major new development works.

Bus and HGV traffic flow on the network continues to increase, albeit slowly, causing increasing damage. In addition, the increase in HGV axle weights to 44 tonnes over five axles with a maximum axle load of 11.5 tonnes produces a major increase in the stress on the road structure and is contributing to the deterioration of the highway network.

Utility Company street works openings and reinstatements continue to be a major cause of structural damage to the highway network. There are still high rates of reinstatement failures of utility trenches. The effect of so many damaging openings (and failures) is to create the appearance of a poorly maintained network, to dramatically increase the rate of deterioration and reduce the life of the highway. The RASWA regulations and Traffic Management Act demand robust control and inspection of utility works.

Potholes in the road and trips in the footway can cause damage, injury, pain and suffering. They can also be costly both in terms of the handling and settlement of claims and the cost to the community of medical care and lost time to employers. The record of these claims gives rise to concern because of the increase in the numbers and the cost of settlement. Adoption of this strategy will assist the corporate Risk Management Strategy to minimise the degree of risk and consequent exposure of the authority.

Increasingly the highway environment is being developed with high specification materials and casualty/speed reduction features. Some of these features are vulnerable to impact and have a relatively short life. A high standard of maintenance is required to ensure that special features continue to perform their intended purpose. Channelling heavy wheel loads for example, increases and concentrates the damage. The annual maintenance budget does not have an index-linking factor that allows for the continuing increases in costs of these expensive materials or systems when they are used in new schemes. This results in increased pressure on an already overstretched budget.

1.5.2 Inspection Regime

The Borough Council as a highway authority has a duty under the Highways Act 1980 to maintain the public highways to an adequate level of repair. In Hartlepool, the current inspection and assessment regimes do not reflect the recommended levels and frequencies of inspections set out in the 'Well-maintained Highways - Code of Practice for Highway Maintenance Management'. Adoption of this Strategy (including the Code of Practice) will ensure the recommended inspections regimes are implemented and closely aligned to the authority's risk management policies thereby strengthening the authority's position in the repudiation of claims.

The Authority needs to regularly review its approach and management of risk in this area to ensure adequate defence against the rising number of public liability claims and to focus remedial work on those areas that give rise to legitimate claims. A key strand to the successful reduction in claims is to ensure that detailed inspections are undertaken across the highway network and closely aligned to a repair mechanism that completes repair work within published timescales. 'Well-maintained Highways - Code of Practice for Highway Maintenance Management', promotes the need for a systematic approach to highway maintenance. This requires that the network quality standards and maintenance policies are clearly defined and consistently applied. Adoption of this code of practice will ensure Hartlepool's compliance with this requirement.

Until the new code is adopted, the 1989 code will continue to be used to meet the Authority's obligations and to mitigate associated claims.

Routine inspections are carried out to identify highway defects, particularly trips in the footways, in accordance with the requirements of the 1989 code.

Additional inspections (ad-hoc inspections) are carried out in response to enquiries from Elected Members and the public.

The 1989 Code of Practice sets out the following frequencies for an inspection regime:

Feature	Category	Frequency
Roads	Category S	1 month
	Category I	1 month
	Category II	3 month
	Category III	3 months
	Category IV	1 year
Footways	Prestige Area	1 month
	Primary Walking Route	1 month
	Secondary Walking Route	3 months
	Link Footway	6 months
	Local Access Footway	1 year

Cycleways Not considered in 1989 Code of Practice

1.5.3 UK Pavement Management System (UKPMS)

Hartlepool are UKPMS users and are committed to adopting the policies and standards of UKPMS, and sharing expertise and knowledge with other Authorities (UKPMS is the highway industry standard management process for recording and managing the delivery of repair and maintenance priorities on highway running surfaces).

Each Authority has, historically, collected condition data and all are now collecting visual condition data from Coarse Visual Inspections (CVI) and Detailed Visual Inspections (DVI) in accordance with the UKPMS national rules and parameters.

In addition, the entire Principal Road network is subject to regular safety inspections to identify defects that may lead to trips or to vehicle damage and which could result in third party claims.

1.6 Asset Management

It is the intention of Government from April 2011 to implement Resource Accounting and Budgeting that will require all highway authorities to identify, quantify and value their highway assets in the whole of government accounting (WGA) format. Robust asset information will be required in order to discharge this responsibility. In addition, the recent introduction of the Prudential Code requires local authorities to have specific regard to option appraisal, asset management planning and strategic planning when making capital investment decisions.

Asset management in this context is a strategic approach that identifies the optimal allocation of resources for the management,

operation, preservation and enhancement of the highways infrastructure to meet the needs of current and future customers.

Changes required to current practice include:-

- Taking a longer-term view to planning and programming.
- Introducing life cycle modelling to identify the best whole life option for an asset.
- The greater use of asset performance information to inform decision-making.
- The allocation of resources based on assessed needs.
- Explicit consideration of customer expectations and documentation of levels of service.

The service wide application of asset management in highways is a new concept. Officers have held discussions with the leading consultants in this field, visited other authorities to discuss their approach and experience, met with DfT representatives, conducted data collection timings for asset inventory collection, investigated alternatives and timescales for the necessary data collection and identified an outline programme for the development of a Highway Maintenance Plan.

