

TRAFFORD BOROUGH COUNCIL

AMEY LG LIMITED

TRA 1366

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PARTNERSHIP AGREEMENT

VOLUME 6 OF 9

Containing:

Schedule 2 – Specification – Part 4 – Technical Services

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Trafford Borough Council

Amey LG Limited

A handwritten signature in black ink, appearing to be 'AMEY', is written over the printed name of Amey LG Limited.

7 May 2015

SPECIFICATION  
PART 4- TECHNICAL SERVICES

# Part 4 (Technical Services) of Schedule 2 (Specification)

## Lot 3



# TRAFFORD

Trafford Council  
Trafford Town Hall  
Talbot Road  
Stretford  
M32 0TH

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## 1. PART 1 – DEFINITIONS

In this Technical Services Specification, words and expressions shall have the meaning given in Schedule 1 of this Agreement unless defined below, or as the context otherwise requires

**Accident Data Record** means a digitally held record of all accidents in the Council Area for any Agreement Year, such record shall include the details of any casualties, damage, fatalities and cause (where known)

**Administrative Estate** means Council properties which are used for administrative purposes as identified in the Master Premises List

**Air Conditioning Inspections** means inspection of air condition systems carried out in accordance with CIBSE guidance TM44

**Adoption Agreement** means any agreement to be entered into between the Council and a Third Party in respect of the satisfaction of any works under section 38 of the Highways Act

**Apparatus** means all seats, street name plates, fences, barriers, grit bins, planters and flower boxes, ironwork, road studs, drainage structures, gantries, marker posts, catchpits, gullies, earthworks, gabions, covers, gratings, frames, non-structural wall panels, fascia panels, vehicle barriers, safety fences and pedestrian barriers and any other items of apparatus and non-illuminated street furniture in the Council Area together with all materials and equipment used or relating to the installation and maintenance of the same

**Asbestos Management Control Procedures** means the control procedures forming part of the Asbestos Management Plan required for any works involving Asbestos Containing Materials (ACMs) on the Council Property Estate in accordance with the Asbestos Management Plan

**Asbestos Management Plan** means the document that sets out how the Council manages the risks from asbestos containing materials (ACMs) being the Council policy and procedures and is designed to effectively manage and minimise asbestos related health risks to employees or other persons occupying or visiting the Council Property Estate

**Asbestos Register** means a database of the location, extent and condition of any asbestos which is present in any of the Council's Property Estate

**Asbestos Regulations** means the Control of Asbestos Regulations 2012 (SI 2012/632)

**Asset List (Property)** means a list of property assets as defined in the Master Premises List to be updated by the Service Provider following Condition Surveys and as otherwise from time to time required by the Council

**Asset Register** means the register in relation to the Highways Technical Services to be produced by the Service Provider from the Service Commencement Date in accordance with the requirements set out in this Technical Services Specification

**Blight Notice** means a notice served upon the Council in accordance with the TCPA in respect of blight (being the legal term for the negative effect that proposal for major public works, such as new road construction projects, can have on private property)

**Bridge Database** means the collection of Data relating to the condition, location and type of construction of bridges and highway structures within the Highway Network which is to be included in the Asset Register and updated annually

**Building Control** means the Council department responsible for ensuring that building work in the Council Area is carried out in accordance with the Building Regulations

**Building Regulations** mean the Building Regulations 2010 (SI 2010/2214) (as updated and amended from time to time)

**Capital Programme** has the meaning given to it in the Technical Services Special Conditions

**Capital Programme (Highways)** has the meaning given to it in the Technical Services Special Conditions

**Capital Programme (Property)** has the meaning given to it in the Technical Services Special Conditions

**Capital Works** means together the Capital Works (Highways) and the Capital Works (Property)

**Capital Works (Highways)** has the meaning given to it in the Technical Services Special Conditions

**Capital Works (Property)** has the meaning given to it in the Technical Services Special Conditions

**CDM Regulations** means the Construction (Design and Management) Regulations 2015 (SI 2015/51)

**Commercial Let Estate** means those properties owned by the Council or in which the Council holds a valid interest and are let for commercial purposes as identified on the Master Premises List

**Community Asset Transfer Applications** means applications from community groups or athletics groups for the transfer of Council owned assets to those groups

**Community Centre** means a property predominantly used by the community

**Community Estate** means the community facilities either owned by the Council or in which the Council holds a valid interest, which include the Community Centres, Leisure Centres and Libraries

**Community Schools** means those schools in respect of which the Council is the budget holder as identified on the Master Premises List

**Condition Surveys** means either, as the context requires:

(a) the annual visual inspections by the Service Provider of all properties within the Estate to determine the condition, age, life expectancy, cost and priority of elements of repair or maintenance required in respect of the properties, including but not limited to any buildings, structures, service installations and external works or features on the Estate properties, or

(b) the accurate and up to date records and data created, maintained and updated by the Service Provider as a result of the annual visual inspection of all properties within the Estate set out in limb (a) above

**Contact Centre** means the contact centre maintained and operated by the Service Provider in accordance with part 5 of this Technical Services Specification

**COSHH Regulations** means the Control of Substances Hazardous to Health Regulations 2002 SI 2002/2677

**Council Property Estate** means land and buildings that is owned by the Council or in which the Council has a valid interest and comprises the following:

- (a) Administrative Estate;
- (b) Commercial Let Estate;
- (c) Community Estate; and
- (d) Residential Estate,

which are set out in the Master Premises List

**Course Visual Inspection** means a visual inspection of the highway carried out from a short fronted slow moving vehicle by certified inspectors in accordance with MARCH UK PMS

**Customer Satisfaction Survey** means the process of discovering whether or not the stakeholders/customers are satisfied with the provision of the Technical Services

**Customer Charter** means a charter to be developed by the Service Provider to demonstrate how it intends to meet the Council's objectives relating to customer involvement and delivery of the Technical Services as set out in paragraph 7.7.1

**Definitive Map** means a plan which records all Public Rights of Way (PROW) in the Council Area

**Development Control** means the processing of planning applications, taking into account Council policies and briefs, including where relevant expert highways advice regarding traffic safety issues, design standards and materials

**Elected Member** means an elected Councillor of Trafford Council or Member of Parliament in each case from time to time

**Emergency Repair** means a repair in situations where there is a danger to health or risk to the safety of the occupant or danger of serious damage to the property

**Emergency and Reactive Maintenance** means the reactive maintenance provided by the Service Provider in the event of a fault or failure reported to the Service Provider requiring Routine Repair, Non-Urgent Repair, Urgent Repair or Emergency Repair

**Energy and Water Management Plan** means the means the plan to be submitted by the Service Provider pursuant to paragraph 11.7.3 as updated from time to time in accordance with this Technical Services Specification

**Energy Performance Certificate** means a certificate as defined in The Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007 SI No 991

**Environmental Health** means the Council department responsible for ensuring that living and working conditions in the Council Area are safe, healthy and hygienic

**Environmental Impact Assessments** means the formal process used to predict environmental consequences (positive or negative) of a particular proposal

**Environmental Protection** means the practice of protecting the natural environment

**Estate** means:

- (a) the Council Property Estate;
- (b) Community Schools; and
- (c) any SLA Premises which are not already captured under limb (a) and (b) above

**Fire Risk Assessment** means a risk assessment carried out in accordance with Article 9 of the Regulatory Reform (Fire Safety) Order 2005

**Fit for Purpose** means that the equipment is of a standard to fulfil the purpose for which it is designed



**Flood Risk Area** means those areas within the Council Area which are subject to a flood risk as identified and referred to in the Trafford Local Flood Risk Management Strategy (published in September 2014), which shall be managed and updated with such details as to enable the Planned Maintenance Programme to be produced and to support grant in aid funding

**Flood Risk Asset Register** means a register to be maintained by the Service Provider in accordance with the requirements of this Technical Services Specification in a manner which allows the Council to comply with its obligations under section 21 of the FWMA

**Flood Risk Management Plan** means a plan to identify how significant flood risks are to be mitigated in accordance with the requirements of the Flood Risk Regulations

**Flood Risk Regulations** means the Flood Risk Regulations 2009 (SI 2009/3042)

**Footway Network Survey** means a walked detailed visual inspection of the footway carried out by a certified inspector and carried out in accordance with the MARCH UK PMS

**FM Services** means the Hard FM Services and/or the Soft FM Services as relevant

**FWMA** means the Flood and Water Management Act 2010

**General Safety Certificates** means a certificate issued pursuant to the Safety at Sports Grounds Act 1975

**Greater Manchester Highway Authorities** means Bolton Council, Bury Council, Manchester City Council, Oldham Council, Rochdale Metropolitan Borough Council, Salford City Council, Stockport Metropolitan Borough Council, Tameside Metropolitan Borough Council, Trafford Council and Wigan Council

**GMRAPS** system means Greater Manchester Road Activities Permit Scheme the joint permit scheme under the TMA

**Handback Standard** means the standard to which the Estate shall return to the control of the Council being the standard in which the Estate should be in had the Service Provider complied in full with its obligations under this Agreement

**Hard FM Services** means the services more particularly described in paragraph 11.1 of this Technical Services Specification which shall include carrying out Urgent Repairs, Emergency Repairs and Routine Maintenance

**Highway Maintenance Efficiency Programme (HMEP)** means a programme funded by the Department for Transport (DfT) that exists to support the highways sector on its journey to transform the highway sector, working with people and organisations to enable change so that greater savings and efficiencies can be achieved

**Highway Network** means:

- (a) roads;
- (b) highway structures (including Structures, retaining walls, Bridges and Tunnels, subways and underpasses);
- (c) amenities (including grassed Council Areas, landscape Council Areas, hedges, trees, shrubs, embankments, cuttings, lay bys within the highway boundary);
- (d) walking and cycling route section lengths (including footpaths and cycle tracks);
- (e) Apparatus; and
- (f) communications installations

within the Council Area as varied or amended from time to time in accordance with this Agreement

**Highway Policies** means the Council's policies listed out at Appendix 3 (*Highways Policies*) (as amended from time to time and as the context requires)

**Highway Records** means the record of the condition and location of all aspects of the Highway Network and assets on the Highway Network which shall be provided, and updated by the Service Provider in accordance with the requirements at paragraph 7.9 of this Technical Services Specification and shall include the following:

- (a) Adoption Records;
- (b) Street Naming and Numbering ("SNN");
- (c) Local Land and Property Gazetteer and LSG Maintenance;
- (d) Highways Condition Inspections;
- (e) local highways searches

**Highways Act** means the Highways Act 1980 as amended

**Highways Condition Inspections** means either, as the context requires:

- (a) the inspections of the Highway Network carried out by the Service Provider in accordance with paragraphs 7.3.7 to 7.3.10 of this Technical Services Specification; or

(b) the records of the inspections carried out in accordance with paragraphs 7.3.7 to 7.3.10 of this Technical Services Specification

**Highways Services** means those services provided by the Lot 2a Provider in respect of the Highway Network under the Highways Services Specification

**Highways Services Provider** means the service provider in its capacity as provider of the Highways Services under this Agreement or any replacement provider of any of those services appointed by the Council (which may include the Council)

**Highway Technical Services** means those services to be provided by the Service Provider under Part 7 of this Technical Services Specification in respect of the Highway Network

**Integrated Transport and Road Safety Programme** as defined in paragraph 7.8.4

**Land Sales Programme** means the annual programme in respect of sale of property within the Council Property Estate as approved by the Council

**Lead Local Flood Authority** means as defined under the Flood and Water Management Act 2010 and is required to produce and maintain the Flood Risk Register

**Lease** means the lease of a property in respect of which the Council is a landlord or a tenant

**Legal Services** means the service provided by the Council's legal department

**Legionella Register** means the register of properties set out at Appendix 11 to this Technical Services Specification for which the Council is the responsible body for the control of Legionnaire's disease

**Leisure Centres** means properties currently managed by Trafford Community Leisure Trust, as listed in the Master Premises List

**Libraries** means those properties from which a library service is delivered by the Council, as listed in the Master Premises List

**Licence** means the licence of a property in respect of which the Council is a licensor or licensee

**Lifecycle Assets** means the physical assets including but not limited to buildings, structures, plant, machinery, electrical and mechanical equipment, service installations, lifesaving and security systems situated in those parts of the Estate in respect of which Hard FM Services are to be provided

**Local Development Framework** means the set of spatial planning policies that form the Local Development Plan

**Local Flood Risk Strategy** means the strategy to be developed, maintained and updated by the Service Provider in order to fulfil the Council's statutory duties as the Lead Local Flood Authority under the FWMA

**MARCH UK PMS** means the Maintenance Assessment Rating and Costing of Highways UK Pavement Management Standards

**Master Premises List** means the list that identifies the Council Property Estate as attached at Appendix 6 (*Master Premises List*)

**Master M & E Master Premises List** means the list that identifies the premises requiring Mechanical & Electrical Servicing as attached at Appendix 5 (*Master M & E Master Premises List*)

**Net Capacity** means a term which identifies the capacity of schools in terms of pupils. It intended to provide a single, robust and consistent method of assessing the capacity of schools

**Non-Urgent Repair** means a repair which needs to be carried out within a reasonable timeframe at the earliest convenience to prevent the repair from becoming an Urgent Repair

**Open Space Procedure** means the statutory procedure under Section 123 Local Government Act 1972 for the disposal of Council land deemed by the Council to be public open space

**Operational Services for Education** means the department of the Council who provide catering, transport and clean services for the education sector as required / requested

**Planned Maintenance Programme** means the programme of maintenance and renewals work activities over the course of the Agreement Period in respect of the properties to which Hard FM Services are provided described in paragraph 11.1.16

**Planning Authority** means the authority performing the functions of the planning authority under the TCPA in respect of any planning application

**Premise System** means together the Terrier System and the building maintenance service system

**Principal Designer** shall have the same meaning as ascribed to it by the CDM Regulations

**Priority Risk Assessment Scheme** means the risk assessments, including a condition report of Asbestos Containing Materials (ACMs) forming part of the Asbestos Management Plan

**Property Advisory Service** means the service to support the management of the Estate to be provided by the Service Provider in accordance with paragraph 10.2

**Property Documents** means all Leases and Licences and freehold title documents

**Property Management Services** means the full range of services defined in Part 10 of this Technical Services Specification

**Public Rights of Way (PROW)** means right of the public to pass along linear routes over land forming part of the Council Area at all times, including footpaths, bridleways, cycle tracks and restricted by ways

**Residential Estate** means those properties in which the Council has a valid legal interest and are currently used for residential purposes as identified on the Master Premises List

**River Basin Management Plan** means the plan for the protection, improvement and sustainable use of the water environment prepared by the Environment Agency under the Water Framework Directive and the Water Environment Regulations

**Road Safety Strategy** has the meaning given to that term in paragraph 7.9.7

**RTA** means the Road Traffic Act 1988

**Routine Maintenance** means maintenance that can be deferred without causing any serious long term deterioration to the building or discomfort or nuisance to the tenant or third parties

**Routine Repair** means a repair that can be carried out at the next service visit with no detrimental impact to the building or health and safety of persons using the building

**Safety Team (Road Safety)** means the group of officers involved with roads safety education and training

**Scanner Survey** means a high speed condition survey of the highway carried out in accordance with MARCH UK PMS and using laser technology to gather data on matters including, but not limited to, profile, rutting, texture profile and cracking of the highway

**School Crossing Patrol Service** means the Council service which assists children in crossing roads and ensuring they can travel easily and safely on their journey to and from school

**SLA Premises** means all SLA Premises (FM) and SLA Premises (Utilities)

**SLA Premises (FM)** means any Community School or other school or body which has entered into an SLA in relation to FM Services as listed in Appendix 4 (*SLA Premises*) as at the Agreement Date and such other schools or bodies which enter into an SLA from time to time

**SLA Premises (Utilities)** means any Community School or other school or body which has entered into an SLA in relation to Utility Services as listed in Appendix 4 (*SLA Premises*) as at the Agreement Date and such other schools or bodies which enter into an SLA from time to time

**SLA Premises Scheme Management** means the scheme under which educational establishments as identified in Appendix 4 (*SLA Premises*) (The Schools Premises SLA) can contract with the Council for the provision of FM Services, to the extent required

**SLA Service Specification** means the procedure and protocol for the delivery of building, project management and hard FM services to Trafford Schools by Trafford Council as contained in the Trafford website, sla-online, and summarised in Appendix 8

**Service Risk Register** means a database which identifies all risk issues which pose a risk to the proper performance of the Highway Technical Services and the Property Management Services under this Technical Services Specification which is to be provided by and updated by the Service Provider

**Soft FM Services** means the services more particularly described in paragraph 11.2 of this Technical Services Specification

**Stage 2 Corporate Customer Complaint** means a complaint to be dealt with in accordance with Stage 2 of the Customer Complaints Procedure

**Stakeholder Plan** means a plan to manage stakeholder engagement in respect of the delivery of the Technical Services as detailed at paragraph 7.7.2

**Street Lighting Policy** means the policy developed by the Street Lighting Services Provider, subject to Council consent, to be updated annually as part of the Annual Programme

**Street Lighting Services** means all the services to be provided in accordance with the Street Lighting Services Specification;

**Street Lighting Services Provider** means the service provider in its capacity as provider of the Street Lighting Services under this Agreement or any replacement provider of any of those services appointed by the Council (which may include the Council)

**Street Lighting Services Specification** means the specification setting out the obligations of the Street Lighting Services Provider in respect of the Street Lighting Services under this Agreement

**Structural Consultancy Services** means the services more particularly described in part 9 of this Technical Services Specification

**Sustainable Drainage Systems Approving Body or SAB** means a unitary authority or county council responsible for the approval of drainage systems in accordance with Schedule 3 of FWMA

**TCPA** means the Town and Country Planning Act 1990

**Technical Services** means the performance of all of the services to be provided by, and all other obligations of, the Service Provider in accordance with this Technical Services Specification and the Technical Services Special Conditions including (without limitation):

- a) the review, update and compliance with all Highway Policies;
- b) the review, recommendations as to updates and production of a Service Risk Register all for inclusion in the Transport Asset Management Plan;
- c) updating of the Bridge Database;
- d) providing all technical engineering support in respect of Third Party Highway Works including managing, monitoring, negotiating and finalising all relevant legal agreements,
- e) providing a street lighting design service including maintaining the Street Lighting Policy;
- f) strategic network management of PROW including a programme of activities;
- g) engagement with Customers and Stakeholders in respect of the Technical Services;
- h) compilation of all records pertaining to the Highway Network to support compliance with the Council's statutory duties;
- i) the development, review and implementation of an Integrated Transport and Road Safety Programme;
- j) processing and managing the award and application of Traffic Regulation Orders;
- k) developing Traffic Management Plans in order to manage traffic flows and achieving compliance with all statutory traffic management duties;
- l) developing the Highways Policies and providing a professional planning advice service,
- m) carrying out all functions of a Lead Local Flood Authority including the production of a Flood Risk Management Plan,
- n) complying with all of the Council's obligations under the Land Drainage Act 1991 (as modified by the Land Drainage Act 1994);
- o) complying with all obligations of the Council under the Public Health Act 1961,
- p) identifying, developing, commissioning and project managing the Capital Programme (Highways);
- q) offering a Structural Consultancy Service;
- r) delivering the Property Management Services including advice in the management of the Estate;

- s) providing a full repair and maintenance Hard FM Service and Emergency and Reactive Maintenance Service;
- t) the development, management and delivery of a Lifecycle Plan as more particularly set out in paragraph 11.1.9;
- u) delivery of a Soft FM Service as more particularly specified in paragraph 11.2 of this Technical Services Specification;
- v) management of all energy management service level agreements;
- w) production and analysis of Condition Surveys of the Estate;
- x) development and implementation of the Asbestos Management Plan and Asbestos Management Procedures;
- y) the provision of a portable electrical appliance testing service across the Estate;
- z) development, application and annual updating of the Energy and Water Management Plan; and
- aa) the Service Provider's obligations in relation to Capital Works

**Terrier System** is the Council's property records database

**Third Party Highway Works** means those works to be carried out to the Highway Network by a party other than the Highways Services Provider

**TMA** means the Traffic Management Act 2004

**Traffic Calming Regulations** means the Highways (Traffic Calming) Regulations 1999 SI 1999/1026

**Traffic Management Plans** means plans produced to identify how the expeditious movement of traffic will be secured in fulfilment of the Council's statutory duty under the TMA

**Traffic Regulation Order** means the order made under Parts I, II and IV of the Road Traffic and Regulation Act 1984, as amended from time to time

**Trafford Community Leisure Trust** means the not-for-profit company providing sport and leisure opportunities in Trafford and managing certain properties as detailed in the Master Premises List attached at Appendix 6 (*Master Premises List*)

**Transport Asset Management Plan (TAMP)** means a plan to be reviewed, updated and monitored by the Service Provider throughout the Agreement Period which sets out the strategic approach which the Service Provider intends to adopt on behalf of the Council as a Local Highways Agency. The TAMP shall:

- (a) identify the optimum allocation of resources for the management, operation, preservation and enhancement of the Highway Network to meet the needs of current and future customers; and



(b) be produced in a format which supports any bids for additional monies from the Department for Transport

**Urgent Repair** means a repair which will prevent further damage therefore preventing the repair from becoming an emergency or lead to further deterioration of the building if the problem persists

**Useful Life** means the period of time reasonably estimated by a competent professional in a relevant industry acting with reasonable care and skill to be the period for which an asset is able to be used efficiently for its intended purpose

**Utility Services** means the services more particularly described in paragraph 11.7 of this Technical Services Specification

**Walking School Buses** means a group of children walking to school with one or more adult

**Water Environment Regulations** means the Water Environment (Water Framework Directive) Regulations 2003 (SI 2003/3242)

**Water Framework Directive** means Directive 2000/60/EC of the European Parliament

**Whole of Government Accounts (WGA)** means a consolidated set of financial statements for the UK Public Sector

## 2. PART 2 – INTRODUCTION, OBJECTIVES AND SCOPE

### 2.1. INTRODUCTION, OBJECTIVE AND SCOPE

- 2.1.1. Trafford Council (the "Council") faces a significant budget challenge over the next few years. Substantial reductions in budgets have been achieved since 2010 and further unavoidable budget reductions will continue into the future. The Service Provider shall deliver [REDACTED] whilst continuing to provide the best possible level of service to the residents and businesses in the Council Area. It also seeks commercial development of services to develop income streams for the Council where practicable and mutually beneficial.
- 2.1.2. The Service Provider shall provide effective, efficient, flexible, sustainable and customer focussed Highways Technical Services and Property Management Services.
- 2.1.3. The Service Provider shall ensure that the Highway Network is operated and maintained to no lesser standards than is appropriate for the highway of the character of the traffic which is reasonably to be expected to use Highway Network as well as complying with all statutory duties for the Highway Network.
- 2.1.4. The Service Provider shall ensure optimum value for money is achieved from revenue and capital expenditure in the management of the Council Property Estate whilst maintaining the assets in a condition which is Fit for Purpose and no worse than the condition at the Service Commencement Date as stated in the appropriate KPIs.
- 2.1.5. The Service Provider shall achieve a [REDACTED] throughout the Agreement Period supported by the implementation of Annual Programmes.
- 2.1.6. The Service Provider shall make recommendations to the Council for policy adjustments and capital expenditure to achieve a reducing net expenditure requirement throughout the Agreement Period as part of the Service Provider's reporting obligations under this Technical Services Specification.
- 2.1.7. The Service Provider shall, consistent with Good Industry Practice, carry out the Technical Services so as to minimise nuisance and environmental impact including (without limitation) the impact of:
- (a) light;
  - (b) noise;

- (c) vermin and other pests;
- (d) litter;
- (e) dust;
- (f) odour; and
- (g) traffic

2.1.8. The Service Provider shall take all reasonable steps to ensure that the carbon emissions in relation to the performance of Technical Services in each Agreement Year are reduced compared with the previous Agreement Year and shall monitor and annually review the carbon performance of the Technical Services. The Service Provider shall include the results of such review in the Annual Report.

2.1.9. Where this Technical Services Specification includes an obligation on the Service Provider to take a particular action or perform a particular activity, and there is no time period stated in which the Service Provider must take such steps, the Service Provider shall be obliged to take the relevant steps promptly

3. **PART 3 – REPORTING REQUIREMENTS AND MANAGEMENT INFORMATION SYSTEM**

3.1. **REQUIREMENTS**

3.1.1. Without prejudice to its obligations under Clause 34 of the Agreement, the Service Provider shall monitor its own performance against the requirements of this Technical Services Specification and report to the Council on its performance of the Technical Services in the Performance Reports.

3.1.2. The Service Provider shall provide the Monthly Report and Annual Report in accordance with Schedule 11 and this Technical Services Specification.

3.1.3. In addition to the Monthly Report and Annual Report, the Service Provider shall, in accordance with this Technical Services Specification, produce reports for the Council, and to the Governance Boards to record the provision of the Technical Services and enable effective management and decision making in relation to the Technical Services, the Highway Network and the Council Property Estate.

3.1.4. The following is indicative only of the type and level of reports that may be required.

Description	Remarks	Frequency
Prompt Report	The Service Provider shall report records that are identified as "Prompt Reports"	As soon as practically possible and in any case within one hour of the instance occurring unless otherwise stated in this Technical Services Specification.
Monthly Report	The Service Provider prepares a Monthly Report including but not limited to : <ul style="list-style-type: none"> <li>• All Prompt Reports in respect of the relevant month</li> <li>• Report of all services / schemes against the Annual Programme and other relevant plans / programmes</li> </ul>	In accordance with Schedule 11 of this Agreement

	<ul style="list-style-type: none"> <li>• Performance against Performance Indicators and proposed actions /improvements</li> <li>• Cost information and reporting against budgets</li> <li>• Non-conformances and corrective actions</li> <li>• Risks and management actions</li> <li>• Health and safety including accidents and incidents</li> <li>• Environmental reports including energy usage</li> <li>• Customer contacts, complaints and engagement</li> <li>• Third party claims</li> <li>• Network management including NRSWA and TMA</li> <li>• Collection of fees / licences</li> </ul>	
Annual Report	To provide an overall summary of delivery, performance and outcomes against the Annual Programme objectives and targets. To identify the need for revised priorities, approach, policies and actions	In accordance with Schedule 11 of this Agreement
Reports to the Governance Boards	Various reporting requirements as may be required from time to time by the Governance Boards	Quarterly or as required
Council Executive, Council Scrutiny and other Decision Making and Briefing Reports	Briefing reports to answer queries or providing requested information from either the Council Executive, Council Scrutiny or any other Council decision making body	As required by the Council

3.1.5. The Service Provider shall prepare a Method Statement which outlines the approach that shall be taken for gathering user and customer satisfaction information in order to gauge satisfaction levels with the delivery of the Technical Services.

3.1.6. The Service Provider shall provide the Technical Services to satisfy the following general principles:

- (a) there must be regular and comprehensive reviews throughout the Agreement Period, taking into account whole life cost considerations, sustainability and energy conservation;
- (b) there should be a rigorous approach to value engineering and innovation to optimise value for money;
- (c) proactive programme and financial monitoring and management;
- (d) rigorous consideration of health and safety implications and compliance with all health and safety requirements;
- (e) written reports and recommendations with full justification and evidence to support the recommendations to produce a fully auditable processes;
- (f) full documentation of any Change as provided through the Change Control Procedure;
- (g) full electronic document management systems (MIS);
- (h) comprehensive regular reports on the performance, conduct, health and safety and workmanship of contractors;
- (i) fully auditable systems for the placement of orders, authorisation of payment and monitoring of expenditure; and

with the aim of supporting the achievement of Best Value for the Council.

### 3.2. MANAGEMENT INFORMATION SYSTEM

3.2.1. The Service Provider shall (subject to paragraph 3:2.2), no later than twenty (20) Business Days prior to the Service Commencement Date, put in place and then maintain and update throughout the Service Period, a fully integrated electronic Management Information System (MIS) which shall:

- (a) (securely and with appropriate back up) store all the data required to be collected, kept, updated and maintained by the Service Provider in

accordance with this Technical Services Specification, including but not limited to:

- 3 2 1.a.1. the data to be provided in the Performance Reports;
- 3 2 1.a.2. Highway Records
- 3 2 1 a.3. Property
- 3 2 1.a.4. Asset Register
- 3 2 1 a.5. Asset List ( Master Premise list )
- 3 2 1 a.6. Condition Surveys
- 3 2 1 a.7. Mechanical & Electrical register (Master M & E Premise list)
- 3 2 1.a.8. Asbestos Register
- 3 2 1.a.9. Legionella register
- 3 2 1.a.10 Capital Programme
- 3 2 1.a.11 Energy & water usage
- 3 2 1.a.12 Planned Maintenance Programme
- 3.2.1.a.13. Complaints system
- 3.2.1.a.14. Portable Appliance Testing programme
- 3.2.1.a.15. Gas appliance testing programme
- 3.2.1.a.16. Land Record System, including the Terrier System as set out in paragraph 13.9;
- 3.2.1.a.17. Lease renewals,
- 3 2 1 a.18. Rent reviews;
- 3 2 1 a.19 Land Sales Programme; and
- 3 2 1.a.20 all data necessary to ensure that the Council can monitor the KPIs and PIs.

- (b) be available simultaneously to the Council, and to employees and contractors of the Council as designated by the Council from time to time via a secure on-line portal that provides access on a 24 hour a

day, seven day a week basis and supports flexible working from remote locations, co-location and collaboration at any location;

- (c) be compatible with the Council's Customer Relationship Management system (CRM); and
- (d) be capable of generating reports in a form agreed by the Council on any aspect of the data contained within the MIS.

3.2.2. The Service Provider shall use all reasonable endeavours to ensure a fully compliant MIS is in place prior to the Service Commencement Date (or as soon as reasonably practicable), provided that:

- (a) the necessary elements of the MIS must be in place prior to the Service Commencement Date to allow the Service Provider to monitor and report against the KPIs in accordance with this Technical Services Specification; and
- (b) the Service Provider shall procure that a fully compliant MIS is in place prior to the second anniversary of the Service Commencement Date.

3.2.3. As part of the Annual Report, the Service Provider shall review the MIS (including the infrastructure, all the hardware, software, peripherals and communications equipment required to provide the MIS) and report to the Council on the adequacy and performance of the MIS.

3.2.4. The Service Provider shall update and improve the MIS as necessary throughout the Service Period (including by way of software refresh and maintenance) and all infrastructure, hardware, software, communications equipment and peripherals, in each case in order to maintain or improve the functionality of the MIS.

3.2.5. To the extent that the MIS is the material cause of any fault in the Council's MIS, CRM or other ICT systems, the Service Provider shall indemnify the Council for any Losses incurred in rectifying any such fault.

3.2.6. All data held in the MIS and/or the Database shall remain at all times the property of the Council.

3.2.7. Without prejudice to its obligations pursuant to Clause 66 (*Data Protection*), the Service Provider shall:

- (a) maintain the security and integrity of the MIS and the data held within it and/or the Database; and



- (b) ensure that access to the MIS and the data held within it and/or the Database is restricted to the Council, the Council's employees, the Service Provider, Personnel and authorised Council Related Parties.

3.2.8 The Service Provider shall provide:

- (a) a common email system with common email address structure, address book and calendars for all Personnel; and
- (b) shared electronic file storage for ease of data access and sharing

3.2.9. The Service Provider shall within three months prior to the expiry or termination of the Agreement Period provide the Council with a plan to migrate all data held within the MIS and/or the Database to the Council or to a replacement service provider, or as the Council in its absolute discretion directs (**Data Migration Plan**)

3.2.10. The Council shall review the Data Migration Plan as part of any reviews of the Exit Plan.

3.2.11. The Service Provider shall, following approval of the Data Migration Plan, within one month prior to the expiry or termination (in whole or in part) of the Agreement Period complete the migration of the data held within the MIS and/or the Database in accordance with the Data Migration Plan.

### 3.3. ANNUAL PROGRAMME

3.3.1. The Service Provider shall include in each Annual Programme:

- (a) proposals for improving the Technical Services and delivering ongoing efficiencies for the following Agreement Year and the subsequent Agreement Year;
- (b) the Capital Programme;
- (c) the Asbestos Management Plan and a plan of activities for the following Agreement Year to be undertaken pursuant to the Asbestos Management Plan;
- (d) the Energy and Water Management Plan;
- (e) the Local Flood Risk Strategy;
- (f) the Flood Risk Management Plan;
- (g) the Traffic Management Plan;
- (h) the Reactive Maintenance Plan;

- (i) the Planned Maintenance Programme;
- (j) the Winter Maintenance Plan;
- (k) the Legionnella Inspection Plan;
- (l) the Highways Condition Inspection Plan; and
- (m) any other information, plans or proposals required pursuant to this Technical Services Specification and the Technical Services Special Conditions.

#### 4. PART 4: STAFF TRAINING AND HEALTH AND SAFETY

##### 4.1. STAFF CONDUCT

4.1.1 The Service Provider shall ensure that all Personnel behave in a professional manner and do not bring the Council into disrepute. If in the opinion of the Council, the conduct of any of the Personnel is unacceptable, whilst performing the Technical Services, the Service Provider shall promptly investigate the matter and if appropriate, take appropriate disciplinary action against the Personnel concerned. As soon as practicable, the Service Provider shall submit a written report to the Council setting out the findings of its investigations and the details, where appropriate, of the disciplinary action taken.

4.1.2 The Service Provider is required to foster a working environment and culture where the Personnel show respect and responsibility for the people within the communities that they are operating in and where they act as ambassadors for the Council and take the opportunity to improve community relations.

4.1.3 The Service Provider shall ensure that Personnel shall at all times when engaged in provision of the Technical Services:

4.1.3.1 are not permitted to accept any form of remuneration, tips or payment in kind from Service Users;

4.1.3.2 wear a uniform (where appropriate) as defined in the relevant Technical Services Method Statement which is regularly laundered, clean, appropriate to their work and in a good condition and replaced when beyond serviceable or economic repair,

4.1.3.3 wear a brightly coloured, high-visibility reflective vest when working on or adjacent to the Highway with Trafford Council and the name of the Service Provider on the back and to a design that has the written approval of the Council;

4.1.3.4 wear or carry an identification badge stating the wearer's name, job title, the Service Provider's name and Trafford Council,

4.1.3.5 do not engage in harassment, discrimination or bullying; and

- 4.1.3.6 are not permitted to smoke except in designated breaks and in a place where it is lawful to do so.
- 4.1.4 The Service Provider must ensure that all Personnel are at all times properly and sufficiently skilled and supervised with regard to:
  - 4.1.4.1 the task or tasks that such staff are required to perform;
  - 4.1.4.2 any relevant provisions of the Agreement;
  - 4.1.4.3 promoting community involvement by being supportive to community groups, volunteers and other stakeholders or interested parties;
  - 4.1.4.4 all rules, procedures and standards referred to in the Agreement and other documents relevant to the work that he or she is deployed to perform;
  - 4.1.4.5 all relevant rules, procedures and statutory requirements concerning health and safety at work;
  - 4.1.4.6 appropriate behaviour and conduct when advising members of the public engaged in potential anti-social behaviour including (but not limited to) dog fouling, fly-tipping, dropping litter and vandalism;
  - 4.1.4.7 acting proactively, promptly and positively to correct problems and issues as they arise and take pride in their work and produce high quality work;
  - 4.1.4.8 fire risks, fire precautions and emergency action including evacuation procedures;
  - 4.1.4.9 the need to maintain the highest standards of hygiene, demonstrating courtesy and consideration, being approachable and acting appropriately as front line ambassadors for the Council;
  - 4.1.4.10 the need to recognise situations which may involve any actual or potential risk of personal injury to any person (including members of the public), and the need to make such situations safe; and
  - 4.1.4.11 the need in the event of any emergency immediately to contact the Service Provider (and the Service Provider shall ensure that it shall forthwith notify the Council).

## 4.2. HEALTH AND SAFETY REPORTS

- 4.2.1 In undertaking the Technical Services the Service Provider shall comply with Clause 70 of the Agreement.
- 4.2.2 The Service Provider shall maintain the Service Provider Health and Safety Manuals in accordance with health and safety legislation, relevant guidance and industry best practice, review it at least annually and submit any material changes promptly to the Council for approval and promptly provide a copy to the Council for review as requested from time to time.
- 4.2.3 The Service Provider shall keep detailed records of all health and safety incidents, near misses and accidents and investigations relating to the Technical Services and report the same to the Council as part of the Monthly Report.
- 4.2.4 The Service Provider shall hold regular meetings (no less than every three months) with Personnel, trade unions and the Service Provider's supervisory staff to discuss health and safety matters relating to the Technical Services and shall invite the Council to each meeting
- 4.2.5 The Service Provider shall procure that Personnel are provided with adequate training in all relevant health and safety matters associated with the Technical Services as part of an employee's induction, and thereafter provide refresher training at regular intervals or as and when necessary. Training records shall be maintained and available for review by the Council upon request.
- 4.2.6 Without prejudice to any other provision of this Agreement, the Service Provider shall design and throughout the Service Period maintain and keep in force management systems that are certified by a UKAS certified assessment body (or a body of similar standing) as covering the scope of activities detailed in this Technical Services Specification and covering the local premises used for the delivery of the Services, and to the minimum following standards:
- 4.2.6.1 ISO 9001. 2008, and
- 4.2.6.2 OHSAS 18001
- 4.2.7 The Service Provider shall permit the Council access to and inspection of all relevant records and information relating to the maintenance of the accreditation of management systems and be

required to include the results of the annual accreditation inspections in the Annual Report.

- 4.2.8 The following information in relation to health and safety shall as a minimum be included in each Annual Report:
- 4.2.8.1 summary statistics relating to the delivery of the Technical Services of all health and safety incidents, accidents, near misses and all RIDDOR reports for the period including identifying any trends since the Agreement commenced;
  - 4.2.8.2 commentary on the summary statistics trends;
  - 4.2.8.3 records of any Complaints that have been made regarding the management of health and safety by any Personnel;
  - 4.2.8.4 copies of any correspondence received from the Health and Safety Executive in relation to the Technical Services;
  - 4.2.8.5 copies of any correspondence received from the Service Provider's insurer in relation to the management of health and safety and in relation to the Technical Services;
  - 4.2.8.6 plans and schedules for managing health and safety tasks for the following twelve months in order that health and safety is improved;
  - 4.2.8.7 commentary on whether all plans and schedules planned for the six months leading up to the report have been adhered to;
  - 4.2.8.8 copies of all RIDDOR reports for the period;
  - 4.2.8.9 risk assessments covering all risks identified for the Technical Services and clearly demonstrating that all appropriate steps have been taken in relation to the mitigation of such risk;
  - 4.2.8.10 safe working procedure documentation;
  - 4.2.8.11 evidence of Service Provider staff training, in particular, related to mitigation procedures identified in risk assessments;
  - 4.2.8.12 evidence that health and safety systems and practices are compliant with all relevant Legislation, guidance and industry best practice and that monitoring takes place to ensure that this is the case;
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- 4 2.8.13 any other information, data, evidence and documentation that the Council may reasonably require to comply with the Council's obligations relating to health and safety of the Technical Services;
- 4 2.8.14 a signed statement that it has been reviewed by the Service Provider;
- 4 2.8.15 copies of minutes of any meeting covering health and safety issues relating to the Technical Services, and
- 4.2.8.15 copies of internal and/or external health and safety audit reports are provided

#### 4 3. TRAINING

##### 4.3 1 The Service Provider shall ensure that

##### 4.3.1.1 all operational Personnel engaged on the Technical Services are trained in accordance with:

- 4.3.1.1.1 the ILP Scheme for Public Lighting or the National Vocational Qualification for Public Lighting level 1 to 4;
- 4.3.1.1.2 Health and Safety at Work Act 1974; and
- 4.3.1.1.3 NRSWA.

##### 4.3.1.2 all operational Personnel engaged on the Technical Services who carry out electrical works are, at a minimum, trained in accordance with:

- 4.3.1.2.1 Engineering Authority recommendation G39/2
- 4.3.1.2.2 Assessment of Competency of Electrical Installation Enterprises; and
- 4.3.1.2.3 City and Guilds Certificate 236 Part 2,

or any equivalent and/or successor qualifications or applicable Legislation introduced from time to time.

##### 4.3.2 The Service Provider shall maintain, and shall procure that all Sub-Contractors maintain a training record and competency file in respect of all operatives and shall procure that the same are kept up to date at all times and are available for inspection by the Council.

5. **PART 5: CUSTOMER CARE AND CUSTOMER COMPLAINTS**

5.1. **CUSTOMER CARE**

- 5.1.1. The Service Provider shall ensure that all Personnel provide the highest possible standards of customer care for Service Users. The Service Provider shall encourage and train all Personnel to achieve the required standard of customer care and shall make available to the Council, promptly on request, details of its training programmes and details of training actually delivered to each member of Personnel.
- 5.1.2. The Service Provider shall ensure that the content, format and structure of any leaflets, correspondence or other written communication of any kind that is to be sent or distributed to residents or others, shall be approved in writing by the Council prior to printing and shall, where appropriate include translations of the English language (into such languages as reasonably specified by the Council) and other additional aides to help members of the public access and understand the information contained therein.
- 5.1.3. The Service Provider shall keep appropriate records and include in each Monthly Report summaries showing the numbers, types and progress of each request for service and Customer Complaint received for the relevant month (including any outstanding from previous months). The Service Provider shall show evidence of learning points from any Customer Complaints, comments or compliments, where applicable, and how it intends to implement any improvements in procedures or service delivery identified. All such documents shall be kept and be available for inspection by the Council.

5.2. **COMMUNICATIONS WITH SERVICE USERS**

- 5.2.1. The Service Provider shall maintain and operate a Contact Centre which is capable of receiving telephone calls, postal queries, emails and other electronic communications from residents of Trafford and other members of the public in relation to the Technical Services between the hours of 08:00 and 19:00 each Business Day, and the Service Provider shall ensure all such communications are directed through the Contact Centre.
- 5.2.2. The Service Provider shall receive comments, enquiries and Customer Complaints from Service Users arising from any aspect of the Environmental Services through the Contact Centre.



5.2.3 The Service Provider shall permit the Council to access relevant information held in connection with any form of communication with Service Users. For the purposes of managing any required timescales detailed in this Technical Services Specification or the Method Statements, the Council shall consider the time that the Service Provider receives the comment, enquiry or Customer Complaint to be the time it was recorded by the Council on the CRM System.

5.2.4. The Service Provider shall log all service requests, Customer Complaints or other enquiries whether from the Council, Service Users or third parties on the CRM System within one Business Day of receipt by the Service Provider.

5.2.5. The Service Provider shall be required to respond to all registered comments, enquiries and Customer Complaints that are registered on the CRM System by:

- (a) carrying out the appropriate operational response necessary to resolve the comment, enquiry or Customer Complaint;
- (b) updating the CRM System in a prompt and accurate manner and to include reasonable explanatory information and evidence (including photographs, where appropriate);
- (c) stating within the CRM System where the Service Provider believes Customer Complaints to be unjustified and providing appropriate evidence; and
- (d) closing down individual cases of comment, enquiry or Customer Complaint once each of the steps set out in paragraphs 5.2.4 (a) – (c) have been taken.

5.2.6. Customer Complaints, enquiries and communications will generally be made to the Contact Centre. However, if Service Users or members of the public attempt to direct enquiries or Customer Complaints to the Service Provider's Personnel in any other manner, the Service Provider shall record such Customer Complaint, enquiry or communication on the CRM System as soon as reasonably practicable and respond to the Customer Complaint, enquiry or communication and record the details of the matter in the Weekly Report in the same manner as if it had been made to the Contact Centre.

5.2.7. The Service Provider shall act as the first point of contact for the Service Users for clarification enquiries about the Technical

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Services. The Service Provider shall respond to all enquiries promptly in a courteous, respectful and professional manner. To facilitate direct communication between the Council and the Service Provider, the Service Provider shall ensure that at least one member of Personnel shall be available for communications between the Council and the Service Provider between 08.30 hours and 17.00 hours, on each Business Day.

- 5.2.8. The Service Provider shall acknowledge all enquiries from Service Users within 1 Business Day of receipt thereof and shall respond substantively within 3 Business Days of such acknowledgement. The Service Provider shall provide a telephone escalation mechanism to a more senior member of Personnel for call centre enquiries regarding Technical Services during the operational hours of the Contact Centre. In addition, the Service Provider shall be required to provide scripting about the Technical Services to the Contact Centre Personnel and attend regular meetings with the Contact Centre Personnel.
- 5.2.9. The Service Provider shall be required to promote the use of digital media, including website and smart phones to Service Users in order to substantially decrease the number of queries and Customer Complaints communicated by telephone or other non-digital means.
- 5.2.10. Promptly upon the Council's request from time to time the Service Provider shall provide an appropriate managerial member of Personnel to attend meetings with Elected Members to discuss the Technical Services.

5.3. SERVICE USER CUSTOMER COMPLAINTS

- 5.3.1. In the event of a Customer Complaint the Service Provider shall respond in accordance with the Customer Complaints Procedure and this Technical Services Specification.
- 5.3.2. In the event of a Customer Complaint the Service Provider shall promptly either rectify the situation or if it is a non-rectifiable Customer Complaint, investigate the matter and provide apologies or recompense as appropriate. All Customer Complaints and service requests shall be dealt with and, where possible, resolved by the Service Provider in a prompt, courteous and efficient manner.
- 5.3.3. Without prejudice any other provision of this Agreement, the Service shall respond to the Council as follows:

- (a) in respect of any Rectifiable Complaint registered with the Service Provider before 12.00 hours on a Business Day, the Service Provider shall rectify the Customer Complaint by the end of that Business Day,
- (b) in respect of any Rectifiable Complaint registered with the Service Provider after 12.00 hours on a Business Day, the Service Provider shall rectify the Customer Complaint by the end of that Business Day or no later than 1200 hours of the following Business Day,
- (c) any Customer Complaint that is not a Rectifiable Complaint shall be investigated by the Service Provider as soon as is reasonably possible and in any case the Service Provider shall respond to the Complainant by the end of the following Business Day with their intended actions to resolve the Customer Complaint, and
- (d) the Service Provider shall provide Personnel in each Collection Vehicle and each member of supervisory Personnel with a communications device that can receive data instructions plus a mobile telephone or radio to enable effective and regular communication whilst staff are conducting the Technical Services, so as to allow Missed Collections, Customer Complaints, emergencies and other operational issues to be addressed quickly

#### 5.4 STAGE 2 CORPORATE CUSTOMER COMPLAINTS

5.4.1. The Council may require the Service Provider to treat any Customer Complaint that has been not properly resolved at Stage 1 of the complaint process as Stage 2 Corporate Customer Complaint. The types of Customer Complaint that will be treated as a Stage 2 Corporate Customer Complaints are Customer Complaints that shall include but not be limited to:

- (a) where a Service User is complaining about repeated Service Failures;
- (b) where a Service User is complaining about the conduct of the Service Provider's Personnel; and
- (c) Customer Complaints relating to damage of property.

5.4.2. For any Stage 2 Corporate Customer Complaint the Service Provider shall

- (a) promptly investigate the Customer Complaint and provide an acknowledgement to the complainant within 3 Business Days;
- (b) within 10 Business Days of receipt of the Customer Complaint, submit a draft letter to the Council for approval which will detail the steps the Service Provider has taken and further steps it intends to take to resolve the Customer Complaint. The letter shall be drafted by the Service Provider as a response from both the Service Provider and the Council to the Service User and shall be signed by the Service Provider. The quality and suitability of the response shall be subject to the Council's prior written approval; and
- (c) ensure that all Customer Complaints from Elected Members and the public are responded to substantively and appropriately within 20 Business Days.

5.4.3. The Service Provider shall keep a log of any such Customer Complaints and the actions taken to resolve them and update the CRM System.

5.4.4. The Service Provider shall treat all enquiries or Customer Complaints from Elected Members, the Chief Executive and Council Directors as a Stage 2 Corporate Customer Complaint and promptly investigate and respond to the enquiry or Customer Complaint.

## 5.5. CUSTOMER SATISFACTION SURVEY

5.5.1. On each anniversary of the Service Commencement Date the Service Provider shall complete a Customer Satisfaction Survey of randomly selected households across the Council Area and shall include questions aimed to assess satisfaction across all elements and aspects of the Technical Services, and shall include responses from at least 200 Service Users. Selection and survey methodologies shall, each year, be proposed by the Service Provider but shall be subject to the approval of the Council.

5.5.2. The results of each Customer Satisfaction Survey shall be summarised in a brief report by the Service Provider and included within the Annual Report.

6. **PART 6: VEHICLES, PLANT AND EQUIPMENT**

- 6.1 The Service Provider shall ensure that it has sufficient front-line and reserve/spare Equipment (including Vehicles) available at all times as necessary to provide the Technical Services.
- 6.2 The Service Provider shall ensure that all Equipment (including Vehicles) used in connection with the Technical Services:
- 6.2.1 are operated with the minimum level of noise and emission of dust and fumes and other pollutants;
  - 6.2.2 are fit for the purpose of undertaking the Technical Services;
  - 6.2.3 are specified, operated and maintained in accordance with Good Industry Practice and in a manner that minimises the possibility of the loss of any leakage of liquids to the environment;
  - 6.2.4 shall be painted in a colour and bear sign writing, insignia, livery or otherwise as agreed in writing with the Council,
  - 6.2.5 only incorporate advertising which has been approved in writing and in advance of any such advertising by the Council; and
  - 6.2.6 are driven in a safe manner in accordance with Good Industry Practice and traffic regulations.
- 6.3 The Service Provider must ensure that all Vehicles are maintained in a roadworthy condition and comply with all relevant Legislation, including the acquisition by the Service Provider of a goods vehicle operator's licence where necessary.
- 6.4 The Service Provider shall at all times be fully responsible for the operator's license and payment of all licensing fees, taxes and insurance required in connection with or arising out of the possession or use of all Equipment (including Vehicles).
- 6.5 The Service Provider shall be responsible for the security of all Equipment (including Vehicles) and parts used in the provision of the Technical Services and the Council shall not be liable in the event of any loss or damage to such unless and to the extent caused by the Council.

- 6.6 The Council shall be entitled to serve written notice upon the Service Provider a notice requiring the Service Provider to remedy any failure to operate or maintain Equipment (including Vehicles) in accordance with the Agreement ("Rectification Notice"). The Rectification Notice shall identify the Equipment or Vehicle and shall specify the action to be taken by the Service Provider. The Council may require the identified Equipment or Vehicle to be removed from use until such time as the Rectification Notice has been complied with to the Council's satisfaction.
- 6.7 In the Annual Report, the Service Provider shall provide the Council with details of the total mileage/hours covered by the whole of their Vehicles and Plant in the performance of the Technical Services during the relevant Agreement Year, together with the total fuel consumed on a service by service basis.
- 6.8 The Service Provider shall ensure that all Vehicles and Plant that are used pursuant to this Agreement for more than 20 consecutive Business Days per annum, or for more than 60 Business Days per annum in aggregate are fitted with a GPS tracking device that enables the Service Provider and the Council to locate the Vehicle or Plant in real time. The Service Provider shall provide the Council with authorised remote access to the live data.
- 6.9 All incidents resulting in Vehicles causing any damage shall be reported to the Council by the end of the day in which the damage was caused and the Service Provider shall promptly provide such photographic evidence and/or written reports as requested by the Council.
- 6.10 The Service Provider shall repair or reinstate any damage to kerbstone, road surfaces or soft landscapes caused by any Vehicle used in the provision of Technical Services, failing which the Council may undertake the repairs or reinstatement works itself and deducting the costs of doing so from monies owed by the Council to the Service Provider.
- 6.11 The Service Provider shall provide an Assets and Equipment Register to the Council no later than twenty (20) Business Days prior to the Service Commencement Date which contains details of all Vehicles and Plant used or proposed to be used to deliver the Technical Services for more than twenty (20) Business Days per year.

- 6.12 The Service Provider shall keep the Assets and Equipment Register up to date at all times, and shall report:
- 6.12.1 details of any new, replacement or retired Vehicles or Plant in the next Monthly Report following the change; and
  - 6.12.2 shall submit a revised Assets and Equipment Register as part of each Annual Report.
- 6.13 The Asset and Equipment Register shall include all assets that shall be to be used to deliver the Technical Services and shall encompass the planned date where an asset shall begin being used and the planned dates in which assets shall cease to be used to deliver the Technical Services.
- 6.14 The Assets and Equipment Register shall contain as a minimum the following information regarding each Vehicle that shall be used to deliver the Technical Services:
- 6.14.1 its registration number and, if used, fleet identification number;
  - 6.14.2 a description of the type of Vehicle and its intended use;
  - 6.14.3 its gross vehicle weight;
  - 6.14.4 its tare weight;
  - 6.14.5 the name of the manufacturer of the chassis cab, its model, and the chassis cab's serial number;
  - 6.14.6 the name of the manufacturer(s) of all fitted coachworks and any mechanical lifting devices, including model identification and serial numbers;
  - 6.14.7 the date of manufacture of the chassis;
  - 6.14.8 the date of manufacture of its body works and coach building;
  - 6.14.9 the mileage it has completed (to be updated in the register annually);
  - 6.14.10 the safe working loads of any fitted mechanical lifting devices;
  - 6.14.11 the colour of the cab and bodyworks;
  - 6.14.12 the name and contact details of its owner;
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- 6.14.13 if the owner is not the Service Provider, details of the terms of any hire or lease agreement;
  - 6.14.14 its routine maintenance schedule; and
  - 6.14.15 a confirmation of its condition and fitness for purpose for the round(s)/tasks for which it is being used.
- 6.15 The Assets and Equipment Register shall contain as a minimum the following information regarding each item of Equipment (other than Vehicles) with a value greater than £500 that shall be used to deliver the Technical Services:
- 6.15.1 an identification number;
  - 6.15.2 a description of the type of equipment and its intended use;
  - 6.15.3 the name of its manufacturer, its model, and serial number;
  - 6.15.4 the date of manufacture;
  - 6.15.5 the safe working loads of any fitted mechanical lifting devices;
  - 6.15.6 the operating hours that it has completed (to be updated in the register annually);
  - 6.15.7 the name and contact details of its owner;
  - 6.15.8 if the owner is not the Service Provider, details of the term of any hire or lease agreement;
  - 6.15.9 its routine maintenance schedule; and
  - 6.15.10 a confirmation of its condition and fitness for purpose for the tasks for which it is being used.