It is anticipated that the introduction of a Highway Maintenance Plan will take in the order of twelve months to complete. The work will be undertaken in four phases:

Phase	Activity	Complete by
1	Gap analysis of existing highway asset inventory	October 2009
2	Missing Data collection process	Oct – Dec 2009
3	Construction of a Highway Maintenance Plan including necessary software integration, training and management processes	May 2010
4	Outline business case for significant investment in the highway infrastructure	June 2010

1.7 **Measurement of Performance**

1.7.1 National Performance Indicators

Central Government sets the national performance indicators (NI's). Authorities have to measure all the indicators relevant to the services they provide, although the authorities set most of the targets themselves locally after taking account of Government guidance.

The NI's are designed to enable comparisons to be made between the performances of different authorities, including different types of authorities, and improvements or reductions in performance by authorities over time.

The current NI's are as follows:-

- NI 168 - Principal roads where maintenance should be considered.
- NI 169 - Non-principal classified roads where maintenance should be considered.

1.7.2 Local Performance Indicators

This strategy also proposes the adoption of the following local indicators:-

- NSD P022 - Condition of Footways. Percentage of the footway network where structural maintenance should be considered
- NSD P173 - Percentage of gullies cleansed against target
- NSD P178 - Percentage of reactive highway jobs completed within response times
- NSD P260 - Condition of unclassified roads. Percentage of the unclassified road network where structural maintenance should be considered.

Relevant targets and base line data will be incorporated within the Covalent system and reported through the performance management framework.

1.7.3 Benchmarking

Hartlepool actively participates in and supports the District Maintenance Engineering Group, which encompasses all the authorities from the former Cleveland County, plus Darlington.

Hartlepool also makes a contribution to the APSE Performance Networks Benchmarking group.

Through these bodies, comparisons of Hartlepool's performance against similar urban authorities can be made.

1.8 Procedures And Practices

1.8.1 Day to Day Maintenance Procedures

Outlined below are the current and proposed levels of service response to potholes, trips and routine non-safety items.

<i>Activity</i>	<i>Current Practice</i>	<i>Proposal</i>	<i>Comments</i>
Repair Potholes	Two tier priority system - hazardous potholes to be inspected and rectified within one day of notification. If the defect is large and it is	As an interim proposal – as current practice but with non-hazardous potholes rectified within 14 days.	Response in accordance with the Code of Practice 2005.

	not possible to repair in one day, the defect must be barriered off overnight. All other potholes rectified within 28 days of notification.	The permanent proposal will be developed as part of the proposed Highway Maintenance Plan.	Performance of new technology eg. 'Rhinopatch', currently undergoing trials, will be monitored closely.
Repairs to Trips	Two tier priority system - hazardous trips to be inspected and rectified within one working day of notification. If the defect is large and it is not possible to repair in one day, the defect must be barriered off overnight. All other trips rectified within 28 days of notification.	As an interim proposal – as current practice but with non-hazardous potholes rectified within 14 days. The permanent proposal will be developed as part of the proposed Highway Maintenance Plan.	Response in accordance with the Code of Practice 2005
Requests for attention to routine non-safety items	Inspected within 1 working day of being notified. Repairs, where required, will be carried out within 28 days of initial notification.	As an interim proposal – as current practice but the customer will be contacted and advised of response within 10 days. The permanent proposal will be developed as part of the proposed Highway Maintenance Plan.	Response in accordance with the Code of Practice 2005

Highway Inspectors will continue to identify defects and commission repair work, which will then be carried out to agreed performance standards, without the need to carry out further inspections or measurement of the works upon completion.

1.8.2 Maintenance Priorities and Scheme Selection

Experience gained in the maintenance of the Principal Road Network, together with a study of the impact of previous years expenditure, has demonstrated that future works need to balance expenditure between surface treatment, resurfacing and reconstruction to produce a long term improvement in the strength of the network while still addressing preventative maintenance and routine safety work.

When UKPMS prioritisation systems become fully functional, future programmes will be developed on a 'whole life' costing basis rather

than the current 'worst first' approach.

The annual programmes of highway works have been prioritised based on a judgemental condition assessment which seek to maximise co-ordination with other works identified in the same location thereby meeting the objectives of this strategy. This will include link schemes to other programmes (e.g. structures, transport initiatives, safety schemes, developments) by making due allowances in the design.

Traditionally, programmes for highway maintenance have focused on a year-by-year approach to service provision. In accordance with this tradition, the Highway Maintenance Programme presented to the Portfolio Holder in March 2009 contained only the programme for 2009/10 with an indication of likely priorities for years 2 – 5 of a five year plan. A longer-term approach to the analysis of condition will facilitate improved planning, better coordination of schemes and opportunities for strategic partnering.

1.8.3 Scheme Design

Effective planning and design is essential to execute the construction of maintenance schemes with the least inconvenience to all road users and will ensure that the network remains accessible to all. It is vital to take into consideration the apparatus of the Utility Companies at a very early stage. If possible, advanced notification of important schemes should be used to influence the utility companies capital programmes such that any known underground work can be programmed and completed before the final surfacing. It is also important to co-ordinate schemes with the utilities to reduce the disruption to both pedestrians and other highway users during the works.

1.9 **Service Developments And Improvements**

The delivery of highway maintenance services has changed over recent years to reflect a variety of internal and external drivers affecting service delivery. The increasing pressure on resources, the need to demonstrate improved levels of performance and the move towards a more customer-focused service have all impacted on how repair and maintenance is programmed and undertaken. The following processes practices and technologies have been adopted over recent years.

- The implementation of a policy for the replacement of flagged footways with flexible surfacing helping to reduce risks from trip hazards and to reduce long term maintenance costs.
- The development and implementation of a computer based highway maintenance management system called "Confirm".
- The development of robust service standards for emergency repairs to the carriageway and to footway trip hazards as part of

a risk management strategy.

- The adoption of a UK Pavement Management System (UKPMS) – a sophisticated assessment system for recording highway condition using data based on mechanical and visual inspection procedures. The system used is Confirm UKPMS which will become an increasingly important tool as records build year on year.
- Area Forum based reporting and consultation.
- The adoption of new materials, for example, Stone Mastic Asphalt (SMA) forms of thin surfacing which has the benefit of significant noise reduction, economy and resistance to deformation.
- The investigation, trial and adoption of new techniques such as Rhinopatch. Many others have been investigated and rejected as unsuitable for use in Hartlepool.
- Partnership work – the Hartlepool framework partnership with White Young Green and proposed regional surfacing service partnership.
- Use of recycled road materials in lieu of traditional mined aggregates, particularly for use in the various base courses that have produced environmental advantages.

These processes and practices have all contributed to the provision of a more efficient and cost effective service.

1.10 Communication And Consultation

A range of National and Local Surveys carried out by MORI and others have ranked road and footpath maintenance as a high priority for local communities. Rapid response to emergency repairs, monitoring and maintenance of highways and the safeguarding of the quality of workmanship were seen as key issues.

Effective channels of communication are necessary in order that stakeholders are kept fully informed about planned highway maintenance activities. This strategy will ensure effective communication and consultation is achieved by:

- Presentation to and consultations with stakeholders via local consultation forums in respect planned maintenance schemes
- Officers attending and contributing to Local Area Forums, Ward meetings and resident group meetings on day-to-day highway related issues.
- Publishing information on highway maintenance matters in the local press, through local radio and through AA Road Watch information.
- Publishing information on highway maintenance programmes on the Council's Web site.
- Pre-notification of residents and local businesses in respect of impending maintenance schemes including information on road closures, diversions, estimated scheme time disruption, officer

contact details for advice and assistance and road signage

The following consultation process will be adopted in respect of the selection of schemes for inclusion in the programme of planned maintenance works:-

- Technical condition criteria, highway inspectors reports and accident data from the insurance section will be used to produce an initial programme.
- Customer Services information will facilitate further input into the process through service requests and complaints records that which will be analysed to help inform maintenance programmes.
- Briefing and consulting local stakeholders via residents groups, local area forums and Ward clinics, etc. will make a further contribution to the selection process.
- Views of elected members in each of the wards where planned maintenance works are proposed will be considered before the final programme is presented for approval.
- The outcome of work undertaken will be communicated to local communities and stakeholders via existing consultation forums and will assist in the formulation of subsequent programmes.

Information access points such as Hartlepool Connect, e-mail and internet access have and are being further developed to enable stakeholders to report problems or seek advice or information on highway and other street related matters.

1.11 Highway Network Investment

1.11.1 Funding

Highway maintenance is generally funded by a combination of Capital and Revenue budgets. Capital allocations are made by Central Government through the Local Transport Plan (LTP) process taking into account factors such as road length, classification, traffic figures and road condition data. Revenue allocations are generally funded from a combination of local council tax, business rate and other Government revenue support grants. This is provided for all local services for use largely at the discretion of authorities. However, there are a number of other potential sources of funding:-

- Capital or revenue funding from Private Developers, secured as a condition of planning approval (Section 106 agreements).
- Dedicated capital funding provided either directly or indirectly by Government and delivered by means of Grants and either Basic or Special Credit Approvals.
- Challenge capital funding, targeted at specified transport themes or objectives, which may have direct or indirect relevance to highway maintenance.
- Challenge capital funding for wider strategic themes or objectives, which may have direct or indirect relevance to highway maintenance.

- Capital or revenue local commercial sponsorship. The most common example of this is maintenance of landscaped areas, in particular on roundabouts.

Although the sums involved in some cases, for example in local sponsorship, may not be significant, they can help build local pride and support for the service.

It will be particularly important to ensure that maximum benefit is obtained for highway maintenance from contributions in respect of new developments. Although such contributions will be primarily to provide new or improved integrated transport infrastructure to mitigate the effects of the development, there may be a need to modify or bring forward maintenance works, which could be incorporated into the agreement. Unusual maintenance requirements, following adoption, may also be reflected in commuted sums.

The Local Transport Plan settlement is apportioned to both principal and non-principal roads. The non-principal road funds are granted as a block settlement to reduce the maintenance budget under the DfT 10-year plan. This non-principal funding is augmented by revenue funds. Recent experience demonstrates that the sums involved are inadequate and that the demands of the carriageway repairs have increased the pressure on funding of other maintenance on non-principal roads.