7. PART 7 - REQUIREMENTS RELATING TO HIGHWAYS TECHNICAL SERVICES

7.1. HIGHWAYS TECHNICAL SERVICES

7.1.1. Save in respect of those services provided by the Highways Services Provider under the Highways Services Specification, the Service Provider shall programme, manage and report (as part of the Monthly Report) on the delivery of the functions of the Council as Local Highway Authority ("LHA") as required:

(a) under the Highways Act and "normal practice" for a Local Highway Authority;

(b) under the TCPA, as amended; and

(c) under the TMA, as amended,

in connection with the provision of the Highways Technical Services.

7.1.2. The Service Provider shall, in accordance with Schedule 11, provide to the Council the Annual Programme, including all Highways Technical Services to be provided in accordance with this Technical Services Specification.

7.2. HIGHWAY POLICIES

7.2.1. The Service Provider shall complete a review of all Highway Policies and provide to the Council, as part of the Annual Programme, for the Council's approval:

(a) an updated draft of each Highway Policy in writing; and

(b) written reports containing recommendations, background papers, calculations and cost benefit analysis to support the Service Provider's updated draft Highway Policies submitted to the Council for approval in sufficient detail to allow the Council to consider fully the Service Provider's recommendations in respect of the Highway Policies

7.2.2. The Council shall have ten (10) Business Days to review, comment and approve the proposed updated Highway Policies from the date of receipt. In the event that the Council does not respond to the Highway Policies within the allocated timeframe the Highway Policies for the previous Agreement Year shall be adopted.

7.2.3. The Service Provider shall attend all monthly meetings with key partners and subcontractors and third parties to discuss the achievement of Performance Indicators, contract review and monitoring for each Capital Programme. The

parties shall agree who shall be responsible for taking the minutes of such meetings which shall be made available to all attendees.

7.2.4. The Service Provider shall keep under review any works procedures and liaise with other Greater Manchester Highway Authorities regarding techniques, technology and types of materials which could affect Highway Policies. Where appropriate, the Service Provider shall make recommendations in respect of works procedures, techniques and materials which may improve the delivery of the Highway Technical Services to the Council as part of the Annual Programme.

7.2.5. As required from time to time by the Council, the Service Provider shall use all reasonable endeavours to formulate bids for additional funding streams as they become available in respect of the Highways Network. The Service Provider shall actively seek additional funding streams.

7.2.6. As part of the development of the Highway Policies the Service Provider shall develop a policy for skid resistance ("**Scrim Policy**") within twelve (12) months of the Service Commencement Date. Subject to approval by the Council, the Scrim Policy shall become a Highway Policy from the beginning of the third Agreement Year and shall be updated annually thereafter.

### 7.3. ASSET MANAGEMENT

7.3.1. The Service Provider shall:

- (a) provide guidance and recommendations by the end of December in any Agreement Year to the Council to support the Council's annual budget setting process in respect of the Highway Network;
- (b) in each Agreement Year, review the Council's existing Transport Asset Management Plan ("**TAMP**") and produce written recommendations for an updated TAMP to the first strategic Governance Board in each Agreement Year (other than the first Agreement Year) in a format approved by the Council and acceptable to the Department of Transport;
- (c) review the TAMP in each Agreement Year and include proposals to treat any deterioration in the condition of the Highway Network, proposals in relation to the rationalisation of asset management and cost benefit analyses of any proposals made;
- (d) complete a full review of, rewrite and update the TAMP no more than three months prior to the expiry of the existing TAMP and subsequently on each ten year anniversary thereof;

- (e) request a reactive inspection of the relevant part of the Highway Network from the Highways Service Provider on notification of an issue which may compromise the integrity of the Highway Network or make the Highway Network unsafe; and
- (f) retain and use (as applicable) Reactive Inspection Reports provided by the Highways Services Provider pursuant to paragraph 8.1.19 of the Highways Services Specification.

7.3.2. The Service Provider shall produce a Service Risk Register each Agreement Year for inclusion in the TAMP.

7.3.3. The Service Provider shall undertake all inspections of bridges and structures on the Highway Network and Public Rights of Way in accordance with frequency and standards recommendations set out in "The Management of Highway Structures – A Code of Practice" unless otherwise requested by the Council.

7.3.4. The Service Provider shall, through the MIS, update the Bridge Database with results of any inspection within ten (10) Business Days of the Service Provider's inspection taking place.

7.3.5. The Service Provider shall participate, as required by the Council, in discussions with the other highways authorities within Greater Manchester in relation to the development of a common bridge database system/bridge asset management system to be used by all the Greater Manchester highway authorities. The Service Provider shall adopt any system developed between the Greater Manchester highway authorities, which shall have the ability to provide the data for the Whole of Government Accounts ("WGA").

7.3.6 The Service Provider shall produce the data required for the WGA using the Atkins "toolkit" or other available method in accordance with the timeframes set out in paragraph 7.3.1.

7.3.7. The Service Provider shall carry out annual condition inspections of the Highway Network (**Highways Condition Inspections**) in accordance with MARCH UK PMS to:

- (a) discharge in full the Council's statutory obligations in respect of monitoring the condition of the Highway Network and production of the WGA; and
- (b) gather, record and analyse accurate and up-to-date information on the condition of the Highway Network which the Service Provider shall use in the development of the proposals that it is required to provide to the

Council in accordance with Part 8 (Capital Programme (Highways)) of this Technical Services Specification.

7.3.8. The Service Provider shall provide as part of the Annual Programme a programme of the Highways Condition Inspections to be undertaken by the Service Provider in the relevant Agreement Year (**Highways Condition Inspections Plan**).

7.3.9. The Service Provider shall report as part of the Annual Report:

- (a) the progress of Highways Condition Inspections against the Highways Condition Inspections Plan; and
- (b) the results of the Highways Condition Inspections undertaken in the relevant Agreement Year.

7.3.10. The Highways Condition Inspections shall comprise:

- (a) in respect of classified A, B and C roads, a Scanner Survey;
- (b) in respect of unclassified roads, a Course Visual Inspection; and
- (c) in respect of footways, a Footway Network Survey.

7.3.11. The Service Provider shall undertake inspections of Street Lighting Apparatus (as defined in the Street Lighting Services Specification) ("**LED Inspection Services**") in accordance with:

- (a) paragraph 16 of the Street Lighting Specification;
- (b) Good Industry Practice; and
- (c) the standards expected of a suitably qualified street lighting certifier.

7.3.12. If the Services Provider also provides the Street Lighting Services, it shall take all reasonable steps to ensure its independence and impartiality when performing the LED Inspection Services (including, where practicable, employing separate Personnel to carry out the LED Inspection Services to those involved in performing the LED Services under the Street Lighting Specification).

7.4. CONSTRUCTION OF NEW STREETS, HIGHWAY ADOPTIONS AND HIGHWAY WORK BY 3<sup>RD</sup> PARTIES

7.4.1. The Service Provider shall manage, monitor and review the implementation and adoption of Third Party Highway Works to ensure such works are delivered in accordance with the Highway Policies, Legislation and any relevant planning approvals.

- 7.4.2. The Service Provider shall, subject to authorisation and sign off from Legal Services, manage, monitor and review all aspects of Third Party Highway Works on behalf of the Council including Adoption Agreements, advance payment codes, dedications, alterations to the adopted highway, stopping up orders and adoption of private streets to ensure compliance under paragraph 7.5.1.
- 7.4.3. The Service Provider shall ensure that the delivery of Third Party Highway Works shall not adversely effect the delivery of the Highways Technical Services and/or the Highways Services.
- 7.4.4. The Service Provider shall facilitate the review, negotiation and finalisation of any legal agreements relating to the provision of Third Party Highway Works providing Legal Services with all required support and assistance.
- 7.4.5. The Service Provider shall:
- (a) provide technical engineering advice on the development of any highway adoption proposal or Third Party Highway Works; and
  - (b) agree works in respect of the changes to road layout on footway crossings or bell mouths with third party developers, with the support of the Highways Services Provider pursuant to paragraph 11.3.1 of the Highways Services Specification,
- so as to ensure that the designs are effective and are agreed and implemented in order to minimise the Council's future maintenance liabilities and risks.
- 7.4.6. The Service Provider shall, as required, engage with professional agents and any relevant professional or statutory bodies regarding the compliance, enforcement and breach of planning conditions and Highway Policies to ensure that the Council's interests are protected.
- 7.4.7. The Service Provider shall develop a Method Statement, to be signed off by the Council, which sets out a proposed approach to communicate, consult, engage and report to all internal and external stakeholders associated with the Third Party Highway Works process, to ensure that wide public and political involvement in design and delivery is achieved. Such Method Statement shall be updated as part of the development of the Annual Programme.
- 7.4.8. The Service Provider shall provide strategic advice relating to the GMRAPS.

7.4.9. The Service provider shall notify any Defects which it is aware of to the Council or if such Defect related to the Highway Network, to the Council and the Highways Services Provider.

7.5. STREET LIGHTING DESIGN.

7.5.1. The Service Provider shall provide a street lighting design service with the intention of supporting the following strategic aims:

- (a) to reduce night-time accidents;
- (b) to enhance the night-time environment to create a safe environment;
- (c) to reduce crime and the fear of crime;
- (d) to minimise the detrimental environmental impact due to the visual appearance of lighting, both by day and by night as well as to minimise the impact on the environment in terms of light pollution;
- (e) to improve the overall quality of the asset; and to provide cost-effective lighting systems, which are energy efficient and consider whole life cost.

7.5.2. The Service Provider shall review and update the Street Lighting Policies annually, reporting on best value energy savings and appropriate standards, including an analysis of new techniques and equipment.

7.5.3. The Service Provider shall:

- (a) provide input into the TAMP in respect of any street lighting recommendations in order to support the achievement of the objectives at paragraph 7.5.1;
- (b) carry out the project management of any street lighting programme developed as part of the Annual Programme;
- (c) commission any Planned Maintenance required in respect of street lighting;
- (d) provide street lighting design for junction improvement schemes;
- (e) procure the management and delivery of the street lighting elements of any Section 38 and Section 278 schemes, where relevant (which shall include its obligations under paragraph 5.4 of the Street Lighting Services Specification);

- (f) provide comments relating to street lighting on planning applications in line with response standards as specified in this Technical Services Specification;
- (g) liaise with Elected Members, statutory undertakers, members of the public and businesses, other Council services, and respond to complaints and requests for service in line with in this Technical Services Specification;
- (h) act as the Council's representative with regard to electrical safety in connection with street lighting;
- (i) consider requests from the Street Lighting Services Provider to replace Lighting Columns (as such term is defined in the Street Lighting Services Specification) and respond to such requests in accordance with paragraph 13.7 of the Street Lighting Services Specification, and
- (j) maintain and update the street lighting element of Highway Records.

## 7 6 PUBLIC RIGHTS OF WAY ("PROW")

7 6 1 The Service Provider shall.

- (a) provide a strategic network management service for PROW in the Council Area;
- (b) in each Annual Programme, provide a programme of all activities associated with PROW which shall include but not be limited to.
  - (i) undertaking all land searches to locate PROW for interested parties;
  - (ii) commenting on planning applications affected by definitive rights of way, and potential unrecorded definitive rights of way within response standards,
  - (iii) reviewing all existing gating orders within twelve (12) months of the Service Commencement Date and reporting recommendations in respect of any future actions;
  - (iv) managing all aspects of path creation, stopping up and diversion orders;
  - (v) undertaking liaisons with rambler and volunteer groups as required;

- (vi) reviewing and updating the Highways Inspections Policy specifically in respect of PROW for approval by the Council;
- (vii) review and keep continually updated the Definitive Map and statement; and
- (viii) review all existing Rights of Way Improvement Plans ("ROWIP") and produce a new ROWIP within twelve (12) months of the Service Commencement Date then update annually as part of the Annual Programme.

## 7.7. CUSTOMER AND STAKEHOLDER ENGAGEMENT

7.7.1. During the Mobilisation Period the Service Provider shall produce:

- (a) a written Customer Charter; and
- (b) Stakeholder Plan,

to show how the Council's customer care, stakeholder involvement and performance objectives can be met in accordance with the Target Service Level in respect of KPI Number 44 in relation to the Technical Services.

7.7.2. The Customer Charter and Stakeholder Plan shall detail how the Service Provider will address the following matters as a minimum:

- (a) requests for service;
- (b) complaints;
- (c) FOIA requests;
- (d) input onto the Council's website;
- (e) involvement in the Greater Manchester Highways Asset Management sub group;
- (f) involvement in the Greater Manchester Highway Maintenance sub group;
- (g) involvement with the Greater Manchester Bridges and Highway Structures sub group;
- (h) Transport for Greater Manchester ("TfGM") High load/heavy load routes
- (i) provision of service information to TfGM;



- (j) how the principles of the Highway Maintenance Efficiency Programme ("HMEP") shall be taken into account in the delivery of the Highway Technical Services;
- (k) attendance at service meetings as reasonably required by the Council,
- (l) attendance at meetings such as the cycle forum, disability group meetings, friends groups and rambler association
- (m) attendance at meetings with Elected Members
- (n) attendance at public forums concerning schemes
- (o) attendance at all other meetings and consultations an experienced Service Provider could reasonable anticipate which includes attendance outside normal working hours

7.7.3. The Service Provider shall use all reasonable endeavours to comply with the Stakeholder Charter and the Customer Charter.

#### 7.8. HIGHWAY TECHNICAL SERVICE RECORDS

7.8.1. The Service Provider shall ensure that the information it holds on the status of the Highway Network is uploaded to the MIS, and is at all times accurate, up to date and in a format that can be interrogated to produce any reports that may be reasonably required in order to fulfil the Council's statutory duties.

7.8.2 In managing the collation of all information relating to the Highway Network the Service Provider shall, as required:

- (a) provide a responsive and high quality customer service in respect of any land searches;
- (b) manage all amendments to digitised layers and databases when errors are identified or changes occur to adopted road layouts in order to keep the same as up to date as possible at all times;
- (c) produce plans for road adoption documentation and conduct site visits when required.
- (d) add Unique Street Reference Numbers (USRN) and split polygons to match Local Street Gazetteer (LSG) on Footpath layers,
- (e) compare digitised layers with LSG;
- (f) produce Street Naming and Numbering ("SNN") plans, manage the process from receipt to finalisation of any application including the

completion of all legal processes and paperwork and the production of all necessary reports

- (g) inform Royal Mail, emergency services and internal departments of the outcomes of any SNN applications;
- (h) consult with and inform Elected Members in relation to SNN applications where appropriate;
- (i) liaise with developers in relation to SNN applications;
- (j) undertake research of the history and/or geography of the area to inform the SNN application process;
- (k) deal with queries from the public and Council internal departments relating to SNN and the LLPG / LSG;
- (l) as any SNN application is completed, add new streets to the Council's financial and works order processing system (SAP);
- (m) be responsible for updating, maintaining and correcting any errors in the Local Land and Property Gazetteer (LLPG) and Local Streets Gazetteer (LSG) on "live basis" and producing a monthly report in respect of any identified errors (which shall be included in the Monthly Report);
- (n) be responsible for matching LLPG addresses to Council Tax(CTAX) / Valuation Office Agency (VOA) / Postal Address File (PAF) / Priority Objects;
- (o) be responsible for maintaining the match between the LLPG and CTAX
- (p) be responsible for providing an efficient and effective search service in respect of any search request by:
  - (i) acknowledging all service requests of any description within 1 day of receipt;
  - (ii) answering highways element of Con 29 Searches within 10 days of receipt;
  - (iii) replying to emails about road schemes, rail schemes and PROW within 10 days of receipt;
  - (iv) maintaining digitised layers of road and rail schemes; and
  - (v) responding to any requests for searches within ten (10) days of receipt.

## INTEGRATED TRANSPORT AND ROAD SAFETY

- 7.8.3. The Service Provider shall maintain a sustainable, safe and affordable Highway Network to support compliance with the statutory duties of the Council in accordance with the requirements set out in this Technical Services Specification.
- 7.8.4. The Service Provider shall identify, develop and commission, project manage and supervise, as part of the Capital Programme (Highways), an integrated transport and road safety programme to address congestion, safety, integration, regeneration, economic and modal shift objectives and to aid the Council's annual budget setting process (**Integrated Transport and Road Safety Programme**).
- 7.8.5. The Service Provider shall provide project management of schemes identified as part of the Integrated Transport and Road Safety Programme taking such schemes from procurement through to completion. The Service Provider shall manage all contracts and budgets associated with the delivery of the schemes.
- 7.8.6. The Service Provider shall pursue, identify and agree any appropriate and available funding streams to deliver the Integrated Transport and Road Safety Programme

### 7.9. ROAD SAFETY

- 7.9.1. As part of the Integrated Transport and Road Safety Programme and in fulfilling the Council's statutory duties under the RTA, the Service Provider shall prepare and undertake a rolling programme of measures designed to promote road safety, to reduce the number of accidents on the Highway Network.
- 7.9.2. The Service Provider shall produce, manage and continually update, for inclusion in the production of the Highway Records and to inform the production of the Integrated Transport and Road Safety Programme, an Accident Data Record.
- 7.9.3. The Service Provider shall:
- (a) undertake analysis of all available road safety data to inform future road safety engineering programmes and budgets including, cluster analysis, route studies, road/Rail incursions and wet skid sites, and
  - (b) undertake studies, in accordance with the RTA, into accidents arising out of the use of vehicles on roads, and in the light of these studies and analysis;

- (c) recommend such measures to the Council for consideration, which are appropriate to prevent such accidents occurring.

7.9.4. The Service Provider shall identify mitigation measures for implementation of road safety engineering initiatives based on current best practice to be included in the Capital Programme (Highways).

7.9.5. The Service Provider shall provide site specific analysis and options reports in respect of road safety as and when required.

7.9.6. The Service Provider shall represent the Council on all Greater Manchester officer groups, including the Greater Manchester Casualty Reduction Partnership and any associated sub groups or working groups as appropriate.

7.9.7. The Service Provider shall produce a comprehensive annual assessment of all road accidents in Trafford, and identify measures, which may be either educational or engineering in nature, which could be targeted in order to reduce the numbers of casualties on Trafford's roads for the Council's approval as part of the Annual Programme (**Road Safety Strategy**). The Road Safety Strategy shall include:

- (a) using the data obtained under paragraph 7.9.2 and 7.9.3, actively considering targeted road safety initiatives to be developed and proposed for the Council's approval throughout the Agreement Year, in accordance with the Target Service Level in respect of KPI Number 77;
- (b) the production of a comprehensive programme of road safety education, training and publicity, particularly focussed on schools within the borough of Trafford; and
- (c) the delivery of appropriate road safety schemes with partners, subject to appropriate funding being secured, such as speed watch, junior traffic wardens, crucial crew and junior road safety scheme;
- (d) the provision of strategic road safety advice to Trafford's Operational Services for Education regarding the operation of the School Crossing Patrol ("**SCP**") Service, including setting of policy in relation to the SCP service, prioritising of points for staffing and assessment of requests for new SCP points;
- (e) the provision of support as appropriate via schools in developing and managing Walking School Buses as well as keeping records of and annually reviewing the schemes;
- (f) the provision of any other reasonably required activities in support of road safety in the Council Area.

7.9.8. Subject to approval by the Council, the Road Safety Strategy shall become a Highway Policy and shall be updated annually thereafter by the Service Provider.

7.9.9. The Service Provider shall be responsible for securing funding from the Department of Transport for and delivering, managing and co-ordinating the Trafford 'Bikeability' National Standard cycle training, which is to be offered free of charge to all year six pupils at schools in the borough of Trafford on an annual basis.

#### 7.10 TRAFFIC REGULATION ORDERS

7.10.1. The Service Provider shall, as required, manage and process Traffic Regulation Orders ("TROs") on behalf of the Council.

7.10.2. The Service Provider shall implement new, and make amendments to existing TROs, in order to manage traffic flows and parking on the Highway Network, and support the local economy by encouraging access to local shopping centres and facilitating access by car and on foot.

7.10.3. The Service Provider shall draft TROs and produce a report making recommendations on the TRO in accordance with the requirements under the Council's decision-making process. The Service Provider shall submit all TROs to the Council's Legal Services for their approval and for sealing.

7.10.4. The Service Provider shall manage and make all TRO related information available to the public on the CRM and the MIS as applicable using approved software that has been agreed by and is compatible with the Council's ICT service for recording purposes.

7.10.5. In managing TROs the Service Provider shall.

- (a) liaise with the police, other emergency services, parish/town councils, Elected Members and other interested bodies;
- (b) ensure statutory processes are followed including placing of notices on site and in the press;
- (c) provide and manage public access to the TROs and related information,
- (d) use approved software for recording purposes ensuring that a complete record of all processes in respect of TRO applications, the subsequent grant of any TROs and the issue of notices including but not limited to, those required under the following Acts.

7.10.5.d.1. Town Police Clauses Act 1847;

7.10.5.d.2. Road Traffic Regulation Act 1984; and

7.10.5.d.3. Traffic Calming Regulations,

is maintained throughout the Agreement Period and for a reasonable period thereafter.

#### 7.11. TRAFFIC MANAGEMENT

7.11.1. The Service Provider shall manage traffic flows and parking on the Highway Network, and support the local economy by encouraging access to local shopping centres and facilitating access by car and on foot.

7.11.2. The Service Provider shall undertake develop and manage Traffic Management Plans for major events, most particularly, but not solely those associated with the Old Trafford football and cricket stadia. For the purpose of this clause 7.11.2 a major event shall be an event in the Council Area where the Council reasonably expects more than 10,000 attendees.

7.11.3. The Service Provider shall procure or deliver the design and implementation of amendments to existing road markings to manage traffic flow, ensuring that design complies with all current relevant national standards and Codes of Practice.

7.11.4. In addition to carrying out the Council's statutory traffic management duties, the Service Provider shall respond to all service requests from the public, Elected Members, MPs and other stakeholders in accordance with the Target Service Level in respect of KPI Number 44 in relation to the Technical Services.

7.11.5. The Service Provider shall be responsible for reviewing and administering the process in respect of applications for the stopping up of areas of the Highway Network under Sections 247 and 257 of the TCPA.

7.11.6. The Service Provider shall represent the Council on a number of regular Greater Manchester officer groups, including the Greater Manchester Network Management Partnership, the Greater Manchester Traffic Managers Group and any associated sub groups or working groups as appropriate.

#### 7.12. HIGHWAYS PLANNING ADVICE

7.12.1. Within twelve (12) months of the Service Commencement Date, the Service Provider shall develop a new policy to ensure:

- (a) compliance with the Council's statutory duties as planning consultee and to support strategic long term development and transport planning;

(b) the provision of the appropriate transport infrastructure planning and design to deliver major future development aspirations in a sustainable manner; and

(c) a procedure is developed ensuring the co-ordination of specialist analysis, responses, comment and advice from the Council in respect of any aspects of planning applications to which the Council is a consultee that may impact the Highway Network, traffic management and/or drainage matters in the Council Area,

which, subject to approval by the Council, shall become a Highway Policy and shall be updated annually thereafter as one of the Highway Policies (the **Highways Planning and Design Control Policy**).

7.12.2 The Service Provider shall provide professional advice on planning applications and other development proposals by undertaking or procuring the appraisal of transport assessments, travel plans and other information to ensure the implementation of national highway and/or transport policies, the Highway Policies and any other relevant standards. Where advice is required it shall be provided within ten (10) Business Days of the receipt of the request or other reasonable period as required by the Planning Authority.

7.12.3. The Service Provider shall represent the Council and provide professional advice and guidance including, but not limited to, attendance at meetings with.

(a) Elected Members, officers and parish councillors;

(b) professional agents;

(c) the Department for Transport;

(d) TfGM,

(e) the Highways Agency, and

(f) members of the public,

on all relevant development matters including negotiating directly with developers, or their agents, regarding specific infrastructure improvements, transport measures, or financial contributions, and managing the timely funding of any contributions to works, to ensure that individual developments minimise, mitigate or accommodate the impact of associated traffic on the Highway Network

7.12.4. The Service Provider shall act as an expert witness and prepare and deliver evidence and/or written statements at public inquiries, planning appeals and local development planning inquiries in relation to any development control

matters affecting the Highway Network to ensure all Highway Policies are complied with.

7.12.5. The Service Provider shall provide professional advice regarding the development of the Local Development Framework, town plans, Council's infrastructure plan and other spatial planning policies as requested by the Council.

7.12.6. The Service Provider shall attend the monthly meetings of the Council's Planning Committee ("the Committee"), and provide appropriate professional advice at those meetings to inform the decisions taken by the Committee.

### 7.13. FLOOD RISK AND DRAINAGE

7.13.1. The Service Provider shall take all steps necessary to enable the Council to discharge its obligations under the FWMA and the Flood Risk Regulations:

7.13.2. The Service Provider shall:

- (a) carry out the Council's duties as Lead Local Flood Authority including any required cooperation with or being part of any AGMA group or consortium;
- (b) produce, publish, implement and update a Flood Risk Management Plan in accordance with the Flood Risk Regulations and a Local Flood Risk Strategy in accordance with the FWMA as part of the Annual Programme, identifying how significant flood risks are to be mitigated;
- (c) produce the series of documents listed below within the timetables as agreed with DEFRA and the Environment Agency ("EA") such plans and reports to be updated annually:
  - (i) preliminary flood risk assessment report;
  - (ii) flood risk area, flood hazard and flood risk maps;
- (d) establish effective partnerships within the Council and external stakeholders such as EA and United Utilities (UU), and in accordance with the provisions of the paragraphs below.

7.13.3. The Service Provider shall be responsible for developing, maintaining, reviewing, updating and monitoring a flood risk/drainage complaints system as part of the MIS, such that all flood risk/drainage complaints from whatever source are recorded and subsequently investigated as required by the Council.

7.13.4. The Service Provider shall be responsible for:



- (a) identifying, investigating and recording details of all flooding incidents via the flood risk/drainage complaints system;
- (b) in the case of 'significant incidents' as defined by the EA publish the results of the investigations and notify the relevant flood risk authorities in accordance with "AGMA Policy for Investigating Flood Incidents (2013)"; and
- (c) recording in the MIS all information provided to the Service Provider by the Highways Services Provider in respect of flooding incidents and necessary remedial works in respect of the Highway Network pursuant to paragraph 9.6.1.14 of the Highways Services Specification.

7.13.5 The Service Provider shall be responsible for recording the occurrence of flooding both graphically (Geographical Information System (GIS) hot spot mapping) and in database format for use in developing flood risk schemes and grant in aid funding

7.13.6. The Service Provider shall be responsible for designating third party features in order to safeguard flood risk assets in accordance with the DEFRA publication "Designation of Structures and Features for Flood and Coastal Risk Management Purposes – Information Note July 2012".

7.13.7. The Service Provider shall develop, maintain, review, update and monitor a Flood Risk Asset Register and shall make such Flood Risk Asset Register available to the public via either the CRM or the MIS.

7.13.8. The Service Provider shall cooperate with other relevant authorities in performing the flood risk management functions, including but not limited to:

- (a) preparing "preliminary" (as defined in the Flood Risk Regulations) flood risk assessment reports as required by the Council;
- (b) determining Flood Risk Areas;
- (c) preparing flood hazard and flood risk maps;
- (d) preparing Flood Risk Management Plans;
- (e) implementing, maintaining, reviewing, updating, monitoring and applying the Local Flood Risk Strategy as per Section 39 of the FWMA,
- (f) maintaining a flood risk/drainage complaints system;
- (g) developing, maintaining, reviewing, updating and monitoring a record of flood events using information collated by the Highways Services Provider;

- (h) preparing and managing schemes for flood risk mitigation or prevention as identified by the Local Flood Risk Strategy or as determined by need including application for a grant in aid and external funding;
- (i) responding to drainage and flood risk complaints in accordance with the Councils complaints policy; and
- (j) representing Trafford with regard to flood risk issues at stakeholder meetings.

7.13.9. The Service Provider shall liaise with applicants and undertake the technical appraisal of Sustainable Urban Drainage Systems Approving Body (SAB) applications, arrange for the inspection, installation, adoption and maintenance of Sustainable Urban Drainage Systems (SUDs) where they have been approved by the SAB in accordance with national standards and guidance and ensure all adopted SUDs are entered into the Flood Risk Asset Register

7.13.10. In respect of the Council's role as a SAB the Service Provider shall:

- (a) act as a consultant to and give written advice to and check submissions to Development Control and Building Control (as applicable) with regard to drainage and flood risk elements of Planning and Building Regulation applications to ensure conformity with legislation. Written advice should be provided within ten (10) Business Days of the receipt of the request;
- (b) act in accordance with the Highway Policies and the Local Flood Risk Strategy;
- (c) ensure all SUDs identified on planning applications are entered into the Flood Risk Asset Register;
- (d) undertake the function of the technical lead with respect of the SAB function of the Council. Liaise with the applicant, applicant's representatives, planning, United Utilities, Building Control and other relevant authorities;
- (e) ensure that any design and solution complies with national and Lead Local Flood Authority (LLFA) standards;
- (f) ensure approval takes place within specified timescales;
- (g) supervise installation of the SUDs and develop, maintain, review and monitor a system to ensure the long term maintenance of adopted SUDs;

- (h) acts as consultant to Development Control;
- (i) check drainage and flood risk proposals other than SAB applications to ensure compliance with national and local standards;
- (j) make comment on planning applications that have a flood risk or drainage element and check flood risk or drainage schemes submitted or provided in response to the comments previously made; and
- (k) provide ad hoc drainage and flood risk advice to the Development Control, Building Control, architects, Environmental Health and other Council departments as required.

#### 7.14. LAND DRAINAGE

7.14.1. The Service Provider shall undertake the Council's responsibilities under the Land Drainage Act 1991 as modified by the Land Drainage Act 1994 within the Council Area and in addition safeguard the water environment as defined in other legislation including but not limited to:

- (a) the Environment Act 1995 as amended;
- (b) the Conservation of Habitats and Species Regulations 2010 as amended;
- (c) the Water Framework Directive as amended;
- (d) the Countryside and Rights of Way Act 2000 as amended; and
- (e) the River Basin Management Plans (RBMP) when exercising their own functions.

7.14.2. The Service Provider shall be responsible for the regulation of and consent to activities on ordinary watercourses arising under the Land Drainage Act 1991 and transferred from the EA pursuant to the FWMA in accordance with any relevant EA guidance applicable to the Council.

7.14.3. The Service Provider shall develop, maintain, review, update and monitor a watercourse complaints and resolution system.

7.14.4. The Service Provider shall develop, maintain, review, update and monitor a record of the location and condition of ordinary watercourses within the Council Area in GIS and database format;

7.14.5. The Service Provider shall develop, maintain, review, update and monitor a system of ordinary watercourse maintenance.

#### 7.15. DOMESTIC DRAINAGE

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7.15.1. The Service Provider shall undertake the Council's duties and obligations under the Public Health Act 1961 which shall include to:

- (a) maintain, review, update and monitor the domestic drainage complaints system;
- (b) liaise with United Utilities (UU) and Environmental Health as required;
- (c) arrange for the investigation of domestic drainage problems, serve notice as required by Legislation and arrange for cleansing and or repairs, invoice and collect any payments due; and
- (d) keep detailed records and prepare case notes should payment need to be sought through the courts.

## **8. PART 8 – CAPITAL WORKS (HIGHWAYS)**

### **8.1. COMMISSIONING, DESIGN AND MANAGEMENT OF CAPITAL WORKS**

- 8.1.1. The Service Provider shall identify, develop, commission, project manage and supervise the Capital Programme (Highways) in such a manner as to maximise the value of investment in the Highways Network to achieve Best Value for the Council.
- 8.1.2. The Service Provider shall design, with the support and assistance of the Highways Services Provider as required, or shall procure the design of a Capital Programme (Highways) subject to compliance with all relevant standards including Legislation, Good Industry Practice and Codes of Practice.
- 8.1.3. If the Highway Service Provider or the Council notifies the Service Provider in accordance with paragraph 9.1.3 of the Highways Services Specification of a requirement to carry out reactive maintenance over a part of the Highway Network covering an area in excess of 50m<sup>2</sup>, then the Service Provider and the Council shall together determine whether the relevant reactive maintenance shall form part of the Capital Programme (Highways).
- 8.1.4. The Service Provider shall provide the Capital Programme (Highways) in accordance with the timeframes set out at paragraph 3.3.1, in order to support the development of the Annual Programme for the Council's approval.

## **9. PART 9 - BUILDING STRUCTURES**

### **9.1. BUILDING STRUCTURES**

9.1.1. The Service Provider shall provide the Structural Consultancy Services which shall comprise:

- (a) Undertaking the role of Principal Designer in respect of a range of building structures, Highway Network and the Council Property Estate;
- (b) working with any Council appointed professionals, such as architects, and providing design consultancy service;
- (c) carrying out visits in response to any reports of dangerous structures and carrying out the functions required under the Highway Act in accordance with dangerous structures;
- (d) conducting building surveys, producing reports and recommending any structural repairs in respect of Council buildings;
- (e) advising on structural engineering and safety matters at sports grounds to the Council's environmental protection team; and
- (f) carrying out structural reviews and providing feedback to Building Control in respect of compliance issues,

as required by the Council from time to time.

9.1.2. The Service Provider shall provide professional advice and services in respect of the following areas and functions:

- (a) appropriate building surveys as required and defined by the Council within the available budget;
- (b) structural advice for annual inspections at sports grounds and for safety at special events.

9.1.3. The Service Provider shall, in respect of the Council's construction projects ensure that compliance with the CDM Regulations and undertake the duties of the Principal Designer as set out within the CDM Regulations.

9.1.4. The Service Provider may not sub-let the role of Principal Designer without the Council's written consent.

9.1.5. The Service Provider shall take all necessary steps and advice to enable the Council to discharge its obligations under the CDM Regulations as Client and the related Approved Code of Practice (Health and Safety Executive Document Reference L144).

In relation to Building Regulations and Planning Applications

9.1.6. The Service Provider shall undertake the function of a consultant to review:

- (a) the drainage, building services and structural aspects of building regulation submissions principally in relation to the Building Regulations – Part A. Structure; and
- (b) the drainage and structural aspects of planning applications

submitted to the Council. The Service Provider shall perform these functions to a standard commensurate to the service level agreement between Building Control and the Council's Environment Strategy and Asset Management team set out at Appendix 12.

9.1.7. The Service Provider shall carry out site visits where required, to clarify structural proposals, or to review compliance with Part A of the Building Regulations. Feedback from such site visits shall be provided to Building Control as required by the Council

In relation to dangerous buildings

9.1.8 The Service Provider shall.

- (a) respond to reports of 'dangerous structures' from the Council, members of the public, or from the police or fire services, or from the Highways Services Provider,
- (b) following notification, undertake a site visit within an appropriate timescale to assess the problem reported, and to determine further action required under provisions of the Building Act 1984,
- (c) provide a 24 hour call out contact service for this function;
- (d) serve notices to building owners and agents, normally using the Council's powers under Section 77 and 78 of the Building Act 1984 where appropriate in accordance with the Act; and
- (e) attend court, as an expert witness as necessary.

In relation to Building Surveys

9.1.9. The Service Provider shall.

- (a) in response to all Council requests, undertake a survey to determine the structural integrity and soundness of Council owned buildings within two (2) weeks of any request by the Council; and

- (b) within four (4) weeks of any request from the Council under paragraph 9.1.6 produce a written report on the extent and significance of any distress or deterioration with a note on limitations of the inspection and where appropriate, recommend or suggest approaches to structural repairs, including an estimated range of the costs in writing.

In relation to structural advice for annual inspections at sports grounds

9.1.10. The Service Provider shall provide advice to the Council's 'Safety at Sports Grounds Advisory Group' and to the Safety Team about all structural engineering matters in relation to General Safety Certificates that are issued by the Council each year pursuant to the Safety at Sports Grounds Act 1975. For the Council the certificates apply at four major sports grounds ("**Sports Grounds**"):

- (i) Manchester United Football Club;
- (ii) Lancashire Cricket Club;
- (iii) Altrincham Football Club; and
- (iv) Sale Sharks Rugby Ground.

9.1.11. The Service Provider shall review whether each of the Sports Grounds complies with all structural engineering requirements. The safety of spectators is paramount, with particular reference to the latest version of the following documents:

- (i) guide to Safety at Sports Grounds (reference ISBN 978 0 11 702074 0) as published with the permission of the Department for Culture, Media and Sport on behalf of the Controller of Her Majesty's Stationery Office;
- (ii) the Event Safety Guide: HSG195 (reference 0 7176 2453 6) as issued by the Health and Safety Executive; and
- (iii) Temporary Demountable Structures (reference ISBN 978 0 901297 45 7) as published by the Institution of Structural Engineers.

9.1.12. The Service Provider shall undertake an annual review of each Sports Ground and produce a report (to be included in the Annual Report) on the findings of each Sports Ground's review, and attend meetings to provide feedback. This requires a full structural engineering review of all areas within the Sports Grounds. It shall include a full structural engineering review of those areas outside that are accessed by large numbers of the public en-route to the Sports Grounds. This includes the circulation routes that provide the



means for spectators to move in and out, and around the ground, under both normal and emergency conditions. For example, in the case of Manchester United Football Club the review will include an assessment, and feedback, for structural aspects of pedestrian safety on the bridges along the main access routes leading directly to the club.

In relation to Structural Advice for Safety at Special Events

9.1.13 The Service Provider shall provide written advice to Trafford's Environmental Protection (licence provider) in a timescale appropriate to the delivery of the event about all structural engineering matters in relation to safety at special events taking place in a public area, within a Sports Ground, or at any other venue within the Council Area.

9.1.14. The Service Provider shall review whether the arrangements made by the organisers of special events take due account of all structural engineering requirements. Those structural engineering requirements include the adequacy of the strength and stability of all permanent and temporary structures that might be affected by each special event. The scope of work includes a requirement to provide a report on the findings of each special event review (as part of the next Monthly Report), and to attend meetings as required and such report shall be updated on the MIS such that the Council shall be able to access at all times

9.1.15. For the purposes of paragraphs 9.1.12 and 9.1.13, a "special event" is any event where unusually large numbers of the public congregate, or circulate locally, or both, within Trafford, for a temporary period whilst a pre-organised event takes place and for which the venue of the event has not been previously assessed or no safety certificate has been issued.

## **10. PART 10 - PROPERTY MANAGEMENT SERVICES**

10.1.1. The Service Provider shall provide the Property Management Services in accordance with Parts 10 - 13 of the Technical Services Specification.

10.1.2. The Service Provider shall deliver the Property Management Services in accordance with Legislation, relevant guidance and Good Industry Practice which shall include:

- (a) giving clear, unambiguous and well communicated information and advice;
- (b) undertaking regular and comprehensive reviews throughout the process, taking into account whole life cost considerations, sustainability and energy conservation;
- (c) giving rigorous consideration to health and safety implications;
- (d) undertaking auditable processes;
- (e) undertaking full document management of electronic and paper records allowing access to the Council;
- (f) conducting reports on performance, conduct, health and safety and workmanship of contractors as specified in the KPIs and Method Statements;
- (g) placement of orders, authorisation of payment and monitoring of expenditure; and
- (h) delivering maximum value for the Council and partner organisations.

10.1.3. The Service Provider shall perform all responsibilities, duties, obligations and liabilities which are applicable to the Council in the role of "Landlord", "licensor" or as freehold occupier in respect of each property within the Estate as more particularly described in the Property Documents.

10.1.4. The Service Provider shall perform the Property Management Services such that on the earlier of Termination or Expiry of this Agreement each property within the Estate is in accordance with the Handback Standard.

## **10.2. PROPERTY ADVISORY SERVICE**

10.2.1. The Service Provider shall provide, as reasonably requested by the Council, any general and specialist professional, technical, policy and property advice

to support the management of the Estate, including but not limited to advice in respect of the following matters:

- (a) party wall agreements;
- (b) litigation and arbitration,
- (c) insurance claims,
- (d) planning appeals;
- (e) the Safety at Sports Grounds Act 1975 and the Fire Safety and the Fire Safety and Safety at places of Sport Act 1987;
- (f) photogrammetric and other specialist surveys;
- (g) mining advisory services;
- (h) mineral reports;
- (i) bat (and other protected species) reports;
- (j) all weather artificial pitch design;
- (k) storm water drainage design;
- (l) lift design,
- (m) legionella risk assessments,
- (n) supervision of asbestos removal works; and
- (o) any other matter relating to the management of the Estate.

10.2.2. Any request for Property Advisory Services under must be submitted by the Council in writing (**Advisory Request**) and the Service Provider shall provide an acknowledgement of receipt within twenty four (24) hours.

10.2.3. The Service Provider shall provide a substantive response to each Advisory Request within the timescale reasonably requested by the Council.

10.2.4. Where there are any queries in respect of the Service Provider's initial response to an Advisory Request the Service Provider shall respond to these within forty eight (48) hours of receipt

## 11. PART 11 – FM AND RELATED SERVICES

### 11.1. HARD FM SERVICES

11.1.1. The Service Provider shall provide Hard FM Services in respect of those properties specified in Appendix 2 (*FM Services Allocation*).

11.1.2. The Hard FM Services shall comprise a full repair and maintenance service, including planned, programmed and cyclical repairs, routine servicing and replacement in respect of all physical assets (including buildings, plant and equipment) as necessary to ensure a safe and efficient working environment, including:

- (a) reactive and emergency maintenance; and
- (b) planned preventative maintenance;

as further in paragraphs 11.1.3 to 11.1.34 below.

11.1.3. In providing the Hard FM Services, the Service Provider shall:

- (a) tailor the Hard FM Services to maintain the relevant assets to suit the defined functional use of the built environment over the required period (to fulfil technical, commercial and environmental agendas);
- (b) monitor all repair and maintenance activities so that operating conditions can be maintained and the quality of service provision can be recorded;
- (c) comply with Building Services Research and Information Association (BSRIA) practice and recommended standards including but not limited to Business Focused Maintenance; and
- (d) comply with all other relevant statutory regulations and requirements not specifically mentioned above.

11.1.4. The Service Provider shall comply with all functional minimum maintenance standards included in BS 8544 Guide for life cycle costing of maintenance.

11.1.5. The Service Provider shall ensure that all plant and equipment and internal environments comply with and/or are maintained in accordance with:

- (a) original equipment manufacturer's recommendations –as recorded in the O&M and CDM files HVCA Standard Maintenance Specification (SFG 20 Maintenance schedules and SFG30 Mothball standards);

- (b) C.I.B.S.E guidelines, including but not limited to Guide F (Energy efficiency in buildings) and Guide M (Maintenance engineering and management) and the CIBSE Building Operation Manual,
- (c) appropriate British standards which are deemed Fit for Purpose by type (office) in relation to In use/occupied space; and
- (d) appropriate standards in relation to vacant space and Mothballing & Re-commissioning, including but not limited to, HVCA SFG 30.

11.1.6 The Service Provider shall test, maintain and repair equipment and systems, including lifesaving and security systems as required by the Council in accordance with the Target Service Level in respect of KPI Number 50, 51, 52 and 53 in relation to the Technical Services.

11.1.7. The Service Provider shall at least once in each Agreement Year (or more frequently as required by Good Industry Practice or in response to concerns raised by a user) inspect and test all electrical and mechanical equipment (unless otherwise required to inspect or test more frequently) and shall provide details of all inspections and tests carried out in the relevant month and the results (and steps taken by the Service Provider to remedy a problem) in each Monthly Report, provided that the Service Provider shall notify the Council (as a Prompt Report) within one Business Day if an inspection reveals a safety issue which needs to be immediately rectified, together with the steps taken (or to be taken) to remedy the issue and warn users as soon as reasonably practicable.

11.1.8. The Service Provider shall maintain all buildings and associated engineering services and external works in sound and operationally safe condition.

11.1.9. The Service Provider shall ensure that all maintainable assets, including non-fixed plant and equipment, within the Council Property Estate and identified from the Master Premises List, M&E Master Premises List and Condition Surveys, are maintained to the required Fit for Purpose performance level.

#### EMERGENCY AND REACTIVE MAINTENANCE SERVICE

11.1.10. The Service Provider shall provide an Emergency and Reactive Maintenance Service 24 hours a day, seven days a week, throughout each Agreement Year.

11.1.11. The Service Provider shall provide a guaranteed telephone response to requests for Emergency Repairs and Urgent Repairs that is available 24 hours a day, 7 days a week, all year round

11.1.12. The Service Provider shall provide timely Emergency and Reactive Maintenance to ensure, where possible, the Council's operations can continue to be delivered.

11.1.13. The Service Provider shall provide reports (as a Prompt Report) on emergency events within forty eight (48) hours of the event (or earlier if appropriate), detailing actions undertaken and recommending future actions.

#### PLANNED MAINTENANCE PROGRAMME

11.1.14. The Service Provider shall ensure the Council meets its responsibilities and legislative requirements with respect to the statutory and routine servicing and repair of equipment through the delivery and management of a prioritised programme of planned preventative maintenance based on Condition Surveys and other available condition data (**Planned Maintenance Programme**).

11.1.15. The Service Provider shall maintain and, where necessary, replace Lifecycle Assets so that each Lifecycle Asset (or its replacement) is available for use, in good working order and Fit for Purpose for the Useful Life of the relevant Lifecycle Asset.

11.1.16. In performing its obligations contained in paragraph 11.1.17, the Service Provider shall comply with Good Industry Practice and have reference to standards and guidelines including, but not limited to:

- (a) BS 8544 Guide for life cycle costing of maintenance;
- (b) CIBSE guidelines including, but not limited to, Guide F (Energy Efficiency in Buildings) and Guide M (Maintenance Engineering and Management) and the CIBSE Building Operation Manual;
- (c) relevant British Standards in relation to in use and occupied space;
- (d) appropriate standards in relation to vacant space, mothballing and re-commissioning, including, but not limited to, HVCA SFG 30; and
- (e) original equipment manufacturer's recommendations.

11.1.17. Within three (3) months following the Service Commencement Date, the Service Provider shall prepare a lifecycle plan (**Lifecycle Plan**) detailing:

- (a) the maintenance and replacement work to be carried out in respect of the Lifecycle Assets in the current Agreement Year;
- (b) a plan in reasonable detail covering maintenance and replacement work to be carried out in respect of the Lifecycle Assets in the period of five years commencing on the first anniversary of the Service

Commencement Date and ending on the sixth anniversary of the Service Commencement Date, and

- (c) a high level plan of the maintenance and replacement work to be carried out in respect of the Lifecycle Assets for the remainder of the Agreement Period,

to ensure that Lifecycle Assets will be available for use, in good working order and Fit for Purpose throughout the asset's Useful Life in accordance with paragraph 11.1 17

11.1.18. The Service Provider shall as part of the Annual Report provide a report on progress of maintenance and replacement work against the Lifecycle Plan for the relevant Agreement Year

11.1.19. The Service Provider shall as part of the Annual Programme update the Lifecycle Plan:

- (a) taking account of any acquisition or disposal of assets in the previous Agreement Year; and
- (b) taking account of information gained from the Condition Surveys carried out in accordance with paragraph 11.4 of this Technical Services Specification.

11.1 20 Where a Lifecycle Asset reaches the end of its Useful Life (**Life Expired Asset**), the Service Provider shall:

- (a) replace any Life Expired Asset where the cost of replacement is less than ~~£10,000~~;
- (b) continue to repair and maintain any Life Expired Asset where the cost of replacement exceeds ~~£10,000~~ provided that in any Agreement Year, the Service Provider shall not be required to incur third party costs of greater than 50% of the cost of replacement in maintaining the relevant Life Expired Asset.

11.1.21. For the avoidance of doubt, for the purposes of paragraph 11 1 22 the costs associated with Personnel are not included in the cost of replacement of a Life Expired Asset.

11.1.22. Where the Lifecycle Plan requires the procurement of any sub-contractor to deliver planned works, the Service Provider shall manage the procurement and tender process and be responsible for paying the sub-contractor (subject to paragraph 11 1.20).

- 11.1.23. In delivering the Lifecycle Plan, the Service Provider shall document all variations, payments, liquidated and ascertained damages (where applicable) and financial reports as part of the relevant Annual Report and as required by the Council.
- 11.1.24. The Service Provider shall provide to the Council as part of the Monthly Reports a report on the Planned Maintenance Programme including, but not limited to, expenditure against budget, progress against the timescales set out in the Planned Maintenance Programme, contractual matters with any third party sub-contractors and third party claims.
- 11.1.25. The Service Provider shall provide and keep updated in a fully transparent document management system all As-built drawings, maintenance manuals, asset management and maintenance information.
- 11.1.26. The Service Provider shall maintain all information for financial, safety and technical audits.
- 11.1.27. The Service Provider shall produce annual appraisal reports in respect of all significant contracts as part of the Annual Report.
- 11.1.28. The Service Provider shall produce information, data and technical information to support any funding and grant applications.
- 11.1.29. The Service Provider shall provide the capability to offer the services of a structural consultant to carry out any structural stability investigations as required within the timeframe required by the Council. The Service Provider shall report (as a Prompt Report) on the findings of any structural survey within 24 hours of the completion of the inspection where notified that the inspection is urgent or within 5 Business Days of the inspection taking place in all other circumstances.
- 11.1.30. The Service Provider shall be responsible for processing change of use requests and shall optimise the level of maintenance provided in order to maximise value for money for the Council.
- 11.1.31. The Service Provider shall provide, or procure the provision of the Planned Maintenance Programme in such a manner as to minimise disruption to all users of the property, having regard to the use of the property in question, that such property can continue to be used for its intended function whilst any Planned Maintenance is being carried out.
- 11.1.32. The Service Provider shall at least once in each Agreement Year carry out or procure the carrying out of a Fire Risk Assessment and shall carry out or procure any remedial works on any property within the Council Property Estate that is non-compliant with the relevant Legislation within two Business



Days and before repeating the Fire Risk Assessment to ensure compliance. The Service Provider shall provide details of all assessments carried out in the relevant month and the results (and steps taken by the Service Provider to remedy a problem) in each Monthly Report, provided that the Service Provider shall notify the Council within one Business Day if an inspection reveals a safety issue which needs to be immediately rectified, together with the steps taken (or to be taken) to remedy the issue and warn users as soon as reasonably practicable

## 11.2. SOFT FACILITIES MANAGEMENT

11 2.1 The Service Provider shall provide Soft FM Services to the Estate (excluding the Sale Waterside PFI) as specified in Appendix 2 (*FM Services Allocation*) (Soft FM section). For the avoidance of doubt:

- (a) the nine Community Centres listed in the Master Premises List are managed under Leases; and
- (b) cleaning at Trafford Town Hall is subject to an existing contract, and accordingly are outside the scope of the Soft FM Services.

11 2.2 The Soft FM Services shall comprise all of the services set out in this paragraph 11.2 of this Technical Services Specification and shall include (without limitation).

- (a) reception and security services;
- (b) helpdesk services;
- (c) portering services;
- (d) cleaning and housekeeping services,
- (e) control of heating, cooling and lighting systems;
- (f) space management/internal moves;
- (g) waste disposal;
- (h) mail processing and delivery;
- (i) car park and deliveries management;
- (j) grounds maintenance; and
- (k) portable appliance testing.

11.2.3. The Service Provider shall ensure a fully manned reception desk during normal office hours, except in relation to Trafford Town Hall and Sale Waterside. The relevant office hours are set out in Appendix 7 (*Reception Services – Opening Hours*).

11.2.4. The Service Provider shall:

- (a) provide a routine daily cleaning and housekeeping service ensuring that floors and surfaces are kept clean and free from debris, dust, ingrained dirt, streaks and marks;
- (b) ensure that floor spaces are kept tidy and uncluttered with unhindered access and emergency escape;
- (c) provide a weekly deep clean of toilets, bathrooms and washing facilities ensuring that such facilities are maintained to the highest hygiene standards;
- (d) provide a weekly deep clean of kitchens and dining areas ensuring that fixtures, surfaces and appliances are kept free of grease, dirt, dust, marks and stains;
- (e) provide a daily reactive cleaning surface for spillages, breakages and other non-routine occurrences;
- (f) provide a periodic monthly cleaning service for carpets, tiles, partition walls, internal walls, suspended ceilings, lighting, furniture and upholstery as required by the Council;
- (g) provide or procure a specialist cleaning service for specialist tasks including (without limitation) window cleaning, pest control and feminine hygiene facilities;
- (h) provide other periodic cleaning and housekeeping services as reasonably required by the Council;
- (i) ensure that appropriate safety measures are taken whilst cleaning services are carried out; and
- (j) ensure that cleaning products are used and stored in accordance with the manufacturer's instructions and COSHH Regulations.

11.2.5. The Service Provider shall provide a calendar management service for function and meeting rooms as required by the Council.

11.2.6. In relation to services provided in-house by the Council (as indicated in Appendix 2 (*FM Services Allocation*)), the Service Provider shall supervise the in-house service provision (or any replacement provided by a third party

appointed by the Council) and ensure it is co-ordinated efficiently with the FM Services.

11.2.7. The Service Provider shall provide a project management service in connection with accommodation projects and associated changes in furniture (including Sale Waterside PFI for the purposes of this paragraph 11.2.7).

11.2.8 The Service Provider shall ensure the supply of ID cards to all personnel and shall maintain the access door control systems.

11.2.9. The Service Provider shall monitor and control all heating, lighting and cooling systems.

11.2.10. The Service Provider shall monitor and manage the use of Council car parks within the curtilage of properties in the Administrative Estate, including:

- (a) ensuring staff car park spaces are used only by persons entitled to use staff car park spaces; and
- (b) managing access to the visitor car park spaces at Trafford Town Hall through the control barrier.

11.2.11. The Service Provider shall throughout the Service Period establish, operate and maintain a system that can log and manage reactive requests from anyone within the buildings, ensuring that all building defects and resolutions are logged according to agreed timescales and priorities and measured appropriately.

11.2.12 The Service Provider shall provide security and access control, security equipment and guarding including all manned and electronic security measures to encompass general security, equipment maintenance, surveillance and monitoring systems, manned patrols, access control, readers and passes (including pass production) and key holding, vehicular access control, vetting and training of security staff in accordance with specific building and departmental requirements, emergency event and incident control, response and reporting in relation to the buildings listed.

11.2.13. The Service Provider shall maintain and manage data on the MIS relating to property utilisation and occupation, identifying improvement opportunities, reporting utilisation performance on actual building and workspace-occupancy as part of the Monthly Report.

11.2.14. The Service Provider shall provide or shall procure the provision of flexible working advice and specific space planning advice to support the delivery of moves, changes and churns and to support the delivery of projects as required in order to maximise the utilisation of space.

11.2.15. The Service Provider shall provide or shall procure the provision of any redecoration required outside normal fabric maintenance due to the impact of internal moves. The Service Provider shall manage and deliver or shall procure space management services to the Administrative Estate.