Highway maintenance activities contribute towards other strategically important initiatives and also support other strategies e.g. Cycling, Walking, Safer Routes to Schools etc. The cost of maintaining these additions to the existing network is funded from revenue. Examples of the increasing demand on budgets include:-

- The additional maintenance of pavements and road edges as an essential element of the strategy to encourage more walking and cycling.
- The increasing pressure to include high specification materials and casualty/speed reduction features.
- Regular and expensive renewal of carriageway markings, coloured and anti skid surfacing – some now costing five times the cost of previously specified surfacing.
- The regular replacement and repair of features such as refuges, kerb build outs and bollards which are, of necessity, located in particularly vulnerable locations.
- Repairs on streets with road humps and cushions – features which increase the requirement for carriageway resurfacing by concentrating damage in very localised narrow wheel tracks. This then requires more expensive repairs due to the labour intensive work form needed around the features, often with extensive traffic control arrangements or even road closures.

These features make an important contribution to casualty reduction,

the encouragement of the use of other modes of transport and in improving the environment. However, the resulting pressure on revenue-funded maintenance does need to be recognised in the budget setting process.

The funding currently available for maintaining the highway network falls short of that required to meet community aspirations, or that required to deliver appropriate levels of improvement in the network, as evidenced and supported by technical condition assessments.

The introduction of a Highway Maintenance Plan in 2010 will provide options advice that will assist with the prioritisation of budgets. It will enable community aspirations to be balanced against technical requirements by giving consideration to whole life costing for each operational solution.

This will enable better long term planning and advice to be published on programmes of work on the highway network, and will advise about the levels of investment necessary to promote highway improvements and identify shortfalls, based upon the level of service that is selected.

1.12 Resource Development

The development of this strategy and the positioning of the Council's Highway Services section affords the opportunity to:-

- Initiate programmes to develop the skills base of our employees.
- Identify the demands of specific features introduced as part of improvement schemes.
- Give consideration during the design of maintenance schemes to making the route more attractive to public transport, cyclists and pedestrians (this includes measures such as bus and cycle lanes, specific crossing points, advanced stop lines at traffic signals and cycle friendly gully grids) by co-operation with scheme sponsors.

1.13 Sustainable Development

An important consideration within highway maintenance operations is the need to meet the challenge of environmental sustainability.

Appropriate materials need to be considered to complement the appearance of areas of special amenity value including conservation areas, the town centre and public squares. Maintenance treatments should be chosen which reduce long-term reliance on the quarrying of new materials or the disposing of excavated materials to landfill sites, thereby minimising transport costs associated with construction materials.

All local Highway Authorities are required to submit a Local Transport

Plan (LTP). The LTP is a substantial document, which contains transport policies, a strategy, a programme of capital funding, and targets and indicators against which progress is measured. The LTP focuses on four shared priorities these are:

- Accessibility
- Congestion
- Air Quality
- Road Safety

These priorities all contribute to sustainable development of the transport infrastructure.

The Highway Maintenance Strategy can make a contribution to the Council's sustainable development commitments as set out in the Sustainability Strategy.

Working within this framework will ensure that the Authority's long-term decision-making and everyday activities on highway maintenance make a contribution to sustainable development.

1.14 Risk Management

Claims are processed and investigated in accordance with the timescales set out in the protocols of the 'Woolf' report on Access to Justice. These are to:

- Acknowledge receipt of personal injury claims within 21 days
- Investigate the claim and decide on liability within 90 days from the date of acknowledgement

If these timescales are not met, the Council can incur financial penalties in the form of court fines and have default judgments imposed with no option to appeal, which would dramatically increase the claims costs.

The number claims for compensation as a result of accidents on the highway increased significantly following the introduction of the 'Woolf' report. The "No Win No Fee" arrangements led to the development of a claims culture encouraged by aggressive advertising campaigns.

Furthermore the value of settlements associated with each claim also increased significantly.

As a consequence, the Council developed a risk management strategy for claims on the highway and currently makes every attempt to contest claims in the Courts when necessary. Nevertheless the number and value of claims drove up the level of the annual contribution to the insurance fund. The increase in insurance costs places further strain on budgets and further increases in contribution continue to be a threat.

Significant resource is applied to analyse claims data to clearly identify areas of greatest risk. The analysis identifies what factors affect the number of claims in each location – for example, type of accident, highway construction, material type etc.

It can take up to 10 years for any one full year's claims to be finalised, therefore "real time" information on the payments made is difficult to determine. A number of accident claims are contested delaying final settlement.

Nevertheless it is clear that the majority of highway related claims relate to trips in flagged footways and these continue to be the greatest risk to the Authority. By the nature of their construction, any differential settlement between adjacent or broken flags can create a trip and a potential hazard. Bituminous footways are of a continuous construction and, although still susceptible to differential settlement, the nature of these defects are generally less hazardous than those presented by a flagged footway. It is not possible to put a cost on the additional risk posed by flagged footways, however it is possible to state that the largest volume of claims relating to footway trips is in flagged surfaces.

1.15 Conclusions

The development of this interim highway maintenance strategy for Hartlepool has been based on a thorough review of the aims and objectives of highway maintenance management and the way in which the Authority provides services to the customer.