#### 11.2.16. Waste Management

The Service Provider shall, on any day where a property which forms part of the Estate to which the Soft FM Service is to be provided is in use, arrange for the collection of all waste, which shall include:

- (a) the recycling or disposal of paper waste, sanitary waste and composted waste;
- (b) getting the waste to the point of collection for the relevant service party or third party to collect; and
- (c) monitoring waste materials in accordance with relevant government policy initiatives such that recycling rates are improved and Government targets are met.

11.2.17. The Service Provider shall provide suitable training for Personnel to raise awareness of recycling and waste reduction.

#### 11.2.18. Mail Processing and Delivery

11.2.19. The Service Provider shall receive, sort, store, dispatch and distribute all incoming and outgoing internal and external mail during normal operating hours. The Service Provider shall provide internal and external postal services to and from Trafford Town Hall and Sale Waterside as well as relevant Council buildings and stakeholder buildings.

11.2.20. The Service Provider shall receive and safely store post and parcels outside of normal operating hours.

11.2.21. The Service Provider shall screen all mail<sup>1</sup> and provide or procure courier services and portorage.

11.2.22. The Service Provider shall on the request of the Council collect and dispose in the appropriate manner of heavy waste items.

11.2.23. The Service Provider shall provide internal and external post to schools within the Council Area.

11.2.24. The Service Provider shall provide an internal courier service for the Administrative Estate in accordance with paragraphs 11.2.25 to 11.2.28 below and Appendix 8 (*Courier Service*).

11.2.25. The Service Provider shall make one internal mail collection in the morning and one internal mail collection in the afternoon from each building in the Administrative Estate on every Business Day.

11.2.26. The Service Provider shall ensure that any internal mail collected in the morning is delivered to the relevant building on the same Business Day.

11.2.27. The Service Provider shall ensure that any internal mail collected in the afternoon is delivered to the relevant building on the following Business Day.

11.2.28. The Service Provider shall make twice weekly deliveries of internal mail from the Administrative Estate to the residential properties of Elected Members.

11.2.29. Grounds Maintenance

11.2.30. The Service Provider shall or shall procure the management, maintenance, repair and renewal of hard surfacing, car parking areas, walls, fences, external drainage, painted lines and road markings, kerbs, decking, gullies, ramps, drains and external furniture in each case within the curtilage of each property within the Administrative Estate, in accordance with Good Industry Practice and so that such areas and assets are Fit for Purpose and are of an appropriate aesthetic standard.

11.2.31. The Service Provider shall clear all litter from all hard and landscaped areas both internally and externally and any other areas that are within the curtilage of each property within the Administrative Estate.

11.2.32. The Service Provider shall, no later than the date two (2) months following the Service Commencement Date, submit a draft plan to the Council setting out the Service Provider's proposals to carry out removal of snow and ice in order to maintain vehicle and pedestrian access to the each property within the Administrative Estate. The Service Provider shall revise the plan as reasonably required by the Council, the agreed plan being the **Winter Maintenance Plan**.

11.2.33. The Service Provider shall provide a draft updated Winter Maintenance Plan as part of each Annual Programme.

11.2.34. The Service Provider shall provide and comply with the Winter Maintenance Plan in order to give reasonable access to the Administrative Estate such that the Administrative Estate can be accessed safely on foot and by car during normal operational times.

11.2.35. For the avoidance of doubt, the Service Provider's obligations in respect of paragraph 11.2.34 shall exclude the Sale Waterside PFI. However, the Council shall have the right, at reasonable notice to the Service Provider, to require that the obligations under paragraph 11.2.34 are extended to any other element of the Estate.

### 11.3. SLA PREMISES SCHEME MANAGEMENT

11.3.1. The Service Provider shall deliver and manage on behalf of the Council's Corporate Landlord Board property, mechanical/electrical, FM Service and energy management service level agreements as defined in the SLA Service Specification.

11.3.2. In addition to those obligations under the SLA Service Specification, the Service Provider shall, following receipt of a formal written request from the SLA Premises provide such services to the SLA Premises as may be required.

11.3.3. Any services provided in addition to the SLA Service Specification shall be invoiced directly to the relevant school and the Service Provider shall take all risk in respect of recovery of such amounts.

11.3.4. The Service Provider shall manage, within available funding provided by subscribing schools, the SLA Premises Management Scheme.

11.3.5. The contribution from the SLA Scheme contract is not guaranteed and is dependent on annual negotiation with individual schools by the Service Provider.

### 11.4. CONDITION SURVEYS AND DATA MANAGEMENT

11.4.1. The Service Provider shall undertake annual Condition Surveys of all the properties within the Estate on a rolling calendar basis over a five year period, inspecting twenty (20%) percent of the Estate in each Agreement Year.

11.4.2. In respect of each property within the Estate the Service Provider shall, within one (1) month of 1st April in each Agreement Year provide a robust and accurately maintained record of the condition of all elements of all buildings within the Estate including the results of the most recent Condition Survey undertaken pursuant to clause 11.4.1.

11.4.3. The Service Provider shall ensure that the Condition Surveys are:

- (a) collated in a suitable MIS;
- (b) updated in accordance with this paragraph 11.4;
- (c) made available to the Council at all times; and

(d) remain the property of the Council.

11.4.4. In respect of any property which the Council notifies the Service Provider they are intending to purchase, or which the Service Provider proposes that the Council shall purchase, the Service Provider shall:

- (a) undertake a comprehensive visual inspection of all elements of the property including building fabric, structures, service installations and external works / features,
- (b) identify any areas where such an inspection was not possible;
- (c) provide a full written report of the outcomes of such an inspection as part of the relevant Monthly Report (or within the timeframes agreed by the Parties (acting reasonably)) which shall also contain a recommendation as whether the property would be a suitable investment for the Council to make;
- (d) transfer any data arising as a result of such inspection to the MIS,
- (e) on notification by the Council of the completion of a purchase of any property, add such purchased property to the applicable section of the Master Premises List and the MIS, and include the purchased property in the Condition Survey provided to the Council each Agreement Year.

11.4.5. The Service Provider shall update records to the agreed electronic format in an equivalent to the Premise System and the data shall be used to inform the production of the Annual Programme and planning any Reactive Maintenance Works.

11.4.6. Where any works are undertaken to a property within the Estate, the Service Provider shall update the relevant Condition Survey to reflect the outcome of such works within one (1) month of the works being completed.

11.4.7. In undertaking any Condition Surveys the Service Provider shall liaise with all relevant statutory and stakeholder bodies and inform them of the outcomes of any Condition Surveys requiring Reactive Maintenance Works.

#### 11.5. LEGIONELLA TESTING

11.5.1. The Service Provider shall take all steps necessary to ensure that the Council discharges its statutory obligations, and complies with the Health and Safety Executive Approved Code of Practice, in respect of the control of Legionnaire's disease

11.5.2. The Service Provider shall submit a programme for a monthly inspection and testing of all properties within the Estate for which the Council holds a

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statutory obligation in relation to the control of legionnaire's disease (as set out in the Legionnella Register) to the Council for approval as part of the Annual Programme (**Legionnella Inspection Plan**).

11.5.3. The Service Provider shall carry out the Legionnella Inspection Plan, update the Council's Legionnella Register based on the outcome of the monthly inspections and provide as part of the Monthly Report details of progress of inspections against the Legionnella Inspection Plan.

11.5.4. The Service Provider shall maintain records of inspections and tests carried out pursuant to the Legionnella Inspection Plan for a minimum of six (6) years.

#### 11.6. ASBESTOS MANAGEMENT

11.6.1. The Service Provider shall take all steps necessary to ensure that the Council is in compliance at all times with its obligations under the Asbestos Regulations.

11.6.2. The Service Provider shall annually update the Council's Asbestos Management Plan in relation to all the properties within the Estate, and shall submit each updated Asbestos Management Plan to the Council for approval as part of the draft Annual Programme.

11.6.3. The Service Provider shall develop, implement and keep updated the Asbestos Management Plan including:

- (a) the Asbestos Management Control Procedures; and
- (b) the Priority Risk Assessments.

11.6.4. If the Service Provider appoints a third party in connection with any surveys, removal or remedial works in relation to asbestos in the Estate, the Service Provider shall ensure that the third party has the specialist training, knowledge and experience appropriate for the proposed task.

11.6.5. The Service Provider shall undertake or shall procure an assessment on an annual basis to determine the presence and condition of asbestos in respect of all non-domestic premises within the Estate. The assessments carried out in accordance with this paragraph shall comply in all respects with the Priority Risk Assessments.

11.6.6. The Service Provider shall complete Priority Risk Assessments at least annually. The Service Provider shall use the results gained from the assessments carried out under paragraphs 11.6.4 and 11.6.5 to determine whether further surveys and asbestos remedial/removal work are necessary.



- 11.6.7 The Service Provider shall update records relating to the Council's Priority Risk Assessments within two (2) Business Days of completion of a Priority Risk Assessment and provide an annual written report to the Council as part of the Annual Report
- 11.6.8 The Service Provider shall advise the Council on procurement of asbestos removal and encapsulation works.
- 11.6.9 The Service Provider shall develop, monitor and maintain the AMS software collection system for the compilation of data and maintain a register for all assessments of non-domestic premises owned or occupied by the Council and review on a regular basis to maintain their robustness and validity
- 11.6.10. The Service Provider shall represent the Council on working parties, and committees as required by the Council.
- 11.6.11. The Service Provider shall, in each Annual Report, provide a report for the Council's Health & Safety Manager and Corporate Directors detailing the Service Provider's work across the Estate in the previous year in a form approved by the Council and detailing as a minimum.
- (a) Priority Risk Assessments carried out;
  - (b) asbestos condition surveys carried out;
  - (c) remedial works commissioned and carried out;
  - (d) a demonstration of how the Service Provider has complied with the Council's Asbestos Management Plan; and
  - (e) details of any circumstances where the Service Provider has not been in compliance with the Council's Asbestos Management Plan.
- 11.6.12. The Service Provider shall submit with the Annual Report a programme of planned activities for the forthcoming year for the Council's approval to be included in the Annual Programme.
- 11.6.13 The Service Provider shall provide estimates for all types of remedial and removal works to the Council. Where the estimate exceeds [REDACTED], the Service Provider shall carry-out a competitive tender process to obtain Best Value.
- 11.6.14 Where the Council has appointed a person to be responsible for asbestos management in relation to a particular property or properties within the Estate, the Service Provider shall provide guidance and training to the responsible person on:

(a) completing an asbestos management plan for their premises (including the creation of an asbestos register for all known/presumed asbestos containing materials) that is sufficiently detailed and robust to comply in all respects with the Asbestos Regulations;

(b) completing a Priority Risk Assessment in relation to asbestos containing materials;

(c) the inspection of all known locations of materials containing asbestos and recording the findings of inspections in detail that is sufficient to comply with the Council's Asbestos Management Plan.

11.6.15. The Service Provider shall initiate the Council's Asbestos Management Procedures if hazardous conditions are encountered.

11.6.16. The Service Provider shall update all records on the Council's Asbestos Register.

#### 11.7. PORTABLE APPLIANCE TESTING ADMINISTRATION

11.7.1. In accordance with the requirements at paragraph 11.7.3 and on an annual basis, the Service Provider shall procure, manage and administer Portable Appliance Testing in respect of all relevant electrical appliances and equipment included in each property within the Council Property Estate and the SLA Premises to ensure that the Council and/or the relevant body responsible for the SLA Premises complies with its duty under the Electricity at Work Regulations in relation to Portable Appliance Testing.

11.7.2. The Service Provider shall provide, at the request of the Council, general and professional advice on all aspects of Portable Appliance Testing and the service provided by the Service Provider.

11.7.3. The Service Provider shall establish and agree a rolling annual programme of testing visits in consultation with subscribers and approved by the Council which allows for annual testing of electrical appliances and equipment and a five yearly rolling programme of testing of cables, pipes, ducts and utility systems so that approximately 20% of relevant assets are tested each Agreement Year.

11.7.4. The Service Provider shall recharge subscribers to the SLA Premises scheme with costs and fees chargeable in respect of the provision of the Portable Appliance Testing Service.

11.7.5. The Service Provider shall receive and record test results within a database in accordance with the provisions of paragraph 3.2 (*Management Information*)

*System*). The Service Provider shall promptly make recorded test data available to the Council and to subscribers to the SLA Premises scheme on demand

11.7.6. The Service Provider shall actively seek to promote and market the Portable Appliance Testing Service to schools within the Council Area that are not SLA Premises at any point during the Service Period.

#### 11.8. UTILITIES / ENERGY MANAGEMENT

11.8.1. The Service Provider shall provide utilities and energy management services as described in paragraphs 11.8.2 to 11.8.12 in respect of:

(a) properties within the Council Property Estate for all utilities, and

(b) schools that are members of the energy and utilities management SLA scheme, as set out in Appendix 2 (*FM Services Allocation*),

together, the **Utilities Supply Estate**.

11.8.2 The Service Provider shall comply with the terms of the relevant SLA Service Specifications in relation to the SLA Premises (Utilities).

11.8.3 The Service Provider shall, no later than the date six (6) months following the Service Commencement Date, submit a draft plan to the Council setting out the Service Provider's proposals to manage utility consumption within the Utilities Supply Estate in order to ensure that the Council's targets in respect of consumption and costs are met over the following three years. The Service Provider shall revise the plan as reasonably required by the Council, the agreed plan being the **Energy and Water Management Plan**.

11.8.4. The Service Provider shall provide a draft updated Energy and Water Management Plan as part of each Annual Programme, in each case covering the following three year period.

11.8.5. The Service Provider shall include in each Annual Report details of utilities performance against the Energy and Water Management Plan

11.8.6. The Service Provider shall procure renewals of Energy Performance Certificates and Air Conditioning Inspections in respect of the Utilities Supply Estate in accordance with statutory requirements.

11.8.7. The Service Provider shall optimise system performance of lighting and HVAC control systems across the Utility Supply Estate.

11.8.8 The Service Provider shall, in relation to gas and electricity supply to the Utilities Supply Estate:

- (a) manage the gas and electricity supply agreements;
- (b) liaise with suppliers, meter operators and distribution networks to resolve payment and technical issues and maintain continuity of supply;
- (c) ensure billing is accurate and resolve billing inaccuracies with the relevant supplier promptly; and
- (d) provide such information as is required by suppliers including, but not limited to, meter numbers and points and levels of consumption.

11.8.9. The Service Provider shall provide promptly on request by the Council the following services in connection with the management of energy and utilities to the Utilities Supply Estate:

- (a) guidance and training in support of service level agreements in respect of energy and utilities;
- (b) promotional activities and presentations to schools and other institutions that may sign up to the energy and utilities management SLA Service Specification; and
- (c) technical input and consumption data as required by the Council in connection with energy procurement processes entered into by the Council.

11.8.10. The Service Provider shall record energy and water consumption data for the Utility Supply Estate and shall include within Monthly Reports details of energy and water consumption and expenditure.

11.8.11. As part of the annual update to the Energy and Water Management Plan, the Service Provider shall:

- (a) produce and submit for review and approval by the Council schedules of no cost, low cost and high cost works which, in the reasonable opinion of the Service Provider, would if implemented improve performance against the Council's targets in respect of utilities consumption, costs and carbon emission reductions;
- (b) undertake feasibility studies for energy efficiency measures within the Utility Supply Estate and obtain estimates for energy efficiency measures to be implemented from any established supplier in the market (or as directed by the Council at their absolute discretion);

- (c) evaluate new technology for application in support of the energy targets to the Utility Supply Estate in accordance with the Target Service Level in respect of KPI Number 57 in relation to the Technical Services;
- (d) make recommendations to the Council in respect of energy and water usage policies and practices to deliver savings in terms of costs and reduce carbon emissions.

11.8.12 The Service Provider shall supervise works identified, approved and commissioned in connection with utility and energy management and ensure their delivery in accordance with industry standards

**12. PART 12 – CAPITAL PROGRAMME (PROPERTY)**

**12.1. CAPITAL PROJECTS / PROGRAMME DELIVERY**

12.1.1. The Service Provider shall provide project design, programmes of work and programme delivery services in respect of the Capital Programme (Property) undertaken within:

- (a) the Council Property Estate to the extent that the Council holds the budget responsibility for capital works;
- (b) schools managed by the Council;
- (c) schools which are members of the SLA Premises Scheme Management.

12.1.2. The Service Provider shall deliver works in the Council's Capital Programme (Property) based on a target cost approach which is market competitive ensuring Value for Money as part of the Planned Maintenance Programme.

12.1.3. The Service Provider shall demonstrate that Best Value is being achieved in respect of the design management and delivery of the Capital Programme (Property) by comparison to market benchmarking information and data. (This applies to individual capital projects of all values and also to capital programmes of work relating to property and development).

12.1.4. The Service Provider shall provide promptly on request by the Council advice and support to the employer/customer on any relevant policy matter or Legislation in connection with the Capital Programme (Property).

12.1.5. The Service Provider shall provide all professional services required to deliver the projects and programmes, including those required under the CDM Regulations, where applicable.

12.1.6. The Service Provider shall undertake promptly as required by the Council Environmental Impact Assessments in accordance with recognised industry practice for all major refurbishments [REDACTED] appropriate to the size, nature and impact of the project and report the results of the assessment in a form to be agreed to the Council within twenty (20) Business Days of completion of the assessment.

12.1.7. The Service Provider shall, as part of the Monthly Reports, report on progress on the Capital Programme (Property) in a format to be agreed by the Council and attend monthly liaison meetings to discuss the delivery of projects and programmes of work.

12.1.8. The Service Provider shall ensure expenditure is contained within the approved budget for projects and programmes of work.

12.1.9. The Service Provider shall agree with the Council budgets for individual constituent projects or elements of the programme, and agree with the Council the scope for self-approved variance of the individual budgets within the programme to ensure the total expenditure target is achieved.

12.1.10. The Service Provider shall ensure all property records are updated to reflect all work executed within one month of completion.

12.1.11. The Service Provider shall ensure all stages outlined in this section are followed unless agreed otherwise with the employer/customer.

12.1.12. The Service Provider shall report on programmes of work to various directorates of the Council

12.1.13. In preparing the Capital Programme (Property) for submission to the Council for approval, the Service Provider shall act in accordance with the provisions of the paragraphs below

#### Undertaking first visits

12.1.14. The Service Provider shall promptly at the request of the Council undertake an assessment of initial client proposals and establish an agreed project brief for a feasibility study. First visits are to make an assessment of initial proposals suggested by the employer/customer and to advise on whether the scheme is possible, or not, and the processes involved.

#### Preparing and submitting feasibility studies

12.1.15. The Service Provider shall prepare and submit feasibility studies to enable the employer/customer to identify outline alternative solutions and to develop preferred options for projects and programmes of works for the development and maintenance of individual properties and portfolios. The Service Provider shall report its findings as a result of the feasibility studies it has carried out to the Council as part of the Monthly Report.

#### Developing solutions

12.1.16. The Service Provider shall develop design solutions and tender documentation from the agreed feasibility study to allow tenders to be obtained.

12.1.17. The Service Provider shall undertake all necessary surveys, investigations, assessments and consultations and incorporate the results into a fully

developed design to produce a scheme for tender that meets all of the requirements of the agreed brief.

#### Tendering, evaluation and contract preparation

12.1.18. The Service Provider shall obtain tenders, evaluate the results and administer the process to allow works to commence on site.

12.1.19. The Service Provider shall identify suitable partners for the tender list, including any necessary advertisement, issue tender documents, receive and evaluate tenders, produce reports and recommendations, prepare contract documentation for acceptance and signature, accept and pass to Council for execution (dependent on contract procedural rules), issue orders and store documents in accordance with documentation retention requirements.

#### Construction, supervision and completion

12.1.20. The Service Provider shall ensure contract works are completed within specification and to programme and specification requirements.

12.1.21. The Service Provider shall administer and manage all contracts with regard to partner performance, satisfactory progress and quality, variation control and management, payments, settlement of claims, completion and defects period inspections, agreement of final accounts and updating of property records.

12.1.22. The Service Provider shall provide and/or supervise design and planning in respect of individual contracts.

12.1.23. The Service Provider shall prepare and issue a net capacity statement and update the Asset List (including Condition Survey and Reinstatement Cost Assessment) data for completed projects.

12.1.24. The Service Provider shall monitor and report (as part of the Monthly Report) on the performance of partners with respect to standards of workmanship, conduct, health and safety and performance.

12.1.25. The Service Provider shall ensure that Customer Satisfaction Surveys are undertaken for each Capital Works scheme.

12.1.26. The Service Provider shall provide maintenance requirements and specifications for the tendering of any future service contracts.

#### 12.2. SCHOOLS CAPITAL DEVELOPMENT

12.2.1. The Service Provider shall manage schools capital budgets that the Council are responsible for, and which shall include the management of major capital



schemes as a client to ensure that schemes meet DfE, school and budget requirements as well as managing the stake holder engagement.

12.2.2. The Service Provider shall collect and record information on schools including the condition, suitability and capacity.

12.2.3. The Service Provider shall provide planning advice to schools in relation to the schools' ability to meet pupil demand.

12.2.4. The Service Provider shall manage and support groups including those relating to school places and buildings relevant to the school capital building programme

### **13. PART 13 – ESTATES MANAGEMENT SERVICE**

#### **13.1. ESTATES MANAGEMENT SERVICE**

13.1.1. The Service Provider shall provide an Estate Management Service in accordance with the provisions of paragraphs 13.1.2 to 13.1.25 below, in accordance with Legislation, relevant guidance and Good Industry Practice and including the development and maintenance of relationships with landlords, tenants and third parties across the Council Property Estate to:

- (a) meet the needs and targets as agreed between the Service Provider and the Council at the commencement of each financial year;
- (b) ensure the prompt collection of rents and capital receipts in accordance with the Target Service Level in respect of Performance Indicator 90 in relation to the Technical Services.
- (c) complete rent reviews, grants of Leases and Lease renewals within defined timescales in accordance with the Target Service Level in respect of Performance Indicator 89 in relation to the Technical Services.
- (d) contain expenditure levels within agreed budgets and deliver maximum value for the Council;
- (e) provide clear, unambiguous and well-communicated information and advice to the Council as requested, supported where required by the Council with written reports and recommendations with full justification within specified timescales to be agreed on instruction.

13.1.2. The Council shall be required to submit any request for Estate Management Service under paragraphs 13.1 to 13.8 in writing (**Estate Service Request**).

13.1.3. Following the submission of an Estate Service Request, the Service Provider shall provide an acknowledgment of receipt within twenty four (24) hours

13.1.4. The Service Provider shall provide a substantive response to an Estate Service Request within five (5) Business Days to requests for support and assistance of both general and specialist professional, technical or policy nature, unless otherwise stated or agreed between the Council and the Service Provider.

*Landlord and Tenant matters*

13.1.5. The Service Provider shall take all necessary steps to ensure that the Council complies in full with:

- (a) its statutory obligations;
- (b) its contractual obligations; and
- (c) any covenants,

that are applicable in its capacity as either landlord, tenant or freehold occupier in respect of the Commercial Let Estate and the Community Estate. The Service Provider shall develop and maintain relationships with landlords and tenants.

13.1.6. The Service Provider shall inspect all properties of which the Council is landlord on an annual basis to ensure tenants are complying with the terms of their tenancies and include details in Monthly Reports. To the extent that a tenant is in breach of its obligations, the Service Provider shall take reasonable steps to ensure the tenant promptly remedies the breach.

13.1.7. The Service Provider shall keep all empty properties within the Commercial Let Estate secure at all times.

13.1.8. The Service Provider shall promptly as required engage such professional advisers including, but not limited to, solicitors, insurance officers, property surveyors and finance and energy managers on behalf of the Council.

13.1.9. The Service Provider shall promptly perform the Council's obligations as landlord in respect of requests made by tenants for landlord's consent for improvements or alterations to Council owned properties and process such requests accordingly (subject to the Council's approval). Where such consent requires execution of documents for and on behalf of the Council, the Service Provider shall promptly instruct Legal Services to draft required documents and arrange for their execution and delivery by the Council.

13.1.10. The Service Provider shall ensure that relevant notices are served when required.

13.1.11. The Service Provider shall promptly on request by the Council search for accommodation for Council departments dependent on their requirements and provide their search results within five (5) Business Days of the request being received from the Council.

13.1.12. The Service Provider shall no later than twenty (20) Business Days prior to the Service Commencement Date and as part of each Annual Programme produce a schedule to include:

- (a) a schedule of properties that will be subject to rent review;

(b) a schedule of properties where a Lease will expire; and

(c) a programme for completing the rent reviews and either renewals or surrender of Leases in respect of the properties scheduled in accordance with paragraphs (a) and (b) above,

for approval by the Council (the approved schedule being the **Estate Management Plan**).

13.1.13. In accordance with the Estate Management Plan, the Service Provider shall:

(a) negotiate and complete rent reviews;

(b) promptly as required by the Council, complete a schedule of condition and dilapidations in a form to be approved by the Council in respect of each property subject to Lease expiry within 28 days prior to the expiry of the Lease;

(c) negotiate payments for dilapidations as required by the Council;

(d) negotiate terms for new Leases, Lease renewals, Lease surrenders and licences subject to the Council's approval of the terms;

(e) instruct Legal Services to draft any documents required to be executed for and on behalf of the Council in respect of this paragraph 13.1.13.

13.1.14. The Service Provider shall report on the status and outcome all activities to be carried out as envisaged by the Estate Management Plan in each Monthly Report.

13.1.15. The Service Provider shall promptly at the request of the Council or a third party process requests for taking and granting of wayleaves in respect of the Council Property Estate.

13.1.16. The Service Provider shall include in each Annual Report details of the Council's rent obligations to be paid in the upcoming financial year and shall also report on any increases and reductions in rent obligations compared to the previous financial year's rent obligations.

13.1.17. The Service Provider shall collect all rents payable to the Council from the Council Property Estate and pay into the Council's account or as directed by the Council within three (3) Business Days of receipt.

13.1.18. The Service Provider shall monitor the collection of rents from the tenants of Council properties, serve notices in respect of arrears when applicable and with the consent of the Council and Legal Services commence and complete possession proceedings.

13.1.19 The Service Provider shall resolve disputes between tenants/landlord/third parties in respect of the Council Property Estate (subject to Council approval over conduct of any litigation or payment of any amounts or waiver of any of the Council's rights).

13.1.20 The Service Provider shall verify head rent calculations from tenants where a profit rent applies in their Leases.

13.1.21. The Service Provider shall attend liaison meetings on a monthly basis with Council officers to discuss and advise on matters associated with the Property Management Services across the Council Property Estate.

13.1.22. The Service Provider shall promptly at the request of the Council negotiate vacant possession with tenants when the properties they occupy are included in a redevelopment scheme.

13.1.23. The Service Provider shall respond to enquiries from the Council or third parties concerning land ownership within the Council Property Estate within five (5) Business Days of receipt of the request. Where the request originates from a third party the Service Provider shall only be obliged to confirm whether or not the Council is the owner of the land that is subject to the enquiry.

13.1.24. The Service Provider shall promptly on the request of the Council advise the Council in respect of applications received by the Council under Community Right to Bid legislation

13.1.25. The Service Provider shall promptly on the request of the Council advise the Council in respect of Community Asset Transfer Applications made by community groups to the Council. Where the Council approves a Community Asset Transfer Application, the Service Provider shall promptly take all steps necessary (including preparation of documentation) to allow for completion of the asset transfer so approved.

## 13.2. PLANNING AND DEVELOPMENT APPRAISALS

13.2.1. The Service Provider shall at the request of the Council and within timescales specified

- (a) prepare planning and development briefs,
- (b) submit planning applications and appeals;
- (c) contribute to reviews of, and make proposals to optimise and protect, the value of the Council Property Estate;

- (d) report on the impact of planning proposals and developments proposed by third parties on land adjoining or near to the Council Property Estate as part of the Monthly Report;
- (e) assess the value of the Council Property Estate to determine alternative use development potential with a view to optimising capital receipts from surplus interests;
- (f) prepare detailed schemes and provide any necessary development briefs, surveys, Environmental Impact Assessments and other information, to accompany planning applications;
- (g) prepare valuation evidence and appearing at appeals by third party applicants against refusal of consent;
- (h) provide valuation advice to the Council in respect of appeals by applicants against planning and highways legislation and policy (including without limitation the TCPA, Community Infrastructure Levy, s106 Contributions for Affordable Housing, and other infrastructure proposals where these make schemes financially unviable).

13.2.2. The Service Provider shall prepare any valuation reports produced in accordance with this paragraph 13.2.2 in accordance with the RICS Red Book (unless otherwise directed to meet Council requirements).

13.2.3. The Service Provider shall submit any report produced pursuant to this paragraph including the Service Provider's advice and recommendations on (without limitation) alternative use values and Best Value within ten (10) Business Days of receipt by the Service Provider of the request from the Council unless otherwise agreed with the Council.

### 13.3. COMPULSORY PURCHASE, COMPENSATION AND ACQUISITIONS BY AGREEMENT

13.3.1. The Service Provider shall promptly on the request of the Council provide advice in relation to the acquisition of land and property pursuant to specific objectives, service requirements or other purposes either by agreement or requiring the use of compulsory purchase powers.

13.3.2. The Service Provider shall respond to and deal with CPO applications relating to the Council Property Estate received and approved by the Council and in relation to the exercise by the Council of CPO powers in respect of property outside of the Estate. The Service Provider shall, in responding to and dealing with CPO applications, notify and liaise with Legal Services.

13.3.3 The Service Provider shall promptly on the request of the Council provide valuation advice on the estimated cost of acquiring all types of land and property for proposed schemes including advice on resource implications and the need to procure external specialist valuation advice, where appropriate.

13.3.4. The Service Provider shall promptly on the request of the Council provide related advice to Council departments in matters such as accommodation works.

13.3.5. At the request of the Council and subject to the approval of the Council, the Service Provider shall in respect of compulsory purchase, compensation and acquisition agreements:

- (a) negotiate compensation claims prior to a scheme being adopted;
- (b) negotiate compensation claims with affected parties or their agents for the acquisition of land and property under compulsory powers;
- (c) negotiate and subject to Council approval settle claims under Part One Land Compensation Act 1973 (as amended);
- (d) negotiate Early Entry Agreements;
- (e) pay all compensation sums approved by the Council in respect of compulsory purchase or early acquisition agreements within ten Business Days of such approval being notified to the Service Provider;
- (f) advise and negotiate on receipt of notices (including without limitation Blight Notices and Purchase Notices);
- (g) attend associated public consultation events;
- (h) prepare evidence and appear at public inquiries, Tribunal and Lands Chamber when necessary; and
- (i) prepare and present reports to the Council, or as directed by the Council.

#### 13.4. DISPOSAL OF LAND AND PROPERTY

13.4.1. As part of the Annual Programme, the Service Provider shall each year develop and provide advice to the Council on a programme to sell land and property (**Land Sales Programme**) to maximise the value for money obtained by the Council from disposals from the Council Property Estate.

13.4.2. Each Land Sales Programme shall cover a period of two (2) years from the date of the Land Sales Programme. As part of the Annual Report, the Service

Provider shall report on the progress of land sales against the Land Sales Programme.

13.4.3. The Service Provider shall include in the Land Sales Programme:

- (a) the expected proceeds of the sales to be undertaken pursuant to the Land Sales Programme;
- (b) a justification of the valuation of the proceeds; and
- (c) the proposed method of disposal.

13.4.4. The Service Provider shall dispose of properties in accordance with the Land Sales Programme by auction or tender, unless the Council requires otherwise.

13.4.5. The Service Provider shall manage the disposal of the Council Property Estate contained within the Land Sales Programme in accordance with the Target Service Level in respect of Performance Indicator 92 in relation to the Technical Services and by means of the appropriate method of disposal as approved in advance on each disposal by the Council.

13.4.6. The Service Provider shall promptly add properties to the Land Sales Programme once they have been declared surplus to the Council's requirements, are approved for disposal by the Council and have been notified to the Service Provider as approved for disposal. Where the Council approves the disposal of a property, the Service Provider shall ensure that the property is advertised on the relevant market within twenty eight (28) days of the Council notifying the Service Provider of the approval.

13.4.7. The Service Provider shall ensure disposals are dealt with by suitably qualified staff in accordance with regulations and codes of practice set out by the Royal Institution of Chartered Surveyors and in accordance with the Council's powers in respect of the disposal of the relevant property.

13.4.8. The Service Provider shall promptly on the request of the Council provide advice on the estimated value of Council's Property Estate which may be considered for disposal (valuation and/or development appraisal). The Service Provider shall provide a report in accordance with appropriate professional standards and justification for its valuation within ten Business Days of the Council's request.

13.4.9. The Service Provider shall in the preparation of a report, recommendation or valuation in connection with this paragraph 13.4.9 include in their advice consideration of, and advice in respect of possible impediments to the disposal such as, but not limited to, protected open space, greenbelt, Tree



Preservation Orders, rights of way, flooding, rights of way, town green, title issues .

13.4.10. The Service Provider shall promptly on the request of the Council advise on the most appropriate means of disposal and the costs of sale.

13.4.11 The Service Provider shall promptly seek appropriation of holding power pursuant to the TCPA where applicable

13.4.12. The Service Provider shall promptly on the request of the Council obtain planning advice and, if appropriate, planning consent for alternative use prior to disposal or prepare appropriate development briefs for potential purchasers.

13.4.13. The Service Provider shall promptly on the request of the Council prepare documentation and arrange/attend meetings for member and/or public consultation

13.4 14. The Service Provider shall instruct the Council's legal services to advertise proposed disposals under Open Space Procedure, as required.

13 4 15. The Service Provider shall liaise as necessary with third parties and obtain any consents which may be required

13 4 16. The Service Provider shall prepare properties on the Land Sales Programme for marketing, including but not limited to commissioning asbestos surveys, asbestos removal, property clearance, property demolition, ground investigation report, environmental report, topographical survey, ecological report, Energy Performance Certificate (all as appropriate), development briefs.

13.4.17. The Service Provider shall promptly at the request of the Council advise on the use of external resources, including local agents when disposing of surplus residential property or auctioneer for land and property with limited market interest. The Service Provider shall appoint and supervise agents, as required by the Council from time to time to complete disposals in accordance with the Land Sales Programme.

13.4.18. The Service Provider shall prepare property particulars, advertising strategy and literature and offer land and property for sale to the open market by conditional or unconditional tender as approved by the Council. The Service Provider shall compile all relevant documentation to produce the tender packs and make these available in appropriate formats. The Service Provider shall complete the preparation of property particulars and marketing materials in connection with a disposal within 28 Business Days of instruction by the Council, unless otherwise agreed.

13.4.19. The Service Provider shall negotiate sale of the Council Property Estate contained in the Land Sales Programme by private treaty to individuals or organisations, including sitting tenants lessees or adjoining owners, as required by the Council.

13.4.20. The Service Provider shall prepare a report for the Council to advise the Council on terms and conditions to be included in the contract of sale, including, but not limited to; any restrictive covenants, overage provisions, claw back, profit share or deferred payments. The Service Provider shall submit reports prepared pursuant to this paragraph 13.4.20 no later than one calendar month prior to the proposed exchange of contracts in respect of such disposal.

13.4.21. The Service Provider shall obtain approval from the Council to the disposal on the terms and for the purchase price agreed in the case of private treaty transactions or for the highest compliant bid in the case of tenders.

13.4.22. The Service Provider shall instruct the Council's legal services department within two Business Days of receiving notification of the Council's approval of disposal terms to prepare the appropriate documentation to complete the disposal and provide all necessary support and advice, including advice on enquiries before contract, plans, heads of terms and valuation certificate.

13.4.23. The Service Provider shall maintain the Land Sales Programme schedule, updating it within five Business Days of each disposal, identifying risks, monitoring progress and report updates to the Council as part of the Monthly Report on performance against the Target Service Level in respect of Performance Indicator 92 in relation to the Technical Services.

13.4.24. The Service Provider shall comply with the terms of a Service Level Agreement as required by Legal Services in relation to the Land Sales Programme.

#### 13.5. RESTRICTIVE COVENANTS

13.5.1. The Service Provider shall maximise the benefit to the Council from the release or variation of restrictive covenants, whether imposed upon, or by, the Council by providing professional services relating to covenants restricting the use of land or buildings.

13.5.2. The Service Provider shall promptly at the request of the Council advise and make recommendations on valuation and property management implications (where appropriate) for the modification or release of restrictive covenants.

13.5.3 The Service Provider shall promptly at the request of the Council negotiate and prepare heads of terms, including financial consideration, where appropriate and prepare all necessary reports.

13.5.4. The Service Provider shall promptly at the request of the Council prepare evidence for, and appear at Tribunals, or any other judicial or mediatory proceedings, including Lands Chamber, as required from time to time by the Council.

13.5.5. The Service Provider shall promptly at the request of the Council provide written instructions and all reasonably necessary assistance to legal services,.

13.5.6. The Service Provider shall promptly take all reasonable actions and respond to any related issues arising from the negotiation of release and variation of restrictive covenants as agreed with the Council from time to time.

### 13.6. ASSET VALUATIONS

13.6.1 The Service Provider shall undertake valuations of the Council Property Estate for Capital Accounting purposes.

13.6.2 The Service Provider shall ensure valuations are undertaken by qualified and experienced professional staff, following Chartered Institute of Public Finance (CIPFA) standards and regulations and codes of practice prescribed by the Royal Institution of Chartered Surveyors (RICS) Red Book (where appropriate).

13.6.3 The Service Provider shall provide an annual programme prior to the commencement of each financial year for revaluing approximately 20% of the assets per year in each financial year so that every council property asset is re-valued at least once every 5 years. Once approved, the Council shall have the right to request that additional properties are added to the schedule if the Council in its discretion considers that it would be beneficial or worthwhile to value additional properties

13.6.4. The Service Provider shall report on progress against the revaluation programme above as part of the Monthly Report.

13.6.5. The Service Provider shall inspect and measure property assets in accordance with RICS Code of Measuring Practice.

13.6.6. The Service Provider shall value assets in accordance with CIPFA standards and RICS regulations and codes of practice.

13.6.7. The Service Provider shall provide an annual certified report and valuation as at 31st March each year to the Council's Director of Finance as required and within timescales determined by the Council's auditors.

### 13.7. VALUATIONS

13.7.1. The Service Provider shall provide promptly on request by the Council rental and capital valuations of the Council Property Estate in accordance (unless otherwise directed) with (RICS) Red Book requirements and (where applicable) government guidelines on valuation reports for residential housing stock, such valuations to include:

(a) comprehensive evidence and reasoned explanation of assumptions and conclusions;

(b) advice and recommendations (where requested) on matters such as, but not limited to, alternative use value and Best Value.

13.7.2. The Service Provider shall complete reports within 10 Business Days of instruction, unless otherwise agreed with the Council.

13.7.3. The Service Provider shall manage and settle statutory enfranchisement claims and ascertain entitlement to claim. The Service Provider shall provide prompt written instructions sufficient in material respects to the legal services department and work with the legal services department.

13.7.4. The Service Provider shall provide promptly on the request by the Council open market residential property valuations pursuant to residential care financial assessments.

13.7.5. The Service Provider shall promptly on the request of the Council deal with applications for, and undertake valuations of, telecommunication masts, easements, way leaves and temporary licences.

13.7.6. The Service Provider shall promptly on the request of the Council undertake valuations and negotiations pursuant to the Party Wall Act 1991.

13.7.7. The Service Provider shall promptly on the request of the Council provide ground rent valuations pursuant to leasehold disposal of land.

13.7.8. The Service Provider shall provide ad-hoc valuations of land and property for internal consultation and assessment purposes.

13.7.9. The Service Provider shall provide written reports, additional advice and clarification for any valuation related issues arising from the above within timescales agreed on instruction.

13.7.10. The Service Provider shall submit a final report and valuation within ten (10) Business Days of instruction being received unless otherwise agreed.

### 13.8. RATING AND APPEALS

---

13.8.1 The Service Provider shall ensure that the Council Property Estate is properly and accurately assessed for rating purposes.

13.8.2. The Service Provider shall analyse, or shall procure the analysis of, rating assessments of property owned and occupied by the Council to determine whether rating assessments are correct and accurate in all material respects

13.8.3. The Service Provider shall submit to the Council its analysis of rating assessments together with supporting evidence and recommendations in respect of challenges to rating assessments. The Service Provider shall submit promptly on request from the Council appeals against rating assessments and negotiate revised values with the Valuation Office Agency.

13.8.4 If the Service Provider and Valuation Office Agency cannot reach agreement on a revised valuation on appeal against a rating assessment, the Service Provider shall provide evidence and take appeals to the appropriate Valuation Tribunal and Upper Tribunal if the Council in its discretion considers it necessary or beneficial.

13.8.5. The Service Provider shall promptly respond to notices from the Valuation Office Agency requesting property related information and assist with transitional relief issues

### 13.9. LAND RECORDS SYSTEM

13.9.1. The Service Provider shall maintain electronic records of ownership of land and legal titles accurate in all material respects in a suitable format to be agreed with the Council in respect of the Council Property Estate.

13.9.2. The Service Provider shall migrate the data held in the existing Council Terrier System from an Access database onto an electronic system to be approved by the Council within twelve (12) months of the Service Commencement Date. The Council shall have full access to the system set up and maintained by the Service Provider.

13.9.3. The data held in the land record system shall remain the property of the Council

13.9.4. The Service Provider shall update relevant land and title records within two Business Days of completion of any transactions.

13.9.5. The Service Provider shall promptly on request by the Council make enquiries to HM Land Registry when information on land and buildings outside the Council Property Estate is required by the Council.

13.9.6. The Service Provider shall promptly on request by the Council prepare and maintain ownership plans in respect of properties within the Council Property Estate.

13.9.7. The Service Provider shall promptly on request by the Council calculate and measure areas of land to assist officers undertaking surveys and provide the results of such surveys to the Council in an agreed form within five Business Days of completion of the survey.

13.9.8. The Service Provider shall create case files and update file index in respect of all surveys undertaken pursuant to paragraph 13.9.7.

13.9.9. The Service Provider shall on request by the Council provide key holding services for properties within the Council Property Estate as required by and agreed with the Council from time to time.

13.10. SPECIALIST SERVICES

13.10.1. The Service Provider shall promptly at the request of the Council provide or procure surveys required for the delivery of projects to the Council including topographical, ground investigations and land form surveys, location and tracing of drainage and services. Unless otherwise agreed, the Service Provider shall report the results of surveys requested in accordance with this paragraph within five Business Days of instruction.

## APPENDIX 1 - METHOD STATEMENTS

The Service Provider shall provide and maintain the Method Statements relating to the Technical Services set out in Schedule 3 of this Agreement, provided that the Service Provider shall not amend the Method Statements without the Council's prior written consent

- 1 MS01 Highways Policy
- 2 MS02 Asset Management
- 3 MS03 Procurement
- 4 MS04 Design Mgmt Hways Structural Maint
- 5 MS05 Design Mgmt Hways Structures - Bridges
- 6 MS06 Design Mgmt Hways Prevent Maint
- 7 MS07 Design Mgmt Hways Structures - Bridges PreventReactMaint
- 8 MS08 Design Mgmt Hways Improve Schemes
- 9 MS09 S38 Works
- 10 MS10 S278 Works
- 11 MS12 Street Lighting Schemes and Service Mgmt
- 12 MS13 Hways Bridges Street Lighting - Interface Liaison
- 13 MS14 Highway Records
- 14 MS15 PROW Strategic Function
- 15 MS16 Traffic Integrated Transport Capital Schemes
- 16 MS17 Traffic Network Management
- 17 MS18 Road Safety ETP
- 18 MS19 Flood Risk Mgmt
- 19 MS20 Sustainable Drainage Approving Body
- 20 MS21 Land Drainage
- 21 MS23 CDM Coordinator CDMC
- 22 MS24 Structural Consul Works and Blding Regs Check

23	MS25 Structural Advice
24	MS26 Property Capital Projects and Prog Delivery
25	MS27 Condition Survey and Data Management
26	MS28 Legionella Monitoring
27	MS29 Asbestos Monitoring
28	MS30 Portable Appliance Testing
29	MS31 Utilities and Energy Management
30	MS32 Hard FM
31	MS33 Soft FM
32	MS34 Service Delivery Customer Satisfaction
33	MS35 Delivery Health Safety
34	MS36 Estates Management
35	MS37 Disposals
36	MS38 Rent Reviews
37	MS39 Planning and Development Appraisals
38	MS40 CPO
39	MS41 Asset Valuations
40	MS42 Commercial Valuations
41	MS43 Rating
42	MS44 Records Terrier System
43	MS45 Contact Centre Management
44	MS46 Schools



**APPENDIX 2 – FM SERVICES ALLOCATION**

*See enclosed document entitled 'Technical Services – Lot 3 – FM Services Allocation'*





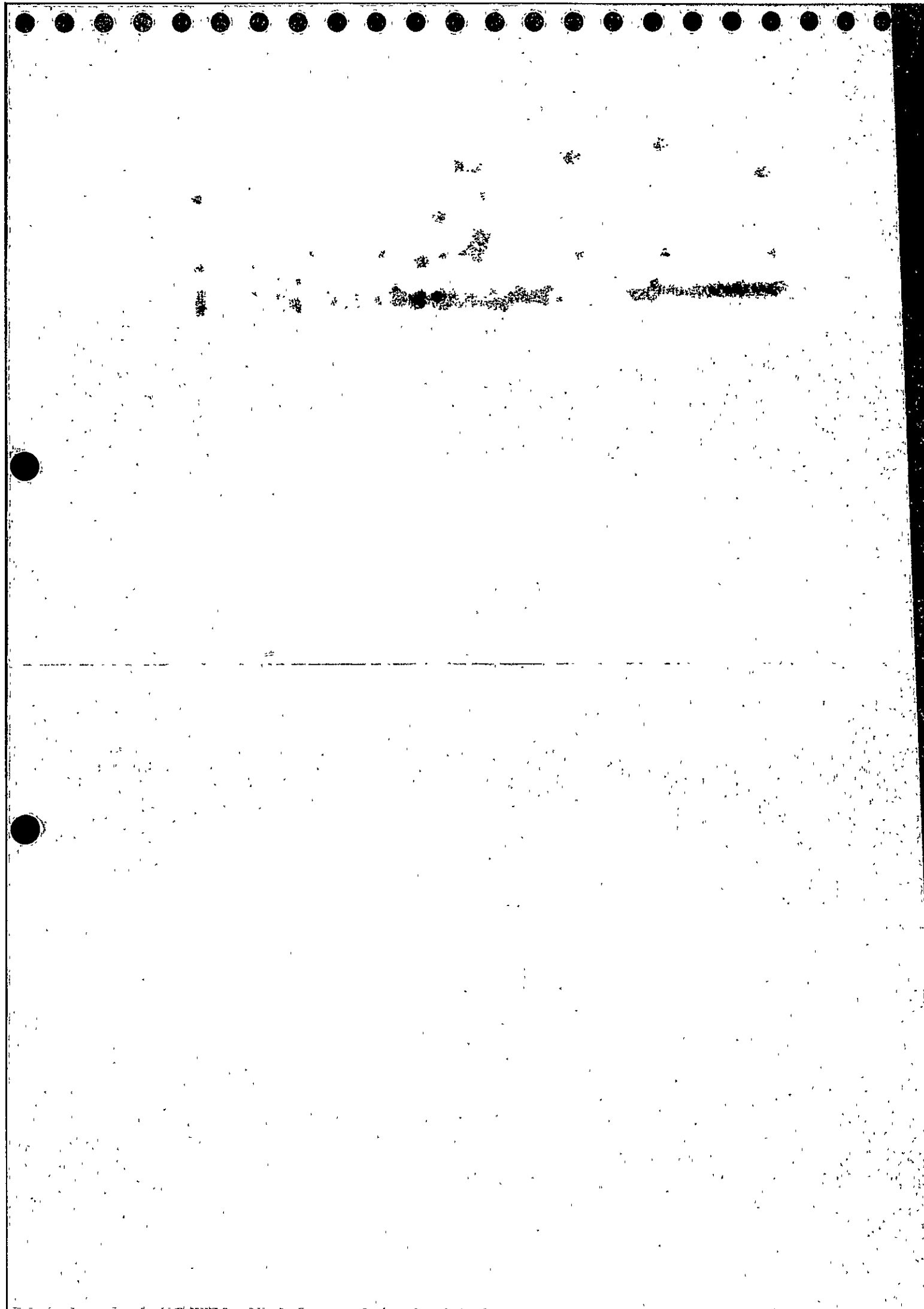
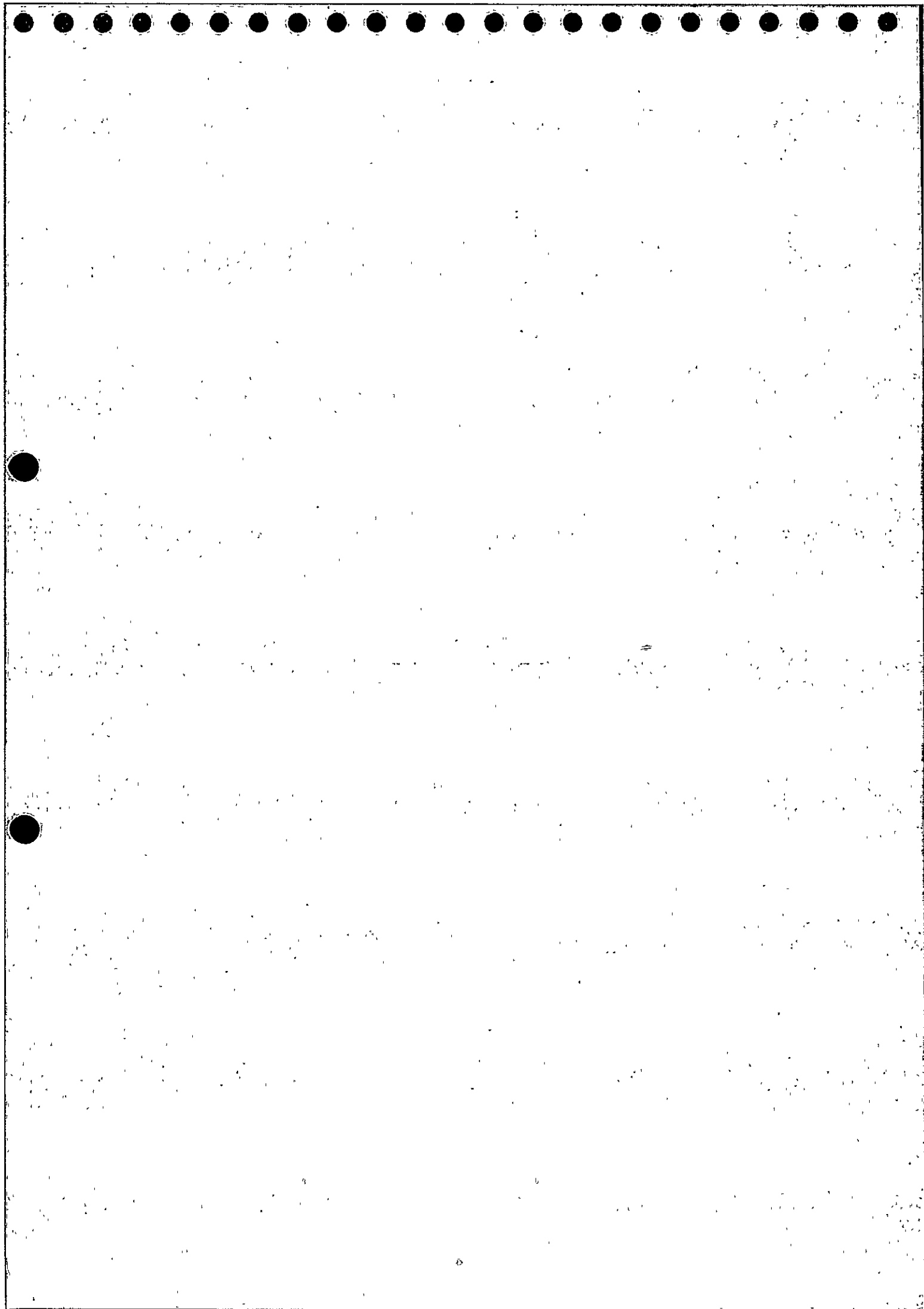


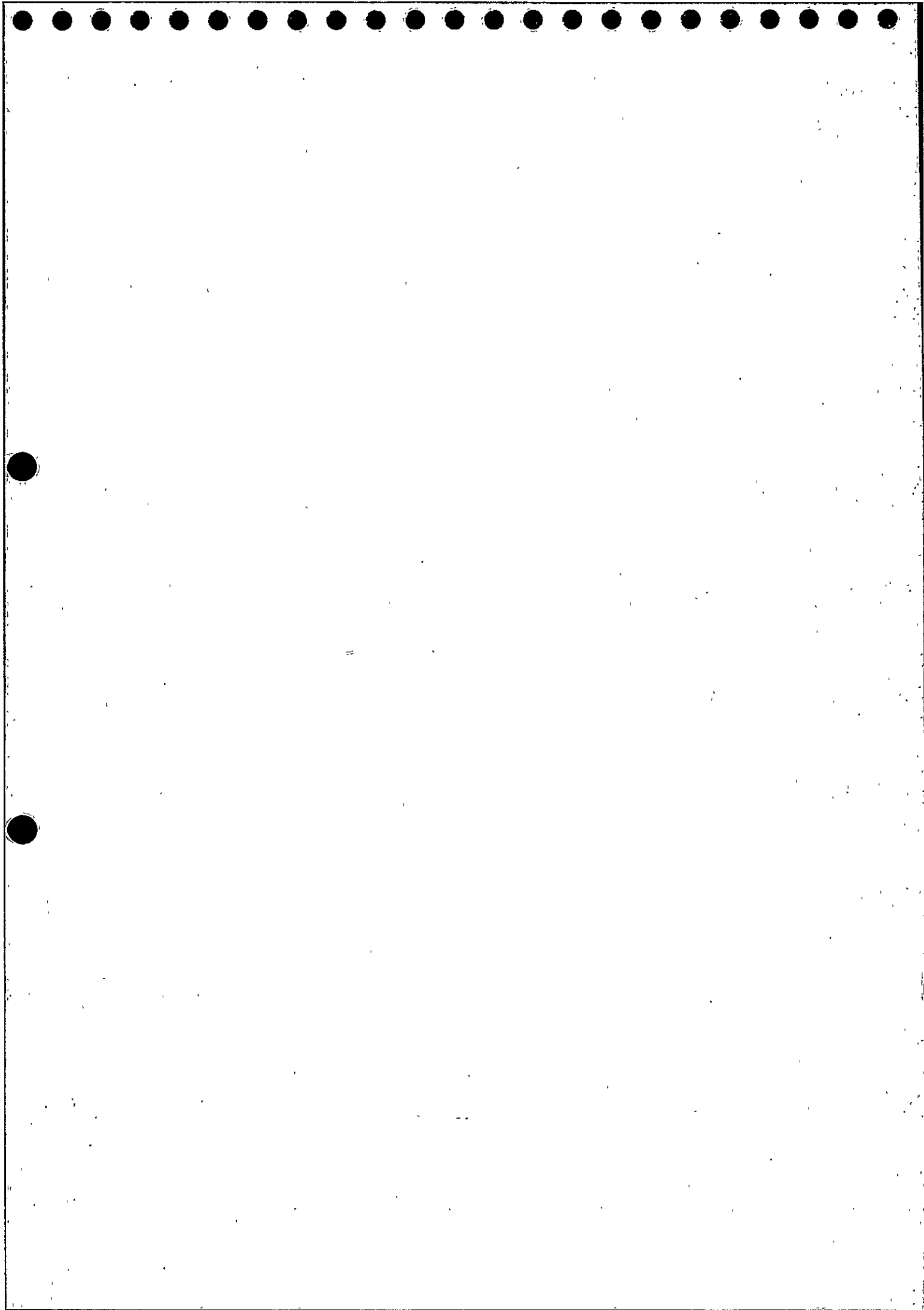


Table with columns: STATE, COUNTY, CITY, ADDRESS, CITY, STATE, CITY, ADDRESS, CITY, STATE, CITY, ADDRESS, CITY, STATE. Contains a long list of property records.



Company	Address	City	State	Zip	Phone	Personnel	Product	Notes
Acme Corp	123 Main St	Springfield	MA	01103	(413) 555-1234	15	Automotive Parts	Specialty parts for trucks
Acme Corp	456 Oak Ave	Springfield	MA	01103	(413) 555-5678	10	Automotive Parts	General automotive parts
Acme Corp	789 Pine Rd	Springfield	MA	01103	(413) 555-9012	8	Automotive Parts	Auto accessories
Acme Corp	101 Elm St	Springfield	MA	01103	(413) 555-3456	12	Automotive Parts	Truck parts
Acme Corp	202 Maple Ave	Springfield	MA	01103	(413) 555-7890	9	Automotive Parts	Auto parts
Acme Corp	303 Cedar St	Springfield	MA	01103	(413) 555-2345	11	Automotive Parts	Truck accessories
Acme Corp	404 Birch Ave	Springfield	MA	01103	(413) 555-6789	7	Automotive Parts	Auto parts
Acme Corp	505 Walnut St	Springfield	MA	01103	(413) 555-0123	13	Automotive Parts	Truck parts
Acme Corp	606 Cherry Ave	Springfield	MA	01103	(413) 555-4567	6	Automotive Parts	Auto accessories
Acme Corp	707 Peach St	Springfield	MA	01103	(413) 555-8901	14	Automotive Parts	Truck parts
Acme Corp	808 Plum Ave	Springfield	MA	01103	(413) 555-2345	5	Automotive Parts	Auto parts
Acme Corp	909 Apple St	Springfield	MA	01103	(413) 555-6789	16	Automotive Parts	Truck accessories
Acme Corp	1010 Orange Ave	Springfield	MA	01103	(413) 555-0123	4	Automotive Parts	Auto parts
Acme Corp	1111 Lemon St	Springfield	MA	01103	(413) 555-4567	17	Automotive Parts	Truck parts
Acme Corp	1212 Lime Ave	Springfield	MA	01103	(413) 555-8901	3	Automotive Parts	Auto accessories
Acme Corp	1313 Coconut St	Springfield	MA	01103	(413) 555-2345	18	Automotive Parts	Truck parts
Acme Corp	1414 Pineapple Ave	Springfield	MA	01103	(413) 555-6789	2	Automotive Parts	Auto parts
Acme Corp	1515 Mango St	Springfield	MA	01103	(413) 555-0123	19	Automotive Parts	Truck accessories
Acme Corp	1616 Papaya Ave	Springfield	MA	01103	(413) 555-4567	1	Automotive Parts	Auto parts
Acme Corp	1717 Guava St	Springfield	MA	01103	(413) 555-8901	20	Automotive Parts	Truck parts
Acme Corp	1818 Passion Fruit Ave	Springfield	MA	01103	(413) 555-2345	0	Automotive Parts	Auto accessories
Acme Corp	1919 Strawberry St	Springfield	MA	01103	(413) 555-6789	21	Automotive Parts	Truck parts
Acme Corp	2020 Blueberry Ave	Springfield	MA	01103	(413) 555-0123	0	Automotive Parts	Auto parts
Acme Corp	2121 Raspberry St	Springfield	MA	01103	(413) 555-4567	22	Automotive Parts	Truck accessories
Acme Corp	2222 Blackberry Ave	Springfield	MA	01103	(413) 555-8901	0	Automotive Parts	Auto parts
Acme Corp	2323 Elderberry St	Springfield	MA	01103	(413) 555-2345	23	Automotive Parts	Truck parts
Acme Corp	2424 Huckleberry Ave	Springfield	MA	01103	(413) 555-6789	0	Automotive Parts	Auto accessories
Acme Corp	2525 Boysenberry St	Springfield	MA	01103	(413) 555-0123	24	Automotive Parts	Truck parts
Acme Corp	2626 Loganberry Ave	Springfield	MA	01103	(413) 555-4567	0	Automotive Parts	Auto parts
Acme Corp	2727 Marionberry St	Springfield	MA	01103	(413) 555-8901	25	Automotive Parts	Truck accessories
Acme Corp	2828 Tayberry Ave	Springfield	MA	01103	(413) 555-2345	0	Automotive Parts	Auto parts
Acme Corp	2929 Salmonberry St	Springfield	MA	01103	(413) 555-6789	26	Automotive Parts	Truck parts
Acme Corp	3030 Mulberry Ave	Springfield	MA	01103	(413) 555-0123	0	Automotive Parts	Auto accessories
Acme Corp	3131 Elderberry St	Springfield	MA	01103	(413) 555-4567	27	Automotive Parts	Truck parts
Acme Corp	3232 Huckleberry Ave	Springfield	MA	01103	(413) 555-8901	0	Automotive Parts	Auto parts
Acme Corp	3333 Boysenberry St	Springfield	MA	01103	(413) 555-2345	28	Automotive Parts	Truck accessories
Acme Corp	3434 Loganberry Ave	Springfield	MA	01103	(413) 555-6789	0	Automotive Parts	Auto parts
Acme Corp	3535 Marionberry St	Springfield	MA	01103	(413) 555-0123	29	Automotive Parts	Truck parts
Acme Corp	3636 Tayberry Ave	Springfield	MA	01103	(413) 555-4567	0	Automotive Parts	Auto accessories
Acme Corp	3737 Salmonberry St	Springfield	MA	01103	(413) 555-8901	30	Automotive Parts	Truck parts
Acme Corp	3838 Mulberry Ave	Springfield	MA	01103	(413) 555-2345	0	Automotive Parts	Auto parts
Acme Corp	3939 Elderberry St	Springfield	MA	01103	(413) 555-6789	31	Automotive Parts	Truck accessories
Acme Corp	4040 Huckleberry Ave	Springfield	MA	01103	(413) 555-0123	0	Automotive Parts	Auto parts
Acme Corp	4141 Boysenberry St	Springfield	MA	01103	(413) 555-4567	32	Automotive Parts	Truck parts
Acme Corp	4242 Loganberry Ave	Springfield	MA	01103	(413) 555-8901	0	Automotive Parts	Auto accessories
Acme Corp	4343 Marionberry St	Springfield	MA	01103	(413) 555-2345	33	Automotive Parts	Truck parts
Acme Corp	4444 Tayberry Ave	Springfield	MA	01103	(413) 555-6789	0	Automotive Parts	Auto parts
Acme Corp	4545 Salmonberry St	Springfield	MA	01103	(413) 555-0123	34	Automotive Parts	Truck accessories
Acme Corp	4646 Mulberry Ave	Springfield	MA	01103	(413) 555-4567	0	Automotive Parts	Auto parts
Acme Corp	4747 Elderberry St	Springfield	MA	01103	(413) 555-8901	35	Automotive Parts	Truck parts
Acme Corp	4848 Huckleberry Ave	Springfield	MA	01103	(413) 555-2345	0	Automotive Parts	Auto accessories
Acme Corp	4949 Boysenberry St	Springfield	MA	01103	(413) 555-6789	36	Automotive Parts	Truck parts
Acme Corp	5050 Loganberry Ave	Springfield	MA	01103	(413) 555-0123	0	Automotive Parts	Auto parts
Acme Corp	5151 Marionberry St	Springfield	MA	01103	(413) 555-4567	37	Automotive Parts	Truck accessories
Acme Corp	5252 Tayberry Ave	Springfield	MA	01103	(413) 555-8901	0	Automotive Parts	Auto parts
Acme Corp	5353 Salmonberry St	Springfield	MA	01103	(413) 555-2345	38	Automotive Parts	Truck parts
Acme Corp	5454 Mulberry Ave	Springfield	MA	01103	(413) 555-6789	0	Automotive Parts	Auto accessories
Acme Corp	5555 Elderberry St	Springfield	MA	01103	(413) 555-0123	39	Automotive Parts	Truck parts
Acme Corp	5656 Huckleberry Ave	Springfield	MA	01103	(413) 555-4567	0	Automotive Parts	Auto parts
Acme Corp	5757 Boysenberry St	Springfield	MA	01103	(413) 555-8901	40	Automotive Parts	Truck accessories
Acme Corp	5858 Loganberry Ave	Springfield	MA	01103	(413) 555-2345	0	Automotive Parts	Auto parts
Acme Corp	5959 Marionberry St	Springfield	MA	01103	(413) 555-6789	41	Automotive Parts	Truck parts
Acme Corp	6060 Tayberry Ave	Springfield	MA	01103	(413) 555-0123	0	Automotive Parts	Auto accessories
Acme Corp	6161 Salmonberry St	Springfield	MA	01103	(413) 555-4567	42	Automotive Parts	Truck parts
Acme Corp	6262 Mulberry Ave	Springfield	MA	01103	(413) 555-8901	0	Automotive Parts	Auto parts
Acme Corp	6363 Elderberry St	Springfield	MA	01103	(413) 555-2345	43	Automotive Parts	Truck accessories
Acme Corp	6464 Huckleberry Ave	Springfield	MA	01103	(413) 555-6789	0	Automotive Parts	Auto parts
Acme Corp	6565 Boysenberry St	Springfield	MA	01103	(413) 555-0123	44	Automotive Parts	Truck parts
Acme Corp	6666 Loganberry Ave	Springfield	MA	01103	(413) 555-4567	0	Automotive Parts	Auto accessories
Acme Corp	6767 Marionberry St	Springfield	MA	01103	(413) 555-8901	45	Automotive Parts	Truck parts
Acme Corp	6868 Tayberry Ave	Springfield	MA	01103	(413) 555-2345	0	Automotive Parts	Auto parts
Acme Corp	6969 Salmonberry St	Springfield	MA	01103	(413) 555-6789	46	Automotive Parts	Truck accessories
Acme Corp	7070 Mulberry Ave	Springfield	MA	01103	(413) 555-0123	0	Automotive Parts	Auto parts
Acme Corp	7171 Elderberry St	Springfield	MA	01103	(413) 555-4567	47	Automotive Parts	Truck parts
Acme Corp	7272 Huckleberry Ave	Springfield	MA	01103	(413) 555-8901	0	Automotive Parts	Auto accessories
Acme Corp	7373 Boysenberry St	Springfield	MA	01103	(413) 555-2345	48	Automotive Parts	Truck parts
Acme Corp	7474 Loganberry Ave	Springfield	MA	01103	(413) 555-6789	0	Automotive Parts	Auto parts
Acme Corp	7575 Marionberry St	Springfield	MA	01103	(413) 555-0123	49	Automotive Parts	Truck accessories
Acme Corp	7676 Tayberry Ave	Springfield	MA	01103	(413) 555-4567	0	Automotive Parts	Auto parts
Acme Corp	7777 Salmonberry St	Springfield	MA	01103	(413) 555-8901	50	Automotive Parts	Truck parts
Acme Corp	7878 Mulberry Ave	Springfield	MA	01103	(413) 555-2345	0	Automotive Parts	Auto accessories
Acme Corp	7979 Elderberry St	Springfield	MA	01103	(413) 555-6789	51	Automotive Parts	Truck parts
Acme Corp	8080 Huckleberry Ave	Springfield	MA	01103	(413) 555-0123	0	Automotive Parts	Auto parts
Acme Corp	8181 Boysenberry St	Springfield	MA	01103	(413) 555-4567	52	Automotive Parts	Truck accessories
Acme Corp	8282 Loganberry Ave	Springfield	MA	01103	(413) 555-8901	0	Automotive Parts	Auto parts
Acme Corp	8383 Marionberry St	Springfield	MA	01103	(413) 555-2345	53	Automotive Parts	Truck parts
Acme Corp	8484 Tayberry Ave	Springfield	MA	01103	(413) 555-6789	0	Automotive Parts	Auto accessories
Acme Corp	8585 Salmonberry St	Springfield	MA	01103	(413) 555-0123	54	Automotive Parts	Truck parts
Acme Corp	8686 Mulberry Ave	Springfield	MA	01103	(413) 555-4567	0	Automotive Parts	Auto parts
Acme Corp	8787 Elderberry St	Springfield	MA	01103	(413) 555-8901	55	Automotive Parts	Truck accessories
Acme Corp	8888 Huckleberry Ave	Springfield	MA	01103	(413) 555-2345	0	Automotive Parts	Auto parts
Acme Corp	8989 Boysenberry St	Springfield	MA	01103	(413) 555-6789	56	Automotive Parts	Truck parts
Acme Corp	9090 Loganberry Ave	Springfield	MA	01103	(413) 555-0123	0	Automotive Parts	Auto accessories
Acme Corp	9191 Marionberry St	Springfield	MA	01103	(413) 555-4567	57	Automotive Parts	Truck parts
Acme Corp	9292 Tayberry Ave	Springfield	MA	01103	(413) 555-8901	0	Automotive Parts	Auto parts
Acme Corp	9393 Salmonberry St	Springfield	MA	01103	(413) 555-2345	58	Automotive Parts	Truck accessories
Acme Corp	9494 Mulberry Ave	Springfield	MA	01103	(413) 555-6789	0	Automotive Parts	Auto parts
Acme Corp	9595 Elderberry St	Springfield	MA	01103	(413) 555-0123	59	Automotive Parts	Truck parts
Acme Corp	9696 Huckleberry Ave	Springfield	MA	01103	(413) 555-4567	0	Automotive Parts	Auto accessories
Acme Corp	9797 Boysenberry St	Springfield	MA	01103	(413) 555-8901	60	Automotive Parts	Truck parts
Acme Corp	9898 Loganberry Ave	Springfield	MA	01103	(413) 555-2345	0	Automotive Parts	Auto parts
Acme Corp	9999 Marionberry St	Springfield	MA	01103	(413) 555-6789	61	Automotive Parts	Truck accessories
Acme Corp	10000 Tayberry Ave	Springfield	MA	01103	(413) 555-0123	0	Automotive Parts	Auto parts

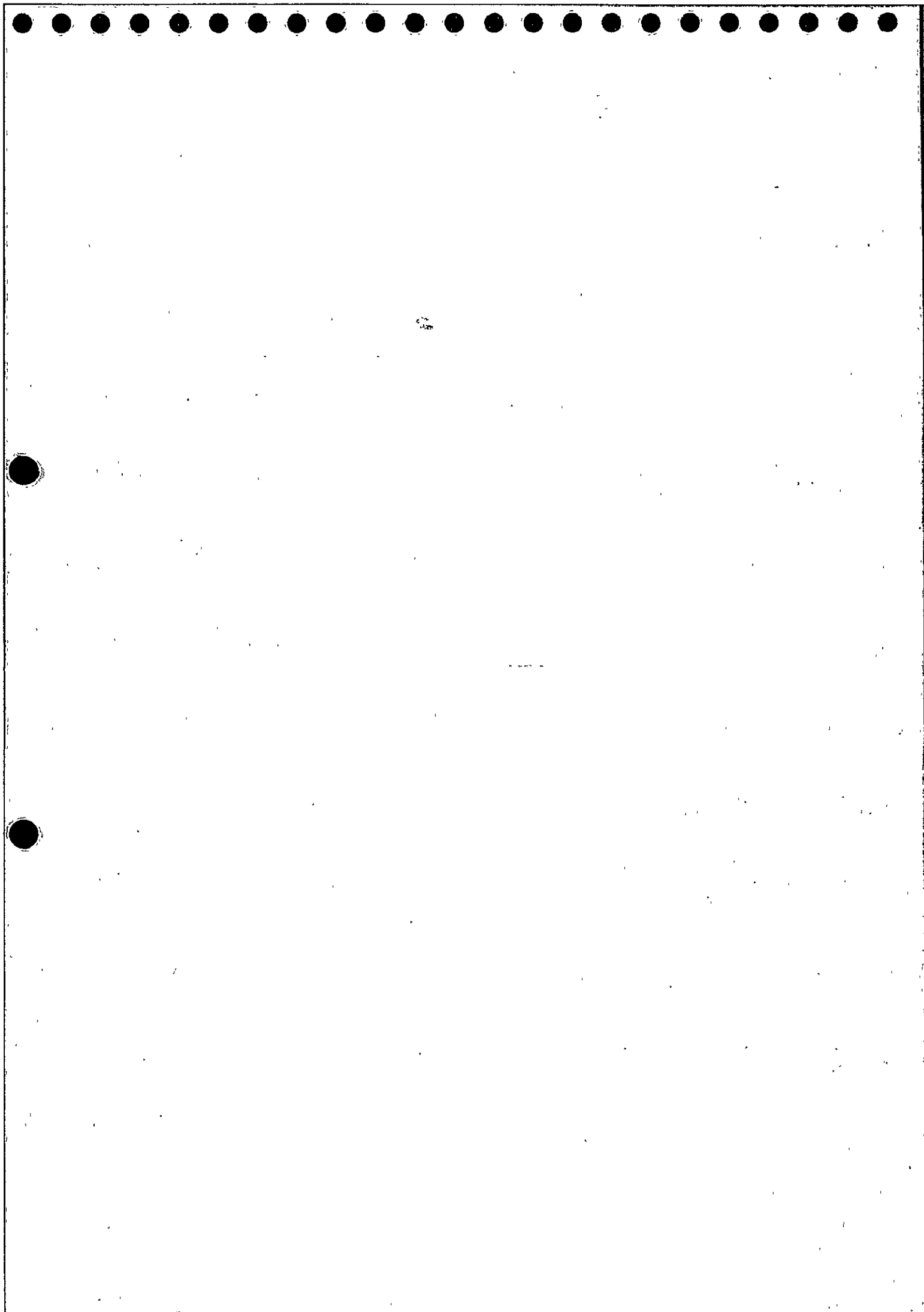




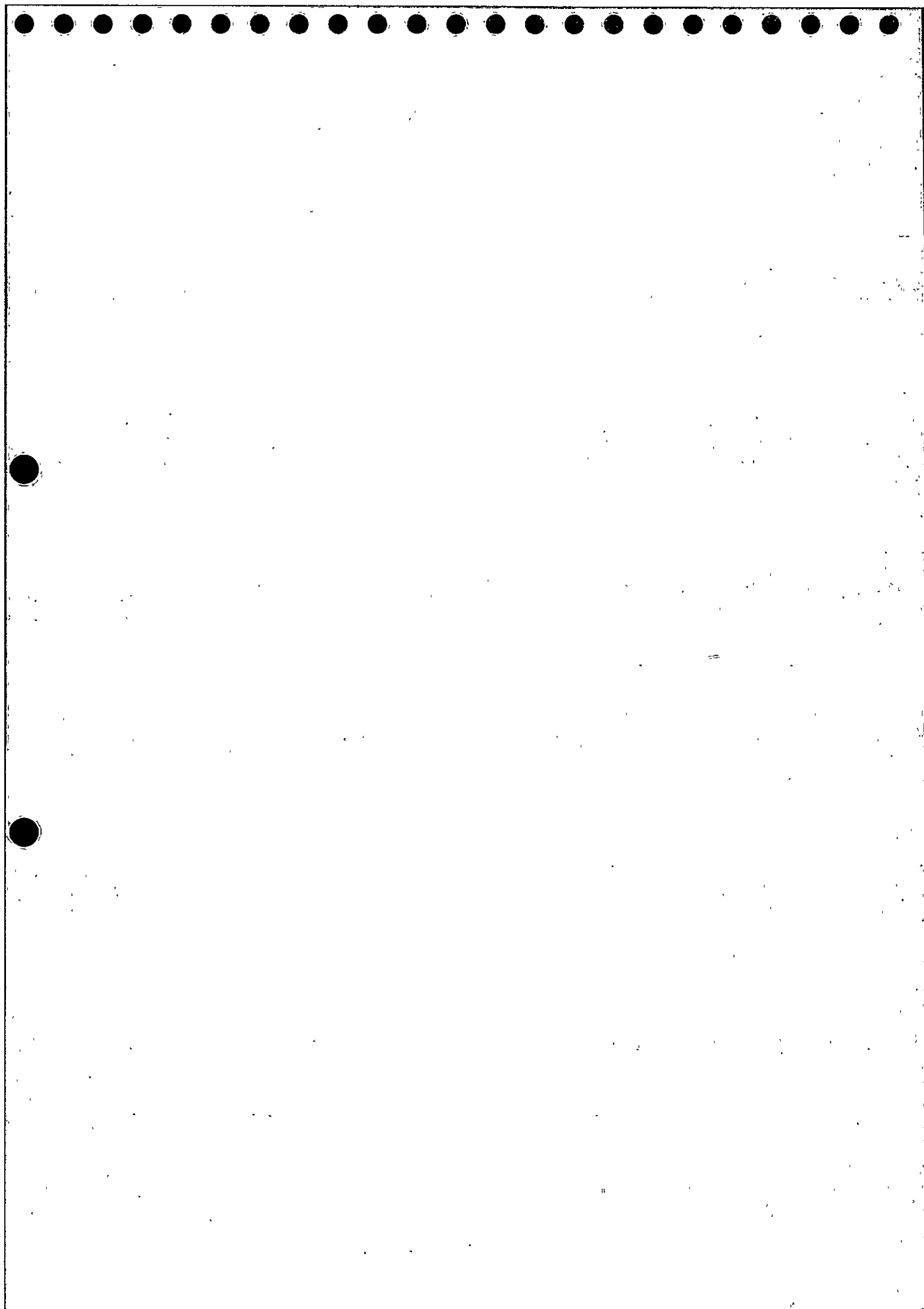
2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100
2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100

UPON THE ASSUMPTIONS SET FORTH IN THE ASSUMPTIONS SECTION OF THE REPORT

Note: This schedule does not include all premises that the Council has an interest in relation to the Comprehensive Plan.



	Total No Properties	Used For	Count
Total Properties for Council Property Estate	239	111	13
Total Properties For CWD	104	11	5
Administrative Buildings - Corporate	9	4	2
Administrative Buildings - CWD	2	2	0
Adult Social Services	5	5	0
Almshouses	19	19	0
Cemeterial/Crematorium	5	5	0
Children's Centre	3	3	2
Children's Social Services	18	6	0
Community Building	12	11	2
Environmental Service Depots	4	3	0
Leisure Centres, Golf Course, Stadium, Etc	15	2	0
Let Estates	29	5	0
Libraries	10	10	9
Markets	1	0	0
Parks With Buildings	50	36	0
Public Car Parks	25	0	0
Public Conveniences	5	3	0
Pupil Referral Units	2	0	0
Residential Properties	13	0	0
Residents Car Parking	4	0	0
Schools - Primary	67	0	0
Schools - Secondary	18	0	0
Schools - Special	0	0	0
Service Tenancies	2	2	0
Surplus Land	10	0	0
Surplus Properties	2	0	0
War Memorials	11	0	0
Youth Centres	8	18	3
<b>Total Properties</b>	<b>333</b>	<b>122</b>	<b>10</b>



### APPENDIX 3 - HIGHWAY POLICIES

- Highway Policy
- Pavement Management Policy
- Preventative Maintenance Policy
- Structural Maintenance Policy
- Conservation Area Policy
- Street Light Planned Maintenance Policy
- Design for Primary Distributor Roads
- S278 Agreement Procedure
- Highway Inspection Policy
- Transport Asset Management Plan
- Street Lighting Policy
- Traffic Management Plans

*See enclosed document entitled 'Technical Services – Lot 3 – Appendix 3 – Highway Policy'*



# TRAFFORD COUNCIL

## HIGHWAYS POLICY



## CONTENTS

1. The Policy Statement
2. The Network
3. Policy Overview
4. List of Detailed Policies

1.0 POLICY STATEMENT



## 1.1 INTRODUCTION

### 1.1.1 The Policy

“To provide and maintain a highway infrastructure meeting the desire of residents, compliant with statutory obligations and in line with the asset management approach of preservation and enhancement of the network to meet the needs of current and future customers, all at minimum cost”.

### 1.1.2 The importance of highways maintenance is identified in:-

- The community strategy
- The corporate strategy
- The LTP (Local Transport Plan).

These documents are referenced in the Transport Asset Management Plan (TAMP).

- An attractive, clean, unpolluted environment is important to the quality life that Trafford communities enjoy. The quality of the highway infrastructure being one of the most important aspects. It not only improves the visual appearance and hence the feeling of well being, good quality infrastructure produces a safe environment and reduces harmful vehicle emissions (sustainable neighbourhoods).
- An integrated safe transport system is only possible if the highway infrastructure is suitably maintained, thus ensuring that people are given a real choice in how they travel. There is a need to maintain the highway infrastructure whether the mode of transport is either public or private transport.

- If the infrastructure is not maintained then both access to jobs and education and transport of freight will be jeopardised
- The aim is to encourage the development of Trafford's economy for the benefit of local people and businesses. This is very dependent on a good, well maintained highway infrastructure. Development and industry will not be encouraged to invest in Trafford if the highway network is allowed to fall into disrepair This would have knock on effects on employment opportunities and opportunity to learn and develop new skills

## 1.2 CORPORATE/DIRECTORATE PRIORITIES

The Councils six corporate priorities developed follow public consultations are:-

- Fighting crime
- Lower council tax and value for money
- Better roads and pavements
- A cleaner greener borough
- Preserving and improving educational excellence
- Quality of care for adults

This policy document focuses on the corporate priority to improve the roads and pavements.

This policy is in line with the corporate principles:-

- Achieving the best possible value for money
- Focusing on continuous improvement and innovation
- Responding to the different needs and aspirations of the people we serve, especially the most vulnerable.

The policy contributes to the Directorate objectives to deliver the local Transport Plan which includes improvements to the Highway Network.

### 1.3 STATUTORY OBLIGATIONS/LEGAL FRAMEWORK

#### 1.3.1 Overview of the Highway Authority's Legal Network and Asset Responsibilities

- Highway authority's have a legal responsibility for the highway network in terms of keeping the routes available and safe for passage for the travelling public. Much of our highway network dates from the 18<sup>th</sup> and 19<sup>th</sup> century. Over time the network has been augmented through new routes either via new developments(housing, commercial, industrial) or through changes to the original network to facilitate traffic and economic growth.

Trafford MBC is the highway authority for all roads maintainable at public expense within the borough with the exceptions of M60 which is maintained for the Department of Transport by the Highways Agency.

As highway authority the borough has to fulfil a number of statutory duties imposed by the legal framework.

It is the duty of all Highway Authorities to reasonably maintain and repair the highway, and to keep the surface of the road free from that, which might otherwise obstruct it.

### 1.3.2 Statutory Obligations - Highways

#### Highways Act 1980

- The Highways Act 1980 sets out the duties of the LHA. Section 130 outlines the general duties of the local Highway Authority. It is the duty of the Highway Authority to assist and protect the rights of the public to use and enjoyment of the highway for which they are the Highway Authority, including roadside waste which forms part of it.
- Powers contained in the Highways Act 1980, relating specifically to highway maintenance, sit within a much broader legislative framework specifying powers, duties and standards for the wider network management function

These include:

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, including a requirement to undertake accident studies and take such measures as appear appropriate to prevent such accidents occurring. It also requires authorities, in constructing new roads, to take such measures as appear appropriate to reduce the possibilities of such accidents when the roads come into use.

### 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.

The Transport Act 2000, under which a local traffic authority may designate any road as a quiet lane or a home zone. The Act also provides for the Secretary of State to review the operation of rural roads and consider whether (and if so how) the law should be amended to facilitate the introduction of rural road hierarchies. The Secretary of State must consult the Scottish Ministers and The National Assembly for Wales when carrying out the review.

The Transport Act 2000 also introduces a power for authorities to charge Utilities for the occupation of road space during works.

The functions of the highway, street and traffic authority are required to comply with an increased range of legislation regulating the environment affects of their operations, including:

Wildlife and Countryside Act 1981 provides a framework of legislation relating to environmental and Countryside issues with which highway maintenance operations must comply.

The Environmental Protection Act 1990 provides the statutory basis for other environmental issues, in particular waste management, with which highway maintenance operations must comply. It also deals with the requirement to keep the highway clear of litter and refuse which for local roads is not a duty for the highway authority.

The Noxious Weeds Act 1959 places a responsibility on the highway authority to take action to inhibit the growth and spread of injurious weeds growing within the highway. Weed spraying operations are also regulated by the Environment Agency and also by the Health and Safety Commission Code of Practice

Rights of Way 1990

Countryside and Rights of Way Act 2000

Traffic Management Act 2004

Common Law still remains part of the legal framework for some aspects of highway management and maintenance, for example, the Highway Authority Discharging Water from the Highway into Adjacent Landowner's Ditch.

- Section 41 of the Highways Act imposes a duty to maintain highways at public expense, and almost all claims against authorities relating to highway functions arise from alleged breach of this section
- Section 58 of the Highways Act 1980 provides that, in the event of action against a highway authority for failure to maintain, it shall be a defence to show that the road was kept in reasonable repair having regard to the traffic using it, the standard of maintenance appropriate to its use, and public safety. This establishes the principle of maintaining roads according to their functional importance.
- Sections 139, 140, 169 and 172 relate to the regulation of street management (skips, scaffolds, permits, temporary road closures, street events, licensing).



- Section 36(6) requires a Highway Authority to keep a list of streets within their area, which are publicly maintainable.
- There are 345 Sections of the Act referring to many different provisions they may describe duties or powers. Duties are things we must do, powers are things we can choose to do or not.

### 1.3.3 Statutory Obligations as Part of the Planning/Development Process

- a) To provide Highway Authority comments on planning applications.
- b) To carry out the functions required under S38 and S37 of the Highways Act 1980. This is the statutory authority enabling the entering into an Agreement with the developer to subsequently adopt a road which the developer has constructed.
- c) To carry out the functions required under S278 of the Highways Act 1980. S278 states that a LHA may if they are satisfied that it will be of benefit to the public to enter into an agreement for the execution of highway works (generally associated with the requirements of a development to proceed).
- d) S36 Highways Act 1980 is the statutory requirement to keep records the highways maintainable at public expense.

### 1.3.4 Statutory Duty to Co-ordinate the Execution of All Works

- Under Section 59 of this Act the Highway Authority has a duty to use their best endeavours to co-ordinate the execution of all works in the streets for which they are responsible

### 1.3.5 Statutory Obligations – Street Lighting

Although there is no statutory duty on a highway authority to provide street lighting, responsibility for the installation and operation of street lighting systems on the highway was passed to Local Authorities via the Local Government Act 1960. Although Trafford Borough Council does not have a duty to provide lighting, it has a duty of care to maintain its lighting stock in a safe condition and to ensure that the equipment is fit for purpose.

The authority has legal obligations to maintain the electrical infrastructure in accordance with The Electricity at Work Regulations 1989 and the Health and Safety at Work Act 1974.

A system for recording underground electrical apparatus as required by the New Road and Street Works Act 1991 and the Electricity Safety, Quality and Continuity Regulations 2002 is to be developed within the asset inventory.

### 1.3.6 Statutory Obligation for Winter Maintenance

- An amendment to Section 41 was made 2003, coming into force on 10<sup>th</sup> September 2003. The following sub-section was added.-

“(1A) in particular, a highway authority is under a duty to ensure, so far as is reasonably practicable, that safe passage along a highway is not endangered by snow and ice”

The duty is not however to simply clear snow and ice. The wording of the amendment puts a duty on the highway authority to ensure snow or ice does not endanger safe passage. Therefore, preventative gritting falls within this new duty.

This amendment reverses the decision in recent case law (Goodes-v-East Sussex County Council) where the House of Lords had determined that highway authorities are under no statutory duty to pre-salt icy roads.

### 1.3.7 Statutory Obligation Land Drainage

Trafford is invested with certain powers under various acts of legislation principally:-

- The Land Drainage Act 1991, permissive powers which generally relates to flood prevention and maintaining flows in watercourses. These powers are given in Sections 14, 15, 22, 25, 60, 64 and 66 of the Act.

Sections 14 & 14      Power to maintain and improve existing ordinary watercourses.

Section 22            Power to carry out works on behalf of any person at their own expense.

Section 25            Power to require persons to carry out necessary works to maintain ordinary watercourses.

Section 60            Power to make contribution to expenses of drainage works.

Section 64            Power of entry.

Section 66            Power to make bylaws to secure the efficient working of a drainage system.

- The Public Health Act 1936, Sections 259, 260, 262 & 264 which deal with nuisance and culverting works

Public Health Act 1936 –

Section 259 Power to deal with watercourse, ditch or pond that is seen as prejudicial to health

Section 260 Power to cleans ditch or watercourse that gives rise to conditions prejudicial to health

Section 262 &

264 Power to require provision, repair of cleansing of a culvert

#### 1.4 CODES OF PRACTICE

- Well maintained highways  
Code of Practice for Highways Maintenance Management July 2003
- Well Lit Highways  
Code of Practice for Highway Lighting Management November 2004
- Management of Highway Structures  
Code of Practice September 2005
- Framework for Highway Asset Management  
CSS April 2004

## 1.5 ASSET MANAGEMENT

Attention has been focussed on the importance of asset management by proposed changes to local government finance, including new requirement for the recording and management of assets. This approach has been adopted by the Highways Agency and others for management of the strategic network, and similar principles will apply to the local network.

The key principles of Asset Management are:-

- Focus on life cycle costing
- Management strategies for the long term
- Establishing and monitoring levels of service
- Managing risk of failure or loss of use
- Sustainable use of physical resources
- Continuous improvement

The Traffic Asset Management Plan (TAMP) was published in December 2008.

The County Surveyors Society (CSS) adopt the following definition for asset management in the framework document.

“Asset Management is a strategic approach that identifies the optimal allocation of resources for the highway operation, preservation and enhancement of the highway infrastructure to meet the needs of the current and future customers”.  
Trafford has adopted CCS approach and framework.

The Asset Management Plan is a tool to assist the decision making process and the transparency of the process, particularly when available funding is not

adequate to fund all demands. The plan highlights both long term and short term effects of the decisions made

The plan identifies the level of funding required for different levels of service.

The policies outlined in the document in relation to the materials used, the methods of construction, the use of preventative maintenance, cyclic maintenance are all the "building blocks" for this asset management approach and calculation for valuation and depreciation in the TAMP

#### 1.6 DETAILED POLICIES

There are 3 types of detailed policy:-

- (a) Network safety, serviceability and sustainability policies
- (b) Safety issues (for example the use of street lighting columns for banners and hanging baskets
- (c) Policies to ensure fair and equitable treatment to all residents across the borough for example "vibration to properties policy".

#### 1.7 SUMMARY OF OBJECTIVES

The Highway Policy has been developed to assist:-

- Meeting the desire of residents for better roads and pavements both now and in the future.
- Compliance with statutory obligations
- In defining the materials type of construction/maintenance for input into the Asset Management Plan (TAMP)

- To ensure fair and equitable treatment to all residents across the borough in line with the Council's Equal Opportunities Policy.
- To increase clarity and transparency
- To assist members and officers in providing information to residents in a rapid and consistent way
- To save members and officers time and costs by reducing the time to resolve issues (requests for service)
- To outline the design, materials and procedures possible appropriate to the anticipated funding levels of future maintenance
- To consider issues in a comprehensive and holistic way
- To ensure best value

2.0 THE NETWORK



## 2.1 INTRODUCTION

2.1.1 The highway network is the Council's largest asset valued at approximately £1 billion and consists of:-

- Highway Carriageways and Footways;

Footways

Carriageways

Street Lighting

Cycle-ways

Public Rights of Way (PROW)

Highway Drainage

Carriageway Markings and Traffic Management Measures

Signs/Name Plates

Barriers and Fences

- Highway Structure;

Bridges

Culverts

Retaining Walls

### 2.1.2 Highway Designation

The national road network is divided into four distinct classifications:

- Trunk (motorways and all purpose trunk roads)
- Principal 'A'
- Classified site 'B' 'C'
- Unclassified

A trunk road is a highway which constitutes part of the national system of routes of through traffic.

A principal road is a non-trunk road, which is classified as such by the Secretary of State as being sufficiently important in the national highway system to justify principal status.

A classified road is a highway which is agreed by the Secretary of State and, where appropriate, the Local Authority as being of importance in the movement of traffic

A primary route is a route that is designated by the Secretary of State on the most satisfactory all purpose route for through traffic (a trunk road need not necessarily be a primary route)

### 2.1 3 In Trafford

- All motorways in Trafford are the responsibility of the Highways Agency
  
- A Roads
  - A5081 Parkway to Trafford Road
  - A56 Manchester Road/Chester Road/Dunham Road
  - A5145 Edge Lane
  - A560 Shaftesbury Avenue
  - A5067 A56 Chester Road to Manchester Boundary
  - A5014 Chester Road Streitford to Chester Road Manchester
  - A538 Hale Road
  - A5144 Delaheys Road/Thorley Lane
  - A6114 Carrington Lane

A5181 Barton Road, Park Road, Mosley Road  
 A576 Parkway Circle to Trafford Park  
 A5063 Trafford Road

- Primary Routes

Four of the above are designated as primary routes

A5081 Parkway to Village Circle  
 A56 Manchester Road  
 A5145 Edge Lane  
 A560 Shaftesbury Avenue

## 2.2 The Asset

The highways and transportation related assets included:-

Asset Group	Number/length (km)
<b>Roads (all classifications):</b>	806
A roads	56
B & C roads	53 (B) 49 (C)
Unclassified roads	648
<b>Footways (all classifications):</b>	1560
Category 1 & 2	25
Category 3 & 4	1544

Asset Group	Number/length (km)
Table E1	
<b>Structures (total):</b>	
Road bridges	68
Subways	8
Footbridges	44
Culverts (>1 5m)	28
Retaining walls	9
Sign gantries	1
Streetlights	26,569
Lit signs	3,288
Traffic signals	
Intelligent Transport System (ITS)	
Solar panels (associated with traffic signals or ITS systems)	
<b>Public Rights of Way (all RoW).</b>	
Footpaths	94KM
Bridleway	2 KM
Byway	11 KM
Vehicle restraints (safety fences)	
Drainage systems	
Unlit signs	
<b>Cycleways (all cycleways):</b>	
Off road cycleways	
On road cycleways	
Pedestrian barriers	

Table E1

3.0 POLICY OVERVIEW

### 3.1 INTRODUCTION

3.1.1 The Highways Policy overview identifies in general terms how the objectives outlined in the policy statement will be achieved. Detailed operational policies and standards then address specific issues.

3.1.2 The main purpose of highway, street lighting and highway structures maintenance is to maintain the highway network for the safe and convenient movement of people, traffic and goods.

3.1.3 An effective transport network is crucial to the Borough's social, economic and environmental well being. The policies set out in the Local Transport Plan (LTP) embraces the principles contained within a hierarchy of road users which give priority to the more vulnerable, public transport and those living in and using an area.

The LTP includes the TAMP (Transport Asset Management Plan). This plan identifies how Trafford intends to match the network in a sustainable way.

3.1.4 The LTP and the TAMP are seen as primary documents with key policies influencing the way all the highway policies are produced and implemented.

3.1.5 In delivering its "duty of care" to users of the highway, the Council provides financial and operational resources. This allows operations to be carried out in both a planned and reactive manner in maintaining the highway in a safe condition both in the short term and in the longer term.

### 3.2 ROADS AND FOOTWAYS

3.2.1 The roads and footways policy overview outlines the framework which is in place to deliver the objective. Detailed operational policies and standards address

specific issues such as development of the planned structural maintenance programme, highway safety inspections and reactive repairs, and the type of construction.

3.2.2 Trafford's highway maintenance policy is based on "The Code of Practice Well Maintained Highways" July 2005. This identifies three key objectives.

- (a) Network safety
- (b) Network serviceability
- (c) Network sustainability

### 3.2.3 Network Safety

- The Highways Act 1980 sets out the duties of the LHA. Section 130 outlines the general duties. It is the duty of the Highway Authority to assist and protect the rights of the public to use and enjoyment of the highway for which they are the Highway Authority, including roadside waste which forms part of it.
- Section 41 imposes a duty to maintain highways at public expense, and almost all claims against authorities relating to highway functions arising from alleged breach of this section.
- The development of the highway safety policy which identifies the inspection regime and a method to demonstrate this policy has been adhered to provides the Council with a defence to claims made under Clause 41 of the Highways Act. This defence is pursuant to clause 58 of the Highways Act.

The Highway Policy (Code of Practice for Highways Safety Inspections) identifies what is considered to be an actionable defect. The repairs to actionable defects cannot be planned and are hence referred to as "reactive maintenance.

Reactive maintenance consists of pot hole repairs patching and minor repairs to flagged areas and kerbs.

The Council has a team of highway inspectors who inspect the highway in accordance with the frequency outlined in the Highway Inspection Policy "Code of Practice for Highway Safety Inspectors" in line with the set criteria for actionable defects they initiate reactive maintenance repairs.

(A detailed policy for Highway Safety Inspections was approved in February 2008)

#### 3.2.4 Network Serviceability

In the context of this policy network serviceability is considered to be-

- Ensuring availability of the network
- Achieving integrity of the network
- Maintaining reliability of the network

Procedures have been implemented in accordance with the Traffic Management Act (TMA) to co-ordinate control and monitor all maintenance and statutory undertakers works on the highway in order to minimise disruption to road users and pedestrians.

In addition, procedures are in place to control skips on the highway and scaffolding and other obstructions.



Also included in the category are cyclic maintenance operations such as:-

- Gully cleansing
- Verge cutting
- Clean and block change of street lighting

### 3.2.5 Network Sustainability

Network sustainability is concerned with:-

- Minimising costs over time
- Maximising value to the community
- Maximising environmental contribution

The Transport Asset Management Plan outlines how network sustainability is to be achieved..

The County Surveyors Society (CSS) adopted the following definition for asset management in the framework document.

“Asset management is a strategic approach that identifies the optimal allocation of resources for the management operation, preservation and enhancement of the highway infrastructure to meet the needs of current and future customers” and Trafford has adopted the CSS approach and framework.

It is a systematic approach that takes a long term view, the whole life/life cycle of an asset being considered.

- The asset management plan is a tool to assist the decision making process and the transparency of that process particularly when available funding is

not adequate to fund all the demands. The plan highlights both the long term and short term effects of the decisions made.

The plan identifies the level of funding required to meet the current aspirations (levels of services required) outlined in:-

The community strategy

The corporate strategy

The LTP targets

The GM Maintenance strategy aims

The Central Government 10 year plan

The BVPI targets

In addition it outlines the level of funding required to ensure that a high burden of maintenance costs is not passed onto future generations (i.e. a sustainable highway infrastructure).

Trafford has a number of key objectives for the adoption of a total asset management approach as follows:

- To adopt a life cycle approach, detailing the whole of life cost of the asset, which will contribute towards a long term forward plan, with predicted future demands, and future funding options for the asset
- To develop cost effective management strategies for the long term which will enable detailed and accurate information relating to the asset to be obtained, ensuring that where strategies are decided, the risks and consequences resulting from decisions that are taken are fully understood prior to the strategy being put into action

- To provide defined levels of service and monitoring of asset performance making it possible to explore options for differing levels of service for each asset group, and the effects this may have on the public, services and environment. Once the levels of service have clearly been defined, it will be possible to monitor the performance of the asset against the specific levels of service.
- To manage risks associated with potential asset failures and enable internal business risks, as well as risks to the public to be managed effectively.
- To ensure sustainable use of physical resources.
- To achieve continuous improvement in highway management practices.

#### Life Cycle Maintenance

The life cycle maintenance of a highway involves a number of different interventions:-

#### **Preventative Maintenance**

Preventative maintenance is carried out to delay the need for the more disruptive and costly major (planned structural maintenance) intervention. The usual methods employed are surface dressing, slurry seal and micro asphalt.

There is a detailed policy for "Preventative Maintenance of Highways".

## Planned Structural Maintenance of Highways

Roads which have deteriorated to a level at which preventative maintenance is no longer appropriate have to have more extensive treatment. This can consist of planning and resurfacing the surface course to a full reconstruction dependent on the point in the life cycle of the road

There are detailed Policies for,

- Highway Structural Maintenance

### 3.2 6 Development Control

- **S38 Agreements (Construction to Adoptable Standard)**

In order to ensure that developers design and construction to adoptable standard a council policy document has been produced

The developers designs are checked and detailed list of amendments issued where necessary to ensure adoptable standards are met

The construction is supervised/inspected and no development is accepted for adoption unless it is to the appropriate standards

There are currently a number of difficult issues which have to be addressed to ensure that the Council is protected in terms of its future maintenance revenue commitments, in particular SUDS (Sustainable Urban Drainage Systems) and Local Planning Directive LPG3.

- **S278 Agreement**

The 106 planning agreement outlines, where required, in order for the development to proceed a number of alterations to the highway infrastructure are required. The developers enter into a S278 Agreement with the Council in order to carry out these works.

Trafford's legal interpretation is that S278 works must be carried out by the Highway Authority and not the developer. This ensures the design and construction are carried out to suitable standards thus ensuring that there are no long term maintenance liability to the Council.

In order to improve protection to the Council and to reduce the time spent in preparation of S278 Agreements a Standard Contract Document has been agreed between Trafford Council Legal Services and Environment Strategy (Highways/ Civil Engineering).

### 3.3 STREET LIGHTING

3.3.1 The street lighting policy overview outlines the framework which is in place to deliver the objective. Detailed operational policies and standards address specific issues such as type of equipment, photocell settings.

Trafford's street lighting maintenance policy is based on The Code of Practice – "Well Lit Highways" November 2004

The identifies the types of inspections and maintenance operations to ensure that the public lighting system is safe, operates correctly, continues to provide the designed performance and to maximise life.

3.3.2 'Asset Maintenance' describes the planned preventative maintenance and reactive fault maintenance activities undertaken to maintain the Council's Illuminated Street Furniture.

'Asset Maintenance' is divided into the following sub activities:-

(a) Reactive Maintenance

(b) Cyclic Maintenance safety inspections and Bulk Lamp Replacements

3.3.3 Reactive Maintenance deals with the identification and rectification of faulty Illuminated Street Furniture

Night-time safety inspections are carried out on a 28 day all year round cycle basis on Principal and Classified roads to identify lighting outages and other defects on the lighting network.

The results of these inspections are recorded and relayed back to the Council on the next day for repair using the SAP works management system.

Current Service Standards (Subject to review):

PERFORMANCE INDICATOR	STANDARD
L53/1 Average cost of a working street light as planned	
BVPI 215a Average response time to complete a street lighting repair	3.64 days
BVPI 215b Average response time for a DNO (Distribution Network Operator) to repair loss of supplies and defective fuse units	28 days
L53/2 Percentage of street lights not working at any one time	0.80 %

3.3.4 Cyclic Maintenance Safety Inspections and Bulk Lamp Replacement Policy

Some of the benefits of a planned bulk lamp replacement regime are as follows:

- Maintaining high standards of light output.
- Minimising the more expensive costs associated with random lamp failures.
- Localising maintenance work in pre-planned areas.
- Preventing the expensive replacement of control gear failure caused by burning the lamp to destruction.
- Coinciding electrical six year testing of the installation.
- Keeping energy usage to a minimum. (As a lamp ages beyond three years the energy increases but the light output falls).
- In at least 90% of cases, the failure is indeed only the lamp.

The following safety measures are carried out in conjunction with bulk lamp replacements. External cleaning of all lighting units and photoelectric cells, visual electrical inspection and the repair and rectification of minor faults

### 3.3.5 Safety of Columns

Coarse visual inspections of the structural condition of lighting columns are also carried out on a planned basis to coincide with bulk lamp replacement, as recommended by the Institute of Lighting Engineers document. TR22 Managing a Vital Asset Lighting Supports (2007).

The structural inspection of all lighting columns is a key activity. Many street lighting columns are past their expected design life of 30 years and are in poor condition.

The structural condition of the columns are "risk" ranked and are categorised as follows: 1 – good condition 2 – fair condition 3 – poor condition and 4 – requires urgent replacement

This approach allows the 'worst condition' assets to be identified. However this method of inspection is subjective and is only applied to concrete lighting columns

Steel and cast iron columns are ultrasound tested to measure the level of deterioration. As part of the ongoing development of the asset management system it is envisaged that a computerised risk management regime will be introduced to identify defects on both steel and concrete columns.



### 3.3.6 Production of the Planned Street Lighting Capital Programme

The data regarding the condition of the lighting columns is used in the compilation of the annual capital street lighting replacement programme which allows the 'worst condition' equipment to be prioritised for replacement.

3.3.7 To comply with the Electricity at Work Regulations Act 1989 (EAWR) a regular testing and inspection programme must be adhered to and test and inspection records must be maintained for each Illuminated Street Furniture asset.

Electrical testing is carried out on a six yearly rolling programme in accordance with EAWR and British Standard 7671 – I.E.E. Wiring regulations.

Cyclic Maintenance Safety Inspections and Bulk Lamp Replacement Regimes	
Bulk lamp replacement lighting columns including structural inspections	2 years
Interim safety inspections and cleaning of luminaires	2 years
Electrical test and inspection	6 years
Illuminated bollards Bulk lamp replacement	1 year
Illuminated bollards safety inspections and cleaning	1 year
Illuminated subways and underpasses Bulk lamp replacement	1 year
Illuminated traffic signs	Currently burn to extinction
Painting of columns	10 years
High Mast lighting safety inspections	3 years

4.0 LIST OF DETAILED POLICIES

- The Asset Management Plan
- Network Safety Policies
  - a) Code of Practice for Highway Safety Inspections
- Network Serviceability Policies
  - a) Winter maintenance
  - b) Street lighting reactive and cyclic maintenance
- Network Sustainability Policy
  - a) Planned structural maintenance
  - b) Pavement management
  - c) Treatment in conservation areas
  - d) Street lighting policy
  - e) Preventative maintenance policy
  - f) Treatment in conservation areas
- Community Policies
  - a) Vehicle crossings
  - b) Vibration to properties

- Other Policies
  - a) Construction to adoptable standards (S38)
  
- Associated Policies
  - a) Tree policy



*See enclosed document entitled 'Technical Services – Lot 3 – Appendix 3 –  
Highways Policies - Pavement Management Policy'*

**DATED: 09 September 2014**

**CONTRACT(S) FOR THE PROVISION OF  
ENVIRONMENTAL & INFRASTRUCTURE SERVICES**

Document Reference:

015\_Lot3\_Doc3A\_Vol3-3\_Pavement Management Works  
Procedure



Trafford Council  
Trafford Town Hall  
Talbot Road  
Stretford  
M32 0TH



# TRAFFORD COUNCIL

## TRAFFORD COUNCIL

### PAVEMENT MANAGEMENT POLICY

- Highway Structural Condition Surveys Policy
- MARCH UK PMS
- Pavement Management Policy
- Production of Planned Maintenance Programme of Works Policy

## CONTENTS

### KEY POLICIES

1. Introduction
2. Resources and Budgets
3. Pavement Management Systems
4. Condition Surveys
5. Development of the Planned Structural Maintenance Programme



## KEY POLICIES

1. Bid for funding for planned and preventative maintenance to be based on the survey information and the life cycle plans in the asset management plan and the BVPI targets.
2. The objective is, subject to sufficient funding, to maintain the highway network at the optimum condition for the road classification.
3. Where funding provided is not adequate to maintain the network at the optimum condition, allocation of available funding to specific network elements is generally based on:-  
  
Available budget pro-rated in line with the steady state budget requirements for each of the different road categories but modified to ensure;
  - preventative maintenance is in balance (no backlog)
  - keep a minimum spend (where possible) on the classified A, B & C roads of 50% of the steady state requirements.
4. Pavement management system used by Trafford is MARCH UK PMS.
5. Surveys carried out as part of the process to develop the planned structural maintenance works programme:
  - Scanner surveys 'A', 'B' & 'C' (classified roads).
  - CVI survey U (unclassified roads) 50% of network per annum.
  - BVPI 187 carried out when budget greater than steady state
  - Footway (course) surveys to be introduced in 2010/11. Network to be covered in 2 years and repeated every 10 years or when budget greater than "steady state"
6. Surveys carried out for the production of the National Indicators (NI's). NI 168 'A' roads min requirement 100% in one direction per annum. NI 165 B, C roads min requirement 100% in one direction per annum.
7. The planned structural maintenance programme is based on the funding level. The prioritisation of schemes is based on the survey data, input MARCH UK PMS and verified by engineering inspection.
8. Other surveys which form part of the process to produce the planned structural maintenance programme are:-

- BVPI 187 – DVI survey of Cat I and II footways
- Footway (course) surveys to be introduced in 2010/11. Network to be covered in area max of 4 years when budget greater than steady state and the survey repeated every 10 years.

Roads identified by elected members or residents will be given engineering inspection and included in the programme if appropriate

## 1. INTRODUCTION

- 1.1 The main purpose of highway maintenance is to maintain the highway network for the safe and convenient movement of people, traffic and goods. The purpose of highway surveys is, to identify the pavement management, where maintenance is required, and the current condition of the network.
- 1.2 An effective transport network is crucial to the Borough's social, economical and environmental well-being. The policies set out in the Local Transport Plan (LTP) embrace the principles contained within a hierarchy of road users which gives priority to the more vulnerable, public transport and to those living in and using an area.
- 1.3 The LTP is therefore seen as a primary document with key policies influencing the way in which the Highway Inspection Policy is produced and how the maintenance of the network is managed.
- 1.4 The objectives of highway maintenance within the network management context can be considered as the following:
- a) **Network Safety**
    - i) Complying with statutory obligations
    - ii) Meeting users' needs
  - b) **Network Serviceability**
    - i) Ensuring availability
    - ii) Achieving integrity
    - iii) Maintaining reliability
    - iv) Enhancing quality
  - c) **Network Sustainability**
    - i) Minimising cost over time
    - ii) Maximising value to the community
    - iii) Maximising environmental contribution

Ref: the Road Liaison Group's "Well-maintaining Highways – Code of Practice for Highway Maintenance Management".