The strategy demonstrates how Hartlepool understands the expectations that legislation places on a highway authority and how Hartlepool will embrace new legislation whilst recognising that flexibility in service delivery is needed as new legislation impacts on the delivery of highway services.

The strategy demonstrates how we will achieve our vision for Hartlepool's highway infrastructure by improving our management, operational and planning processes to include:

- The adoption of a Highway Maintenance Plan to be implemented by May 2010.
- The adoption from May 2010 of the practices and procedures contained in 'Well-maintained Highways - Code of Practice for Highway Maintenance Management'.
- The development of a long term strategy by June 2010.
- Ensuring that there is an appropriate contribution to the maintenance aspects of all developments as part of the Council's wider Local Transport Plan.
- Investigating options for procurement of highway maintenance services with a strong emphasis on partnering arrangements.

This long term strategy will need to be constantly reviewed to ensure that it remains closely aligned to the vision to 'improve the riding quality and safety of the highway network and increase its structural strength to a level which compares with the top 25% of highway authorities'.

Technological advances in materials, processes and their applications, together with amendments to existing highway legislation and further anticipated revisions to 'Well-maintained Highways - Code of Practice for Highway Maintenance Management' will also require this strategy to be updated periodically.

Report of: Head of Neighbourhood Management

Subject: HOUSEHOLD WASTE RECYCLING

1. PURPOSE OF REPORT

- Inform the Neighbourhood Consultative Forum of measures that are to be introduced to increase recycling performance. Increase the number of recyclable materials available for collection through the Council's kerbside collection service.
- Introduce an education/awareness raising communication campaign to advertise the expansion of the recycling service and change in branding.
- Introduce of enforcement activities in relation to domestic household waste recycling.

2. BACKGROUND

- 2.1 The Council currently operates a kerbside collection service using a 240 ltr green wheeled bin for residual waste, 55 ltr blue box and 35 ltr blue bag for glass, cans and paper respectively, and a 240 ltr brown wheeled bin for garden waste and a 120 ltr white reusable bag for plastic bottles and cardboard. We have 17 mini bring centres located across the town and the Household Waste Recycling Centre in Burn Road.
- 2.2 Despite efforts to promote and encourage recycling, we are only managing to recycle approximately 40% of all household waste. This figure has not increased at the rate envisaged when household waste kerbside recycling was first introduced in 2007. Scope for improvement is therefore considered to be minimal without the introduction of a more-stringent collection regime.
- 2.3 In October 2008 the Tees Valley Authorities commissioned Measurement Evaluation Learning (MEL) to undertake a waste analysis to better understand the material streams available in their area. The report on the findings of this waste analysis indicated that on average a further 19.9% (1.42kg per household per week) of Hartlepool residual wastes (material in green bins) could have been recycled via current kerbside schemes.
- 2.4 In 2008/09 Hartlepool Borough Council collected 18,585.25 tonnes of residual waste from resident's green bins. Using the information above,

it was determined that 3,717 tonnes could have been recycled, saving the Authority a minimum of £120,200 in disposal costs.

- 2.5 In December 2008 the Scrutiny Coordinating Committee undertook an investigation into the current operation of the Council's kerbside recycling scheme and other recycling service provision making suggestions for improvement with respect to communication, education and enforcement.
- 3.1 Participation in kerbside recycling schemes in Hartlepool in 2008 averaged 83%, whilst overall participation rates across the borough are very good, there are areas of low participation.
- 3.2 Whilst the Council's Scrutiny Coordinating Committee were pleased to see the vast majority of Hartlepool residents have embraced and continue to support the need to recycle, they recognised there is a need to encourage those who at first sight appeared not to be participating fully and the Committee supported the suggestions for the introduction of:
 - a) an overarching campaign thanking residents who are recycling, whilst encouraging those who are participating in recycling some materials, but not all, to do a little bit more;
 - b) conduct a targeted communications campaign targeting areas with participation rates lower than 80% for dry recyclables or 60% for green waste, and
 - c) where encouragement and education fails to improve participation use enforcement action were applicable.

4. COMMUNICATION CAMPAIGN

- 4.1 "Recycle with the Hartlepool Heroes" branding was introduced in 2004 and has been the main identity for communications surrounding recycling. It is also felt that whilst the heroes were a draw to children, the characters may trivialise the message behind recycling.
- 4.2 Whilst reviewing the communications to launch additional materials into the existing recycling scheme, it was felt that a more direct "Recycle for Hartlepool" slogan would be a better choice of branding as it gives ownership to the residents, has a more direct tone and is more in line with the national logo, which will help to mitigate against any confusion which can be caused between local and national campaigns.
- 4.3 It is proposed to use the new 'Recycle for Hartlepool' branding for all communications developed by the Council to:

- Focus on the recycling services provided Hartlepool Borough Council;
 - Include positive messages and not be negative or reproachful;
 - Be consistent with regard to the look and feel of all communications;
 - Make it easy for people to take action and reduce waste and recycle;
 - Provide regular feedback on the progress and success of the scheme to householders
- 4.4 The kerbside collection service enables residents to recycle their waste directly from their home without having to visit a bring centre or the Council's own Household Waste Recycling Centre in Bum Road. Residents are able currently to recycle cans, glass, paper, garden waste, plastic bottles and cardboard.
- 4.5 We have received many requests from residents to increase the number of materials which can be recycled through the kerbside scheme. It is proposed we extend this service to include Tetra Paks (waxed cardboard cartons) and plastic food containers e.g. yoghurt pots. We have not been able to provide this service to residents previously as we were not able to procure a sustainable outlet
- 4.6 When the scheme is launched information leaflets will be distributed to every resident to highlight additional materials available for recycling as part of the kerbside collection service. Leaflets will be available at the meeting. We will take the opportunity to inform residents of why it is important to recycle and what happens to their waste when it is recycled.
- 4.7 In addition to the leaflet further press releases and website updates will be used to highlight the inclusion of mixed plastics and Tetra Pak to the existing plastic bottle and cardboard collection scheme and promote the new branding. Further information on the kerbside recycling scheme and the life cycle of the materials collected will also be included on the Council's website. We will also advertise the new branding "Recycle for Hartlepool" on new livery on refuse, recycling and bulky waste vehicles.
- 4.8 We will concentrate our efforts on areas of low performance in an attempt to encourage residents to participate, this will be through attendance at resident groups and associations together with the production of additional literature.
- 4.9 The Scrutiny investigation commented on the container used for recycling paper and considered the introduction of soft lids for blue

boxes. Trials have been introduced involving a different container to collect paper, similar to the poly bag; an example will be available at the Portfolio meeting. Soft lids for blue boxes are being trialed at various properties across the town, specifically the Fens.

5 ENFORCEMENT

- 5.1 The Scrutiny investigation recognised that where encouragement and education fails to improve participation the use of enforcement action was appropriate.
- 5.2 The Neighbourhood Action Team currently uses powers contained in the Clean Neighbourhoods & Environment Act 2005 and the Environmental Protection Act 1990 to ensure residents comply with Council rules regarding domestic household waste collection. Specifically, residents are issued with a Notice under section 46 of the Environmental Protection Act 1990.
- 5.3 Breach of this Section 46 Notice renders people liable to prosecution and a fine of up to £1,000; alternatively, people have the option of discharging liability to prosecution by payment of a fixed penalty notice of £100.
- 5.4 The Section 46 notice will be adapted for use in instructing residents to recycle all recyclable household waste. That is to say, residents will not be permitted to include any recyclable items such as glass, cans, paper or textiles when presenting their general household waste.
- 5.5 Essentially, areas of 'low participation' will be the target of enforcement; however, individual problem households anywhere in the town will also be considered. Such individual or isolated cases will stem from intelligence reports e.g. service requests / complaints from members of the public, the Council's refuse collection staff.
- 5.6 Bags containing general household waste will be checked by enforcement staff, in situ, prior to collection. Investigations will be timed so as to cause minimal disruption to the refuse collection service.
- 5.7 An Enforcement Officer will be required to witness the presence of recyclable materials amongst general household waste, and also find evidence of the person(s) responsible.
- 5.8 An element of discretion will be required in checking wastes. That is to say, there should be a pre-determined amount of recyclable material permitted amongst general household waste.
- 5.9 It is proposed that a dedicated 'Recycling Enforcement Officer' post is created from existing resources, with responsibility for ensuring the

initiative is effectively carried out in the community. The post will sit within the existing Environment Enforcement team.

6. CONCLUSION

- 6.1 Sustainable Waste Management practices are essential if the town is going to have an impact on climate change.
- 6.2 The Council provides a kerbside collection service enabling residents to recycle many materials in their own home.
- 6.3 The majority of Hartlepool residents fully embraced recycling, recognising the responsibility we all have as citizens to address climate change and reduce the amount of waste sent to landfill.
- 6.4 The Transport and Neighbourhoods Portfolio Holder approved this report on Monday 28th September 2009 instructing it to be presented to the Neighbourhood Consultative Forums for information.

7. CONTACT OFFICER

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Report: Director of Regeneration and Neighbourhoods

Subject: MINOR WORKS BUDGET 2009/2010

1. PURPOSE OF REPORT

- 1.1 To consider improvement schemes for potential funding from the North Neighbourhood Consultative Forum Minor Works Budget.

Scheme One - Telford Close Footpath (**Appendix A**)

- 1.2 Members will recall that this scheme to provide a footpath across open grassed area towards Brunell Close was presented at the North Consultative Forum on 22 July 2009. At that meeting it was suggested that a contribution toward the cost of the scheme be considered by the Central NAP.

- 1.3 The total cost of the proposed footpath is £11,800. At the time of writing this report the Central NAP Forum had not met. Officers are unable to confirm at this stage whether a contribution will be agreed. However it may be possible to table the outcome at the North Consultative Forum meeting.

Scheme Two - Ridlington Way Parking Scheme (**Appendix B**)

- 1.4 Residents and Ward Members have made requests for improved parking in Ridlington Way. Opposite house numbers 2 to 20. There is a slightly raised grassed area opposite these houses that get overridden by cars and large delivery vehicles causing damage to parked cars and the grass verge.

- 1.5 The proposed scheme is to remove a 2 metre width strip of grassed area by 30 metre and replace with Tarmac in front of numbers two to twelve, and to do the same in front of house numbers twelve to twenty.

- 1.6 The total cost to deliver both parts of this scheme would be £16,800 or if decided one part of this scheme (£8,400) could be delivered this financial year and the next part possibly be delivered in the next financial year.