- 1.5 The Road Liaison Groups "Well-maintained Highways – Code of Practice for Highway Maintenance Management" (the RLG Code), issued in 2005, is based on the assumption that available funding for highway maintenance will provide some flexibility for authorities to pursue a regime of inspection/assessment and rational planning of programmes and priorities. Where this is not the case, the statutory obligations for network safety will need to take preference.

- 1 6 The RLG code is the fourth generation of a "Code of Good Practice" first published in 1989, revised to meet changing legislation and management trends. The current Code builds on the key themes of the original Code, and gives greater prominence to asset management and risk management
- 1 7 The recommendations in the RLG Code are explicitly not mandatory on authorities. In circumstances, however, where the Authority elects in the light of local circumstances to adopt policies, procedures or standards differing from those suggested, these will be identified together with the reasoning for such differences.
- 1 8 The RLG Code recommends three categories for inspection:
- Safety Inspections
    - These are designed to identify those defects likely to cause danger or serious inconvenience to the public and therefore require immediate or urgency action
  - Service Inspections
    - Inspections designed primarily to establish the programme for routine minor maintenance tasks not requiring urgent execution. They are tailored to the needs of particular highway elements to ensure that they meet requirements for serviceability. These inspections will normally be carried out by the Highway Technician from either public/member complaints or from information passed to them by the Highway Safety Inspector.
  - Structural Condition Surveys
    - The structural condition of the highway is determined either by mechanical survey machines or by visual condition assessment in order to:
      - BVPI 187 carried out when budget greater than steady state
      - Footway (course) surveys to be introduced in 2010/11 network to be covered in 2 years and repeated every 10 years or when budget greater than "steady state"
- 1.9.
- BVPI 187 carried out when budget greater than steady state
  - Footway (course) surveys to be introduced in 2010/11 network to be covered in 2 years and repeated every 10 years or when budget greater than "steady state"

- Feed into the asset management process including current valuation of the asset.
- To provide information for the national BVPI indicator for CAA assessment.
- To provide information for local BVPI indicators
- To formulate or help formulate the planned structural maintenance programme.

1.10 A separate policy has been produced for safety inspections this policy concentrates on Structural Condition Surveys.

## 2.0 RESOURCES AND BUDGETS

2.1 In delivering its 'duty of care' to users of the highway, the Council provides financial and operational resources. This allows operations to be carried out in both a planned and reactive manner in maintaining the highway in a safe condition.

The capital budget bid is made each year for the following 3 years. The bid is based on the funding identified as being required in the Asset Management Plan, to achieve "steady state" i.e. no improvement or deterioration in the network and the BVPI targets.

The approved budget is based on the prioritisation by members of maintaining the highway network against the other conflicting requirements for finance within the Council and the limited funds available.

## 3.0 PAVEMENT MANAGEMENT SYSTEMS

UK PMS (United Kingdom Pavement Management System), is a standard for computer systems that support the management of programmed maintenance of hard paved areas within the highway. It covers:-

- Software
- Survey techniques
- Rules and parameters to allow the systems to be operated in a constant standard way.

These are several commercial highway management systems. Trafford uses MARCH UK PMS (Maintenance Assessment Rating and Costing of Highways).

4 0 CONDITION SURVEYS

4 1 Scanner Surveys (Classified Roads)

Traffic Speed Condition Surveys (TRACS) were introduced in 2003 to provide a consistent method of measuring the condition of Local Authority Principal Roads in England for reporting BVPI BV (96). These surveys were referred to as TRACS Type Surveys or TTS.

SCANNER Surveys (Surface Condition Assessment for the Network of Roads) was introduced in 2005 to replace TTS and to provide data for reporting BV (223) BV (224), the condition of other classified roads in England (NI 168 replaced BV223 and NI 169 and replaced 224 (a) in 2008/9.

SCANNER Surveys are carried out by commercial companies using specialised, adapted vehicles, equipment and software that have passed an accreditation process. The condition of the carriageway is determined by processing the survey information through software conforming to UK PMS and is reported as:-

**Green**, being carriageways which are generally in a good state of repair.

**Amber**, some deterioration is apparent requiring investigation to determine the optimum time for planned maintenance to take place

**Red**, poor overall condition which is likely to require planned maintenance within a year or so.

Defects identified by SCANNER are.-

- Wheeltrack rutting
- 3m longitudinal profile variance
- 10m longitudinal profile variance
- Whole carriageway crack intensity
- Wheeltrack cracking intensity
- Texture

These are 'weighted' and combined to give a single condition indices

Banding of Condition Indicator values

Green	0-20	Acceptable condition		
Amber	20-100	Investigate soon		
Red	100-370	Maintenance required/engineering required	assessment	

Amber lengths may identify areas where preventative maintenance may be appropriate.

Classified 'A' Roads –

The requirements for the national indicator is either:-

- (a) 100% of the network surveyed in one direction.
- (b) 50% of the network surveyed in both directions (roads not surveyed in the previous year must be surveyed in the present year).

Trafford carry out 100% in one direction as a minimum requirement each year.

When (a) and (b) apply:-

- (a) The highway budget is at a "steady state" or greater
- (b) At 5 year intervals

100% of the carriageway is carried out in both directions.

'Classified' B and C roads –

The requirement for the national indicator is:-

- (a) 100% of the B network in one direction
- 50% of the C network in one direction

Roads not surveyed in the previous year must be surveyed in the current year.

Trafford carry out 100% in one direction as a minimum requirement each year.

When (a) and (b) apply:-

- (a) The highway budget is at a "steady state" or greater
- (b) At 5 year intervals

100% of the B and C network is carried out in both directions.

4.2 CVI Surveys (Unclassified Roads)

CVI (Course Visual Inspection) is carried out using a vehicle and two operatives, one driving and the other recording defects on hand held electronic recording equipment. Operatives have to be accredited.

There is no national indicator for urban unclassified roads, however they do form majority of the network and are the roads over which residents have most concerns

A survey of the Unclassified roads is required.-

- As part of the process to identify roads which require planned structural maintenance schemes on further engineering assessment, in order to produce the planned structural maintenance programme.
- To determine the deterioration for asset management valuation and which of governments accounts.
- To verify the accuracy of the asset management plan and the validity of the bid for future funding.

Defects identified by CVI are.-

Major cracking  
Which track rutting  
Minor fretting  
Surface deterioration  
Edge deterioration

BVPI requirements for major intervention is based on one of 3 condition indices.

Structural Condition Indices	> 85
Wearing Cause Condition Indices	> 60
Edge deterioration	> 50

(Edge deterioration not applicable on urban kerbed roads).

Banding of condition values

Green	-	Acceptable condition
Red	-	Maintenance required//engineering assessment required

CVI surveys are carried out on the carriageway only they do not include the footways

#### 4 3 DVI Surveys for Cat I and Cat II Footway

DVI (Detailed Visual Inspections) are carried out on foot (walked surveys) with defects being recorded on a hand held electronic device Operatives had to be accredited when this was a national indicator (since 2008/9 this has not been a national indicator)



DVI's pick up very similar defects to a CVI survey but level of the defects are split down to a greater degree.

Footway (Course) Surveys

These surveys are currently being designed (2009/10). They are intended as an asset management tool, to fill the gap in information on the condition of the asset left by all the other surveys.

The surveys are the equivalent of the CVI (Course Visual Survey) but a walked survey for the footway.

## Development of the Planned Structural Maintenance Programme

### (a) List of Schemes

Process – (see Fig. 1)

- (i) Produce prioritised scheme using MARCH UK PMS based on the survey input.

Prioritisation based on,

- (a) Section length scored 1-n based on length of red
- (b) Section length scored 1-n based on % length of red
- (c) Score from (a) + (b) combined and lowest score is the highest priority

- (ii) List schemes identified by members.

- (iii) List schemes identified by residents

- (iv) List schemes identified by AEI (Annual Engineering Inspections) these are possible schemes identified by the highway inspectors during their safety inspections

Footway and carriageways are considered separately and categorised as follows.-

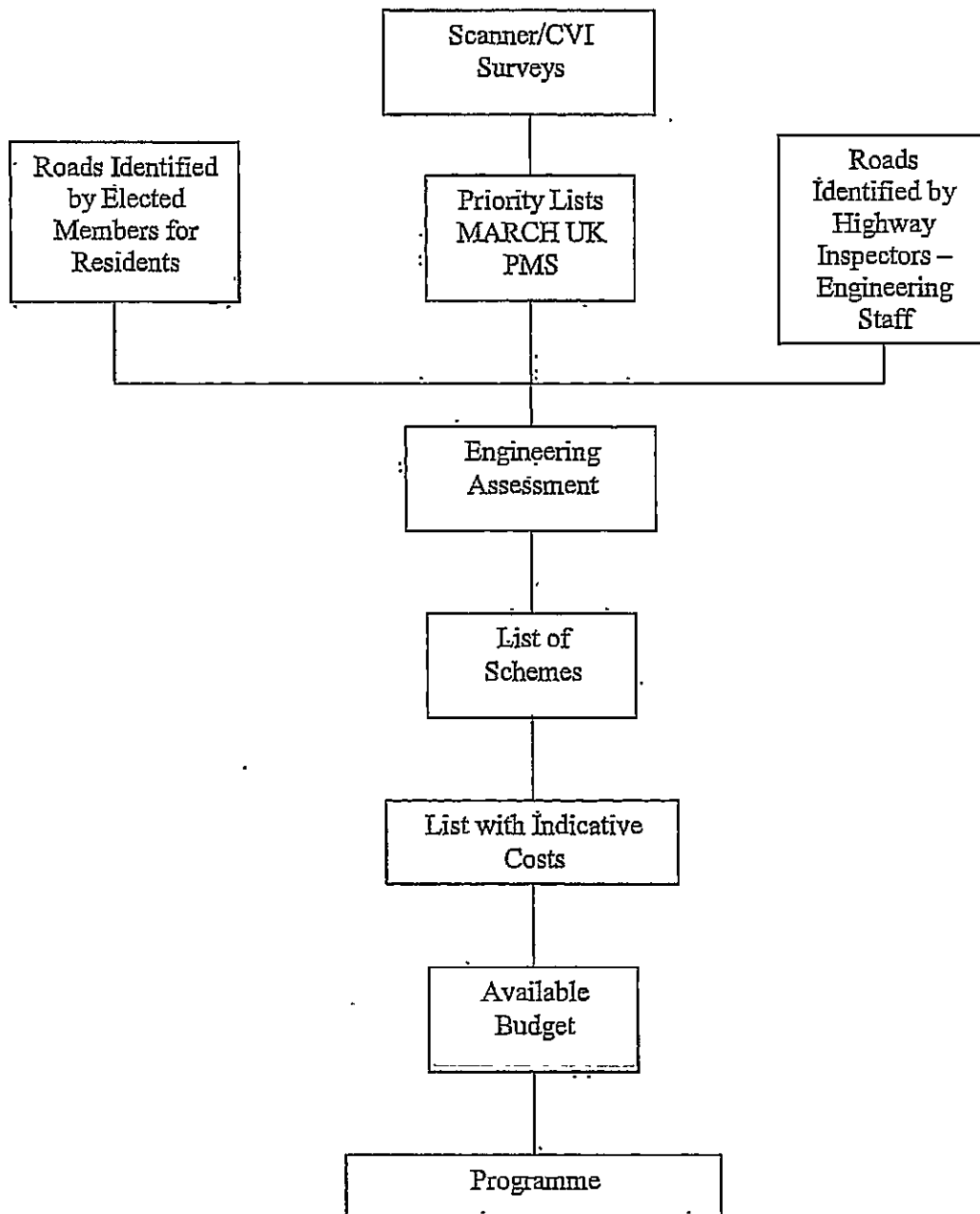
- (a) Very poor condition – consider for planned maintenance
- (b) Poor condition certain lengths could be treated as small schemes
- (c) Suitable for surface dressing – minor crazing, loss of chippings patching up to 10%.
- (d) Minor non actionable defects
- (e) New surface – no defects.

- (v) Carry out engineering assessment on the schemes identified in (2), (3) and (4) and the priority list produced from the condition surveys

Fig 1

Developments of the Planned Structural Maintenance Works Programme

Flow Chart



(b) Available Budget

Optimum Condition of the Highway Network

The budget requirement is identified in the "asset management plan".

This includes:-

The budget required to maintain the network at optimum condition.

The budget requirement to improve the network

Classified roads (A, B & C).

The optimum condition is considered to be 5-6% based on:-

- Approx 2% of roads "require major works each year".
- Minor issues can produce a 'red' on Scanner (manhole covers etc.) approx. 1%
- Alignment issues, summit and walking "when combined with other defects can produce red ½% of the network
- Areas awaiting traffic schemes say 1% of the network
- Allow for survey errors in the expected ratings  $\pm 3\%$  therefore allow 1%
- To ensure that there is adequate reactive maintenance to keep 2 reactive maintenance gangs fully employed.

Unclassified Roads

The optimum condition is considered to be 8% based on:-

- Similar reasons to set out for the classified roads (excluding alignment issues)
- Acceptable to allow a lower standard for low speed/low traffic volume roads
- In the past the DTp have recommended 8% as an optimum value.
- The allocation between planned/preventative depends on the current level of maintenance of network and if preventative maintenance has been carried out over the previous years so that there is no backlog of preventative.

Assuming existing funding level is at steady state and there is no backlog of preventative maintenance and the condition of the network is approx. ?????  
Priorities if funding is reduced below steady state:-

- Level of preventative budget to be maintained for 7 years at a minimum of 85% of the steady state requirement following the reduction in the overall budget (when possible) based on the condition of the network (pro rata the steady state preventative required budget).
- Planned structural maintenance budget split between A, B & C and U to be based on :-

Steady state budgets for the road carriageway  $\times \frac{\text{actual budget}}{\text{steady state budget}}$

(c) Allocation of Available Budget

Budget has to be allocated between:-

- Classified A
- Classified B & C
- Urban unclassified U roads
- Cat I and II footways

and between

- Planned structural maintenance
- Preventative maintenance
- Reactive maintenance

The budget allocation depends on:-

- The importance put on different elements of the network.

Whilst the A, B & C roads carry the majority of the traffic and good maintenance is important for business linkage and to reduce the number of accidents, vast majority of residents and members complaints refer to the urban unclassified network.

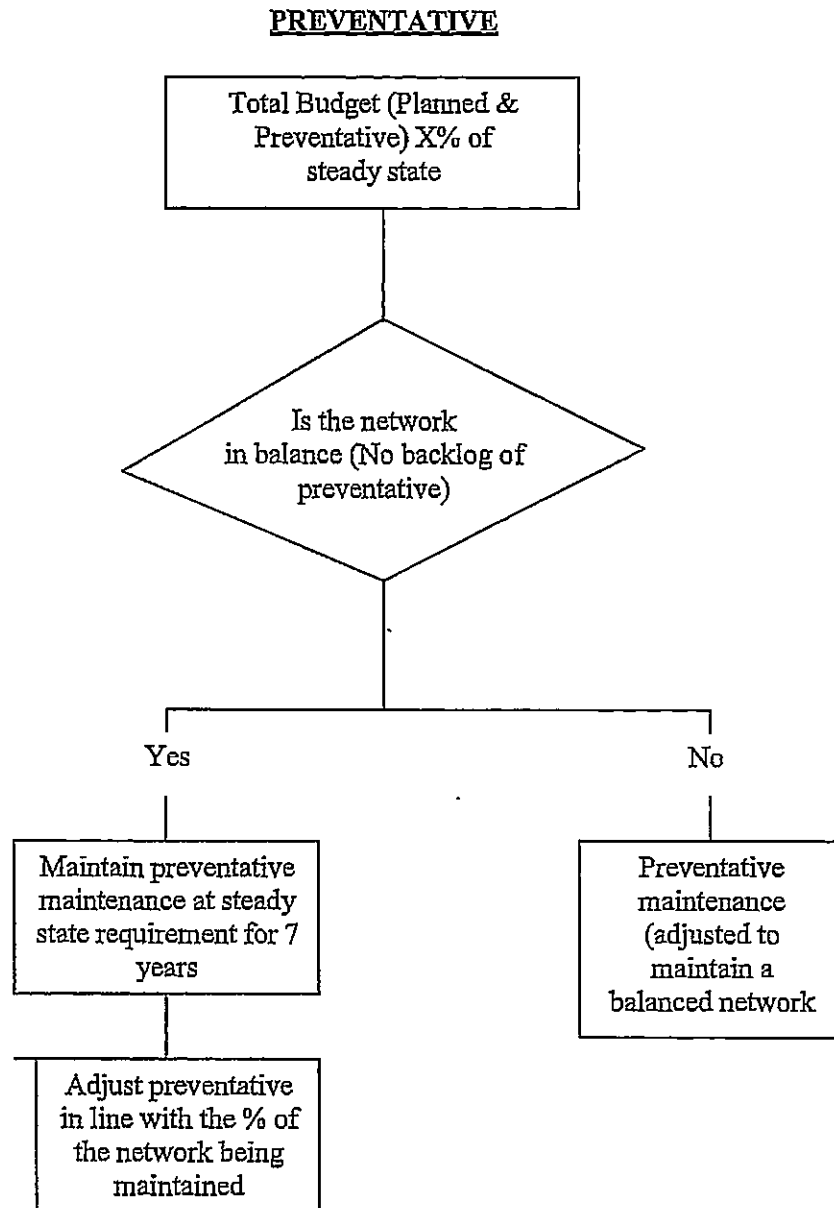
However, this is modified such that where possible the minimum spend on A, B and C roads is a minimum 50% steady state budget. The remaining budget being allocated to the Urban Unclassified roads (see Fig. 2 and 3).

- If the reactive budget based on "steady state" is 'x' at the optimum condition this will increase if the condition of highway decreases to X  $\times \frac{\text{optimum condition \%}}{\text{Actual condition \%}}$

(If the reactive maintenance revenue budget is not increased, then it would have to be consistent if monies have to be taken from the capital budget in order to comply with the statutory duty is to keep the network safe and avoid excessive insurance claims).

The requirement for an increase in revenue funding would have to be identified and members made aware.

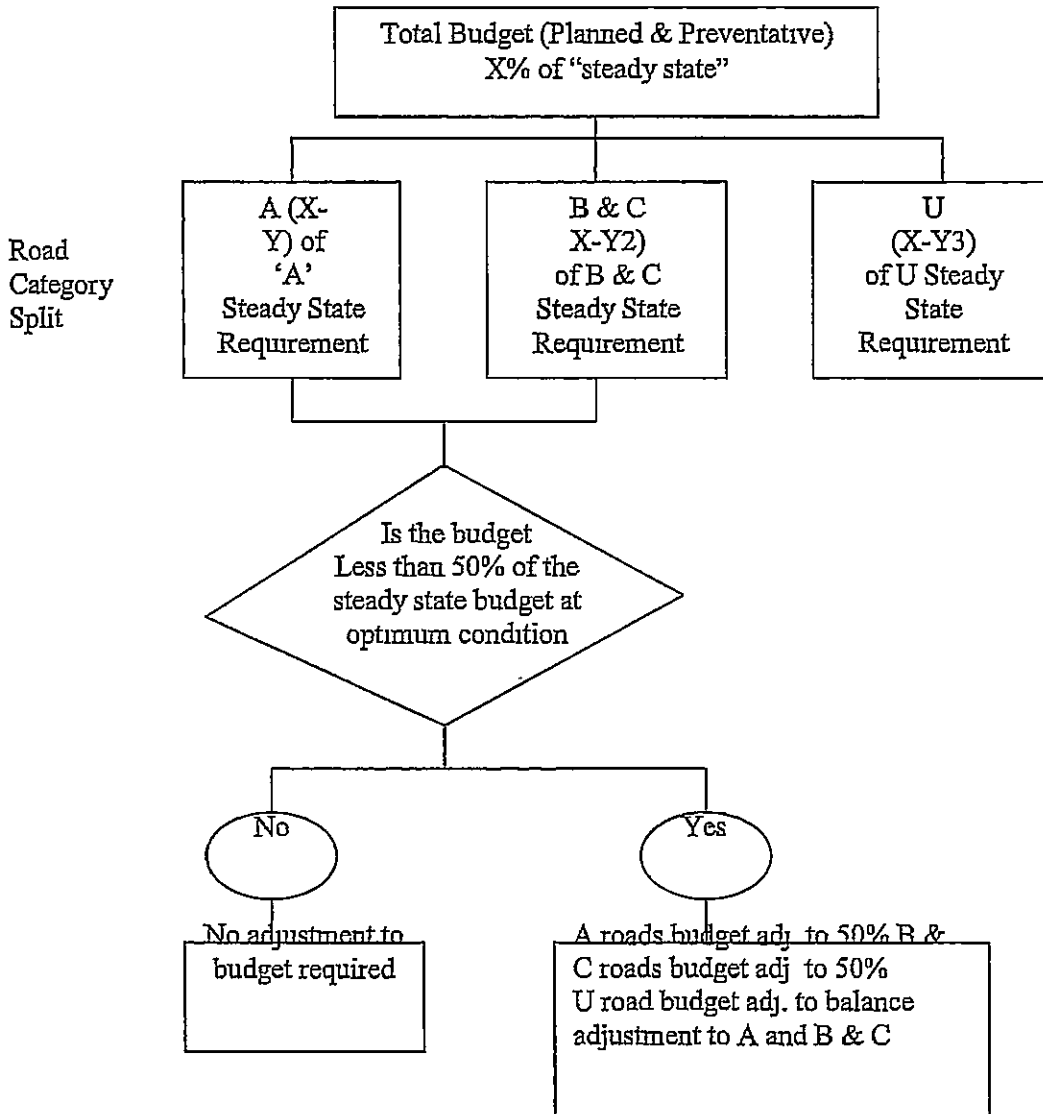
FIG 2



Note - Assumes (1)  $X < \text{steady state}$   
(2) Network at optimum or near optimum condition

FIG 3

PLANNED STRUCTURAL



Notes: Y1 = preventative maintenance  
 Y2 = preventative maintenance  
 Y3 = preventative maintenance





*See enclosed document entitled 'Technical Services – Lot 3.– Appendix 3 –  
Highways Policies – Preventative Maintenance Policy'*

**DATED: 09 September 2014**

**CONTRACT(S) FOR THE PROVISION OF  
ENVIRONMENTAL & INFRASTRUCTURE SERVICES**

Document Reference:

015\_Lot3\_Doc3A\_Vol3-4\_Preventative Maintenance  
Works Procedure



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# TRAFFORD COUNCIL

## PREVENTATIVE MAINTENANCE POLICY

## CONTENTS

### KEY POLICIES

1. Introduction
2. Resources and Budgets
3. Inspections and Surveys
4. Methodology for Development of the Preventative Maintenance Programme
5. Asset Management
6. Specification Materials and Constructions
7. Conservation Areas

Appendix 'A' Ward Rotation

Appendix 'B' Information Leaflet to Residents

## KEY POLICIES

- Preventative treatments will be carried out as part of the whole life cycle maintenance of the highway to achieve best value. Preventative treatments are only carried out when they are cost effective in accordance with whole life costing.
- An annual works programme will be produced as follows:-
  - 3 wards are addressed each financial year
  - Each ward is addressed every seven years
  - Roads are identified by
    - The highway inspectors
    - Surveys (CVI/Scanner)
    - Elected members
    - Members of the public
    - During formation of the planned structural programme
    - As part of a "wall to wall" planned structural maintenance schemes
    - Traffic calmed streets
    - Conservation areas
- The budget required for preventative treatments is outlined in the asset management plan.
- Prior to works commencing on site
  - Stakeholders are provided with a comprehensive information including a leaflet explaining the purpose the limitations of the treatment and the inconvenience likely to be caused during the works. (see Appendix B)
  - Issue of Electronic Transfer Notice through Mayrise System.
  - Traffic regulation orders
  - Preparation of formal order with framework partner for execution of works
- Design
  - Based on
    - TRL road note 39
    - RSDA (road surface dressing association) Code of practice
  - ECI (early contractor involvement) to agree suitable treatments
  - Preventative treatments will not be used on roads where greater than 10% pre-patching is required.

- Surface dressing and slurry seal will be used in combination in some locations for example slurry seal is the turning head of a cul de sac or at the approach to road junctions surface dressing on the approach road .
- Slurry seal and surface dressing will be used in certain areas to maintain the character of a road for example; retain stone kerbs and setts, retain barrel chamber of the road.
- The appropriate treatment micro asphalt, slurry seal or surface dressing is based on a number of factors and the most appropriate treatment from an engineering design criteria will be utilised.

- Supervision

Due to the nature of the works, supervision is important and will be carried out to ensure:-

- Liaison with the public
- Sweeping is carried out
- Masking of walls, kerbs etc. is carried out
- To agree the extent of the pre-surface dressing patches.
- To ensure surfaces are clean and suitable prior to application
- To record weather conditions at time of application
- To measure regulating material used.

## 1.0 INTRODUCTION

1.1 Surface dressing and slurry seal and micro asphalt are preventative treatments which introduced at the correct intervals in the life of the highway ensure that the life of the highway is increased and the whole life maintenance costs are kept to a minimum.

### 1.2 Purpose of Preventative Treatment

- Stops water ingress into the carriageway
- Arrests oxidation of the surface course (wearing course)
- Provides texture
- Provides skid resistance
- Reduces spray
- Improves the appearance of the carriageway

## 2.0 RESOURCES AND BUDGETS

2.1 When the budget available is at "steady state" then the budget spent on preventative treatments is as calculated in the Asset Management Plan for "steady state". However, when the budget is less than "steady state" then the amount which should be allocated to preventative treatments is addressed in the policy for "Highway Surveys Pavement Management".

## 3.0 INSPECTIONS AND SURVEYS

3.1 The identification of areas to be surface dressed is not as easily defined as those requiring planned structural maintenance. Roads requiring planned structural maintenance have general zero residual life and clearly require maintenance.

3.2 In order to ensure that all the roads in the Borough are considered for preventative treatment and that areas can be addressed rather than individual roads or streets. 3 wards will be addressed each financial year.

The historical surfacing dressing records were examined in order to identify wards within the Borough where surface dressing and slurry seal is particularly appropriate and least appropriate. The wards were then grouped to ensure there is the same level of requirement for these types of treatment every year.

Each ward forms part of the surface dressing programme every 7 years. This ensures a systematic approach. Specific roads which fall outside the general ward rotation and/or form part of co-ordination with planned maintenance schemes for example will be included in the programme.

The area rotation is identified in Appendix A.

3.3 A list of roads for analysis to determine if surface dressing would be appropriate will be obtained via:-



- Safety inspections by the highway inspections
- MARCH CVI surveys
- Elected members/members of the public
- During identification of planned schemes.

#### 4 METHODOLOGY FOR DEVELOPING THE PROGRAMME

4.1 The list from inspectors etc will be analysed (for suitability) based on,

- The % of pre-surfacing dressing patching which would be required.
- The oxidation of the existing carriageway
- The profile of the existing carriageway

Based on the above, a draft programme will be produced.

4.2 The type of treatment will depend on a number of factors

- Nature of the existing surface
- Topography
- Volume and speed of traffic
- Type of traffic (HGV's etc.)
- Highway alignment (bends and junctions)
- Overhead trees

4.3 Early Contractor Involvement (ECI) will verify the proposed programme and proposed type of treatments and the patching required. In addition, this will allow the input of specialist knowledge

#### 5. ASSET MANAGEMENT

Preventative maintenance forms part of the life cycle maintenance of the highway ensuring that the network is maintained at minimum cost.

The concept is very much based on a "stitch in time services nine"

The life cycle plan indicates outlines the theoretical frequency of the preventative maintenance treatments and is outlined in the Asset Management Plan

## 6. SPECIFICATION, MATERIALS AND CONSTRUCTION

### 6.1 Footways

#### Surface Dressing

Use when top surface loose (oxidised)

Embedment does not occur on footways, the binder has to provide the bond between chippings and surface. Rolling is usually carried out with a steel-wheeled roller not exceeding 1.5 tonnes.

Binders	-	Emulsions preferred
	-	Polymodified if there is a large number of vehicle crossings
Chippings	-	PSV not critical

#### Slurry Seal

Use where top surface loose (oxidised) and the surface deformation due to statutory undertakers reinstatements (slurry seal covers this type of deformation so long as it is not excessive)..

### 6.2 Carriageways

#### Surface Dressing

14/6 racked in	main/link road	} i.e. used for heavier trafficked roads
10/6 racked in	feeder road	
10 mm	lower traffic roads	
6mm	lower traffic roads	

Surface dressing is inappropriate on roads with HGV movements or on heavily trafficked junctions, the chippings will strip off.

#### Slurry

Use on heavily parked cul-de-sac where the chippings would not get trafficked in and road cannot be swept.

#### Micro Asphalt

Micro asphalt consists of a bitumen emulsion and aggregate slurry laid cold.

Microasphalt is laid to a thickness of approx. 10mm and can therefore be used where minor profile issues mean slurry seal would be inappropriate for example to rectify drainage issues. Micro asphalt is also useful on heavily tree lined roads where surface dressing would be inappropriate.

7. CONSERVATION AREAS

In conservation areas and other areas of the borough which have roads with stone kerbs, channels etc it may be appropriate to use surface dressing and slurry seal in order to retain these features

However, the alignment and ride quality of the road will not be improved and inevitably there will be standing water in the channel after heavy rainfall

8. TRAFFIC CALMED ROADS

Preventative measures, in particular microasphalt, are used on roads with traffic calming features speed humps or tables.

The process prevents the need to remove and replace the traffic calming features saving cost and inconvenience. The "preventative treatment" is effectively used as an alternative to more major intervention in these situations

APPENDIX A

YEAR

AREAS TO BE TREATED

1.	19 Alt	2 Sale	10 Urm
2.	21 Alt	16 Sale	11 Stret
3.	3 Alt	15 Sale	20 Urm
4.	1 Alt	6 Urm	18 Stret
5.	4 Alt	9 Urm	14 Stret
6.	12 Alt	5 Sale	8 Urm
7.	13 Alt	17 Sale	7 Stret

Wards	1	Altrincham
	2	Ashton on Mersey
	3	Bowdon
	4	Broadheath
	5	Brooklands
	6	Bucklow-St. Martins
	7	Clifford
	8	Davyhulme East
	9	Davyhulme West
	10	Flixton
	11	Gorse Hill
	12	Hale Barns
	13	Hale Central
	14	Longford
	15	Priory
	16	St. Mary's
	17	Sale Moor
	18	Stretford
	19	Timperley
	20	Urmston
	21	Village



*See enclosed document entitled 'Technical Services – Lot 3 – Appendix 3 –  
Highways Policies – Structural Maintenance Policy'*

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# **TRAFFORD COUNCIL**

## **HIGHWAY STRUCTURAL MAINTENANCE WORKS PROCEDURE**



ES/PT/SMB/Structural Maintenance Works Procedure -- 07 01 2010

# HIGHWAY STRUCTURAL MAINTENANCE SCHEMES

## CONTENTS

	Key Policies	1
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3.	Annual Pre-Commencement Partners Meeting	3
4.	Electronic Notification of Schemes	3
5.	Site and Topographical Surveys	4
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## KEY POLICIES

- An Annual Works Programme will be produced based on:
  - The agreed list of Structural Maintenance Schemes
  - Co-ordination meeting with key framework partners
  - Assessment of working constraints (School Holidays, Sporting Events, Concerts, Utility replacement programmes)
- Actions to be addressed prior to commencement on site will be:
  - Issue of Electronic Transfer of Notices to Utility Companies through the Mayrise System via ETON5
  - Site survey and scheme design
  - Implementation of Temporary Traffic Regulation Orders
  - Notification of Stake Holders based on anticipated scale and disruption of works
  - Preparation of formal Order with Framework Partner for execution of works
- Control of Site Works will be carried out to ensure:
  - Quality of Workmanship
  - Mitigation of disruption
  - Rapid response to unexpected problems
- Schemes will be designed within funding restraints to allow for:
  - Wall to Wall treatments (A whole road approach)
  - Co-ordination with Traffic schemes
  - Co-ordination with Tree Units schemes
  - Co-ordination with preventative maintenance schemes
- Schemes will be designed where existing constraints allow:
  - In accordance with current design standards & good practice
  - To ensure positive drainage of the highway
- Flagged footway paving will be retained wherever possible in such situations as:
  - Town Centres
  - Wide footways where existing materials can be re-laid and will not suffer damage from over-riding
- Materials used for future maintenance shall be:
  - Pre-cast concrete kerbs
  - Pre-cast concrete channels
  - Bitmac footways
  - Bitmac / Stone Mastic Asphalt / Polymer Modified Binder carriageways
  - ACO Kerbs
  - Beenev Blocks
- Natural Stone Kerbs and Setts Channels shall be:
  - Retained in none conservation areas where design constraints allow and materials are in good order and will not delaminate when disturbed
  - Re-used as above or replaced from store where available within conservation areas

## Highway Structural Maintenance Schemes

### 1. Introduction

It is the responsibility of Trafford Council Environment Strategy to programme and execute all Highway Structural Maintenance schemes within the borough. The Highway Network is the council's single largest asset.

The life of roads can be considerably extended if cost effective treatments are applied before serious deterioration occurs. Therefore the Council's ambition must be to arrest serious deterioration over the network as a whole, so that future repairs can be programmed to take place before roads become irreparably damaged.

For the time being, however we must continue to target repairs to the areas of greatest need, as our important routes will continue to deteriorate rapidly if left untreated. However if additional substantial funds are consistently invested as they have over the past two years in the structural repair of our roads, over time there will be fewer critical repairs to consider. This will lead to far greater scope in the programme and phasing of works and will result in improved co-ordination, less conflicts and a more versatile approach to community issues.

### 2. Preparation of Annual Programme of Works

Once the annual list of proposed schemes has been approved by Executive Members a programme of works is then developed.

An assessment is made as to the extent of the proposed works and an estimate made of the likely duration of the works, based on works of a similar nature carried out during previous years. Schemes having a direct impact on local schools and works on major routes are then added to the programme during holiday periods wherever possible to reduce disruption and risk to vulnerable road users. It is appreciated however that not all works can be programmed as such and on occasion it is necessary to work in the vicinity of schools during term time.

Trafford is the home to both Manchester United Football Club and Lancashire cricket club. As well as the sporting fixtures staged at the respective stadiums these venues are also used for major concerts and events throughout the year. This puts increased pressure on the highway network in the borough and has to be allowed for when preparing the

annual programme These events have a particular bearing on when works can be undertaken on the A56 corridor

Once all the traffic sensitive schemes have been identified and programmed the remaining schemes are inserted. These are added in a way to provide a rolling programme of works for the framework partners avoiding peaks and troughs in work load wherever possible

### **3 Annual Pre-Commencement Partners Meeting**

Once a draft programme is developed it is circulated to the framework partners for consultation. A pre-commencement meeting is then arranged to finalise the programme ensuring that the framework partners can achieve the programme of works and offer any amendments to the programme as appropriate.

### **4 Electronic Notification of Schemes**

It is a requirement of the Traffic Management Act (TMA) and New Roads and Street Works Act (NRASWA) that all works on the Highway are registered and notified. By giving notifications to the Statutory Undertakers of the Highway Authorities intention to undertake works significant protection periods are enforceable preventing any excavations by utilities for up to three years.

The majority of Structural Maintenance Schemes will by their nature be categorised as Major schemes In accordance with the TMA requirements all major schemes require a minimum 3 month notification period Once the programme of works has been developed "Advance Notifications" for each scheme with a proposed start date and duration is added to the Mayrse system This generates Electronic Notification of proposed works to all the Statutory Undertakers that have interests within the borough. Currently this Electronic Transfer is via ETON5. Advance Notification of this nature allows Utility Companies to arrange any potential works they may have on affected roads to be completed prior to any Structural Maintenance Schemes Alternatively, where it is not practical for the Utilities to undertake works in the Advance Notification period, adjustments can be made to the programme to allow for co-ordination of works

During the course of the year once the proposed start dates can be confirmed, a Confirmation Notice is issued again via ETON5 The confirmation notice is required a minimum of 10 days prior to start on site This notice serves as a reminder that the Highway Authority intends to

commence work imminently and any known emergency works on the road need to be addressed immediately. It also serves as a reminder that a section of road is to be treated and other works in the vicinity may potentially be affected by diversion routes or road closures which can have an adverse effect on the network as a whole.

Once works have started an Actual Start Date Notice is served. This notice highlights to the Authority which Contractor is working in the area should any major disruption be occurring that was not envisaged. The Highway Authority will then have the contact details of the relevant Contractors from the electronic notice and may intervene to attempt to reduce disruption where appropriate.

On completion of works a Works Stop notice is issued which in accordance with section 58 of NRASWA restricts excavation by Utility Companies for a period of 36 months. Not only does this protect the network from potential damage it also restricts the amount of disruption experienced by network users.

In order for such an Electronic Notification system to work effectively a programme of co-ordination meetings are arranged throughout the year with representatives of all the Utility Companies having an interest in the borough attending.

#### 5. **Site and Topographical Surveys**

The nature and extent of the proposed scheme will determine what information will be required from the site survey. Schemes requiring complex junction improvements and electronic ground modelling may require a full topographical survey undertaken by a framework partner. Less complex kerbing and carriageway resurfacing schemes will generally require a chain and level survey which can be undertaken by Environment Strategy Officers. Small straight forward footway resurfacing and minor kerbing schemes may require no advance survey works with levels being agreed with framework partners as the works progress.

Should a full topographic survey be required the framework partner will be issued with Trafford Councils standard survey specification, which outlines what level of detail is required along with string notation and file output types.

Where a level survey is required for a scheme this work is undertaken directly by Environment Strategy operatives. A base line is set up in order to reference site levels and relevant details. Generally this is set as a centre line chainage with 10m reference marks, however the complexity of

some sites and volume of traffic may require alternative base lines to be established. The levels of the existing carriageway are taken at each 10m section from threshold to threshold as required. The positions and levels of all gullies, tangent points on radii and centre lines of side road junctions are also collected.

Whilst undertaking level surveys Environment Strategy operatives note any particular issues with overhanging vegetation and illegal vehicular crossings over the length of a proposed scheme. This information is passed to Environment Operations who assess the whole of the site issuing enforcement notices to occupiers as necessary

## 6 Preparation of Scheme Design

Once the survey data has been collected work can commence on the detailed scheme design. One of the noticeable features of Trafford is the very flat topography. With the exception of a ridge of land running from Hale to Altrincham the majority of the borough is practically flat. Historically this is a feature that has been put to good use, with the development of Trafford Park as a major industrial area. Such industrial sites needed areas of flat land on which to create their production line technology. However a draw back to such flat land is the difficulties encountered draining paved areas. As such the fundamental design criterion within Trafford is producing a carriageway or footway profile with adequate surface water drainage properties.

### Drainage

There are several alternatives for removing surface water from relatively flat areas. A significant amount of research has been undertaken on the subject and many proprietary products have been developed as a result of this. The most common approach developed has been the use of a combined kerb and drainage unit such as that provided by Beeny Blocks and ACO Kerbs. Both these systems use a perforated kerb profile to allow water to drain from the carriageway along the entire length of the channel. Both systems have their uses and also their limitations. The original Beeny Units have a cross sectional area with significant hydraulic properties however this section can be prohibitive of their use in maintenance schemes due to footway widths and utility service locations. More recently mini Beeny Blocks have been developed to address these issues.

The ACO combined kerb and drainage has a very similar profile to a standard 125mm half battered kerb. As such they are more adapted to fitting in with urban maintenance schemes. The reduce section does limit

the flow that the unit can accommodate, however this is generally not an issue where there are adequate take off points.

One of the issues with both systems is the potential for increased maintenance requirements. Both systems require the same periodic cleaning of silt traps as a standard road gully, however due to the relatively slack gradients these units are laid to in the borough there may also be a requirement to jet the line of the units on a cyclic basis. The cost of providing both systems is also significantly more expensive than traditional road gullies and as such should only be considered where appropriate and other traditional drainage designs can not be achieved.

Where road gullies are adequately spaced along a section of road it is often possible to provide a false fall within the channel by adopting a summit and valley profile.

When a summit and valley profile is to be adopted the following should be observed whenever possible;

- o Desirable minimum gradient of channel without channel blocks 1:120
- o Absolute minimum gradient of channel without channel blocks 1:180
- o Absolute minimum gradient of channel with channel blocks 1:200
- o Desirable maximum kerb face at gully 150mm
- o Absolute maximum kerb face at gully 165mm
- o Desirable minimum kerb face at summit 75mm
- o Desirable minimum carriageway camber at summit 1:60
- o Absolute maximum carriageway camber at gully 1:20

The advantages of summit and valley are the reduced construction costs and maintenance costs providing there is an adequate system of existing road gullies and these are of good order. The only potential disadvantage can be a rolling affect experienced by vehicles particularly on higher speed roads.

In extreme cases where it is not possible to achieve the minimum channel gradients an increase in the carriageway cross fall will encourage surface water to gather close to the channel where the hydraulic head of the run off will tend to push it towards the gully positions. This should again only be used as a last resort as standing water within the channel will be inevitable. An assessment would need to be made to ensure any potential standing water would not become a problem for highway users.

#### Carriageway Construction

Many of the residential and local distributor roads in the north of the borough are constructed from in-situ concrete bays with either no surface



course or a thin Mastic overlay. Wherever possible it is the council's policy to overlay the existing concrete bays with a close graded material. Ideally this should be a minimum of 100mm thick and comprise a binder and surface course. However due to threshold restrictions it is not always possible to increase the levels to this degree and in such instances a reduced thickness single layer surface course may only be provided. When such a detail is provided it must be anticipated that reflective cracking from the underlying concrete will occur limiting the life expectancy of the surface. Any roads that do receive such treatment should be routinely inspected and added to the preventative maintenance programme as required to seal any surface cracking.

#### Setting out Information

Once the design has been finalised setting out information is produced to enable the framework partner to construct the works. As a minimum the setting out information should contain,

- o Existing and proposed levels at each 10m section with cross section levels taken at back of footway both sides of carriageway, kerb / channel both sides of carriageway and centre line.
- o Existing and proposed levels at gullies (including kerb level)
- o Proposed kerb and channel level at summits
- o Proposed kerb and channel levels at tangent points (with running chamfers on radii as required)
- o Centre lines of side road junctions
- o Temporary bench mark positions and values

#### Highway Trees

Throughout the Borough there are a significant number of mature trees within the highway. Inevitably the growth of the trees will cause disturbance to the footway and also the adjoining carriageway. It is appreciated that mature trees are part of the character of the borough and all efforts are made to ensure healthy trees are retained as part of structural maintenance schemes wherever possible. Discussions with the council's tree unit have highlighted a particular problem when working in the vicinity of mature lime trees. Any disturbance to the root systems of lime trees can have a detrimental effect on the stability of the tree and must be avoided. Where it is not possible to install a replacement kerb line past any mature tree without root damage occurring the kerb line is terminated with a taper kerb and continued again once the obstruction is passed. Bitmac footway surfacing is continued to the trunk of the tree and cut back on completion of works to allow the root system of the tree to breathe. Edgings are not provided around tree pits as these become

displaced over a relatively short period of time and can become tripping hazards within the footway.

The Highway Structural Maintenance Programme is circulated annually to the council's tree unit. This allows any known tree replacement schemes that are proposed by the tree unit to be promoted to commence before structural maintenance works start. This system of working allows for the complete removal of old root systems during the maintenance works and a co-ordinated approach to the provision of new pits for replacement trees.

#### Conservation Areas

There are also specific key policies which relate to the design of works within conservation areas. These policies are stated in the separate policy document covering Highway Maintenance and Street Lighting in Conservation areas.

#### **7. Early Contractor Involvement**

Once a scheme profile has been achieved the framework partners are invited to review the design and visit site with a view to providing suggestions to alternative construction materials to overcome site specific issues or to provide alternative whole life savings by adopting alternative material technology. As a relatively small borough authority Trafford does not have the backup of a materials testing and research laboratory. Any issues requiring testing previously have been submitted to Lancashire County Council. By developing a long term framework partnership with major Contractors Trafford now have the back up of significant research and development agencies at our disposal. Obviously the council does not want to be put a risk by adopting new un-proven materials on the highway and as such all new developments need to be independently tested and approved by national bodies (BBA / HAPAS) before being used on the network. Material technology has moved on enormously over the past decade with the development of polymer modified binders in surfacing materials and the use of recycled materials in sub bases. By introducing early contractor involvement the Council is in the position to capitalise on such developments fulfilling its environmental obligations whilst maintaining the integrity of the network.

#### **8. Temporary Traffic Regulation Orders & Notices**

Some schemes will be able to be undertaken with minimal traffic management requirements. However due to the complex nature of the majority of works a significant amount of planning needs to be afforded to traffic management requirements.

Where it is not practical or safe to carry out the works within the working area whilst maintaining the required safety zone and adequate running lanes for passing traffic a temporary traffic regulation order or notice will be required.

There are three mechanisms that can be used to implement temporary road closures or one-way restrictions

- o 5 Day Notice
- o Temporary Traffic Regulation Order
- o 21 Day Emergency Notice

Where it is anticipated that works can be completed within a five day period it is possible to apply for a 5 Day Notice. This Notice can be used to implement a full road closure or a system of one way working. A minimum notice period of 5 days needs to Highway Operations to implement the Notice. Such a Notice can be appropriate for undertaking minor structural maintenance schemes or more significant carriageway resurfacing schemes that will take no more than 5 consecutive days to complete. It is generally not appropriate to use the 5 Day notice for works on major routes as the consultation times for emergency service and public transport operators is usually insufficient for them to plan alternative routes and services.

For major structural maintenance and carriageway resurfacing schemes, where closures in excess of five days are anticipated a Temporary Traffic Regulation Order (TTRO) will be required. The minimum lead in time for the preparation of the Order is six weeks. It is a legal requirement for a Temporary Order to be advertised in the press and for notices to be posted on site. As with a Notice an Order can be used to implement a full closure or one way working. The wording of the order can also stipulate which hours of the day the road will be closed or restricted and for which dates. Works carried out under an Order need not be carried out over consecutive days, however this needs to be stated in the Order. TTRO's are circulated to the emergency services and public transport providers ensuring they have sufficient lead in time to plan alternative routes.

Any road closure whether it be an Order or a Notice may be required when sufficient working space is available to expedite site works and so reducing the overall disruption to Stake Holders.

Where works are planned on major commuter routes consideration will be given to off peak and night time working. Any schemes involving night time working will inevitably have environmental impact issues on local residents. Where night time working is to be undertaken all works which

generate significant noise disruption such as carriageway planning and use of pneumatic breakers for cutting joints and manhole adjustment will be carried either during the day wherever possible or during the early part of the night time shift. The only operation that does generate significant noise levels that will be permitted during a night shift will be carriageway sweeping where this forms part of the safety regime required prior to re-opening the carriageway to traffic.

All road closures will require a suitable alternative diversion route to be clearly signed. Once a Notice or Order is requested consultation with Trafford Council Traffic and Transportation will be undertaken to identify suitable diversion routes. Depending on the complexity of the diversion or works signing for contra-flow schemes and lane closures, the Framework Partner will be invited to submit appropriate traffic management plans for approval prior to commencement on site.

9. **Stake Holder Consultations**

The magnitude of the proposed scheme will determine what level of Stake Holder consultation will be required.

For relatively small schemes on residential roads it will be sufficient to inform frontage properties in writing of the extent of the scheme. The framework partner will also be required to liaise with residents regarding times when access to properties will be restricted. Local Ward Councillors will also be copied circulatory letters ensuring they are aware of all works that will potentially affect their constituents.

On more major schemes and assessment will need to be made of what impact the works will have on the local area. An area wide letter drop may be required or alternatively a leaflet produced that can be distributed via mail or retail and leisure outlets. Schemes having significant impact on local and regional areas should be advertised locally on scheme sign boards at the extent of the works a minimum of two weeks prior to commencement. Websites, local press and radio should also be informed of major programmed works. Trafford has a publicity department that should be involved as early as possible with the publication and dissemination of information for major schemes.

10. **Electronic Ordering from Framework Partners (EBP System)**

Trafford Council has a Procurement Policy which stipulates how orders are to be raised and approved to Framework Partners (Vendors). The

Procurement Policy covers all works undertaken by the Authority. The Procurement Policy can be found on the Councils Intranet site

**11. Supervision of Works**

Adequate levels of site supervision are essential. This is particularly important where major works take place at sensitive locations, and there is considerable vehicle or pedestrian movements, and many dwellings or business premises in the vicinity of the site. This site supervision will be undertaken by the framework partner responsible for the site.

Site supervisors represent the interests of the Highway Authority and the local community and should ensure that site operations are carried out to plan. They should also respond rapidly when unexpected problems arise.

**12. Completion and Settlement of Accounts**

Once works are completed and the final account agreed, payment is made to the Framework Partner in accordance with the Councils Procurement Policy. Details of the Policy can be found on the Councils Intranet site.



*See enclosed document entitled 'Technical Services – Lot 3 – Appendix 3 –  
Highways Policies – Conservation Area Policy'*

**DATED: 09 September 2014**

**CONTRACT(S) FOR THE PROVISION OF ENVIRONMENTAL &  
INFRASTRUCTURE SERVICES**

Document Reference:

015\_Lot3\_Doc3A\_Vol3-6\_Conservation Area Works Procedure



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# **TRAFFORD COUNCIL**

## **HIGHWAY AND STREET LIGHTING WORKS POLICY FOR CONSERVATION AREAS**

ES/PT/SMB/Cons Area Policy – 07.01.2010  
Revised 09.12.2010

CONTENTS

KEY POLICIES

1. Introduction
2. Resource and Budgets
3. Specification and Materials

## HIGHWAY AND STREET LIGHTING POLICY

### IN CONSERVATION AREAS

#### KEY POLICIES

- **Pedestrian Areas (Pedestrianisation)**
  - A wall to wall carpet of hard artificial materials will be avoided.
  - Distinction between footway and carriageway retained.
  - Colour of hard materials to be similar to adjacent historic surfaces
  - Scale of paving modules will be consistent with historic surfaces in the area
  - If budget available natural materials will be used if appropriate in conservation terms (stone for example)
  - Natural stone and artificial materials (i.e. concrete and reconstituted stone) will not be used in direct conjunction on the adopted highway
  - The conservation office will be consulted and comment within the above policies.
  
- **Planned Maintenance**
  - All kerbs, setts and other store products will be retained wherever possible.
  - If relaying of kerbs is required and stone products delaminate and stone is not available from other schemes then standard artificial products will be utilised.
  - To avoid having to replace stone kerbs and channels with artificial material, where practicable a "do minimum" approach will be taken in order to retain the character of the road. This will inevitably mean the ride quality (level) of the road will not be improved and water ponding in the channel may occur after heavy rain.
  
- **Street Lighting**
  - Lighting levels will be designed in accordance with current standards. BS 5489- EN 13201
  - Column locations
    - back of footway
    - on property boundaries
    - at gable ends
    - opposite junctions

- Luminaires with curved tempered glass will be utilised (with a colour rendering index of 20 or greater)
- Columns generally will be tubular steel  
Trafford style" columns painted black
- However in specific areas where the properties have little frontage and narrow footways, Victoria "look a like" columns may be considered (subject to funding availability) (Conservation Officer to be consulted).
- Within the constraints above, (i.e. lighting to current standards) height/number of columns will be discussed with the Conservation Officer
- Existing cast iron columns cannot be refurbished and will be replaced when the bracket arms become dangerous.

## PLANNED STRUCTURAL MAINTENANCE IN CONSERVATION AREAS

### 1.0 INTRODUCTION

- 1.1 The first conservation areas were designated in England under the Civic Amenities Act in 1967.
- 1.2 Trafford has 21 Conservation Areas (Schedule of Designated Conservation Areas attached – Appendix ‘A’).
- 1.3 Supplementary Planning Guidance, PG07 was approved for majority of the Conservation Areas in June 1992. In accordance with best practice at that time, the aims of the document were to define important elements of the character and appearance of the areas and to provide guidance for new developments. It did not, however, include an audit, appraisal or management proposals for the public realm as now advised in natural guidance.

Hence this policy is designed as guidance until new appraisals and management plans for the conservation areas are available.

PPS5 (Planning Policy Statement 5) replaced PPG15 in March 2010.

Under PPS5 paragraph 5 states “Those parts of the historic environment that have significance because of their historic, archaeological, architectural or artistic interest are called heritage assets. Some heritage assets possess a level of interest that justifies designation and particular procedures apply to decisions that involve them.

The term designated heritage asset now refers to conservation areas and listed buildings.

Whilst PPG15 has been withdrawn it should be noted as general guidance.

PPG15 (para 4.10) notes that “the character and appearance of many conservation areas is heavily dependent on the treatment of roads, pavements, and other public spaces”. It also notes (para. 5.17) the importance of “the selection and positioning of street lighting equipment appropriate to the age and character of the surrounding area” and states that “off-the-peg” “period” columns and lanterns are not universally appropriate in historic areas” and that “special designs reflecting established local styles or motifs, or simple modern designs, may be more preferable.

“Streets for all: North West” provides some simple guidelines for street lighting including the need to consider day time appearance. It also includes advice (page

40) that fixtures should be "appropriate to their context in material, scale, design and illumination, and that light should be effective but unobtrusive

1.4 Trafford is and has been in the past a very diverse Borough and the conservation areas reflect the need to address this cultural heritage

(a) In the Altrincham and Bowdon areas the conservation area covers areas of the old market towns.

(b) In Dunham Massey the conservation area covers the area of the villages created for workers on the Dunham Massey Estate.

(c) In the north of the Borough the conservation areas reflect more Trafford's industrial past, or specific buildings or park areas

1.5 This report addresses the planned structural maintenance. These areas vary dramatically from narrow terraced street to tree-lined roads with wide grass verges and low density housing, and hence any maintenance policy needs to reflect this diversity.

1.6 Transportation issues and their effect on its historic public realm are not addressed in this report.

1.7 There are a number of conservation groups which have been set up by residents wishing to have an input into the development issues and the maintenance of the conservation areas and the appropriate group will be informed of schemes/consultation regarding tree issues etc at the same time as the residents of the affected road

Altrincham & Bowdon Civic Society  
Bowdon Conservation Group  
Friends of Longford Park  
Hale Civic Society  
National Trust in relation to the Dunham Estate  
Sale Civic Society

Trafford's Conservation Officer's comments are included in this report to comment on this report.

## 2.0 BUDGETS AND RESOURCES

In all cases there has to be a balance between the desired treatment in conservation areas and the available finance.

### 3.0 SPECIFICATION AND MATERIALS

#### 3.1 In line with the English Heritage Conservation Area Practice:-

- (a) There are areas where enhancement activity may not be appropriate.
- (b) When carrying out pedestrianisation schemes "a wall to wall carpet" of hard artificial materials will be avoided. The distinction between footway and carriageway will be retained and the hard materials will be of an appropriate colour. Every attempt will be made to retain historic, or reintroduce traditional surfaces. (However, budget consideration will also be considered).
- (c) Street furniture will aim to minimise physical obstruction and visual clutter. Historic street furniture will be retained in their original locations wherever possible.

#### 3.2 In line with English Heritage "Street Improvements in Historic Areas"

- (a) The correct scale of paving module will be used. For example block paving is appropriate in areas of setts but not in areas where the tradition is large rectangular flags.
- (b) Bond – The bond of flags and blocks will reflect the existing historical bonding.
- (c) Type – Where possible natural stone materials will be used (however, this will depend on available budgets).
- (d) Natural stone and artificial materials will not be used in direct conjunction.
- (e) Where artificial materials are used they will match as closely as possible in respect of size, colour, texture and finish.

#### 3.3 Where it is possible to retain stone kerb setts and other natural products in non-conservation areas this will be carried out.

However, due to damage and distortion to the existing channel and kerb line and the need to realign in order to ensure adequate drainage of the carriageway, it is usually required to excavate and relay. In almost all cases the stone delaminates and a high percentage of the products cannot be reused and this leaves inadequate natural products to complete the works.

In line with English Heritage recommendations the mixture of natural and artificial products should be avoided for aesthetic reasons.

Hence in non-conservation areas generally natural products will generally be replaced by artificial materials. Any natural materials which can be salvaged will then be utilised in the conservation area to replace damaged kerbs, channels, etc

It may be more appropriate to use bull nosed kerbs rather than half battered kerbs where natural stone products have been removed in non-conservation areas. However, this will depend on how it ties in to adjacent streets.

- 3.4 All kerb setts and other natural stone products will be retained in conservation areas wherever possible.

However, the same problems occur during the planned maintenance scheme in conservation areas as described in 2.3 i.e. delamination. Where schemes can be worked together stone products from other areas will be used to address the shortfall in the conservation areas.

The cost of storage, loading and unloading and a suitable depot with security prohibits the storage of stone kerbs in anticipation of future requirements in the conservation area. However, all attempts are made to co-ordinate scheme such that kerbs from non-conservation areas can be used to make up the shortfall on schemes in the conservation area.

- 3.5 The use of artificial materials such as concrete conservation kerbs will not generally be used, if natural products cannot be obtained then standard artificial/manufacture products will be used.

- 3.6 It is proposed to adopt where possible a "do minimum approach" to structural maintenance schemes in conservation areas. This will include minor repairs to kerbs and sett channels, leaving kerb line often with little or no kerb face and a variable alignment both horizontally and vertically. Depend on the shape and the existing construction of existing carriageway, this would be planed and resurfaced or patched and surface dressed. Often the carriageway has a barrelled camber with minimal bound construction and hence without carrying out total reconstruction of the carriageway the only option is to surface dress.

Inevitably works of this nature will both produce a scheme which has the appearance of newly constructed carriageway, and the undulating nature of the sett channel and the carriageway will mean that areas will 'pond' after heavy rainfall. However, the stone sett and channel will be retained and the character of the area maintained. The technique will be particularly appropriate when it is obvious that excavation of the kerbs or channels will cause a large percentage of the stone to delaminate and hence the only alternative would be to replace with artificial products.



- 3.7 In line with non-conservation areas there are other dangerous cracked flagged footways caused by overrun/parking on the footway and by tree roots.

The solution (principles)

- (a) To comply with Local Agenda 21 (use of existing materials).
- (b) Provides a cost-effective solution to the overrun of vehicles.
- (c) To provide a cost-effective solution to the movement of the footway caused by tree roots.
- (d) To retain the aesthetically pleasing street scene by limiting the amount of black topped footway.
- (e) To ensure there is not a mixture of types of materials specifically in conservation areas a mixture of natural and artificial products.

The scheme:

- (a) Take up existing flags
- (b) Broken flags take to tip
- (c) All remaining flags to be used
- (d) Black top strip to allow for overrun/parking
- (e) Black top vehicle crossing access
- (f) Black top in the vicinity of tree roots (this will allow for continuous cheap maintenance which will inevitably be required).

### 3.8 Street Lighting in Conservation Areas

In most conservation areas there is no need to utilise Victorian replica columns and standard columns will be used if a relighting scheme is carried out. In general the width of footway and/or verge and the density of housing means that street lighting columns are neither a visual obstruction of a visual intrusion. However, in specific areas for example terraced housing with little or no frontage and narrow footways then the street furniture including the street lighting columns may be significant in enhancing the character of the conservation area. In these instances then Victoria replica columns should be used.

Where there are existing cast iron columns in areas where they are considered they have a significant impact then they will only be removed if they are structurally dangerous. Poor lighting levels will not be considered a criteria for replacement.

In all areas other than conservation areas standard columns will be used.



*See enclosed document entitled 'Technical Services – Lot 3 – Appendix 3 – Highways Policies – Street Lighting Planned Maintenance Policy (DRAFT)'*

**DATED: 09 September  
2014**

**CONTRACT(S) FOR THE PROVISION OF  
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Document Reference:

015\_Lot2b\_Street Lighting Planned Maintenance Works

Procedure  
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**TRAFFORD**  
**HIGHWAYS SERVICE**

**Street Lighting Planned Maintenance Works  
Procedure**

Revision Date 10<sup>th</sup> April 2014

CONTENTS

- 1 Introduction
- 2 Resources and Budgets
- 3 Inspections/Surveys
- 4 Methodology for Development of the Planned Maintenance Programme
- 5 Specification/Materials
- 6 Attachments to Street Lighting Columns
- 7 Associated Policies
8. Summary of key policies  
Appendix A

DRAFT

## 1.0 INTRODUCTION:

1.1 The main purpose of street lighting is to allow:-

- The safe and convenient movement of people, traffic and goods.
- Reduce the fear of crime

1.2 Although there is no statutory duty on a highway authority to provide street lighting, responsibility for the installation and operation of street lighting systems on the highway was passed to Local Authorities via the Local Government Act 1966.

Although Trafford Council does not have a duty to provide lighting, it has a duty of care to maintain its lighting stock in a safe condition and to ensure that the equipment is fit for purpose.

The authority has legal obligations to maintain the electrical infrastructure in accordance with The Electricity at Work Regulations 1989 and the Health and Safety at Work Act 1974.

A system for recording underground electrical apparatus as required by the New Road and Street Works Act 1991 and the Electricity Safety, Quality and Continuity Regulations 2002 is to be developed within the asset inventory.

1.3 In this Statement of Operational Policies and Standards, Trafford Council adopts the policies, procedures and standards outlined in the document "Well – lit Highways Code of Practice for Road Lighting Management" November 2004 as produced by the UK Lighting Board.

### Review of the Document

This document is subject to regular review at an operational level in accordance with the Council's commitment to a process of continuous improvement.

### Service Objectives

The street lighting section provides highway lighting with the aim of providing a safe and secure environment.

1.4 'Asset Maintenance' describes the planned preventative maintenance and reactive fault maintenance activities undertaken to maintain the Council's Illuminated Street Furniture.

'Asset Maintenance' is divided into the following sub activities:-

- (a) Planned Maintenance

- (b) Preventative Maintenance
- (c) Cyclic Maintenance Safety Inspections and Bulk Lamp Replacements
- (d) Reactive Maintenance

Planned maintenance deals with the upgrading of the network and activities designed to prolong the life of the asset.

Preventative, cyclic, and reactive maintenance is addressed in the "Street Lighting Preventative, Cyclic & Reactive Maintenance Works Procedure"

**2.0 RESOURCES AND BUDGETS:**

2 1 Budgets are required to replace -

- Structurally unsound street lighting columns and illuminated signs
- To maintain Trafford's street lighting cable network (areas where direct connection to ENWL cable is not possible)

**3 0 INSPECTIONS/SURVEYS**

**3 1 Safety of Columns**

Coarse visual inspections of the structural condition of lighting columns are carried out on a planned basis to coincide with bulk lamp replacement, as recommended by the Institute of Lighting Professionals document. TR22. Managing a Vital Asset: Lighting Supports (2007)

The structural inspection of all lighting columns is a key activity. Many street lighting columns are past their expected design life of 30 years and are thus continuing to deteriorate.

The structural condition of the columns is "risk" ranked and are categorised as follows,

Classification	Action
----------------	--------



1	Re-inspect at scheduled interval (5 years)
2	Re-inspect after 3 years
3	Replace / Repair within 2 years
4A	Repair as soon as practicable
4B	Replace as soon as practicable
5	Immediate removal or making safe

This approach allows the 'worst condition' assets to be identified. However, this method of inspection is purely subjective when applied to concrete lighting columns. In addition the data collection is electronic based and is recorded along with the steel and cast columns to give a bigger overview of the priority of the future capital programme.

Steel columns are ultrasound tested to measure the level of deterioration. As part of the ongoing development of the asset management system it is envisaged that a computerised risk management regime will be introduced to identify defects on both steel and concrete columns.

The data regarding the condition of the lighting columns is used in the compilation of the annual capital street lighting replacement programme which allows the 'worse condition' equipment to be prioritised for replacement.

### 3.2 Electrical Testing

To comply with the Electricity at Work Regulations 1989 (EAWR) a regular testing and inspection programme must be adhered to and test and inspection records must be maintained for each illuminated street furniture asset.

Electrical testing is carried out on a six yearly rolling programme in accordance with EAWR and British Standard 7671 - I.E.E. wiring regulations.

## 4.0 **METHODOLOGY FOR DEVELOPMENT OF THE PLANNED MAINTENANCE PROGRAMME:**

4.1 The street lighting stock within the Borough varies in age from recently installed lighting columns to cast iron 'gas conversion' columns on residential roads which can be fifty plus years old.

4.2 The life expectancy of lighting columns is generally thirty to thirty five years, dependant upon the type of maintenance regime which is implemented to protect them i.e. periodic painting at pre-determined frequencies.

- 4.3 The annual street lighting capital programme is intended to be used to replace the columns which have reached the end of their useful life, where for example they may be coming dangerous, such as concrete columns with bracket arms cracking, or cast iron column with failing bracket arms, or the older stock of steel lighting columns with excessive metal loss at ground level
- 4.4 There are also problems with older existing street lighting underground cabling systems which are failing or have failed completely
- 4.5 The annual capital funding is therefore used in the areas where the above mentioned problems have been identified, the priority being to replace the stock which provides the greatest risk to the residents of Trafford.
- 4.6 The prioritising of the annual capital replacement programme is compiled by scoring each column in the Borough with a number from 1 to 5, 1 being a relatively young column with a number of years life expectancy remaining, to a column marked with a score of 5 which identifies that the column requires immediate removal or making safe.
- 4.7 This identification process is carried out by specialist engineers who carry out ultra sound testing on the steel columns bases at ground level to identify and quantify the ratio of metal loss.

This identification process is also carried out by maintenance operatives who through annual or two yearly routine maintenance visits, assess the condition of the column being visited and score it as previously described

This process is also supported by day to day ongoing maintenance where operatives may be called to equipment which has failed, i e a bracket arm has collapsed and requires emergency attention This would for example identify a particular road on which all the columns are of the same age, style and material and therefore can be considered as being of the same condition, thus requiring that particular road should be considered for relighting.

- 4.8 On roads where planned structural maintenance is to be carried out the columns are replaced if they have less than 5 years life before they will become category 4 condition This is to avoid the excavation of newly surfaced footways and to provide a holistic approach to maintenance Where columns are not replaced, they will be painted.

## 5.0 SPECIFICATION/MATERIALS:

### 5.1 Street Lighting Columns

- 5.1.1 Street lighting columns shall be constructed from galvanised tubular, hexagonal or octagonal section mild steel, compliant with Trafford specification complete with post top or side entry brackets.

Column mounting heights shall depend upon the highway hierarchy and the lighting criteria required and shall be chosen from 5.0, 6.0, 8.0, 10.0 and 12.0 metre mounting heights columns. High mast lighting columns in the order of up to 30.0 metres in height may be used, but they would be used only for highly complex road layouts or grade separated junctions.

Columns and brackets shall be certified to BS EN 40 and BSI document PD6547:2004 + A1:2009

They shall have a protective treatment in accordance with Department for Transport specification G2A with a further applied coat of 'black gloss' paint to BS4800.

They shall generally consist of planted root base style columns or in special cases, such as mounted on structures, bridge parapets or in poor ground conditions shall be flange plate type base type mounted on a suitably constructed flange plate base.

Columns which are required or expected to carry additional equipment over and above the intended luminaire, such as traffic signs, advertising banners, festive lighting, hanging flower baskets, CCTV, etc. shall be constructed as 'heavy duty' lighting columns and shall be designed, constructed and supplied to the manufacturers specification and recommendations.

Non standard columns may be required in areas such as conservation areas, town or district centres or areas of special interest or locations.

Identification marking numbers shall self adhesive 75 mm high reflective gold characters on a black background for 8.0 metre mounting height columns or above, and 40 mm high characters on 6.0 metre mounting height columns or below in accordance with Trafford standard drawing No. SD/13/03 (see Appendix A)

All columns shall also have two reflective gold bands, one mounted below and one mounted above door level, and also the Trafford 'Armorial Bearing' mounted on the lighting column door, in accordance with Trafford standard drawing No. SD/13/02 (see Appendix A)

## 5.2 Luminaires

### 5.2.1 Residential Roads

With due consideration to The Clean Neighbourhood and Environment Act 2005 and the Institution of Professionals Guidance Notes for the Reduction of Obtrusive Light 2005, and being mindful of the potential of 'light pollution' towards domestic properties from street lighting installations on residential roads, the use of LED luminaires should be standard practice within Trafford when providing new highway lighting or relighting existing residential roads.

The LED optic reduces the wasteful upwards light spillage above the horizontal dramatically and also reduces illumination from the street lighting luminaire which can extend to adjacent properties, the most common reason for complaints from residents regarding light intrusion

The BS 5489-1:2013 'Code of practice for the design of road lighting', utilised nationally for implementing design criteria states that the use of a 'white light' source on residential roads, with an Ra of 60 or greater, allows the lighting class for that particular road to be lowered to the levels quoted in Table A7 'Variation of maintained lighting level with S/P ratio of light source', due to the perception of improved lighting from white light. This would lead to a reduction in the number of new lighting columns hence a reduction in electrical energy consumption and thus a reduction in carbon emissions.

Therefore the use of LED (cool/neutral) white light sources with Ra's between 60 and 80 will be used for residential roads.

The use of luminaires on residential roads which are totally recyclable, and are therefore compliant with the WEEE Regulations should be considered as standard policy and therefore a positive contribution to protecting the environment.

### 5 2 3 General Traffic Routes

The choice of luminaires for Traffic Routes such as Classified 'A' Roads – Main Distributor, and Classified 'B and C' Roads – Secondary Distributor, should be made using luminaires which are LED (cool) white light source with a glare indices of a minimum of G3 (ranges from G3 to G6)

The glare indices limits the luminous intensity which is emitted from the luminaire from the downward vertical at three angles, namely,- 70, 80 and 90 degrees

This policy will assist in the reduction of light pollution and would provide a positive contribution to environmental issues.

#### 5.2.4 Town or District Centres

The use of LED (warm/neutral) white light source luminaires with a colour rendition index of 60 or greater, should be used for town and district centres because of the intensity of use and is suitable for CCTV coverage providing good facial recognition on CCTV.

#### 5.3 Photo Electric Cells (P e c u's)

5.3.1 The use of electronic photo electric cells with the following specification will be the standard choice for all street lighting luminaires in Trafford:-

- i) Shall be fully solid state with a switching level of 55 lux, having a switching differential ratio of 1:0.5 negative.
- ii) The power consumption shall be 0.25 watt, with a uniform operating temperature range of -20 degrees C to +70 degrees C.
- iii) Load handling shall be a maximum of 3x400 watt high pressure sodium lamps.
- iv) Shall be dated and have a manufacturer's guarantee of at least 6 years.
- v) Shall be compliant to the WEEE Regulations.

5.3.2 Because of their relatively low cost and reliability, photo electric cells have become the accepted means of controlling modern street lighting systems resulting in almost universal all night operation.

#### 5.4 Underground Cable and Cable Duct:

##### 5.4.1 Underground Cable

Road lighting service cable shall consist of B.A.S.E.C. approved XLPE/PVC/SWAXLPE cable with copper conductors, the outer sheath being black in colour.

The cable will consist of 2, 3 or 4 cores, and the conductors shall be identified by the appropriate colours specified in BS7671 'Requirements for Electrical Installations'.

##### 5.4.2 Underground Cable Duct

Road lighting service ducts shall be thick walled high density polythene with smooth bore of 50/100/150mm in diameter, orange in colour and printed with "STREET LIGHTING" lettering at intervals of not more than one metre throughout its length.

Ducts shall be impervious to water, capable of being laid in temperatures down to -10 degrees Celsius and sufficiently flexible to follow any undulations in a trench bottom.

Supplied in 3 or 6 metre lengths, each length shall be supplied with a welded collar

Cable duct laid in verges and footways shall have a minimum cover of 450mm and shall have a covering of acceptable material

Cable laid under driveways shall have a minimum cover of 450mm and shall be protected by a concrete surround of mix ST2 concrete or similar as directed by the Authority.

Cable duct laid under carriageways shall be 100mm in diameter and have a minimum cover of 750mm and shall be protected by a concrete surround of mix ST2 or similar as directed by the Authority

At least 75mm minimum clearance shall be given between the cable duct and the sides of the trench and between ducts sharing the same trench.

At least 150mm minimum clearance shall be given between the cable ducts and service pipes belonging to other Statutory Undertakers

#### 5.5 Street Lighting Cut Outs

5 5 1 Cut outs shall be complete with an integral 32 amp double pole isolator and dependant upon the number of outgoing circuits, 1,2 or 3 HBC fuses complying with the requirements of BS88 category of duty 230v AC 16 rating Class Q1 Fuse ratings shall be in accordance with the manufacturer's recommendations.

5 5 2 Interlocking shall insure that the fuse carrier cannot be inserted or withdrawn under load conditions

5 5 3 A clear "OFF" indication shall be provided when the unit has been isolated and a locking off facility shall be provided in the OFF position only

5 5 4 The design of the cut-out shall be such that it is possible to incorporate facilities, integral within the unit, for the termination of an additional Local Authority outgoing fused circuit

5 5 5 A gland plate shall form an integral part of the unit that shall be capable of terminating up to 3 cables with cross sectional areas (CSA) of up to 10.0 sq.mm.

5 5 6 Terminals shall be sufficient to allow the termination of conductors with a CSA of up to 25 0 sq mm.

5 5 7 The design of the cut-out shall be such that there is no possibility of contact with live parts during electrical testing

## 5.6 Siting of Street Lighting Columns

Replacement lighting schemes where possible shall incorporate columns being positioned in original column locations, but to the rear of footpath. This will provide a cost-effective solution regarding electrical service connections requested from the DNO (Distribution Network Operator)

BS 5489 'Code of practice for the design of road lighting' recommends a minimum setback of 0.8 metre, from kerb edge, for roads with a speed limit of 30 mph, to a minimum setback of 1.5 metres, from kerb edge, for roads with a speed limit of 70 mph.

Where, due to design requirements, the columns may require siting in new positions i.e. not in the existing lighting column locations, the new column positions shall preferably be located on the dividing line between household properties or business premises, or level with the gable-end of properties.

Care should be taken to avoid siting columns directly outside property windows with the consideration to avoid potential light pollution towards adjacent properties.

They should not be sited in drop crossings or immediately adjacent to telegraph poles.

They should not be sited close to privately owned trees or trees within the adopted highway, which, due to foliage may cause obstruction of the light emitted from the particular column mounted luminaire.

The positioning of columns adjacent to existing trees is particularly relevant with regard to the installation of new columns which, in the act of installation, may cause damage to existing tree roots and must be avoided.

There have been occasions previously when the position of a luminaire sited outside a residential property has caused reason for the resident to complain about apparent light pollution affecting them, particularly newly installed columns and/or luminaires, and particularly if they are locations where no columns were originally positioned.

These complaints would often include the resident requesting a shield, baffle or louvre be fitted to the offending luminaire. Historically the fitting of such shields has taken place on the odd occasion, but generally it was resisted due to the fact that it was not routine procedure, there is a cost involvement and the shields were somewhat unsightly, also there was an uncertainty regarding the number of such requests which would result from a particular highway relighting scheme taking place.

With the introduction of The Clean Neighbourhood and Environment Act 2005 and due consideration of the Institution of Lighting Professionals Guidance Notes for the Reduction of Obtrusive Light 2005, the policy of luminaire choice has been reviewed and the introduction of LED white light source luminaires on residential roads and the use of LED white light source luminaires on traffic routes with a Glare Indices of G3 or greater should negate the requirement to consider the use of shields, baffles or louvres fitted to luminaires in the Borough.

No baffles, louvres or shields will be fitted to existing lighting stock

On new street lighting installations the illumination falling on a property frontage shall not exceed the limits shown in Table 1 in the 'ILP Guidance Notes for the reduction of Obtrusive Light 2005'

## 5.7 Lighting Level Criteria

### 5.7.1 Lighting of Subsidiary Roads

Lighting levels for subsidiary roads (S class) shall be arrived at using the recommended criteria in BS 5489-1:2013 'Code of practice for the design of road lighting' as shown in Table A7 'Variation of maintained lighting level with S/P ratio of light source' – 'Lighting classes for subsidiary roads' and shall use such information as crime rate, traffic flow and environmental zoning

### 5.7.2 Lighting of Traffic Routes

Lighting levels for traffic routes (ME class) i.e principal 'A' roads, classified 'B& C' roads, shall be arrived at using the recommended criteria in BS 5489-1:2013 'Code of practice for the design of road lighting' as shown in Tables A 2 and A 3 – 'Lighting classes for motorways and traffic routes' and shall use such information as detailed description (i.e. dual or single carriageway), average daily traffic flow(ADT), speed limit restrictions and junction and pedestrian crossing frequencies

### 5.7.3 Lighting of Conflict Areas

Conflict areas are traffic route junctions where ME class roads (traffic routes) of the same classification, or differing classifications, converge

Lighting levels for conflict areas (CE class) shall be arrived at using the recommended criteria in BS 5489 'Code of practice for the design of road lighting' as shown in 'Part 1 Lighting of roads and public amenity areas' Table B 3 – 'Lighting classes for conflict areas' where the illumination criteria CE class shall be associated with, and designed to, the highest ME classified road of the merging traffic routes



## 5.8 Fifth Core and Trafford Cable Networks

5.8.1 Within Trafford Borough there are street lighting columns which are presently electrically supplied through underground cable systems which as they grow older are becoming maintenance liabilities. These cable systems, generally electrically feeding older lighting columns, mainly consist of two differing types of cable configuration, namely:-

### 5.8.2 Fifth Core Cabling System

This system consists of a fifth cable core within the existing ENWL underground low voltage mains cable, generally on older residential housing estates. This core, solely for street lighting, is additional to the three phase and neutral four cores supplying electrical mains to the adjacent household properties.

The ENWL mains cable originates from electrical sub-stations and the fifth core is electrically energised via a time clock within the sub-station, operating dusk till dawn. It is jointed underground at each lighting column to provide an electrical feed to that column.

This existing fifth core system can electrically supply any number of lighting columns, from three to forty columns typically on residential estates.

This fifth core system is becoming more and more problematic regarding maintenance, and as faults develop ENWL will only carry out a permanent disconnection off the fifth core and new connection onto the 'main cable' cores, at a cost rechargeable to Trafford.

This system is only controllable by ENWL and obviously does not allow Trafford maintenance staff to carry out remedial work on it.

### 5.8.3 Private Network Cabling System

This cabling system, again generally in established older residential housing estates, consists of old underground cable of varying configurations, but fundamentally belonging to and being the responsibility of Trafford Council.

This cable system electrically supplies generally older columns which have reached the end of their useful life.

As this type of cabling system ages it becomes a maintenance liability and is costly to maintain, at Trafford Council's cost.

This existing cable can be jointed underground or can be looped direct from column to column

Private cable networks belonging to Trafford Council are controlled and maintainable by Council street lighting staff, but are becoming more problematic and costly to maintain as they get older.

- 5.8.4 Generally these cabling systems electrically supply lighting columns consisting of equipment that has reached the end of its useful life and is due for replacement
- 5.8.5 When unscheduled 'failure of supply', or individual 'dead services' occur on these types of cable systems supplying older lighting column installations, it becomes cost effective to design and install a new street lighting scheme which would be jointed direct onto the ENWL mains underground cable within the footpath of the highway being relit
- 5.8.6 This kind of underground cable fault development creates differing priorities for street lighting budgetary management in that the fault may require immediate revenue funding to relight a particular highway, or if the fault can be temporarily repaired may allow the relighting of that particular highway to be incorporated into the annual rolling programme of street lighting capital schemes to be carried out within a given time period, subject to availability of funds.
- 5.8.7 The nature of underground cable faults, not being predictable, requires that occasionally the relighting of various highways have to be incorporated into the rolling programme and may require immediate prioritisation over other schemes on the list which may only consist of 'low lighting levels' i.e. old low pressure sodium lighting installations (yellow light)

## 6. ATTACHMENTS TO STREET LIGHTING COLUMNS:

- 6.1 Standard street lighting columns are not designed to take any additional loading from banners, hanging baskets etc even when new. Any additional loading on corroded columns could cause the column to fail instantly

Trafford has however installed a number of heavy duty columns. These are 12m columns on major routes which are capable of taking the load exerted by banners (when in 'good' condition Category 1).

No attachments must be made to columns of a kind unless it has been confirmed by the street lighting engineer/street lighting network manager that it is safe to do so

- 6.2 Christmas decorations are acceptable on:-

- Columns in Cat 1 condition (see 6.1)
- No ties between columns
- No over road displays
- Individual units
- All mounting frames constructed of aluminium
- All displays skeleton, "vented displays"

6.3 Hanging baskets are acceptable on:-

- Columns in Cat 1 condition (see 6.1)
- Circular baskets which wrap around the column
- Max size 600mm dia and 275mm deep
- Not left up during winter months

6.4 **Banners**

- Banners are only acceptable on columns specifically designed for this purpose.

6.5 **Mobile phone antennae/broadband.**

The Council will not allow the use of street lighting columns for these purposes unless the following issues are considered/addressed:-

- Road Traffic Collision (RTC)
- Routine and emergency repairs to the column
- Segregation of supply
- Would not interfere with a street lighting remote monitoring system
- Tilt suntech to automatically cut off the supply to the antennae if the column is damaged.
- 24 hours call out details of operator using the street lighting column to be provided
- The column is not to be used for advertising banners or any other income generating purpose
- Radiation must be below the ICNIRP guidelines.

6.6 **Help Points**

- It is not acceptable for the energy supply to be from the column and hence there is no advantage in mounting to a column, hence the Council policy is not to allow them to be attached to columns.

6.7 **CCTV Cameras**

The Council will not allow the use of street lighting columns for the above purpose unless:-

- Column confirmed to be structurally adequate (see 6 1)
- No drilling of the column
- No damage to the luminaire
- Energy costs declared by the Police

## **7.0 ASSOCIATED POLICIES:**

1. Street Lighting Preventative, Cyclic, & Reactive Maintenance Works Procedure

## **8.0 SUMMARY OF KEY POLICIES:**

- 1 Course visual inspections are carried out on all lighting columns  
Steel columns are ultrasound tested.
- 2 Electrical testing is carried out on a six year rolling programme
- 3 Street lighting replacement programme is based on-
  - o Replace / repair of columns risk ranked at 3 in accordance with the surveys
  - o Repair of columns risk ranked at 4A in accordance with the surveys.
  - o Replacement of columns risk ranked at 4B/5 in accordance with the surveys
  - o Replacement of cast iron (converted columns)
  - o Replacement of columns in conjunction with planned structural maintenance schemes when it is anticipated they will become a category 4B/5 column in less than 5 years
  - o Areas with constant fault on the 5<sup>th</sup> core network.
- 4 Only when the above criteria have been satisfied would lighting levels be considered
- 5 Co-ordination with planned structural maintenance schemes columns either replaced or if not replaced painted.

6. Column mounting height/siting.
  - Where possible new columns sited in a similar location to the old column.
  - Located at the rear of the footway
  - Dividing line between household properties or level with the gable end.
7. Specification.
  - Columns to Trafford specification
  - Luminaires - LED
  - Photo electric cells
    - Switch ratio 1:0.5 negative @ 55 lux
8. Fold down columns utilised wherever access for a street lighting platform is not possible.
9. Painting
  - Protective treatments to Department of Transport G2A
  - All columns have additional coat of black gloss
  - All columns to have a Trafford armorial bearing and gold bands attached.
10. Light Pollution
  - No baffles, louvres or shields will be fitted to existing lighting stock.
  - On new street lighting installations the illumination falling on a property frontage shall not exceed the limits shown in Table 1 in the 'ILP Guidance Notes for the reduction of Obtrusive Light 2005'.
11. Lighting Levels
  - In accordance with BS5489-1:2013 EN13201
  - Traffic Routes Tables A2 and A3
  - Subsidiary Roads Tables A5 and A6
12. Attachment to Lighting Columns
  - Specified Christmas decorations
  - Hanging baskets.

## APPENDIX A



17



Large arm of bearing for 30 and 40 mm columns



Small Arm of bearing for 25 and 32 mm columns

STANDARD DETAIL  
LIGHTING COLUMN  
ARMORIAL BEARING

Standard bearing arm  
(150mm x 25mm)



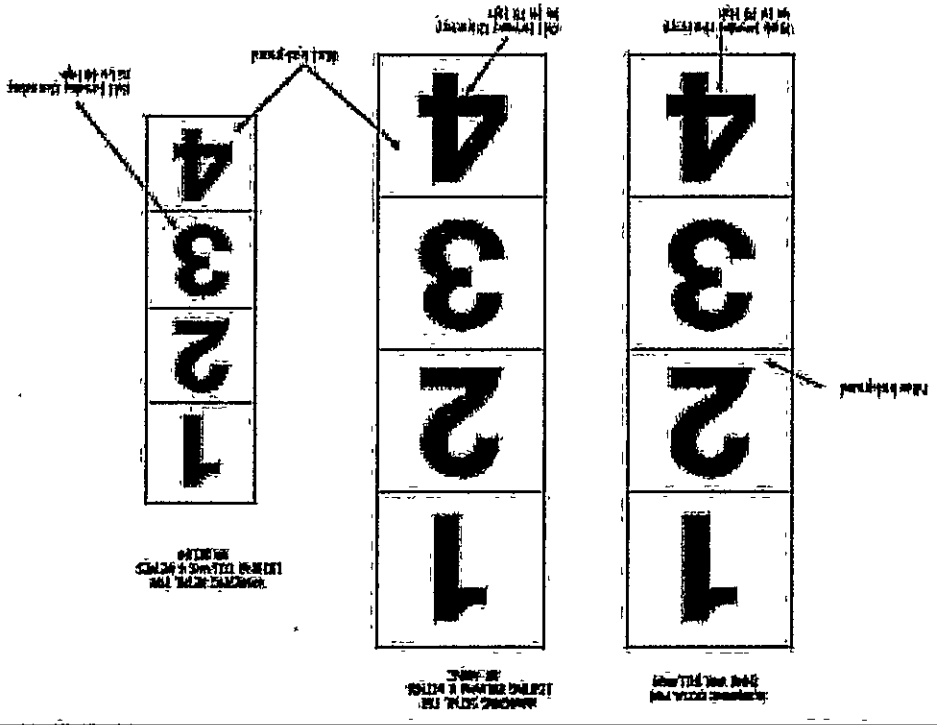
Notes  
 1. All dimensions are in millimeters  
 2. Material to be used is  
 3. All work to be done in accordance with the  
 4. The work to be done is to be done in accordance with the  
 5. The work to be done is to be done in accordance with the  
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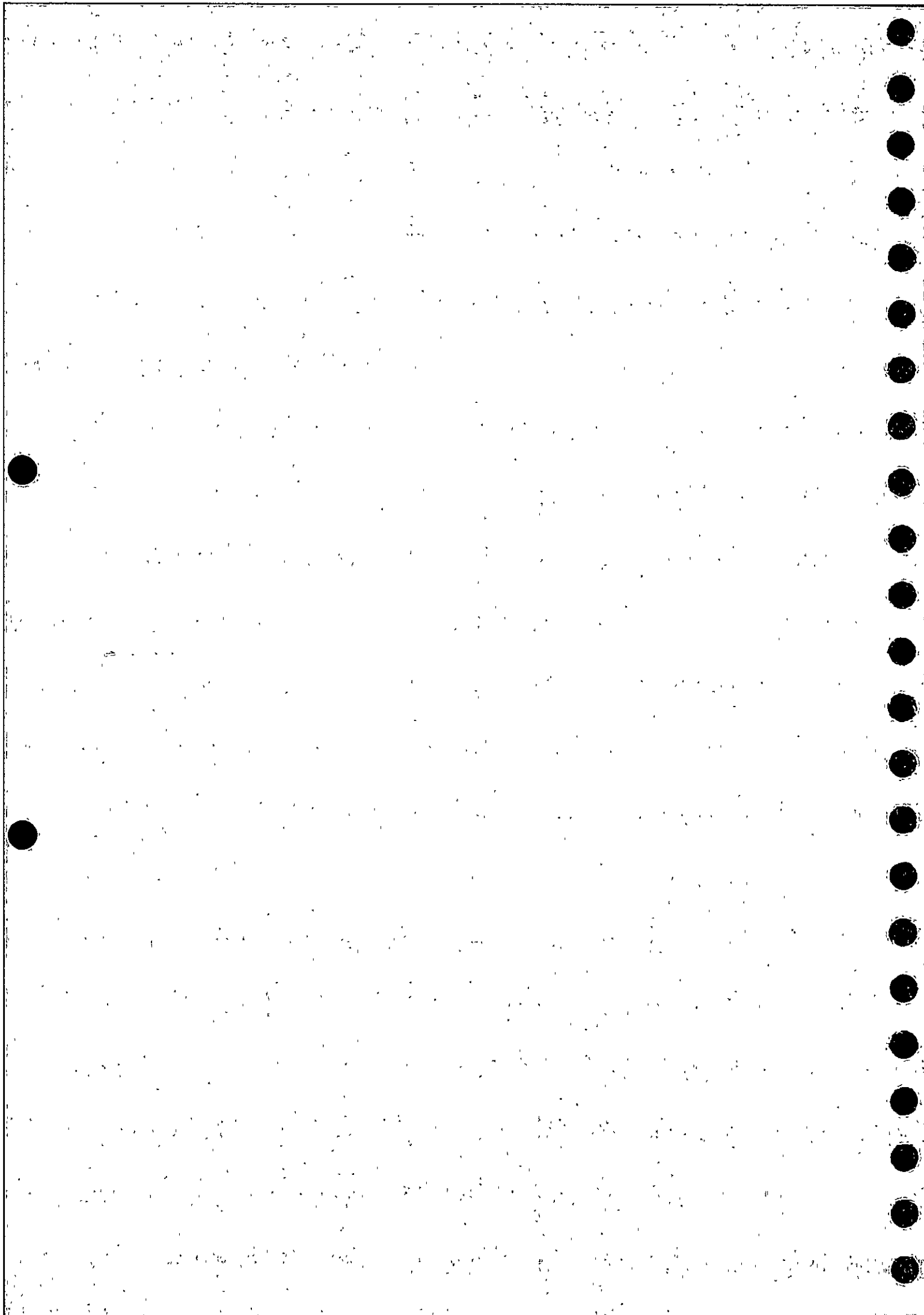
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STANDARD DELTA IDENTIFICATION NUMBERS

50/10/03









*See enclosed document entitled 'Technical Services – Lot 3 – Appendix 3 –  
Highways Policies – Design for Primary Distributor Roads'*

**DATED: 09 September 2014**

**CONTRACT(S) FOR THE PROVISION OF  
ENVIRONMENTAL & INFRASTRUCTURE SERVICES**

Document Reference:

015\_Lot3\_Doc3A\_Vol3-8\_Design Standards Distributor  
Roads



**TRAFFORD  
COUNCIL**

Trafford Council  
Trafford Town Hall  
Talbot Road  
Stretford  
M32 0TH

**HIGHWAY DESIGN STANDARDS  
FOR**

**Primary Distributor Roads**

**District Distributor Roads**

**Local Distributor Roads**

**"DRAFT"**

**August 2012**

PT/SMB/Section 3B hwy design part 1

**Contents:**

**Introduction**

**Section A – Guidance for Developers (S38)**

**Section B – Review Procedure**

**Section C – Design Standards**

**Section D – Trafford Highway Construction Details**

## **1.0 INTRODUCTION**

### **1.1 General**

These design standards are for Primary Distributors, District distributors and local distributor roads and complement "Highway Design Standards for Adoption" which deal with housing industrial and commercial estate roads (lightly trafficked roads).

The standards have been produced for 3 purposes;

1. For use by developers when distributor roads are to be adopted.
2. As a design guide for new highways and junction improvements.
3. Outline the review procedures when design is carried out by external design consultants on behalf of the Council.

### **1.2 Hierarchy of Roads**

#### **Category 1**

Primary Distributor, Trunk and Principal Roads, Town Centre and main shopping streets, typically carrying over 1000 commercial vehicles per day in each direction.

#### **Category 2**

Primary Distributor, other trunk and Principal Roads and main Urban Routes, typically carrying 750-1000 commercial vehicles per day in each direction.

#### **Category 3**

District Distributors, important non-principal roads, typically carrying 250-750 commercial vehicles per day in each direction.

#### **Category 4**

Local Distributors, other non-principal roads. Roads carrying 75-250 commercial vehicles per day in each direction.

#### **Category 5**

Lightly trafficked roads. Roads carrying up to 75 commercial vehicles per day in each direction.

#### **\*Note**

- (1) A commercial vehicle is defined as a goods vehicle or public service vehicle of unladen weight exceeding 1500 kg.
- (2) In general, categories 1, 2 and 3 are classified roads. Category 4 could be classified or unclassified. Category 5 unclassified.
- (3) Typical relationships between the differing categories of road are shown on Drawing Nos. RR/1.

**SECTION A GUIDANCE TO  
DEVELOPERS (S38)**



## 1.0 INTRODUCTION

Generally the procedure is the same as outlined in "Highway Design Standards for Adoption" which deals with the minor road network.

### **Introduction**

Trafford Council enters into agreements with developers to secure the adoption of roads and footways once they have been completed to the satisfaction of the local Highways Authority. The agreements are made under Section 38 of the Highways Act, 1980. Developers are required to complete "Form A" – Certificate of intention, and return to the Head of Highways and Bridges following receipt of Building Regulations approval.

### **Planning Approval**

Whilst the Highway Authority comments on planning applications, planning consent cannot be deemed to be acceptance of suitability for adoption. If it is intended that the Highway be subsequently adopted by the Council, the developer is responsible for compliance with the design criteria for adoption of the roads and footways.

### **Relationship with section 104 agreements (1991 Water Industry Act).**

Most developments will need to include for adoption of sewers under the 1991 Water Industry Act S.104, in conjunction with the adoption of the roads and footways under the 1980 Highways Act S.38.

Agreement of the S.104 works is often required prior to finalisation of the highway drainage layout.

### **SUDS**

Developers must ensure they comply with all the S.U.D.S. requirements.

## 2.0 GENERAL PROCEDURE

### 2.1 **Developers First Submission**

Developers first submission should include one set of documents as below:-

- (1) Drawings to show: (scale 1:500) included on the layout plan where possible and only standard details appropriate to the particular development included.

- (a) Proposed layout, including gully positions
- (b) Area proposed for adoption shaded pink
- (c) Road widths, footway widths, radii
- (d) Traffic calming measures (if necessary)
- (e) Street lighting columns labelled L.P.
- (f) Typical cross sections showing highway construction details.
- (g) Proposed drainage to be adopted under S104, and or highway drainage.
- (h) Longitudinal road sections indicating centre line (and channel gradients of summit and valley) vertical curves (sag and hog)
- (i) Drainage long sections

- (2) A statement saying the design is in accordance with this guide.
- (3) Construction details – for road/footway/drainage/gulley/kerbing etc.
- (4) Calculations

To verify the highway drainage based on HD33/06 or Road Note 35.

To verify gully spacing based on HA102/00 or Road Note 35.

To verify linear drainage design where used.

To verify street lighting column spacing

Note also Section 30.

- No work shall be carried out in or for the purpose of erecting a building unless a Bond has been secured. The Bond will be released upon the completion of a Section 38 Agreement
- The Section 38 Agreement should be in place **BEFORE** works commence on site. In exceptional circumstances, works may commence on site if the Council's costs (non-returnable) are paid in advance, or a surety provided by a cash deposit paid.

Trafford Council will provide a check list indicating items that either does not comply with adoptable standards or which require checking by the developer. It should be noted that it is the developer's responsibility to ensure the works are designed in accordance with this document.

The Council is not responsible for ensuring all none conforming design elements are identified on the check list. The developer must rectify any other items not identified once they become apparent.

**SECTION 38 DESIGN CHECK LIST**

		To be checked	Acceptance	
			Yes	No
1 0	<b><u>HIGHWAY ALIGNMENT</u></b>			
1 1	Width of roads			
1 2	Max length of cul-de-sac			
1.3	Width and location of footways			
1 4	Horizontal alignment			
1 5	Vertical alignment			
1.6	Sight lines/visibility splays			
1.7	Turning heads			
1.8	Design and radii at junctions			
1.9	Junction spacing			

	To be checked	Acceptance	
		Yes	No
1.10	Carriageway/footway construction		
	(a) Carriageway (construction and camber/superelevation)		
	(b) Footway (construction and falls)		
	(c) Back edgings		
	(d) Kerbs		
2.0	<b><u>DRAINAGE</u></b>		
2.1	Private drainage/highway drainage interface.		
2.2	Not used.		
2.3	Has a S.104 been entered into? (Highway drains clearly identified?).		
2.4	Contouring to prove gully locations.		
2.5	Water flowing from the development into the highway.		
2.6	Copies of calculations for kerb/channel drainage blocks and gulley adequacy.		
2.7	Channel levels 1/150 min gradient Cross fall 1/40.		
2.8	Construction details.		
2.9	Line of sewer/MH not in wheel tracks for maintenance purposes.		
3.0	<b><u>STREET LIGHTING</u></b>		
3.1	To comply with specification.		
3.2	Column spacing clearly identified.		
3.3	Column height and bracket arm stated.		
3.4	Column to be on outside of bends.		

- 3.5 Column adjusted spacing on approach to junction and opposite junctions.
- 3.6 Marked on drawing L.P.
- 4.0 **REQUIRED DRAWINGS/DOC ETC.**
- 4.1 Adoptable area
- 4.2 Drawings etc

**Colouring and Numbering of Plans**

- (1) Satisfactory drawing showing all roads, footways and properties, complete with vehicular driveways.
    - (a) Area for adoption      Pink
    - (b) Extent of site ownership edged in red
  
  - 2) All drainage on site including.
    - (a) Foul sewers                      Brown
    - (b) Surface water sewers                      Blue
    - (c) Combined sewers                      Red
    - (d) Highway drainage, inclusive of gullies and connections                      Green
  
  - (3) Lighting columns                      Labelled L.P.
- 1 paper copy of the drawings to be provided

	To be checked	Acceptance	
		Yes	No

## 2.4 Developers Secondary Submission

All amendments made following comments from the initial drawings must be clearly identified in the revisions box on the drawing and the drawing number must reflect this set of drawings as a revision to the first submission stage.

No other revisions must be made to the drawings other than those previously agreed and identified in the revision box. If this procedure is not carried out, the Council will seek additional checking fees.

### Drawings

The final set of drawings to show:-

- (1) Area of adoption to be shown pink.
- (2) All drainage on the site to be shown as:-

Foul sewers	-	brown
Surface water sewers	-	blue
Combined sewers	-	red
Highway drainage inclusive of gullies and connections	-	green
- (3) Lighting columns to be labelled - LP
- (4) Outfalls from 'kerb/channel drainage system etc. to be clearly identified and coloured up as gully connections.

6 copies of the drawings are required for the agreement.

In addition, the following information is required:-

- (1) The name and address of developer's Solicitor.
- (2) The registered name and address of the developer's surety.
- (3) The registered name and address of the developer.
- (4) The planning application reference and date of approval.

## 3.0 PROCEDURE SPECIFIC TO DISTRIBUTOR ROADS

The following information must also be included by the developers in his 1<sup>st</sup> submission.

- The traffic information input data used for input into the geometric design (for example number and width of approach lanes to junction etc.).
- Stage 1 safety audit

- Provision of horizontal and vertical alignments (MX format preferred) departures and relaxation report (based on the HA Design Manual for roads and bridges)
- Where drainage is difficult for example roundabouts, a contour plan to identify the drainage flow
- Stage 2 safety audit.

Following the completion of the scheme but prior to agreement to adopt

Stage 3 safety audit

#### 4.0 RECOVERY OF COUNCIL COSTS

The Council incurs costs for:-

Technical approvals

Processing the submissions

Site inspections

Min Fee - £4750

Max Fee – No max

Fee – 8.5% of the works cost (as estimated by Trafford Council)

(Subject to Annual review Base date April 2003)

#### **DEVELOPERS NOTE:-**

Additional fees will be payable for.-

- (1) Checking of structural details and design of any structures within 3.66m of the proposed highway
- (2) The fees cover the initial appraisal of the drawings and one re-appraisal of amended drawings. Any subsequent re-appraisals that are necessary are charged as additional fee
- (3) Fees are based upon the assumption that the design submission and the construction of the works are in general accordance with the recommendations set out in the guide. Should the submission or the construction of works fall below these standards, the Council reserves the right to recover the additional costs incurred in technical appraisals/processing etc
- (4) Additional costs of inspection for unforeseen ground conditions which are encountered will not be charged
- (5) Legal fees incurred in forming the S38 Agreement (charged separately by the Head of Legal and Democratic Services).
- (6) If products not to Trafford Council specification are incorporated in the works, (for example more ornate lighting columns or specialist surfaces), then additional fees to allow for future additional replacement costs will be required.



**4.0 SURETY (i.e. Bond required in support of Agreement)**

- Sum equal to 100% of the estimated cost of the works (calculated by Trafford Council).
- Surety reduced to 40% following Stage 1 Completion Certificate.
- Surety reduced to 10% following Stage 2 Completion Certificate. (Start of maintenance period).

**5.0 MAINTENANCE PERIOD**

Prior to the end of the maintenance.

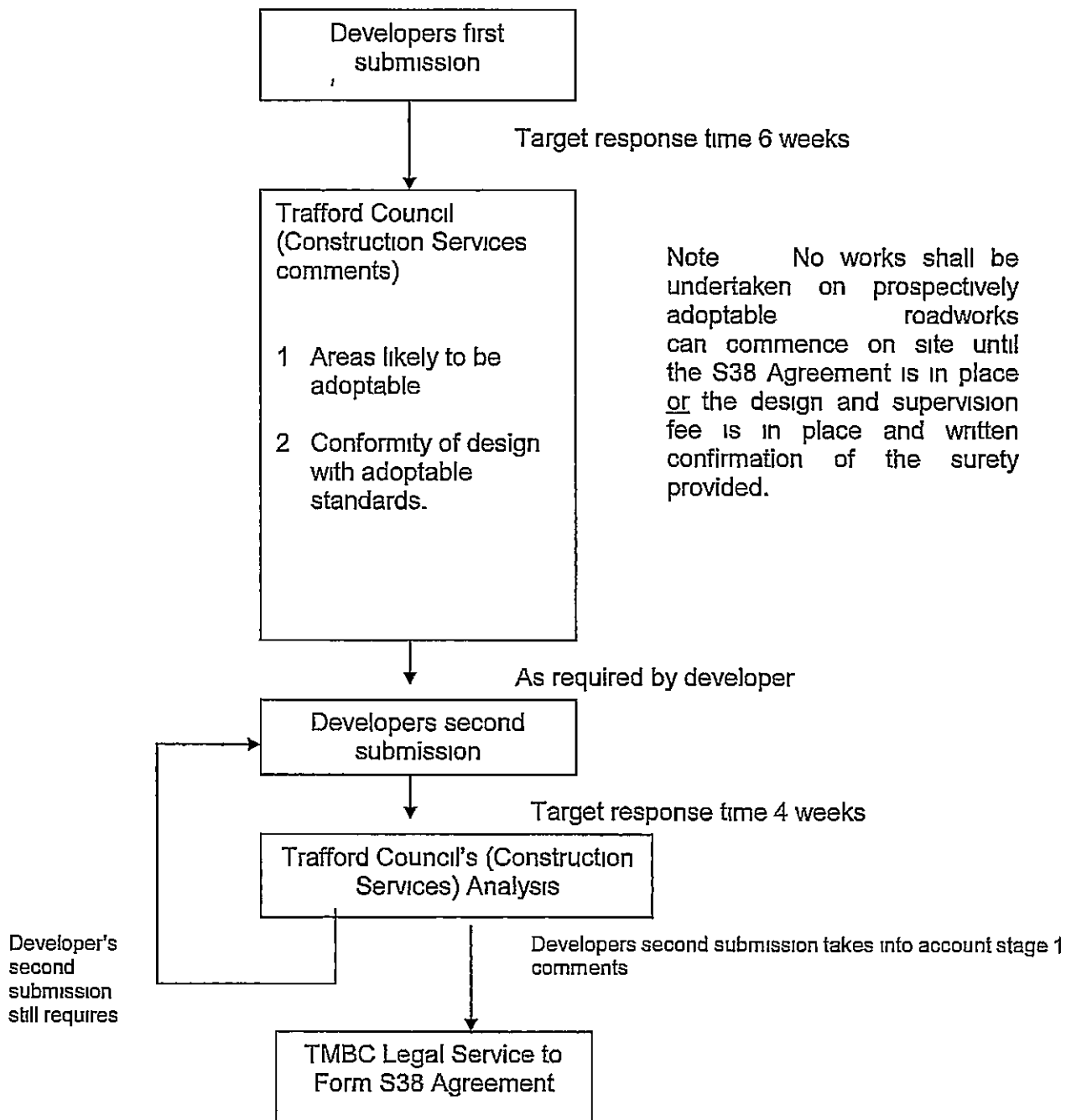
As built drawings should:

- Show required levels relate Ordnance Survey datum
- be accurate and to an appropriate scale
- include all ducting/cabling works, drainage runs, house numbers, street names etc.

**NOTE:** If the works are not acceptable by the end of the maintenance period, the developer must request an extension to the agreement dates for which an additional fee will be charged.

**NOTE:** Drainage systems under S104 Agreement may need to be adopted before the highway adoption under S38 can take place.

## SECTION 38 AGREEMENT – FLOW CHART



## 6.0 WORKS ON SITE

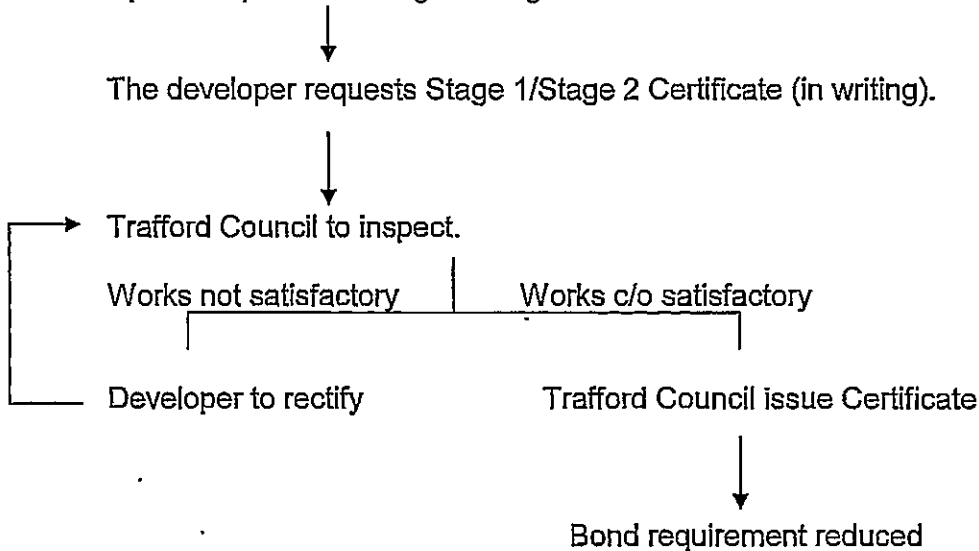
During Construction of the Works Traffic Council representatives will carry out inspections to check compliance with the Agreement. Substandard workmanship or materials must be corrected prior to adoption.

### It is The Developers Responsibility to Notify Trafford Council

1. To inspect the formation at least 2 days prior to excavation being completed. No sub-base should be placed prior to an inspection of the formation or sub-formation.
2. To inspect the sub-base prior to the laying of subsequent material layers.

## 7.0 SECTION 38 WORK STAGES

Upon completion of Stage 1/Stage 2 works.



### **Stage 1 Completion to Base Course Level**

To include completion of:-

- all highway + S104 drainage
- all kerbing (either temporary or permanent) including lowering of vehicle and pedestrian crossings
- carriageway and footway construction to base course
- demarcation of sight lines and visibility splays
- traffic calming features

(It is recommended that street lighting and nameplates are erected prior to occupation of any dwelling).

**Stage 2      Completion of Final Surfacing**

To include completion of

- any outstanding kerbs not completed in Stage 1
- pedestrian ways completed, including spays and verges
- street lighting erected and operational
- traffic signs and road markings, including street nameplates
- all other works deemed necessary for satisfactory completion

**Stage 3      End of 12 Months Period of Maintenance**

Approximately two months prior to the 12 month period of maintenance, the developer is required to submit 2 copies of the 'As Constructed' drawings

**8.0      DOCUMENTATION**

**THE SECTION 38 AGREEMENT**

The form of agreement is based on -

"Roads for Adoption"

A model Section 38 Agreement (Highways Act 1980) Second Edition

- including supplementary commentary - 1990

**9.0      CDM**

The Developer's Health and Safety file prepared in accordance with the Construction (Design and Management) Regulations 2007 should be submitted to the Council not later than two months before the end of the maintenance period.