Scheme Three - King Oswy Drive Bollard Scheme (**Appendix C**)

- 1.7 A Ward Member has made a request on behalf of residents for the installation of bollards on the grass verge between house numbers 139 to 149. King Oswy Drive, to address the problem of cars parking on the grass verge and drive ways been blocked by parents cars when picking up or dropping children of at the local school.

- 1.8 A full consultation with residents was carried out with 12 letters being sent out, and 10 returned. 5 residents were in favour of bollards being installed and 5 were not. The 5 residents who were in favour lived nearest the school and the 5 residents who did not want the bollards lived furthest away.
- 1.9 Members are reminded that this location currently has a yellow line parking restriction between the school pick up times. There is therefore the opportunity to raise the profile of the enforcement opportunities. Whilst bollards may prevent the grass verge issue, it will not guarantee that those intent on parking here doing so.
- 1.10 Members are therefore asked to consider the following options:
- (a) provision of 30 bollards spaced at 1.5 metres apart - £6,000;
 - (b) pro-active enforcement of yellow line status. In addition to this engage the school (Barnard Grove) as part of the educational and awareness programme which involves pupils and parents regarding dangers of parking near schools.

Scheme Four - Sandwell Gate Hand Rail (**Appendix D**)

- 1.11 Residents and Ward Members have made requests for a Hand rail to be fitted to the walls leading down the steps at the Sandwell gate (Fish Sands Arch).
- 1.12 The cost to install a handrail on both sets of steps leading down to the beach is £2,500.

2. RECOMMENDATION

- 2.1 The Forum is asked to consider the above schemes. Approved schemes will need to be presented to the Transport and Neighbourhoods Portfolio for final approval.

North Neighbourhood Consultative Forum**Minor Works - 2009/2010 - £87,000**

Forum - £52,000
 Highway Maintenance - £20,000
 Grass Verges - £15,000

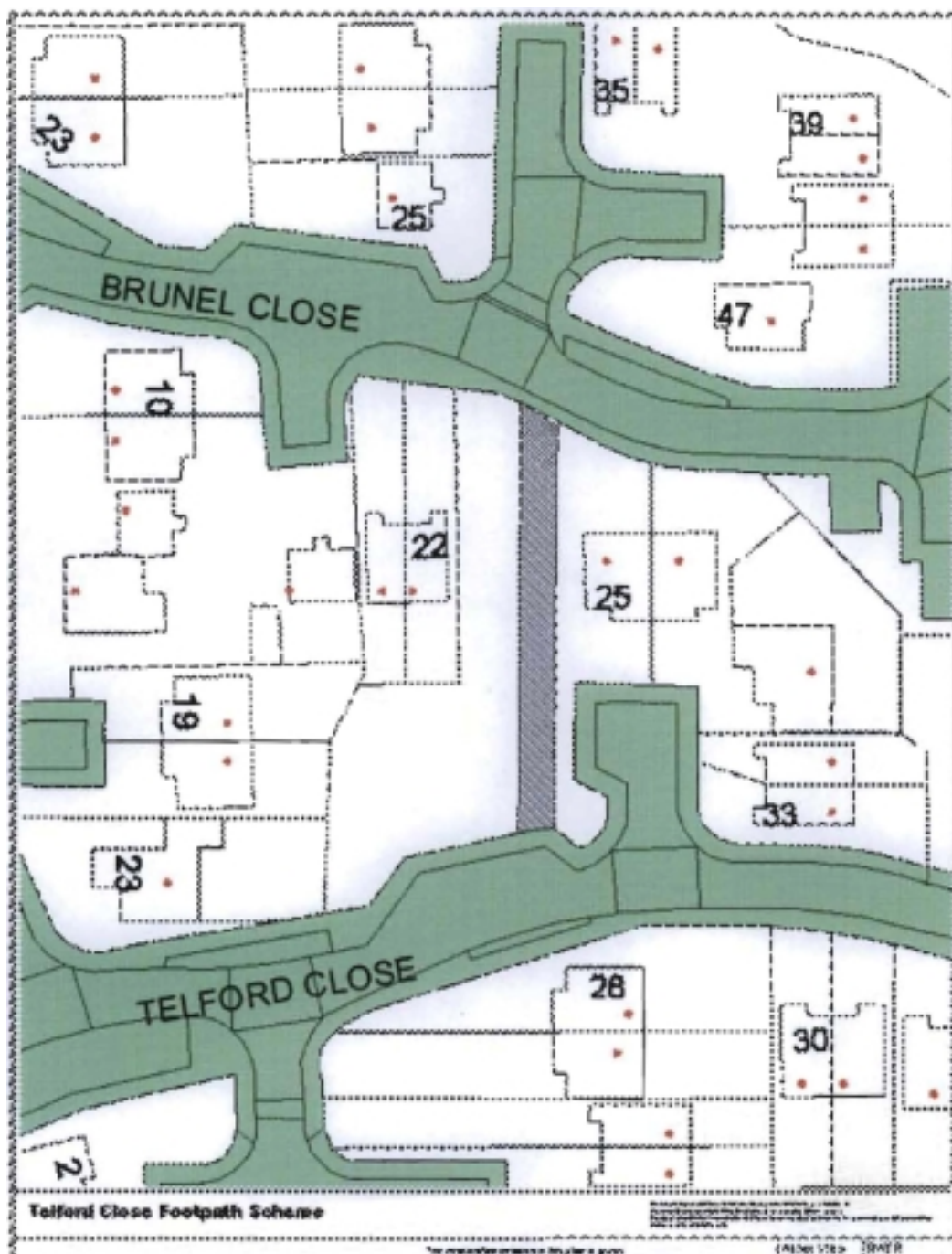
Ward	Name of Scheme	Date Approved	Minor Works Funding	Other Funding
			£	
All Wards	Tree Strategy	27 May 2009	50,000	
Various	Dropped Crossings	22 July 2009	3,500	
Hart	Sandbanks Drive	22 July 2009	18,000	
Various	Pride in Hartlepool	22 July 2009	5,000	