**SECTION B**  
**BRIEF TO CONSULTANTS**

1.0 **INTRODUCTION**

A details job specific brief will be provided for each project. The general procedure will however be the same for all projects.

2.0 **PROCEDURE**

Design must be carried out in accordance with this design guide.

At specific points in the design process reviews are required as outlined below.

The review to be carried out with the Council's in house engineer

- 1 Review (1) of brief prior to commencement of the design
- 2 Review (2) of the traffic data used for input into the design (For example number and width of approved lanes to junction etc.)
- 3 Review of the "options appraisal report" including cost benefit analysis
- 4 Review of design response to the stage 1 safety audit
- 5 Review of the design departures and relaxation report
6. Review of the designer's response to the Stage 2 safety audit

**SECTION C**  
**DESIGN STANDARDS**



## 10 INTRODUCTION

1.1 The design of distributor roads should be in accordance with the following,

- The HA design manual for Roads and Bridges
- The HA design manual highway construction details
- Trafford design standards for improvements to the highway (See 2 0)
- Trafford standard highway construction details (See Section D)
- The institution of highway and transportation "(Guidelines for the Safety Audit of Highway"
- The layout for the major/minor junctions TD42/95 (The diagrams in the superseded TD20/84 are acceptable except where they do not comply with TD42/95).
- HD33/06 Road Note 35 "A guide for engineers to the design of the storm sewer systems.
- TRL report "The drainage and capacity of BS road gullies and a procedure for estimating their spacing" and HA102/00
- Road note 29 (A guide to the structural design of pavements for new roads" – to be used if the traffic flows are below those applicable for the HA design for pavements

Note – Where there are differences in design standard between the HA standards and Trafford standards, Trafford's standards take precedent.

1 2 Traffic signal design – Traffic signals throughout Greater Manchester fall under the remit of Transport for Greater Manchester TFGM and they need to be consulted regarding design, if traffic signals are required

1 3 When new connections to the public sewage systems are required, permission is required from United Utilities (UU) under S106 of the Water Industry Act 1991. It is recommended that Consultations are carried out at a very early stage, as discharge is likely to be limited to "Agricultural run-off rates"

1 4 SUDS (Substantial Urban Drainage Systems) there is currently a requirement in the planning permission to provide a sustainable drainage proposed, where the impervious surface and run off is likely to be increased This applies for all new road schemes.



In the future a "Sustainable Drainage approval body" will be in place which will be responsible for approval of SUDS and it is anticipated that will run parallel with the planning process.

## 2.0 TRAFFORD DESIGN STANDARDS FOR IMPROVEMENTS TO THE EXISTING HIGHWAY OR CONSTRUCTION OF NEW HIGHWAYS.

### Footway Cross – Fall Gradient 1 in 35

The gradient will vary depending upon location, but a gradient less than 1 in 60 or more than 1 in 20 should be avoided.

### Carriageway Cross – Fall Gradient 1 in 40

The gradient will vary depending on location, but a gradient less than 1 in 60 or more than 1 in 25 should be avoided wherever possible. The above reflects gradients in association with 'summit and valley'.

### Carriageway Long – Fall Minimum Channel Gradients

1. Close graded surfacing – 1 in 120: absolute minimum 1 in 150.
2. HRA & SMA surfacing – 1 in 150: absolute minimum 1 in 180.
3. Concrete Channel – 1 in 180: Absolute minimum 1 in 200.
4. ACO/Bean etc. 1 in 400: absolute minimum level (short lengths only).

### Gulley Spacing

Spacing of gulleys will be such to ensure a maximum "catchment" area of 200m<sup>2</sup>. Where a scheme is modifying an existing junction/road or tying into an existing road it may be necessary to install additional gulleys. Connection can be made to an existing gully lead where appropriate.

### Footway Construction (Full)

100mm granular sub base type 1.  
50mm 0/20 close graded binder course.  
20mm 0/6 close graded surface course.

### Vehicular Crossing Construction

200mm granular sub base type 1.  
50mm 0/20 close graded binder course.  
20mm 0/6 close graded surface course.

### Carriageway Resurfacing of Existing Carriageways (Tying into Existing Roads and Narrow Widening)

Primary Local and District Distributor Roads (Options dependent on the conditions of the existing carriageway)

1. Plane 40mm  
Lay 40mm SMA/HRA surfacing course.
2. Plane 100mm  
Lay 60mm 0/20 HD binder course  
Lay 40mm SMA/HRA surfacing course
3. Plane at specified depth (to match existing construction)  
Lay regulating 0/20 HD or 0/20 close graded binder course  
Lay 40mm SMA/HRA surfacing course

The choice of SMA or HRA

SMA should only be used when either a full 100mm H D binder course is also layed or the existing construction is known to have been constructed in accordance with current design standards

Note – The narrow widening and tie in standard detail

SD-07-01  
SD-07-02  
SD-07-04

Kerbing – generally 125mm x 250mm

1. Optimum kerb face 100mm – 125mm
2. Desirable summit and valley profile – 150mm at gully minimum  
75mm at summit

However it is possible that existing gully spacing will dictate that it is not possible to achieve a desirable kerb face on a summit and valley profile and compromise is necessary Any departures must be agreed with the council.

**SECTION D**  
**TRAFFORD STANDARD HIGHWAY CONSTRUCTION DETAILS**



*See enclosed document entitled 'Technical Services – Lot 3 – Appendix 3 – Highways Policies – S278 Agreement Works Procedure'*

**DATED: 09 September 2014**

**CONTRACT(S) FOR THE PROVISION OF  
ENVIRONMENTAL & INFRASTRUCTURE SERVICES**

Document Reference:

015\_Lot3\_Doc3A\_Vol3-10\_S278 Agreement Works  
Procedure



**TRAFFORD  
COUNCIL**

Trafford Council  
Trafford Town Hall  
Talbot Road  
Stretford  
M32 0TH

S278 AGREEMENT PROCEDURE  
(NOTE FOR DEVELOPERS)

- This note applies where the S278 works are highway junction modifications to enable the highway network to be fit for purpose following the opening of the development.
- The Council will normally undertake the design of the works, however alternatively on approval by the Council, the developers' consultant may be employed and paid for, directly by the developer. In this case the developers' consultant must submit the preliminary design for checking, and liaise at all stages with the Council Engineers responsible for the project. The consultant will be responsible for procuring an independent safety audit at the appropriate stages in the design. In addition, the consultant would be expected to sign an ACE agreement for the design of the works with the Council, Agreement A(1) 2002 Civil/Structural, Lead Consultant.
- The works will be executed by the Council (in accordance with the Highways Act 1980) as a Council Contract and will be supervised by the Council on site.
- The works will be carried out by the Council's term minor civil works contractor or the term "Highways and Structures" contractor as appropriate. Only in exceptional circumstance where the S278 works are very small in nature and/or can not be isolated from the on-site works would the Council consider the use of its developer's on-site contractor to carry out the highway works.
- Any checking works or preliminary enquiries or work of any nature prior to the signing of the S278 Agreement carried out by the Council will require an advance payment from the Developer. (this would normally be £10,000 but will depend on the specific project, further advance payments may be required if there is a delay in the signing of the agreement).
- The S278 agreement must be completed prior to the award of the works contract.
- Land and commuted sums may also be required as part of the S278 agreement. No works can commence on site until any land required to construct the works is transferred to the Council and payment of the commuted sums has been made.





*See enclosed document entitled 'Technical Services – Lot 3 – Appendix 3 –  
Highways Policies – Highway Inspection Policy'*

**DATED: 09 September  
2014**

**CONTRACT(S) FOR THE PROVISION OF ENVIRONMENTAL & INFRASTRUCTURE  
SERVICES**

Document Reference:

015\_Lot2a\_Doc2a\_Vol3-1\_Highway Inspection Policy 2012



**TRAFFORD  
COUNCIL**

Trafford Council  
Trafford Town Hall  
Talbot Road Stretford  
M32 0TH



# **TRAFFORD COUNCIL**

## **Highway Inspection Policy**

### **Code of Practice for Highway Safety Inspections**

**Highway Management  
ENVIRONMENT OPERATIONS**

*Policy Approved 29 October 2012*

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## **1. Introduction**

- 1.1 The main purpose of highway maintenance is to maintain the highway network for the safe and convenient movement of people, traffic and goods.
- 1.2 An effective transport network is crucial to the Borough's social, economical and environmental well-being. The policies set out in the Local Transport Plan (LTP) embrace the principles contained within a hierarchy of road users which gives priority to the more vulnerable, public transport and to those living in and using an area.
- 1.3 The LTP is therefore seen as a primary document with key policies influencing the way in which the Highway Inspection Policy is produced and implemented
- 1.4 The objectives of highway maintenance within the network management context can be considered as the following:
  - a) **Network Safety**
    - i) Complying with statutory obligations
    - ii) Meeting users' needs
  - b) **Network Serviceability**
    - i) Ensuring availability
    - ii) Achieving integrity
    - iii) Maintaining reliability
    - iv) Enhancing quality
  - c) **Network Sustainability**
    - i) Minimising cost over time
    - ii) Maximising value to the community
    - iii) Maximising environmental contribution

Ref: The Road Liaison Group's "Well-maintained Highways – Code of Practice for Highway Maintenance Management"

1 5 Section 41 of the Highways Act 1980 imparts a duty on the Council, as Highway Authority, to maintain the highway. The same Act however, in Section 58, grants a 'special defence in action against a highway authority for damages for non-repair of the highway'

1 6 The defence in essence is 'to prove that the authority has taken such care as in all circumstances was reasonably required to secure that the part of the highway to which the action relates was not dangerous to traffic' having regard for such matters as'

- i) the character of the highway, and the traffic which was reasonably to be expected to use it
- ii) the standard of maintenance appropriate for a highway of that character and used by such traffic
- iii) the state of repair in which a reasonable person would have expected to find the highway
- iv) whether the highway authority knew, or could reasonably have been expected to know, that the condition of the part of the highway to which the action relates was likely to cause danger to users of the highway
- v) where the highway authority could not reasonably have been expected to repair that part of the highway before the cause of action arose, what warning notices of its condition had been displayed

1.7 This Code of Practice has been developed to meet the demands of both sections of the Act and addresses the specific matters above:

- i) by carrying out regular inspections to meet the character of the highway
- ii) by applying intervention criteria to the severity of a defect i.e. what constitutes 'dangerous'
- iii) by carrying out general repairs to the highway
- iv) by taking action to minimise the potential of a defect developing further
- v) by taking such action to make a dangerous defect safe, either by barriers or immediate repair to remove the danger

1.8 The Road Liaison Group's "Well-maintained Highways – Code of Practice for Highway Maintenance Management" (the RLG Code), issued in 2005, is based on the assumption that available funding for highway maintenance will provide some flexibility for authorities to pursue a regime of inspection/assessment and rational planning of programmes and priorities. Where this is not the case, the statutory obligations for network safety will need to take preference.

- 1.9 The RLG Code is the fourth generation of a "Code of Good Practice" first published in 1989, revised to meet changing legislation and management trends. The current Code builds on the key themes of the original Code, and gives greater prominence to asset management and risk management.
- 1.10 The recommendations in the RLG Code are explicitly not mandatory on authorities. In circumstances, however, where the Authority elects in the light of local circumstances to adopt policies, procedures or standards differing from those suggested, these will be identified together with the reasoning for such differences.
- 1.11 The RLG Code recommends three categories for inspection:
- Safety Inspections
    - These are designed to identify those defects likely to cause danger or serious inconvenience to the public and therefore require immediate or urgent action
  - Service Inspections
    - Inspections designed primarily to establish the programme for routine minor maintenance tasks not requiring urgent execution. They are tailored to the needs of particular highway elements to ensure that they meet requirements for serviceability. These inspections will normally be carried out by the Highway Technician from either public/member complaints or from information passed to them by the Highway Safety Inspector.
  - Structural Condition Surveys
    - The structural condition of the highway is determined either by mechanical survey machines or by visual condition assessment in order to formulate a planned structural maintenance programme. The surveys are currently carried out by the Civil Engineering Division of The Built Environment Department.
- 1.12 This Code deals more specifically with Safety Inspections, although Service Inspections fall within the context of the overall routine inspection of the highway and are primarily carried out as a result of general rather than specific complaints.
- 1.13 Safety inspections are planned cyclic inspections that are specifically conducted to pro-actively identify potential dangers and are carried out to specific frequencies, dependent upon the status (category) of each highway.
- 1.14 During the inspection defects which are at or exceed or have the potential to exceed the minimum intervention level as outlined within this code, are identified and processed for repair

- 1.15 Service inspections are mostly re-active and are mainly carried out following complaints/service requests from members of the public or Councillors or from information provided by the Safety Inspectors. They may also be carried out on a totally ad-hoc basis after a Safety Inspection as part of our routine performance management checks on the Safety Inspectors and the safety inspection process in general.
- 1.16 Records of both cyclic safety inspections and service inspections are maintained on a purpose designed computer database.
- 1.17 This code sets out intervention levels and operational processes that are considered appropriate and reasonable, taking into account the safety of the highway and the constraints placed upon the Council to manage public funds responsibly within defined budgets.
- 1.18 The code also sets out the processes required to meet the requirements of the Pre-Action Protocol for Personal Injury Claims under the Civil Procedure Rules in respect of claims under Section 58 of the Highways Act 1980.

## **2 Resources and Budgets**

- 2.1 In delivering its 'duty of care' to users of the highway, the Council provides financial and operational resources. This allows operations to be carried out in both a planned and reactive manner in maintaining the highway in a safe condition.
- 2.2 **Budgets**  
Each year the Council determines the allocation of its financial resources with due consideration of its strategic aims and priorities. The Highway Maintenance Budget is one area of allocation which is split into a number of service delivery areas, each with dedicated budgets. A high regard to the safety of the users of the highway means that the Council sets aside an allocation specifically for undertaking repairs identified during safety and service inspections.
- 2.3 **Safety Inspectors.**  
To undertake its cyclic safety inspections the Council has engaged a team of officers specifically trained in this activity. The inspectors are supported by an Area Highway Technician to monitor progress and to provide advice and supervision. Complaints are dealt with by the Area Highway Technicians.
- 2.4 **Emergency repairs.**



The Safety Inspectors and Area Technicians are supported operationally by supervisory staff who arrange for the works identified during the inspection to be undertaken to strict deadlines. Performance is closely monitored and the monitoring forms one of the service's local performance indicators. Emergency repairs are undertaken by readily available teams, either through scheduling or breaking off from their normal routine maintenance activities.

### 3 Training

3.1 All Safety Inspectors and Highway Technicians are trained in a nationally recognised qualification relating to highway inspections. The essential competencies address:

1. Highway Maintenance Policies
2. Safety at Street Works
3. Highways Act Enforcement
4. Defect Recognition
5. Measurement and Estimation
6. Materials Recognition
7. Personal Safety

3.2 The IMTAC (Inspector Modular Training and Assessment Course) devised by Birmingham City Council will provide such a recognised qualification.

3.3 Tameside MBC provides this training on behalf of the Greater Manchester Authorities. However, some of the "Highway Maintenance Policies" element is Authority specific and therefore needs to be, and has been, addressed separately.

3.4 In addition, each of the Highway Technicians and Safety Inspectors will be accredited as a 'supervisor' under the requirements of Section 126 New Roads and Street Works Act 1991

#### 4 Frequencies of Inspection

4.1 All highways are categorised in line with the RLG Code, and are inspected in accordance with the recommendations as follows:

##### Carriageway Hierarchy:

Category RLG Code - (TMBC)	Hierarchy Description	General Description	Detailed Description
1 - (No category)	Motorway		
2 - (1)	Primary Route	Principal roads between primary destinations	Designated Primary Route Network (PRN)
2 - (2)	Strategic Route	Remainder of principal road network	
3a - (3)	Main Distributor	Major urban network and inter-primary links	Routes between strategic routes and linking town centres
3b - (4)	Secondary Distributor	Remainder of classified network and major bus routes	Rural link roads between communities
4a - (5)	Link Road	Links between distributor roads with frontage access and frequent junctions	Residential and industrial inter-connecting roads
4b - (6)	Local access road	Roads serving limited number of properties and short lightly trafficked links between distributor roads	Residential loop roads and culs de sac

##### Footway Hierarchy:

Category	Hierarchy Description	General Description
1	Primary walking route	Busy urban shopping areas, transport interchanges
2	Secondary walking route	Medium usage routes feeding to primary routes, local shopping centres, large schools
3	Link footway	Linking local access footways through urban areas
4	Local access footway	Footways associated with low usage, short estate roads to main routes and culs de sac

### Inspection Frequencies

Feature	Hierarchy	Category (TBC)	Frequency (TBC)	Frequency (The RL Code)
<b>Roads</b>	Primary Route	1	monthly	monthly
	Strategic Route	2	monthly	monthly
	Main Distributor	3	monthly	monthly
	Secondary Distributor	4	monthly	monthly
	Link Road	5	3 monthly	3 monthly
	Local access road	6	annually	annually
<b>Footways</b>	Primary walking route	1	monthly	monthly
	Secondary walking route	2	3 monthly	3 monthly
	Link footway	3	6 monthly	6 monthly
	Local access footway	4	annually	annually

## 5 Methodology for Inspections

- 5.1 With the exception of certain rural link roads and the Carrington Spur, all safety inspections are undertaken on foot. Each road/street or section of a road/street will be walked in both directions on either side of the road/street.

5.2: A monthly list of inspections for each highway safety inspector will be generated from the inspection database within the Council's business IT system (SAP), and a notification created for each road within that list.

5.3: The items for inspection shall include:

- Debris, spillage or contamination on running surfaces
- Displaced road studs lying in the carriageway
- Overhead wires in a dangerous condition
- Vandalism, particularly if there are electrical consequences (e.g. Lighting columns)
- Abrupt level differences in the running surface
- Potholes, cracks and gaps in the running surface
- Edge deterioration of the running surface
- Loss of skidding resistance
- Missing or broken ironwork (gully lids, manholes etc.)
- Standing water, water discharging onto or overflowing across the highway
- Blocked drains or grips
- Damaged, defective, displaced missing or misleading traffic signs, signals or lighting columns
- Missing or badly worn road markings
- Dirty or otherwise obscured traffic signals and signs
- Damaged safety fencing, parapet fencing, handrail, and other barriers
- Sight lines obscured by trees, unauthorised signs and other features

5.4: The defects to be recorded (Appendix 1) have been rationalised to make data entry consistent, related to the method of repair and enable ordering of materials. The defects are defined in two categories, and the intervention criteria determined from case law.

5.5: Whether any of these deficiencies should be dealt with as Category 1 will depend upon:

- The depth, surface area, or other extent of the defect
- The location of the defect relative to highway features such as junctions and bends
- The location of the defect relative to access to schools, shops, hospitals etc.
- The location of the defect relative to the positioning of users - especially vulnerable users - such as in traffic lanes, wheel tracks or pedestrian desire lines.

- The nature and extent of interaction with other defects
- Forecast weather conditions, especially potential for freezing of surface water

5.6 The weight given to each of these parameters in determining the priority which should be attached to a particular defect will be a matter of on site judgment. It remains necessary, therefore, for those undertaking inspections, or responding to reported incidents, complaints or requests for service, to decide whether any individual observed or reported defect should be recorded as Category 1 and the consequential urgent action put in hand.

5.7 In order to provide guidance and assistance in this respect, however, the following Risk Matrix has been adopted. This matrix is essentially identical to that recommended in the Code of Practice although some presentational changes have been made simply in order to provide better compatibility with the format of the intervention tables which appear at appendix 1 herewith:

Probability Impact	High (4)	Medium (3)	Low (2)	Very Low (1)
High (4)		12		4
Medium (3)	12	9		3
Low (2)			4	2
Negligible (1)			2	1

Response Category		Category 2 (High) response		Category 2 (Low) response
Response Time		7 days		Monitor/review at next inspection

- 5 8 Each and every decision which an Inspector takes in respect of priority could be critical to the safety of users and may also potentially be subject to legal scrutiny in the event of an accident occurring at or near to the site. It is therefore essential that these decisions are properly considered and are – so far as is possible – adequately justified.

Perhaps the overriding consideration which should always be borne in mind in this regard is the definition of a Category 1 defect provided by the Highways Agency -

**“Those which require prompt attention because they represent an immediate or imminent hazard or because there is a risk of short term structural deterioration”**

Ref " RLG Code 9 4 18"

- 5 9 All dangerous (Category 1) defects, as well as being recorded and transmitted will automatically be individually notified by e-mail to the Highway or Street Lighting Supervisor. Where necessary they may also be reported to them immediately by telephone and the Inspector may decide to stay on-site to warn members of the public of a potential danger until it is made-safe. Dangerous utility defects will be reported similarly to the Street Works Section
- 5 10 Non highway maintenance defects e.g. street lighting, street furniture, utility and contraventions are similarly recorded and are each transmitted back to the relevant officers/sections. Furthermore, any defects or hazards noticed in passing which are not on the highway, but on other Council owned land, will be notified to the relevant service.
- 5 11 A subjective assessment of the overall condition of the footways and carriageway (except Principal Roads) will be recorded using the AEI parameters at the end of Appendix 1 (p19). This information will be passed on a regular basis to the Civil Engineering Section of The Built Environment (7 8)
- 5.12 Details of the inspections are recorded on dedicated M3Sky hand-held data capture devices using in-house developed software. The devices allow the Inspectors to electronically record details of any defects found (including GPS location and digital photographs) and of the work and materials necessary to carry out repair. The devices are remotely synchronised to the SAP Works Management Modules of the Integrated Business Information System (IBIS) so data is remotely transferred directly from site to create related service notifications which can be instantaneously accessed back at the depot.

- 5.13 The service notifications are then duly assessed and allied onto Works Orders to be allocated to repair gangs – if necessary within just minutes of the defect first being found.
- 5.14 If no defects are found on an inspection then a notification which simply records this fact is created.
- 5.15 In the event of any temporary absence of electronic input capability, this data can be recorded onto blank preprinted proforma and transferred via manual input to the SAP database on return to the office.
- 5.16 SAP will also provide the environment for performance management for such indicators as:
1. Inspections to target
  2. Repairs to target
  3. Defects per km
  4. Defects per month

## 6 Locating a defect

- 6.1 The hand-held devices plot the location of recorded defects via GPS. However, in recording the details of a defect, the Inspector is also required to include a written description and it is vital that the information provided is simple and easily understood as this assists the repair team(s) to rapidly identify the precise defect. Simple and accurate description also helps greatly in the interpretation of inspection records by non-technical legal/insurance staff who depend greatly on this detail when dealing with the defence of claims against the Authority, particularly after the repair has been carried out.
- 6.2 Locations shall, where possible, relate to house numbers/names and lighting column numbers. In rural situations distance from certain fixed objects (telegraph poles, road junctions etc) will have to suffice. Simple abbreviations should be used:
- os – outside
  - adj – adjacent
  - opp – opposite
  - so – side of
  - jn – junction

## **7 Processing the Inspection Data**

- 7.1 On completion of a street inspection the Highway Safety Inspector remotely synchronises the hand-held device with the Council's mainframe SAP Works Management system and downloads the collected inspection data. SAP then creates a new "service request notification" for each entry that the Inspector has recorded.
- 7.2 Notifications for 24 hour emergency work are passed directly to the Highway Maintenance Supervisors in Operations, who in turn will raise a works order for each, and ensure that the works are carried out promptly
- 7.3 The remaining notifications, i.e. those for urgent or normal status works, are sorted by street and repair category and – where possible - are grouped together to generate Works Orders by the same street or general area and repair category. The works order and associated notification paperwork is then passed to the Highway Maintenance Supervisors in Operations for planning and onward issue to the operatives
- 7.4 All notifications for hot rolled asphalt and sand carpet works are passed to the Technical Assistant (Highways) for completion under an external contract.
- 7.5 Running parallel to the above is the process for data generated by the Highway Technicians who also create Works Orders - generally against a notification logged from a complaint
- 7.6 Each month a list of AEI category 1 footways or carriageways will be generated and passed to the Civil Engineering Section of The Built Environment for the roads to be assessed for possible inclusion in forthcoming planned structural maintenance programmes.

## **8 Recording of Works carried out**

- 8.1 Each Works Order and individual notification sheet (if attached to the Works Order) will be signed and dated (the date of the completion of the work) by the operative when the relevant works have been completed, and passed back to the Highway Maintenance Supervisor
- 8.2 The completed Notification sheets will be passed to the highways administration team for the works order and notification records within the Works Management System to be updated – date of completion entered against 'technically complete'.



## 9 Random Sample of Works

- 9.1 On a monthly basis a manual random sample of those works certified as complete by operatives will be generated and passed to the Highways Supervisor so that they can be inspected and audited.
- 9.2 Those works that have either not been carried out or are not to specification will be identified to the Highways Supervisor and the work reissued against a new notification/works order.
- 9.3 The completed random inspection records will be held and analysed by the Highway Maintenance Manager for appropriate action to be taken under performance management/disciplinary procedures.

## 10 Defective Apparatus Reporting Procedure

- 10.1 When defective utility apparatus is found by the safety inspector, the reinstatement inspector, other highway staff or reported by the public the following procedure will be implemented:

The relevant inspector will make a risk assessment as to whether the defect should be categorised as an immediate (ie 2 hour) defect, an emergency (24 hour) defect, a hurry (7 day) defect or a non-dangerous (28 day) defect

### Immediate or Emergency defect

Inspector contacts the Technical Assistant (Street Works) who in turn contacts the responsible utility by telephone (confirmed by fax) detailing the hazard and requesting that immediate or emergency remedial works are carried out

Utility faxes back confirming that the defect has been made safe

Failure to comply or unable to make contact, works made safe and reasonable costs charged

**Hurry or Non-dangerous defect**

Details will be faxed to the responsible utility

Utility faxes back confirming job number and/or that the work has been carried out

Failure to comply or unable to make contact, works made safe and reasonable costs charged

**11 Public Liability Claims**

- 11.1 The function of the Highway Management Section is to provide an inspection regime to meet the RLG Code's recommendations and for the Highways Section to repair highway defects within the timescales laid down, in order to provide the Council with a Highways Act Section 58 defence against such claims.
- 11.2 All public liability claims are dealt with by the Council's Insurance Section.
- 11.3 The Highway Technicians will investigate and provide the necessary inspection, repair information, photographic evidence etc., as required by the Insurance Section.
- 11.4 Investigations will be carried out as expeditiously as possible so as not to compromise the Pre-Action Protocol for Personal Injury Claims under the Civil Procedure Rules.

**DEFECT INTERVENTION CRITERIA - SAFETY INSPECTIONS**

**KEY**

[REDACTED]

Hurry – 7 days

[REDACTED]

No immediate action – review at next inspection

### Defect Intervention Tables:

The following tables outline the levels at which different defects are considered to become "actionable" (ie the point at which they will be considered for repair by the Safety Inspector), and applies those levels within the risk-matrix formula outlined at paragraph 5.6 above.

The levels stated herein are very largely advised by established case-law and are fully in line with current national guidelines.

The tables are preceded by an extract taken from a 1994 directive issued by The Audit Commission which defines the point at which some of the most common general highway defects should be considered to be actionable. It is included here because it serves as a simple yet helpful pictorial guide.

The tables are shaded in a "traffic light" system in accordance with the following key -

Category 1 (severe) defect - 24 hour response (unless otherwise stated)

Category 2 (high) defect - 7 day response

Category 2 (medium) defect - 28 day response

Category 2 (low) defect - no immediate action

The tables are not exhaustive. In particular, they do not include every emergency situation with which the Safety Inspectors may find themselves to be faced. Defects such as collapses, major water bursts, broken manhole covers and missing highway gully covers all present an immediate and significant risk and will be dealt with immediately by telephone contact to the Highway Supervisors (or to the utility company concerned if the problem is with an item of their equipment) to arrange a 2-hour response to make safe.

If necessary, the Inspector may also remain on-site to warn the public away from such a hazard until such time as a repair gang arrives to make the area safe.

### Special Notes on Tables:

Under the Council's Risk-Management procedures relating to the highway it has been determined reasonable not to undertake repair of certain defects which might fall within the criteria set out in this code. In particular -

**Chipped or sunken kerbs** on a footway at either an obvious crossing point or located outside a point of interest such as, for example, shops, post box, bus-stop, school, hospital etc will be subject to the normal criteria set within the relevant stated footway intervention level. However, chipped or sunken kerbs located on a straight section of road and not at an expected pedestrian crossing point or outside of any particular point of interest will not normally be recorded as a defect requiring specific attention as the potential risk is felt to be low.

**Displaced or loose kerbs** which are liable to become detached from the footway, will however generally be identified for repair.

**Carriageway depressions** will be recorded if they exceed the appropriate intervention level but do not exceed 600mm in length.

**Potholes in the carriageway** will be recorded as actionable if they exceed the appropriate intervention level and extend in any one direction by more than 300mm.

(Ref The Kindred Association Report - Report on Highway Liability Claims 1998)

**Carriageway channel deterioration** at the kerb edge will only be recorded if it is wider than 100mm with a depth exceeding 40mm.

**Carriageway edge damage**, (on lanes where there are no footways and no kerbs providing edge retention).

Problems often arise in these roads due to vehicles overriding the edge of the "made" road surface - usually to pass oncoming traffic in narrow areas of road - thereby causing damage both to the unretained road edge and to the adjacent soil/grassed verge. This action can very easily result in the appearance of potentially hazardous "drop-offs" beyond the edge of the metalled surface as well as causing damage to the edge of the road surface itself.

In wet conditions, when ground conditions in the adjacent verge area are soft, such damage can occur very quickly and can even be the result of the action of a single vehicle being driven off the made highway surface.

Edge damage of this sort will therefore only be noted for attention where there is considered to be a medium to high risk of further vehicle interaction and will be prioritised for emergency repair only in limited circumstances and only when the problem extends into the normal wheel path of passing vehicles where the risk of impact is particularly high.

If the defect is located outside any edge of carriageway line marking then it will only be recorded at all if there is a particular and significant risk of interaction and damage

**PCC Edgings (aka "pin kerbs") at tree pits** are provided both to physically delineate the tree pit area from the area of the footway where one would expect pedestrians to be walking and to retain the adjacent footway surface. They often contain an intentional up-stand above the level of the footway surface but are also often pushed upwards (or outwards from the tree) further than would be desirable by the effects of the roots from the tree itself

Pedestrians should have neither cause nor need to actually walk into a tree pit area, and – on that basis - the general height of any edgings that surround such a feature is not a major concern in itself. Rather, claims experience has shown that it is when individual such kerbs become horizontally displaced around the tree that they present the greater risk. The intervention criteria therefore require that attention be given where edgings have been pushed outwards by tree roots so as to present a tripping hazard and not where they have been simply pushed upwards

#### **Inspector's Discretion:**

These tables provide the guidelines by which the Safety Inspectors are directed to work. The intervention levels advised are in accordance with the nationally accepted "norm" and should be affordable within the budget provision that is made available for this form of highway repair. However, they are not, (and are not intended to be), absolute values which must be unthinkingly applied irrespective of any other consideration.

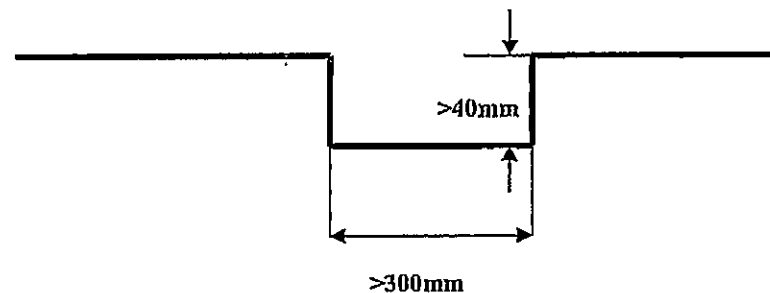
Safety Inspectors may, therefore, use their discretion and experience to arrange repair of a defect which does not strictly meet the specified intervention level but where they are convinced that such repair will remove a specific or potential future hazard

## Definition of Damage to Highways

Ref - Audit Commission - The Publication of Information (Standards of Performance) Directive 1994:

### Damage to Carriageways:

Damage is defined as a defect in the highway, which impairs the value or usefulness of the carriageway and provides a safety hazard for road users. A sharp edged depression (pot hole) of 40mm or greater in depth and extending in any one direction greater than 300mm constitutes a safety hazard and should be repaired in accordance with individual highway authority response times

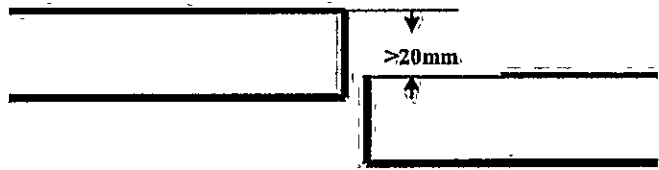


### Damage to Footways:

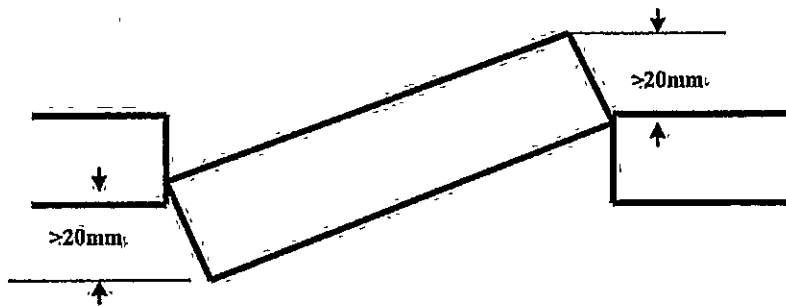
Damage is defined as a defect in the footway which impairs the value or usefulness of the footway and provides a safety hazard for pedestrians:

- Trips more than 20mm
- Rocking flags greater than 20mm
- Rapid change of footway profile greater than 25mm and extending in plan dimension less than 600mm

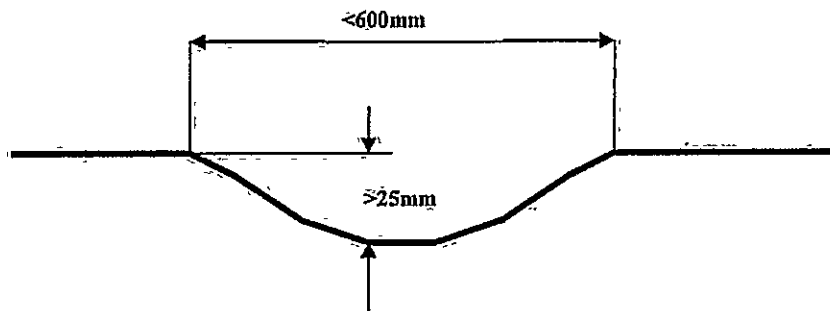
should be repaired in accordance with the individual authority response times.



Trips greater than 20mm



Rocking flags greater than 20mm



Rapid change of footway profile greater than 25mm and extending in plan direction less than 600mm.



CARRIAGEWAY DEFECTS	Potholes (ie sharp-sided defects) The depth of a pothole is covered below. As a general rule the diameter at the surface level should be >300mm				Initial signs of openness, Cracking with limited loss of aggregate	Edge damage		Unevenness	
	Marked Cycle lanes & recognised pedestrian crossing points		All other locations			Road edge breaking, falling away so as to be potentially hazardous	Road edge extensive cracking, some deformation likely to worsen in short term	Sunken reinstatements, depressions in wheeltrack on high speed roads >50mm and <600mm in width	Less severe defects or defects located in low risk locations
	>25mm	>20-25mm with likelihood of worsening in short term. Advanced local crazing likely to pothole	>50mm	>40-50mm with likelihood of worsening in short term. Advanced local crazing likely to pothole					
Impact									
High risk of vehicle interaction (ie in line with vehicle path)							*	#	
Medium risk of vehicle interaction (ie adjacent to path of vehicle)						*			
Low risk of vehicle interaction (ie other carriageway areas)									
Negligible risk of vehicle interaction									

Edge damage should be dealt with as soon as possible to avoid the risk of impact or trip

If a defect is located outside the edge of carriageway it should only be dealt with if significant risk of interaction or damage anticipated

Depressions in the surface, especially where they are in the wheeltrack of vehicles, should be dealt with as soon as possible to avoid the risk of impact or trip

Depressions in the surface, especially where they are in the wheeltrack of vehicles, should be dealt with as soon as possible to avoid the risk of impact or trip

FOOTWAY & KERBING DEFECTS	Potholes (ie sharp-sided defects)			General Surface Defects (inc flagging)			Kerbing defects.			
	>25mm deep	>20mm deep	<20mm deep	>25mm trip	>20mm trip	<20mm trip	Bumps, depressions, surface heave, undulations >25mm deep/high & <600mm wide	Dislodged or loose	Uneven or chipped (exposed trip edge >50mm in height and >100mm in width)	Horizontal displacement (inc. edging kerbs around highway tree pits) >75mm
Impact										
High risk of interaction (town centre shopping areas, pedestrianised roads, main footfall areas on footways)			Inspectors alerted to any defects to include repair where there is evidence of short term deterioration or where there is a foreseeable injury risk			Inspectors alerted to any defects to include repair where there is evidence of short term deterioration or where there is a foreseeable injury risk				
Medium risk of interaction (adjacent to main areas of footfall in vulnerable areas)										
Low risk of interaction (most other footway areas)										
Negligible risk of interaction (particularly obscure or unused footway locations)										

IRONWORK DEFECTS	MANHOLES (ie. 600x600 inspection covers or similar) & including road gullies & hydrants			SMALL BOXES (eg stop taps, valve & water meters etc) & including footway drainage gullies					
	Any highway location			Footway, Marked Cycle Lanes & Pedestrian Crossing Points in Carriageways			Carriageway		
	Cover missing	Uneven, broken or loose cover (footway trip hazard >25mm, carriageway >50mm)	Loose, cracked or noisy covers not an immediate danger	Cover missing	Uneven, broken or loose cover (trip hazard >25mm)	Loose, cracked or noisy covers not an immediate danger	Cover missing	Uneven, broken or loose cover (hazard >50mm deep/light)	Loose, cracked or noisy covers not an immediate danger
Impact									
High risk of interaction									
Medium risk of interaction									
Low risk of interaction									
Negligible risk of interaction									

**NB.** The response times employed internally by individual utility companies may vary from those indicated above, (United Utilities, for example, recognise only 2 categories of defect – “dangerous” and “non-dangerous” – to which they attach a 2 hour or a 20 day expectancy of repair). Whatever their own systems demand, however, they will be expected to respond to defects at least within the timescales required here.

DEFECTS TO BE REFERRED FOR ATTENTION OF OTHER DEDICATED SECTIONS	STREET LIGHTING/FURNITURE							
	Street Lighting Columns				Illuminated signs & bollards		Non-Illuminated equipment & street furniture (inc signs, street name plates, guardrails, non-illuminated bollards, public seats & litter bins)	
	Door missing, wires exposed	Damaged or leaning column	Broken or damaged lantern	Day burning lantern	Missing	Damaged	Missing	Damaged
REPORT (ie. contact relevant Technician or Street Lighting supervisor from site to instigate immediate response)				N/A				
RECORD (record on hand-held device for follow-up by Street Lighting Technician)	N/A				N/A			
IGNORE (will be noted and repaired under separate programme when necessary)	N/A	N/A	N/A	N/A	N/A	N/A	Missing street name plates should be ignored as they will be noted and re-ordered and re-attached when necessary	N/A

AEI Codes (Carriageway and Footway considered separately)

- 1 – very poor condition - consider for planned maintenance
- 2 – poor condition – certain lengths could be treated as small schemes
- 3 – Suitable for surface dressing – patching up to 10% - but surface generally OK (e.g. minor crazing, loss of chippings)
- 4 – Minor non-actionable defects
- 5 – New surface – no defects

## Notes on Contraventions:

## APPENDIX 2

Safety Inspectors must also always be aware of—and record—any contraventions of The Highways Act 1980 which they encounter and which might have adverse effect upon the overall safety of the highway for users.

The following is by no means an extensive list but amongst the most common contraventions are:-

### **Overhanging or obstructive vegetation** (ref: section 154, The Highways Act 1980).—

This includes vegetation of any description which infringes upon (or over) the highway such as to cause obstruction or potential hazard. Common examples are overgrown boundary hedges at adjacent properties which obstruct pedestrian access along the footway; low hanging tree branches which obstruct the passage of high-sided vehicles along a road (or adequate and proper illumination from street lights); vegetation which obstructs sight-lines at bends or corners or views of road signs or traffic signals anywhere or which obstructs access for maintenance purposes to highway equipment (eg access to lighting columns etc). Requirements are that vegetation should intrude no lower than 2.5m over a footway and 4.5m over a carriageway and that private hedges etc should be kept cut back to the rear of the property boundary so as not to infringe upon or obstruct free pedestrian passage along the footway. Inspectors should record any examples that they encounter but should be aware that there is a Notice procedure to go through and that vegetation may not be removed quickly if those responsible for it do not act in accordance with our request.

### **Water discharging onto the highway** (ref: section 163, The Highways Act 1980).—

It is an offence for an occupier of premises adjacent to the highway to permit surface water from their premises to discharge onto the highway.

This is a very widely disregarded subject however. Over the years very many property owners have laid non-permeable driveways or hard-standings in premises that drain outwards onto the highway but we have neither the staff resource nor the desire to enforce this section to the extent of becoming routinely involved in those cases. Indeed, there is now, in any case, some more recently introduced Planning legislation which is more specifically designed to try to combat this problem.

There are occasions, however, when use of section 163 is still necessary and inspectors should, therefore, be aware of it and of its potential use where a specific problem exists. Common examples include car-washing areas where insufficient internal surface water drainage is provided and individual properties where downspouts and/or internal surface drainage provisions are intentionally diverted to drain out onto the footway.

### **Obstruction of the Highway –**

Obstruction covers a wide range of issues – but we only have limited legal powers in this area and are therefore only able to act in similarly limited circumstances. Perhaps the single most common example of obstruction nowadays is caused by drivers who park vehicles up on footways such as to prevent free passage to pedestrians. This however, is a transitory problem over which only the Police (or the Traffic Wardens in some limited circumstances) have legal powers to act. Instances where we can intervene though, include, where shops store goods outside on the highway, "A-Board" advertisements placed on the highway and where building materials are left on the highway. Inspectors should record any such examples for later follow up by the Area Technicians as necessary.

### **Access to premises by where no vehicular crossing is provided (ref: section 184, The Highways Act 1980) –**

The Highways Act 1980 makes it a specific requirement for an occupier of adjacent premises who wishes to habitually access their property by driving over a footway or verge area, to have that area adapted for the purpose by provision of a vehicle crossing, (ie "dropped kerbs" and strengthened surfaces necessary to protect underground services). However, this again is a massively abused requirement in this day and age and much damage is caused to highway surfaces as a result.

Section 184 of the Act empowers local Highway Authorities to serve Notice and to compulsorily construct such a vehicle crossing, (and to recharge the full reasonable cost of so doing) where an occupier of adjacent premises flouts this requirement. However, the procedure involved is very staff-intensive, can involve appeals going so far as to The Secretary of State's office and is only now routinely pursued to completion in cases where actual damage to the highway is in evidence.

Nevertheless, inspectors should still record details of all properties which appear to have driveways and/or internal parking provision but which lack provision of a properly constructed vehicle crossing.

### **Skip Permits (ref: sections 139 & 140, The Highways Act 1980) –**

Builders skips can be deposited on the highway only by permission and issue of a permit to do so – and issue of such permit is subject to various restrictions that are outlined in section 139 of the Act, to the production of adequate insurance cover and to a charge. Skips that are deposited either in contravention of the permit, or without issue of a permit at all, can be removed and ultimately disposed of. Skip permits are issued by the Street Works section and inspectors should note and record any that they discover so that their validity can be verified.

INSPECTION PROCESS FLOW CHART

KEY TO FUNCTIONS:

HIGHWAY TECHNICIANS

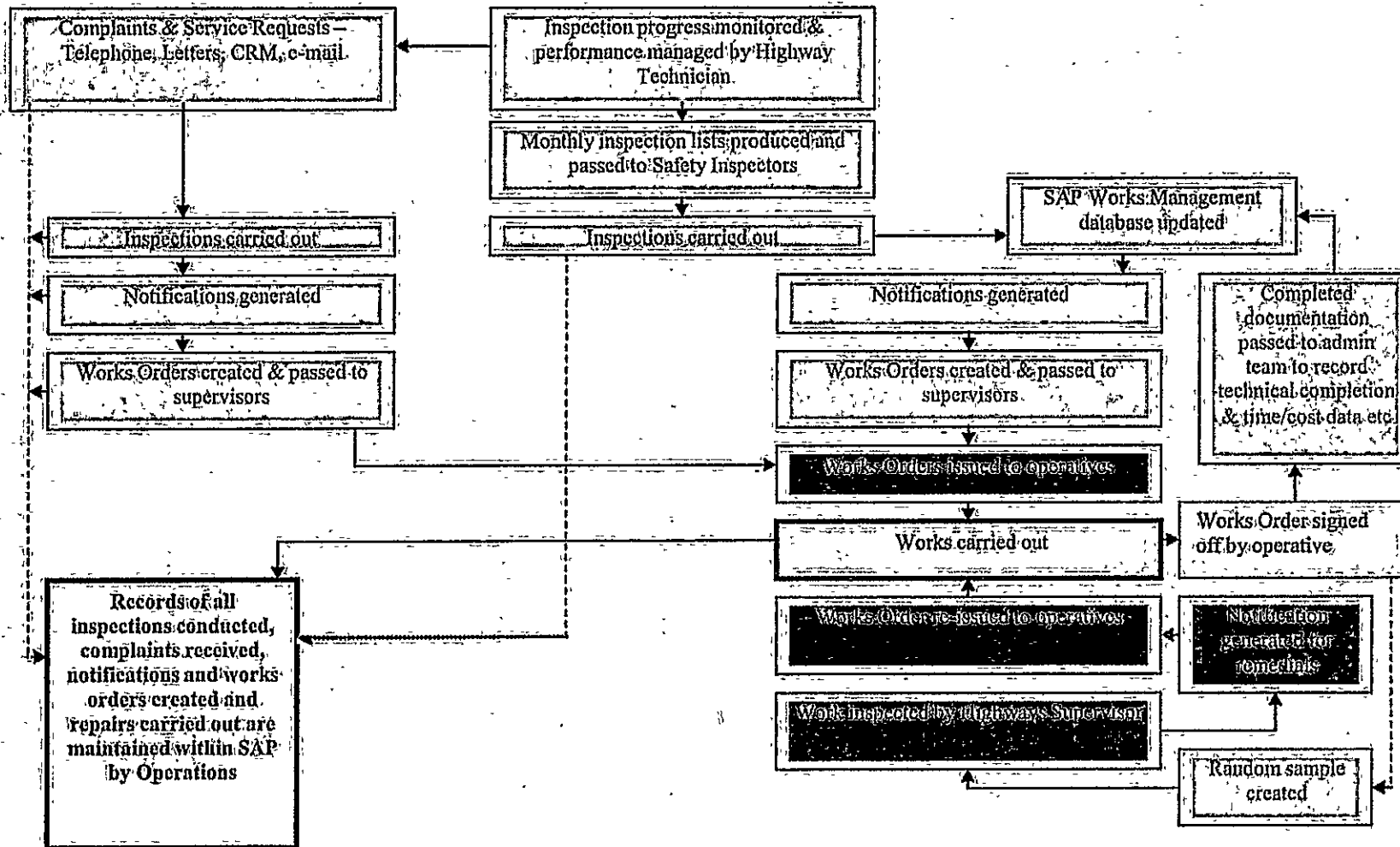
SAFETY INSPECTORS

ADMINISTRATION TEAM

HIGHWAY SUPERVISORS

HIGHWAY OPERATIVES







*See enclosed document entitled 'Technical Services – Lot 3 – Appendix 3 – Highways Policies – Transport Asset Management Plan'*

## Foreword

### Picture insert

Trafford Council is delighted to publish its first transport asset management plan. This is also a first for Greater Manchester and reflects Highways as a priority for Councillors, residents and business across the Borough.

A high quality highway network is essential to Trafford as a high quality place to live, learn, relax and play. Our £1 billion asset provides a universal service to every single resident young or old across the Borough and is central to a place where business can grow and prosper.

It is the vital role it plays in people's lives that Trafford's road and transport networks require a robust and considered investment strategy. After years of successive under investment in the network and below levels deemed adequate to even maintain a failing network we established a £24 million four year programme starting in 2008. This ambitious programme provides an immediate opportunity to make a real difference but only through an asset management approach will we be able to create longer term strategies for investment.

### Picture Insert

This first for Trafford is central to all our teams understanding clearly the scale of the challenge but also the opportunity to work together to transform our network. Understanding when and where parts of our network might be at the end of their effective life span is key to knowing when other elements of work might be coordinated and renewed at the same time.

Reviewing the entire asset in the street scene – bins, posts, signs, footways and carriageways - we can achieve far greater impact within the community than a traditional piece meal approach. We undertake our works not simply because they are time expired but rather there is a need for the wider transport asset to play its full part in shaping the communities which we serve.

This may not cost us more but it does require traditional professions and skills to be brought together in what at the outset might be 'novel' but in future must become the norm. By understanding what can be done simultaneously with major works, the overall cost savings can achieve more impact and the travel public will not have to see repeat visits from various road works teams.

By managing our transport asset through this plan we can better understand the impact of our investment strategies and help prolong and protect the life of our entire transport infrastructure. Over time, through managed and timely intervention we will succeed in reducing the need for unplanned maintenance and instead see resource re-focused in to careful and considered interventions that protect and preserve a high quality network.

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# General Summary

## 1 Introduction

- The road network is Trafford's largest asset, approximately £1 Billion.
- This is a Technical report and a Glossary is attached
- Recognised by Residents, businesses and Politicians as a priority for Trafford
- Asset Management is a strategic approach that identifies the optimal allocation of resources for the management operation preservation and enhancement of the highway infrastructure to meet the need of current and future customers
- Unplanned patching and pot hole repairs cost approximately four times the cost of resurfacing the equivalent area of footway or carrageway as part of a planned maintenance scheme.
- Asset Management concentrates on preventative and planned maintenance reducing the required revenue expenditure on pot hole repair and patching and as a result reduces insurance claims against the Council

## Glossary of Abbreviations and Terms

Glossary item	name or description
AMG	Asset Management Group
AMSG	Asset management Steering Group
AMWG	Asset Management Working Group
B/C	Base Course
Best Value	Continuous improvement in a way an Authority delivers its functions having regard to a combination of economy, efficiency and effectiveness
BVPI	Best Value Performance Indicator
CSS	County Surveyors Society
Customers	Road users and the wider community served by the Highway network
CVI	Course Visual Inspection
Deflectograph	Road structural strength measurement survey
DfT	Department for Transport
DVI	Detailed Visual Inspection
EO	Extra Over
Gap Analysis	Simple process model used to identify business improvements
GM	Greater Manchester
GMADE	Greater Manchester Association of District Engineers
GIS	Geographical information System
HA	Highways Act
Highway Authority	The organisation responsible for the management and operation of the highway network – ie Trafford
HGV	Heavy Goods Vehicle
KPI	Key Performance Indicator
LoS	Levels of Service – a statement of the performance of the asset in terms that the customer can understand. LoS typically cover, condition, availability, capacity, amenity, safety, environmental impact and social equality. They cover the condition of the asset and non-condition related demand aspirations, that is, how the asset is performing in terms of both delivering a service to customers and maintaining its condition at the appropriate level.

LTP	Local Transport Plan
NRA	Neighbourhood Renewal Area
PSV	Polished Stone Value
PTE	Passenger Transport Executive
QBC	Quality Bus Corridor
R/B	Road Base
S/D	Surface Dressing -
SMA	Stone Mastic Asphalt
S/S	Slurry Seal – low cost surface treatment

Value Management Value Management is a style of management particularly dedicated to motivating people, developing skills and promoting synergies and innovation, with the aim of maximizing the overall performance of an organization. It has evolved out of previous methods based on the concept of value and functional approach. These were pioneered 1940's and 50's to develop the technique of Value Analysis (VA) as a method to improve value in existing products. Initially Value Analysis was used principally to identify and eliminate unnecessary costs. However it is equally effective in increasing performance and addressing resources other than cost.

W/C Wearing Course

## 1 What is a Transport Asset Management Plan

- Highway authorities exercise their duties to maintain, operate and improve their highway assets under increasing pressures included limited budgets and resources, mature networks with significant backlogs of maintenance, and increasing public expectations.

Whilst most highway authorities including TMBC are already practicing elements of asset management a more structured approach is required.

The County Surveyors Society (CSS) adopted the following definition for asset management in the framework document.

"Asset management is a strategic approach that identifies the optimal allocation of resources for the management operation, preservation and enhancement of the highway infrastructure to meet the needs of current and future customers" and Trafford has adopted the CSS approach and framework.

It is a systematic approach that takes a long term view, the whole life/life cycle of an asset being considered.

- The asset management plan is a tool to assist the decision making process and the transparency of that process particularly when available funding is not adequate to fund all the demands. The plan highlights both the long term and short term effects of the decisions made.

The plan identifies the level of funding required to meet the current aspirations (levels of services required) outlined in:-

- The community strategy
- The corporate strategy
- The LTP targets
- The GM Maintenance strategy aims
- The Central Government 10 year plan
- The BVPI targets

In addition it outlines the level of funding required to ensure that a high burden of maintenance costs is not passed onto future generations. (i.e. a sustainable highway infrastructure).

- The Transport Asset Management Plan includes facilities and assets which are used by the public either private car users, pedestrians or public transport users even where they do not form part of the Adopted Highway Network i.e. car parks, bus stations owned by the LA, pathways used as part of the infrastructure.

However, the initial concentration will be on :-

#### Highways

- Footways
- Carriageways
- Street Lighting
- Cycle-ways
- Public Rights of Way (PROW)
- Highway drainage
- Carriageway marking and traffic management measures
- Signs/name plates
- Barriers and fences

#### Highway Structures

- Bridges
- Culverts
- Retaining Walls

- The TAMP differs from the Property Asset Management Plan. The Property Asset Management Plan is about managing the Council's property portfolio. The TAMP is concerned solely with the maintenance of the asset to current service levels so that an undue maintenance burden is not passed onto future generations.