Total spend £76,500
Balance £10,500

Minor Works Schemes – 2009/2010

Ward	Total cost of Schemes	
Brus		
Dyke House		
Hart	18,000	
St Hilda		
Throston		
Various	£58,500	50,000 Tree Strategy 3,500 Dropped Crossings 5,000 Pride in Hartlepool
TOTAL	£76,500	

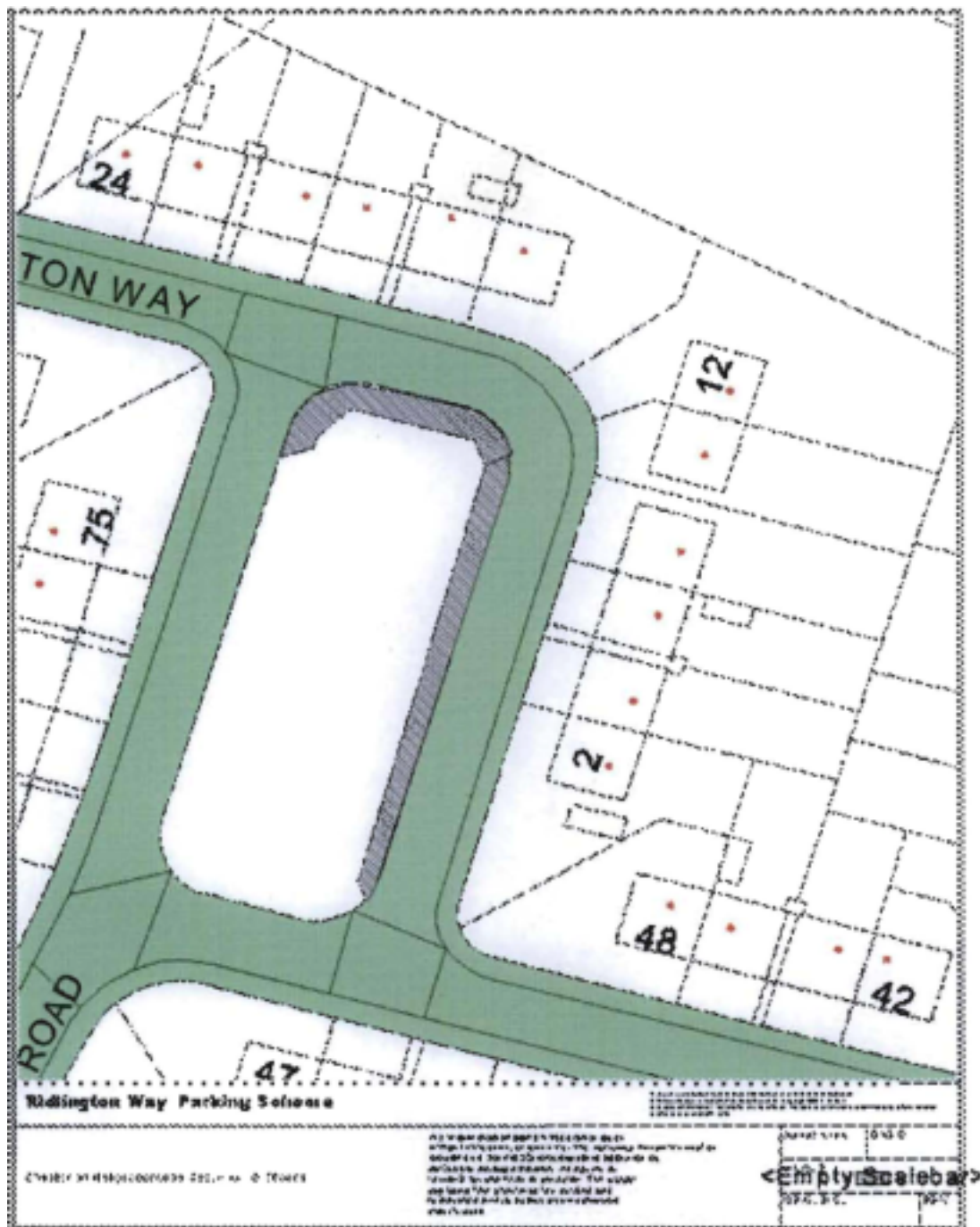
APPENDIX A



APPENDIX A



APPENDIX B



APPENDIX C



APPENDIX C



APPENDIX D