## 2 Why a Transport Asset Management Plan is Required

Environment Strategy has been practicing elements of asset management for some time but there are now a number of factors in place that are contributing to the need to pursue the adoption of a total asset management approach:

- The introduction of the Prudential Code, requires authorities to consider asset management and strategic planning to assist in making capital investment decisions and option appraisal.
- The introduction of Whole of Government Accounts stipulates that each authority must have in place processes to value their highway assets and rates of depreciation. A detailed asset management plan will assist with these requirements.
- The Department for Transport (DfT) requested that a report on the development of a Transport Asset Management Plan be included in the second Local Transport Plan. They have subsequently commissioned a consultant to review progress with the development of asset management and the embedding of asset management practice within authorities. This is a strong signal of the DfT's continued desire to see councils develop asset management capabilities and practices.
- The new codes of practice:
  - Well maintained highways
  - Management of highway structures
  - Well lit highways

In addition, the Council is of the opinion that asset management offers many benefits, such as:

- The ability to demonstrate the value of the service being provided.
- An improved distribution of resources to those assets in greatest need of maintenance and investment.
- The ability to clearly demonstrate the level of management and maintenance possible with the available funds, and to predict future deterioration in the asset.
- The opportunity to measure actual asset performance against expected performance and identify areas for improvement.
- Justification of expenditure.
- More cost effective use of the available funds.

- An enhanced ability to integrate maintenance and improvement schemes and thereby reduce the impact of works on the network and provide better value
- Longer term planning, to assist with Traffic Management Act duties
- Value for money assessments and whole life costing, to help achieve efficiency
- Also as a possible defence for 'top management' for corporate manslaughter.

Having a TAMP in place which is regularly monitored, reviewed and updated is a prerequisite of delivering a good highways management service in the future and may influence the availability of centrally available funding. It is therefore important to prepare and continually improve asset management practices. This plan forms the starting point for the formal adoption of a total asset management approach to the highways and transportation asset (excluding land and buildings) and will be the tool used to benchmark performance

### **3 Purpose of the Plan**

The Transport Asset Management Plan has been produced to identify and evaluate current management, financial and technical practices and processes with the goal of defining and delivering the desired levels of service of each aspect of the highways and transportation asset in the most cost effective manner in the future

The Plan will start to improve understanding about the highways and transportation asset in terms of

- Location, number and condition of assets
- The quality and relative importance of the asset data being held
- What new assets are being added to the network
- future demands that will be placed upon the asset
- The rate of deterioration
- How planned work will affect performance
- What level of service is expected for each asset during its lifespan
- What funds are spent on the asset
- The value of assets.
- Predicting what future costs will be.

The Plan will, therefore, help develop a longer term view, a clearer understanding of asset condition and performance, have a shared and consistent understanding of what is happening to the assets, more informed decision making and reduced risks of unplanned expenditure.

#### 4. Key objectives

Trafford has a number of key objectives for the adoption of a total asset management approach as follows:

- To adopt a life cycle approach, detailing the whole of life cost of the asset, which will contribute towards a long term forward plan, with predicted future demands, and future funding options for the asset.
- To develop cost effective management strategies for the long term which will enable detailed and accurate information relating to the asset to be obtained, ensuring that where strategies are decided, the risks and consequences resulting from decisions that are taken are fully understood prior to the strategy being put into action.
- To provide defined levels of service and monitoring of asset performance making it possible to explore options for differing levels of service for each asset group, and the effects this may have on the public, services and environment. Once the levels of service have clearly been defined, it will be possible to monitor the performance of the asset against the specified levels of service.
- To manage risks associated with potential asset failures and enable internal business risks, as well as risks to the public to be managed effectively.
- To ensure sustainable use of physical resources.
- To achieve continuous improvement in highway management practices.

#### 5 Trafford's first Transport Asset Management Plan

Discussions continue to take place with the other G.M. Authorities to maintain some consistency of approach. However, it is accepted that each authority has different technical maintenance design problems and political aspirations and hence a rigid format could not be applied.

This first plan has made best use of available asset and financial data to provide an indication of the value of the highways and transportation asset (excluding land and buildings), and as such should be regarded as an 'initial plan'. Although some of the information comes more from officer judgement than robust data, the plan is intended to improve understanding of the highway asset management issues facing the borough and to identify actions to put into place to address them. The financial and performance data, in particular, provide a 'snapshot' in time and elements of the plan will require updating on an ongoing basis so that it remains a 'live' document.

Over the coming years the Plan will be further refined with the use of better data to identify better value options for the asset such as the identification of.

- Longer term options for managing the asset
- Value for money options such as value management appraisal of schemes
- The potential effect of a spend to save approach
- The effects of compromise on levels of service.
- Sustainable investment levels for the future

## 6. The Asset

The Highways and Transportation related assets included within this Transport Asset Management Plan are as follows:

Asset Group	Number/length (km)
<b>Roads (all classifications):</b>	806
A roads	56
B & C roads	53 (B) 49 (C)
Unclassified roads	648
<b>Footways (all classifications):</b>	1560
Category 1 & 2	25
Category 3 & 4	1544
<b>Structures (total):</b>	
Road bridges	68
Subways	8
Foot bridges	44
Culverts (>1.5m)	28
Retaining walls	9
Sign gantries	1
Streetlights	26,569
Lit signs	3,288
Traffic Signals	
Intelligent Transport Systems (ITS)	
Solar panels (associated with traffic signals or ITS systems)	
<b>Public Rights of Way (all RoW):</b>	
Footpaths	94KM
Bridleway	2 KM
Byway	11 KM
Vehicle restraints (safety fences)	
Drainage systems	
Unlit signs	

Table E1

Asset Group	Number/length (km)
Cycleways (all cycleways)	
Off road cycleways	
On road cycleways	
Pedestrian barriers	

Table E1 (cont )

## 7 Major funding implications of the Plan

An assessment of funding gaps has been carried out to help identify any additional funding required to:

- Maintain the asset in its current condition (steady state).
- Meet acceptable minimum standards determined for each asset group. These minimum standards relate to activities and funding requirements to fulfil statutory duties, meet recognised best practice and recommendations from codes of practice for each specific asset.
- Meet performance targets set.
- Clear maintenance backlogs.
- Upgrade the asset/make improvements.

Table 1 provides the valuation and budget requirements and Table 2 provides a summary of funding gaps for the assets where information is available. Further refinement and collection of data required to carry out a thorough investigation in relation to the effect of spend to save on the asset and the adoption of a value management approach. Funding gaps can then be identified and funding priorities established.

It is important to note that different evaluation methods and approach are likely to have been taken to provide the information in the table by asset group. The long term aim is to have a consistent approach. Therefore a direct comparison of funding needs between one asset group and another is not recommended.

**STAGE 1**

(Q3 2005 Rates)

	Highways	St Lighting Illuminated poles and bollards	Bridge & Structures	Street Furniture	Traffic Calming etc	Total
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED] See note (1)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



Table E2

	Highways	Street Lighting	Bridges & Structures	Street Furniture	Traffic Calming Etc.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

## **8 Asset valuation (Q3 2005)**

In accordance with the CSS Guidance Document discussions have taken place across Greater Manchester's Highway Asset Management Subgroup and a common system and maintenance rates have been developed for the region in order to value the asset.

An initial valuation of the highways and transportation asset, where data is available, has been completed. Asset valuation is the representation of the value of the road network in monetary terms but it makes no attempt to describe a value to the economic benefit of the road network i.e. the value to society in terms of enabling people and goods to travel. The method used to value the asset determines the replacement cost and follows the following three basic steps

### **8.1 Gross Replacement Cost (GRC)**

Firstly an assessment is made of how much it would cost to build a completely new asset. This is known as the Gross Replacement Cost (GRC). The GRC is a theoretical value calculated by working out how much it would cost to build a modern equivalent of the asset in replacement for what currently exists including design costs. It will be a large figure which reflects the scale of the asset and the fact that the road network may be the most valuable asset the Council owns.

The initial assessment of Gross Replacement Cost (GRC), for highways and transportation assets (excluding land and buildings) where data is available, has been calculated to be £1 Billion. This means that the Council is responsible for a transportation asset potentially worth in the region of £1 Billion should it be in 'as new' condition.

### **8.2 Depreciated Replacement Cost (DRC)**

The asset is, however, not a new one. The valuation represents this by calculating a depreciated replacement cost (DRC). The DRC takes into account the fact that parts of the asset have been 'used up' or consumed as a result of wear, use and ageing. The DRC is calculated by using available condition data coupled with experience to estimate how long it will be until components of the asset require replacement. Applied to the whole network this figure will not be of particular use but when applied at a component level it can be used to highlight parts of the asset that are running towards the end of their expected lives and may be at risk of sudden failure.

The assessment of the Depreciated Replacement Costs depends on the particular asset and the appropriate accounting method.

Renewals accounting is used for highways and structures and conventional accounting for other assets.

Depreciated replacement costs for highways and bridges is based on:

The cost of removing the backlog and the annualised depreciation cost are shown in Table 1

### **8.3 Annualised Depreciation Charge (ADC)**

Using the figure produced for DRC an Annualised Depreciation Charge (ADC) can be calculated. The ADC represents the expected change in asset value in one year if no investment is made in renewing and maintaining the asset. Again this is a largely theoretical figure. Whilst more informative than the GRC or DRC the resulting figures need to be read in context.

The ADC is the most useful of the valuation outputs as it provides an estimate of the level of annual investment theoretically required to ensure that the asset value remains constant. It does not necessarily mean that it would be a wise or practical investment to spend that sum of money in the following year. Future asset investment decisions require a detailed assessment of the age and condition profile of the assets in question, decisions to be made about the desired condition (defining levels of service) and importantly assessment of the most economically efficient ways of delivering the chosen levels of service (i.e. whole life cost/value assessment).

The initial assessment of Annualised Depreciation Charge, for highways and transportation assets (excluding land and buildings) where data is available, has provided an ADC value of Highways £6.23 million. This means that the Council theoretically needs to invest in Highways £6.23 million a year to maintain the highways and transportation asset at its current asset value. A more detailed assessment of future funding need is being developed.

The values determined for replacement cost and depreciation will be updated on an annual basis. This will provide an indication of the effectiveness of policy decisions in the previous year.

It is important to note that the annualised depreciation or the budget required to maintain "steady state" is different dependant on the method used for the calculation. The valuation method assumes all roads with zero residual life require full reconstruction. However, based on experience and historical data this is not always the case and this has been reflected in the whole life costing model. Hence the figure using the "whole life costing model is lower.

## VALUATION

### Value of the Highway Asset

Highways	)	
Street Lighting	)	
Bridges and Structures	)	
Street Furniture	)	
Traffic/Transportation	)	
		<u>TOTAL £1Billion</u>

TABLE E4 (PART 1)

## ANNUAL COSTS TO PREVENT FURTHER DETERIORATION

		Valuation Method	Whole Life Costing
Highways	-	6.2	5
Street Lighting	-	1.0	-
Bridges and Structures	-	0.6	-
Street Furniture	-	to be assessed 2009/10	
Traffic/Transportation	-	to be assessed 2009/10	
		<u>TOTAL</u>	<u>5</u>

TABLE E4 (PART 2)

## COSTS TO REMOVE MAINTENANCE BACKLOG

Highways	-	91	
Street Lighting	-	5	
Bridges and Structures	-	8	
Street Furniture	-	3	
Traffic/Transportation	-	to be assessed 2009/10	
		<u>TOTAL</u>	<u>107</u>

TABLE E4 (PART 3)

## COSTS TO IMPROVE THE CONDITION SERVICE LEVEL BVPI TARGETS

Highways	-	1.6	
Street Lighting	-	N/A	
Bridges and Structures	-	0.3	
Street Furniture	-	N/A	
Traffic/Transportation	-	N/A	
		<u>TOTAL</u>	<u>1.9</u>

TABLE E4 (PART 4)

## FUNDING 2007/8

		Capital	Revenue
Highways	-	5.5	0.3
Street Lighting	-	0.35	-
Bridges and Structures	-	0.65	0.06
Street Furniture	-	-	-
Traffic/Transportation	-	1.3	0.045
		<u>7.8</u>	<u>0.405</u>

(excludes cyclic and reactive maintenance budgets)

Table E4 (Part 5)

### 8.4 Valuation summary

In summary the asset valuation provides:

- An assessment of the monetary value of the asset and thus will reflect the scale of the asset.
- The ability to discharge anticipated future government reporting requirements (Whole of Government Accounts).

Asset Valuation will not provide:

- A definitive figure representing what should be spent in any particular year.
- Meaningful assistance with determining best value solutions.

## 9 Future Intentions

There are six key issues for the Council to focus on and address resulting from the production of this plan:

- Setting levels of service – understanding the relationship between cost, customer preferences and risk.
- Future funding needs – working towards the development of a financially sustainable plan.

- Value management and exploring and developing a business case for alternative asset investment strategies
- Assessing future maintenance need – auditing future maintenance costs of improvement schemes and new developments
- Public/stakeholder consultation and awareness raising
- Implementation and annual reporting – following through with the plan into improved practices and outcomes

### **9.1 Setting levels of service**

More detailed levels of service are required to support a better understanding of giving priority to funding one stream of work against another. This will enable a more informed choice and provide information to determine what is the appropriate level of service for Trafford for each asset. In condition terms this will relate to the level of defective asset that is acceptable when considered in the context of the relative price of changing it.

Development of costed options will be used to inform members and the public and assist with enhanced customer consultations.

### **9.2 Future funding needs**

The TAMP identifies some significant future funding implications. These figures are in a number of instances based upon broad estimates and require further refinement and analysis but do indicate a significant potential shortfall between historical funding levels and initial prediction of current and future funding need.

The ability to predict long term funding needs is currently limited. Improving the ability to predict how long it will be before components of the asset require replacement will enable better planning and ultimately better value to be provided. The first step, therefore, is to focus on how to increase the ability to predict future funding needs with increasing confidence. A better understanding of expected service life and whole life (life cycle) costing and of component age will improve the reliability of funding need assessment.

### **9.3 Value management**

The development of this first Transport Asset Management Plan has shown that to fully embrace the asset management approach and to be able to make significant service improvements there is a need to make and influence key decisions on where funding is allocated and to consider long term need. With the need to make efficiency savings a review of the effectiveness of annual spend is becoming increasingly important.

Making use of an explicit value management process would assist with the identification of efficiency savings – in particular identification of assets that may not need immediate work,

assets that could be reduced in number/type, assets where a lesser standard is potentially acceptable and assets where an early intervention will prevent escalation of repair costs.

#### **9.4 Assessing future maintenance need**

New assets are currently added to the network either through improvement schemes or as a result of new developments without a formal process in place to assess the implication of these new assets. These will have a significant impact on future maintenance budget requirements and the plan for future maintenance need.

#### **9.5 Public/stakeholder consultation and awareness raising**

Whilst some public and stakeholder consultation process have been well developed in the Council there is a need to obtain and use more customer information to develop levels of service and shape future policy and practice on maintaining the asset. Informing the public and stakeholders on how decisions are made and what can be delivered with the available budget will help achieve a better understanding of how Highways and Transportation resources are used.

#### **9.6 Implementation and annual reporting**

The Transport Asset Management Plan on its own will not provide any meaningful benefit. It is the delivery of agreed improvement actions, changes in practice and process, a desire to achieve continuous improvement and a commitment throughout the Highways and Transportation service that will ensure that Trafford Council can prove that it is committed to a total asset management approach and achieving best value for the people of Trafford.

Using the TAMP as an overarching document and basing all decisions on an asset management approach will ensure that the Plan will become a live and working document and encourage an asset management approach to become embedded as normal practice.

The implementation of asset management is a more challenging and long term task than just the production of the plan. Implementation will require continued focus on:

- People – ensuring that the people tasked with implementing and further developing the plan have the time, resources and skills to do so.
- Data – ensuring that data management becomes an integral part of the relevant business processes.
- Processes – changing existing business processes (where necessary) to enable asset management information to influence key decisions about funding.
- Systems – most highway systems are not complete asset management systems. Over time existing systems need to be developed into decision support tools.

## 10 Improvement actions

An improvement Action Plan will be produced on an annual basis. A key aspect of this Transport Asset Management Plan is to facilitate a process of continuous improvement. The plan includes a number of improvements that are proposed for implementation over the duration of the plan. Improvements have also been identified for specific asset groups.

It is anticipated that improvements will continue to be identified, assessed and programmed on an ongoing basis.

A detailed action plan has been developed to identify priority, timescales and responsible officer for each key improvement action.

## 11 Monitoring implementation of the improvement action plan and review

### 11.1 Monitoring

The Improvement Action Plan will be improved, developed and monitored in the following way:

- The Asset Management Team will have responsibility for and drive the delivery of the improvement actions and further development of the Transport Asset Management Plan. They will discuss the Plan on a regular basis, agree on priority actions and assess funding requirements and report to the Director of Environment Strategy.
- The Director of Environment Strategy will discuss progress with the Executive Member on a regular basis.

### 11.2 Review

The Transport Asset Management Plan will be a rolling plan that is reviewed annually each June. This will take the form of a report for the Senior Management Team and will include:

- Progress in delivering the Improvement Action Plan
- Progress in improving information on the asset
- Performance of the asset
- Updated lifecycle plans and level of service documents
- An option appraisal report



- Updated risk register
- Updated Gross and Depreciated asset values and Annualised Depreciation Charge
- Financial projections
- Progress on the development of forward programmes of works

A report (The Attainable Asset Management Plan) will be provided to the executive Member for Technical services in November to assist in the budget setting process.

# General Summary

## Conclusion

- (a) TMBC has been practising elements of asset management for a number of years. However, the Asset Management Plan identifies in a more transparent way the requirement and hence acts as a tool to assist the decision making process and has facilitated the "actions to date"
- (b) The plan highlighted both long-term and short-term effects of the decisions made.
- (c) Actions to date (decisions supported by the information contained in this plan)
  - A 3 year investment plan approved which allows for co-ordination and planning of schemes
  - £24M will be pumped into Trafford's highway network over the next 3 years
  - Spending on major highway maintenance has been increased from £1.1M in 2003 to £8Million in 2008.
  - Spending on street lighting scheme has been increased from £105k in 2003/4 to £800K in 2008/9
  - The length of highway treated

	2007/8	2003/4
• Resurfacing/planned structural maintenance	20 km	3.5 km
• Preventative maintenance	60 km	11 km
  - Around 2,000 street lights will be replaced over the next 3 years

# Chapter 1 - Introduction

## Why Asset Management?

### Council Policies and Priorities

- One of the Council's main priorities is the improvement to the condition of the highway network.
- A report was approved for the production of an Asset Management Plan and the format for that plan.

Delegated power being given to the Executive Member of Technical Services to agree the detailed information in the final document.

### Reasons for Asset Management

It is widely accepted that transport infrastructure is vital to the economic well being of our nation. For most local authorities their road network is the most valuable community asset under their control. Despite this there is a growing realisation that the management of these vital and valuable assets is not receiving the attention or funding required for the provision of the optimal state of repair and operation.

Highway authorities exercise their duties to maintain, operate and improve their highway assets under increasing pressures that include:

Inadequate budgets;	with funding diverted to support other services
Limited resources;	both staff and skill shortages
Mature networks;	with a significant backlog of required maintenance
Increased accountability;	to customers and funding providers
Increasing public expectations;	the public are increasingly informed and demanding

Whilst individual responses to these challengers vary there is a trend towards a more structured approach to the management of road assets. Many highway authorities are considering the implementation of asset management principles as a means of delivering better outcomes to customers.

In addition, a number of drivers are "pushing" Highway Authorities to produce Asset Management Plans;

### Whole of Government Accounts

The government is working towards the production of whole of government accounts (WGA) WGA accounts will be commercial-style accounts covering the whole of the public sector including local authorities WGA will be produced on an accruals basis and will use Generally Accepted Accounting Principles (GAAP), adapted where necessary for government This form of accounting is known as Resource Accounting and Budgeting (RAB) Under these requirements local authorities will be required to value their highway assets. (Initially it was proposed sample valuation by 2005/6 with full valuation in 2006/7, but this has now been delayed).

The valuation will be required to not only assess replacement value but also to assess the level and rate of depreciation in order to record current value in their accounts Experience internationally and locally (with other government departments) shows that meeting these accounting requirements demands a detailed knowledge of the asset (including condition and maintenance backlog) This in turn drives a need for robust processes, based around asset management plans, backed by databases providing valid, relevant and up to date core data on the assets. It is anticipated that the introduction of these requirements in this country will provide a similar demand for improved asset information.

In many other countries the introduction of legislation requiring asset valuation has been the catalyst for the development of asset management practice and in particular for the publication of asset management plans

#### The Prudential Code

The government has introduced the Prudential Code to govern the way in which local authorities can manage their assets The code requires local authorities to have explicit regard to option appraisal, asset management planning and strategic planning when making capital investment decisions and to demonstrate that their plans are affordable, prudent and sustainable.

The code enables authorities to choose between revenue and capital intensive options for service delivery, undertake 'spend to save' capital schemes and undertake additional self-funded capital investment where they can afford to do so

The code, therefore, enables the introduction of more sophisticated application of asset management than is possible under the previous financial regime A robust asset management plan will be a valuable tool to any authority wishing to explore the potential benefits that the code enables.

#### The (DfT) Requirements

The Department for Transport (DfT) requested that a report on the development of a Transport Asset Management Plan be included in the second Local Transport Plan document They have subsequently commissioned a consultant to review progress with the development of asset management and the embedding of asset management practice within authorities. This is a strong signal of the DfT's continued desire to see councils develop asset management capabilities and practices

#### Corporate Manslaughter

The TAMP could be used as part of the defence, under the proposed legislation regarding corporate manslaughter, should a case occur

## New Codes of Practice

The New Codes of Practice outlined below are all based on an asset management approach.

'Well Maintained Highways'  
'Management of Highway Structures'  
'Well Lit Highways'

(the above documents are all adopted for use by the Council and the principles incorporated in the 'G M Maintenance Strategy' (draft).

In addition, the Council is of the opinion that asset management offers many benefits, such as:

- The ability to demonstrate the value of the service being provided.
- An improved distribution of resources to those assets in greatest need of maintenance and investment.
- The ability to clearly demonstrate the level of management and maintenance possible with the available funds, and to predict future deterioration in the asset if these funds are not available.
- The opportunity to measure actual asset performance against expected performance and identify areas for improvement or of better than expected performance.
- Justification of expenditure.
- An increased understanding of the potential impact of investment decisions, both positive and negative.
- More cost effective use of the available funds.
- An enhanced ability to integrate maintenance and improvement schemes and thereby reduce the impact of works on the network and provide better value.
- Longer term planning, to assist with Traffic Management Act duties.
- Value for money assessments and whole life costing, to help achieve efficiency savings.
- Making the quality of life in Trafford better by reducing pollution, reducing crime, reducing energy consumption, reducing costs and improving accessibility.

Having a Transport Asset Management Plan (TAMP) in place which is regularly monitored, reviewed and updated will be a pre-requisite of delivering a good highways management service in the future and may influence the availability of centrally available funding. It is therefore important to prepare and continually improve asset management practices. This plan forms the starting point for the formal adoption of a total asset management approach to the highways and transportation asset (excluding land and buildings) and will be the tool used to benchmark performance.

This first plan has made best use of available asset and financial data to provide an indication of the value of the highways and transportation asset (excluding land and buildings), backlogs and additional funding need and as such should be regarded as an 'initial plan'. Although some of the information comes more from officer judgement than robust data and the plan has served to improve understanding of the highway asset management issues facing the borough and to identify actions to put into place to address them. The financial and performance data, in particular, provide a 'snapshot' in time and elements of the plan will require updating on an ongoing basis so that it remains a 'live' document.

Over the coming years the Plan will be further refined with the use of better data to identify better value options for the asset such as the identification of

- Longer term options for managing the asset.
- Value for money options such as value management appraisal of schemes
- The potential effect of a 'spend to save' approach.
- The effects of compromise on levels of service
- Sustainable investment levels for the future

#### **What is Asset Management?**

The definition adopted is that of the County Surveyors Society (CSS) "Asset management is a strategic approach that identifies the optimal allocation of resources for management, operation, preservation and enhancement of the highway infrastructure to meet the needs of current and future customers."

Discussions have taken place with other GM authorities in an attempt to keep some consistency, however it was agreed that each authority has different problems and political aspirations and hence a rigid format could not be applied (see Appendix B6), however a joint approach will be taken on the valuation of the asset (gross replacement value).

## Basic and Advanced Asset Management

This document represents an evaluation of asset management practices in TMBC and sets out a way forward. There are two internationally recognised styles of asset management – basic and advanced. The differences between the two models are shown in table below.

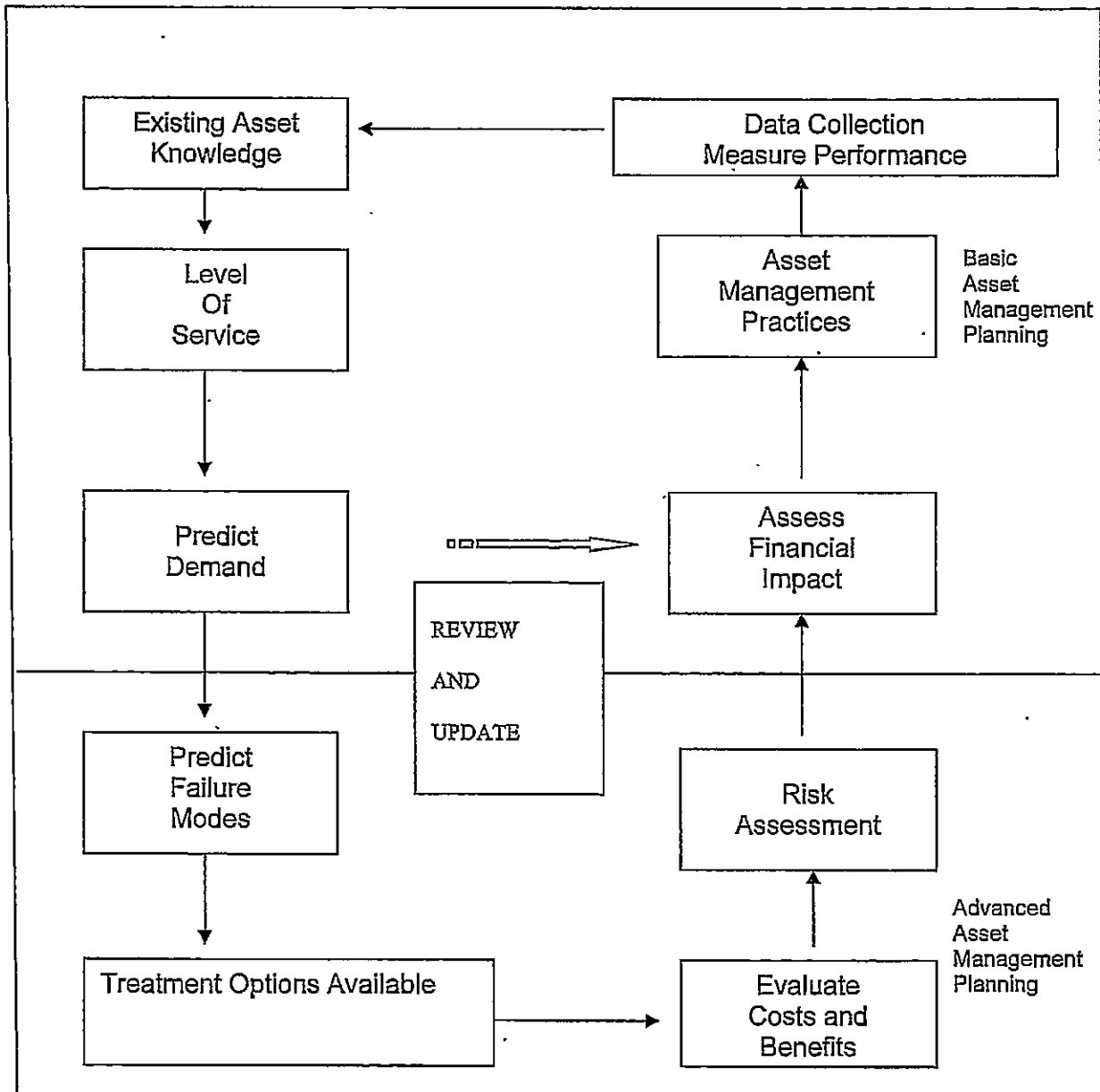


Figure 1.1

This plan will encompass some aspects of advanced asset management and it is intended to develop this further over the coming years.

Advanced Asset Management builds on the basic approach by engaging prediction modelling, risk management and optimised renewal decision-making techniques. These facilitate long term financial forecasts and programmes that minimise lifecycle costs whilst delivering required levels of service.

## Purpose of this Plan

The Transport Asset Management Plan has been produced to identify and evaluate current management, financial and technical practices and processes with the goal of defining and delivering the desired levels of service of each aspect of the highways and transportation asset (excluding land and buildings) in the most cost effective manner in the future

- The TAMP pulls together all the relevant strategies, goals, objectives, plans and methods in use in the Council for managing transport in the Borough
- The TAMP will identify in a transparent way the funding required for various current service levels, and the effect of funding decisions on service levels in the future
- The development of the TAMP assesses the strength and weaknesses of our existing systems and methods in managing the transport and highway asset and the highway network. A GAP analysis has been carried out and an Action Plan produced to enable the authority to meet its strategic goals in respect of asset ownership in the most cost effective way

The Plan will start to improve understanding about the highways and transportation asset in terms of

- Location, number and condition of assets.
- The quality and relative importance of the asset data being held
- What new assets are being added to the network and future demands that will be placed upon the asset.
- The rate of deterioration.
- How planned work will affect performance
- What level of service is expected for each asset.
- What funds are spent on the asset
- The value of assets
- Predicting what future costs will be



It is important to note that the plan does not include land in the ownership of the local Highway Authority

Having a good understanding of asset condition and deterioration rates, funding requirements now and in the future and when treatment is required will give an indication of current and future asset needs, repair and replacement costs and help to identify priorities and plan work on the whole asset in a more joined up and cost effective way. It will provide demonstrable and transparent evidence of the distribution of resources to assets that have the greatest maintenance need. Decision makers will have better information to inform a choice of options, and budget requests will be supported with a fact based assessment of needs.

The Plan will, therefore, help develop a longer term view, a clearer understanding of asset condition and performance, have a shared and consistent understanding of what is happening to the assets, more informed decision making and reduced risks of unplanned expenditure.

Trafford Council has identified 11 corporate objectives for the service that it provides to its customers. The efficient and effective management of the highway infrastructure contributes to three of these strategic objectives.

- To increase the safety of individuals and communities
- To support local businesses and regeneration
- To improve the cleanliness and sustainability of the local environment

The Highways and Transportation Service is working to ensure service improvement with the particular aim of focusing improving the condition of the network.

Trafford Council has a number of key objectives for the adoption of an asset management plan as follows:

- To adopt a life cycle approach, detailing the whole life cost of the asset, which will contribute towards a long term forward plan, with predicted future demands, and future funding options for the asset.
- To develop cost effective management strategies for the long term which will enable detailed and accurate information relating to the asset to be obtained, ensuring that where strategies are decided, the risks and consequences resulting from decisions that are taken are fully understood prior to the strategy being put into action.

- To provide defined levels of service and monitoring of performance making it possible to explore options for differing levels of service for each asset group, and the effects this may have on the public, services and environment. Once the levels of service have clearly been defined, it will be possible to monitor the performance of the asset against the specified levels of service.
- To manage risks associated with potential asset failures. The asset management plan will state the risks associated with asset failure (the data inventory identifies what the asset information is used for which will enable internal business risks, as well as risks to the public to be managed effectively)
- To ensure sustainable use of the transportation infrastructure
- To achieve continuous improvement in highway management practices. The asset management plan will encourage this in particular. It will challenge current working practices, and look for an increasingly efficient way of working, in order to provide the most cost effective way of completing works, prolonging the life of the asset and offering the best possible service to the residents of Trafford. Changes to current working processes will be required in order to close data gaps where beneficial, and to ensure that relevant asset data is shared in order to promote this way of working.

## The Asset

- The purpose of this document is to set out an approach for Trafford Metropolitan Borough council for the management of its transport asset. It is based upon the CSS Framework document for Highway Asset Management Plans.

Asset Group	Number/length km.?
<b>Roads (all classifications):</b>	
A roads	56
B & C roads	53 (B) 49 (C)
Unclassified roads	648
<b>Footways (all classifications):</b>	1560
Category 1 & 2	25
Category 3 & 4	1544
<b>Structures (total):</b>	158
Road bridges	68
Subways	8
Foot bridges	44
Culverts (>1.5m)	28
Retaining walls	9
Noise walls	None
Sign gantries	1

Asset Group	Number/length
Streetlights	26569
Lit signs	3288
Traffic Signals	-
Intelligent Transport Systems (ITS)	-
Solar panels (associated with traffic signals or ITS systems)	-
Public Rights of Way (all RoW)	107
Footpaths	94km
Brdleway	2 km
Byway	11 km
Bus stops and shelters	-
Vehicle restraints (safety fences)	-
Safety cameras	-
Soft estate (trees, verges, hedges)	-
Drainage systems	-
Unlit signs	-
Cycleways (all cycleways)	-
Off road cycleways	-
On road cycleways	-
Pedestrian barriers	-

Table 1 1

*Note. this plan does not cover the land and buildings asset.*

*Note. Where information is not available it is planned this will be obtained ready for the updating of the plan in December 2008.*

The quality of data varies across the asset groups listed in Table 1.1. For some asset groups, there are high levels of data with good confidence, and for some groups there is either no data, or only little data that is not very reliable.

The asset is growing year on year due to the adoption of additional roads into the network and through improvement activities such as the development of traffic safety schemes, bus lanes and other road improvement works. Whilst this offers increased benefits to the public, it must be recognised that these additional assets will add to existing maintenance and management requirements and exert pressure on the maintenance budgets.

### **Asset performance**

There are a number of performance indicators in place across the service group, which illustrate the past and current performance of the particular asset in key areas

A detailed list of all BVPIs and results for 2004/05 in comparison with other local authorities can be found in Appendix C.

Due to historically low investment the highway network has been deteriorating faster than it can be repaired resulting in a general decline in condition.

- The condition of the principal road network:

Due to the changes in survey technique it is difficult to show recent trends. However the latest BVPI carried out using Course Visual Inspection (CVI) showed the principle roads at a level of 8% requiring major interventions (2004/5) latest scanner result 2006/7 15%)

- The non principal (B and C) road network;

As with the principal roads the survey technique has changed to scanner from CVI. In 2004/5 the CVI result was 5.5% requiring major intervention. (Latest scanner results 2006/7 20%)

- The condition of the unclassified road network;

The CVI results have varied over the last few years but have always shown a significant percentage of roads requiring major intervention

2004/5	-	17%
2005/6	-	11.6%
2006/7	-	12%

The rules and parameters for calculation of the BVPI, the variability of CVI compared with machine surveys, and the fact that not all network is surveyed each year explains the variability.

(In summary the condition of the highways has deteriorated over a long period and does not compare well with some other authorities).

**BVPI Performance 04/05**  
**(04/05 Year used as last year of surveys carried out using CVI)**

<b>Road Type</b>	<b>Achieved</b>	<b>Actual 04/05 %</b>	<b>Upper Quartile Target %</b>	<b>Bottom Quartile Level %</b>
Principal A Road – eg Washway 56km	BOTTOM QUARTILE	8%	-	-
Classified/Non Principal B & C Roads eg Trafford Park 110 km	TOP QUARTILE	5.53	7.03	18.46
Urban unclassified All other roads inc residential roads 648 km	NEAR BOTTOM QUARTILE	17.08	9.95	22.07
Footways 1 & 2 Main footways	NEAR BOTTOM QUARTILE	25.3	16	34

Source Audit Commission CPA database

Options for future funding and indicative figures are included in Chapter 11 of this plan.

When maintaining the network, the Council must also address the following key issues:

- Increased levels of traffic, and differing types of traffic using the network.

#### **Traffic Flows**

- 12-hour weekday flows on A and B roads in Trafford grew by 2% between 2005 and 2006 compared to no change in Greater Manchester
- Traffic flows on A and B roads in Trafford have increased by 20% between 1993 and 2006, compared to 2% in Greater Manchester and 6% nationally.

#### **Traffic Composition**

- A roads: 85% cars, 11% LGVs and 3% OGVs
- B roads: 83% cars, 11% LGVs and 3% OGVs
- The proportions of cars on A and B roads were slightly higher than the Greater Manchester averages of 81% and 82%  
(source: GMTU Report 1298 August 2007)  
More HGVs on the roads result in faster deterioration of the infrastructure.
- More frequent extremes of weather in recent years have accelerated the deterioration of the road network, putting increased pressures on already hugely stretched resources. This is compounded by the geological conditions and topography in Trafford with its high water table and flat topography, which requires greater investment due to its tendencies to retain water and become flooded. This leads to extra maintenance and care, and therefore extra cost.
- Increased public demand and perception of acceptable levels of service/condition of the asset.

## Chapter 2 - Business Processes (Goals and Objectives)

### Objectives

Highway Asset Management is a way of running the 'business' of operating a highway network. The development of asset management processes and plans must therefore be guided by the overriding corporate objectives of the authority

- There are a number of Transport related aims which Central Government wish to pursue. How it is intended to pursue these aims are outlined in the Local Transport Plan (LTP). The LTP is a joint document produced by the 9 Greater Manchester Metropolitan Borough Councils and the Passenger Transport Executive
- The Trafford Council Community Strategies, corporate objectives identify that there is a desire to improve the condition of the highway infrastructure, (see Appendix C). The exact service level required however needs to be clarified
- Whilst the community safety and corporate objectives identify that improvements to the highway infrastructure is required at the current time there is no reference to the sustainability of the infrastructure and policies to ensure that a disproportionate amount of maintenance costs are not passed on to future generations. The calculation of this requirement is seen to be the officer responsibility (Civil/Highway Engineering section and Building/Structures Section)
- The CPA assessments and the BVPI's targets requirements generally complement the other goals and objectives. However greater emphasis is put on certain areas of the infrastructure
- In summary, there are 3 goals:-
  - (a) Level of service required by community safety/corporate objectives
  - (b) To maintain a sustainable infrastructure
  - (c) To meet BVPI targets



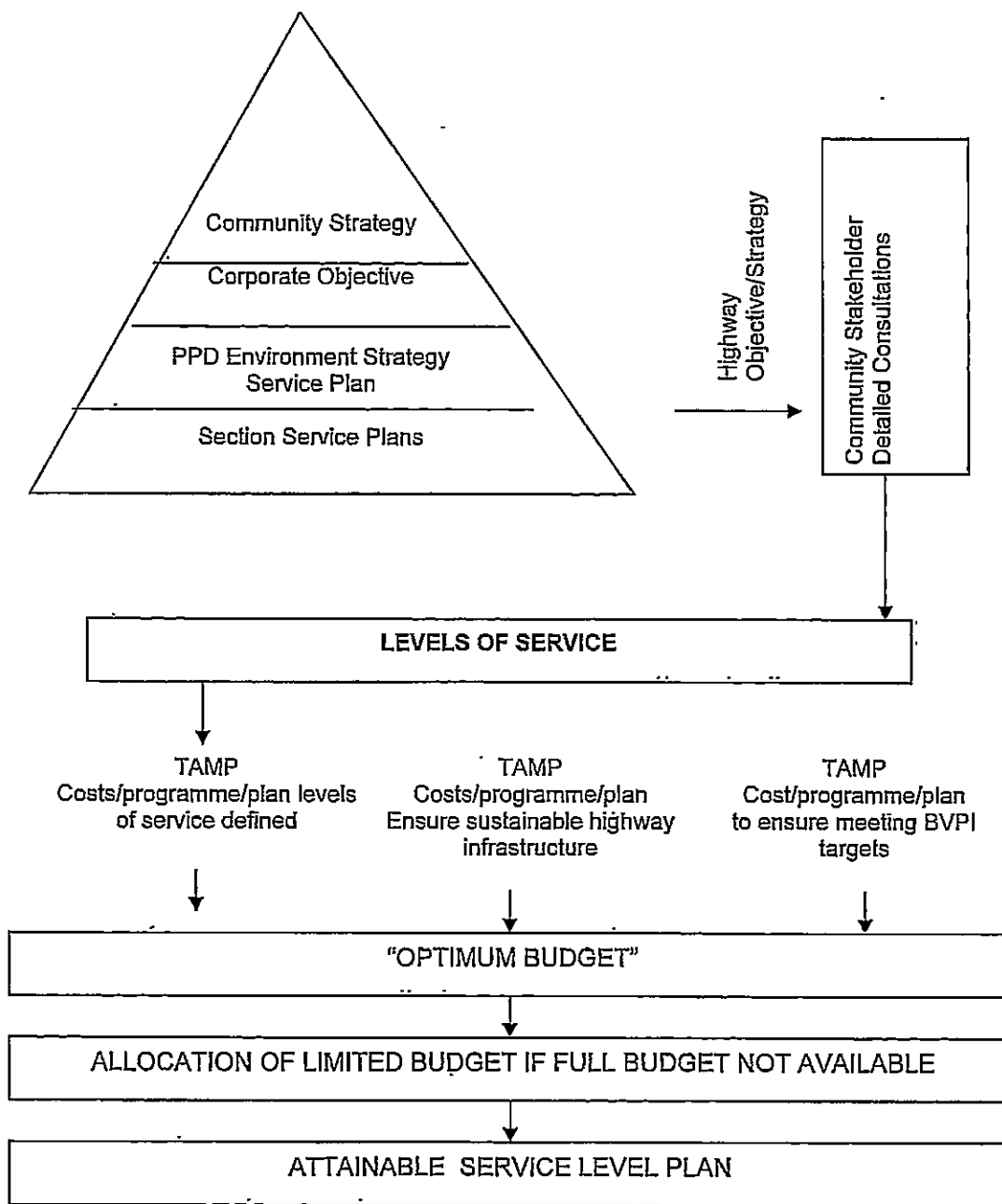
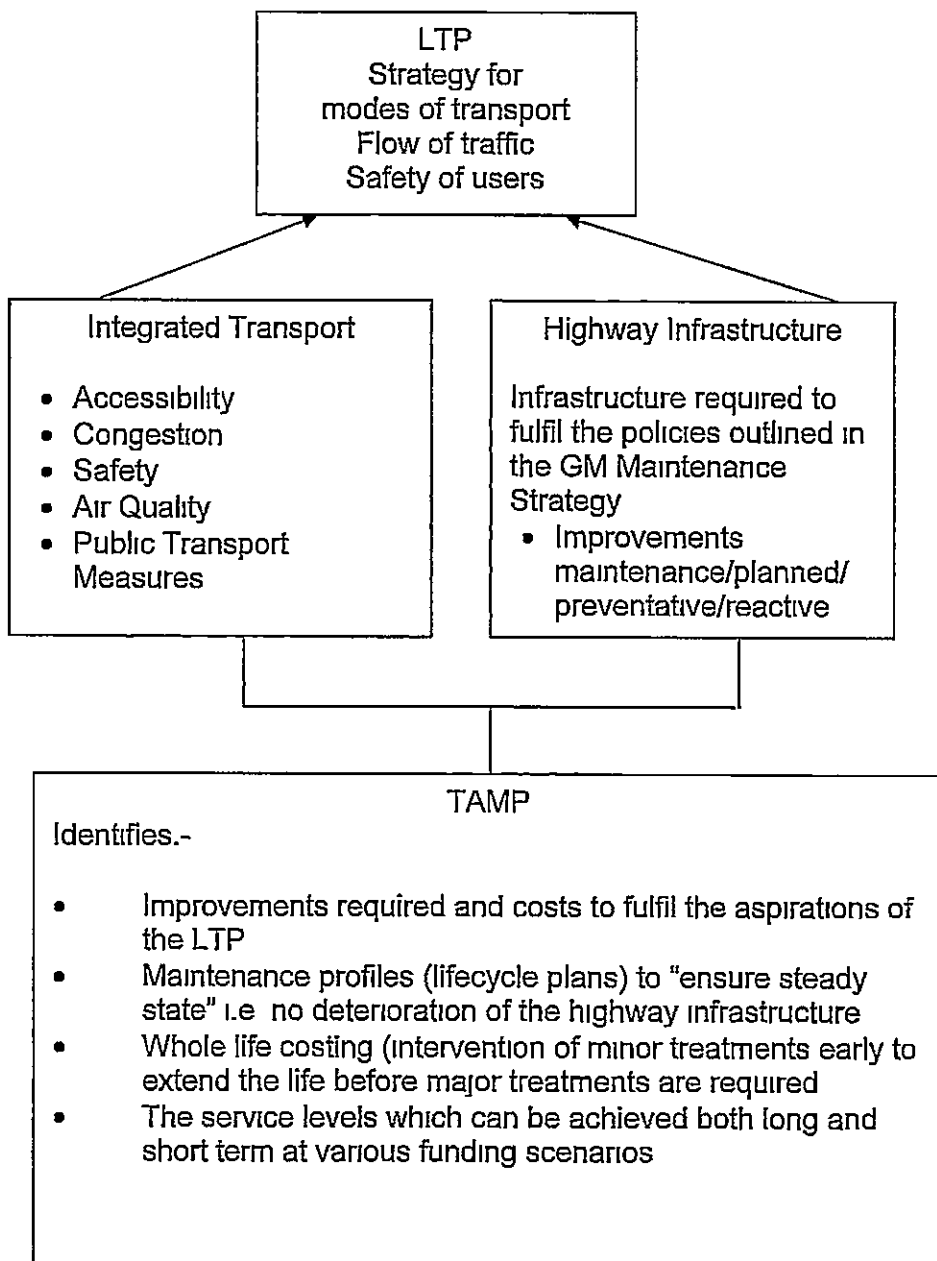


Figure 2.1



Note: The TAMP and the GM Maintenance Strategy form part of the LTP.

Figure 2.2

The objective is to address the following items:-

- Strategic Approach - A system process which takes a long term view
- Whole of Life - The whole life/life-cycle of an asset is considered
- Optimisation - Maximisation of benefits by balancing demands
- Resource Allocation - Allocation of resources based on assessment of need.
- Customer Focus - Explicit consideration of customer expectation

This chapter of the Transport Asset Management Plan deals with the key processes currently used by the Council to manage its highway assets. Processes have been reviewed and evaluated and where required, changes to improve the delivery of services have been identified.

### Business Processes

The following key Business processes influence asset management and the outcomes provided to customers:

- Determining customer need
- The overall budget setting process
- Drafting budget requirements and costed programmes of work
- Assessing budget requirements for the service
- Assessing value for money
- Determining levels of service

These processes need to be refined and documented procedures produced.

## Determining customer need

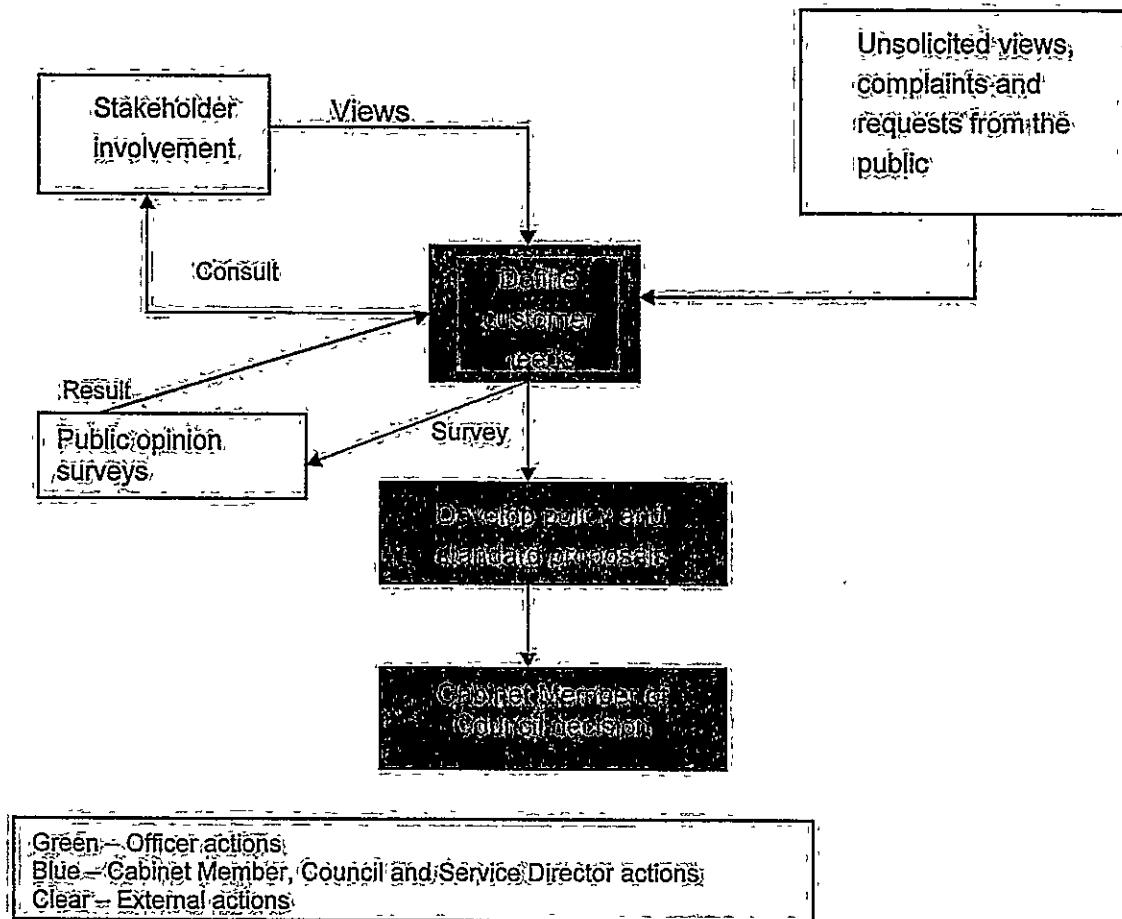


Figure 2.3 Flowchart showing process for determining customer need

The flowchart above demonstrates that customer need is identified both through formal consultation processes and regular contact direct from key stakeholders - members of the public, interest groups, elected members and parish council representatives. Consultation with stakeholders and the community are part of an inclusive approach to understand the real issues for people in Trafford and a commitment to effective public consultation.

## **Policy change**

This process could be further improved in the future by providing the public and key stakeholders with additional information detailing how decisions are made, policy and standards, anticipated levels of service that can be delivered with the available budget and the implications for other service areas/assets if funding is diverted.

## **The overall budget setting process**

The current budget setting process is described below.

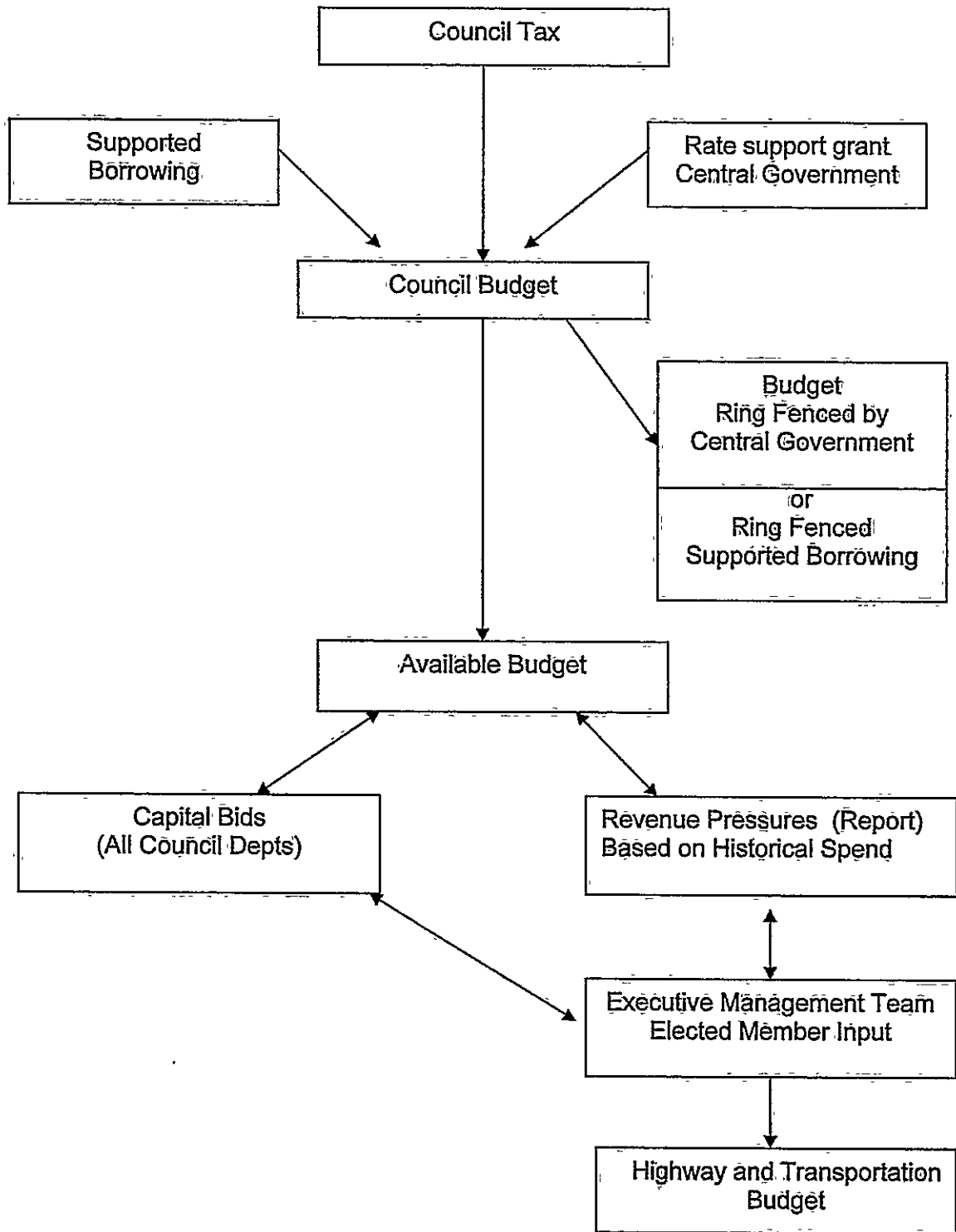
**Flowchart 1** shows the high level budget setting process representing the Council.

**Flowchart 2** illustrates the process for determining programmes of work at group level and is carried out by Officers.

**Flowchart 3** represents the process of budget setting at Service Group level (Highways and Transportation), and is carried out by the Cabinet Member and Service Director, based upon the information submitted by Officers in the process illustrated in flowchart 2.

**Flowchart 4** details the process of assessing value for money which is used in the process of determining programmes of work by Officers.

Figure 2.4 Flowchart 1 – Overview of the budget setting process:



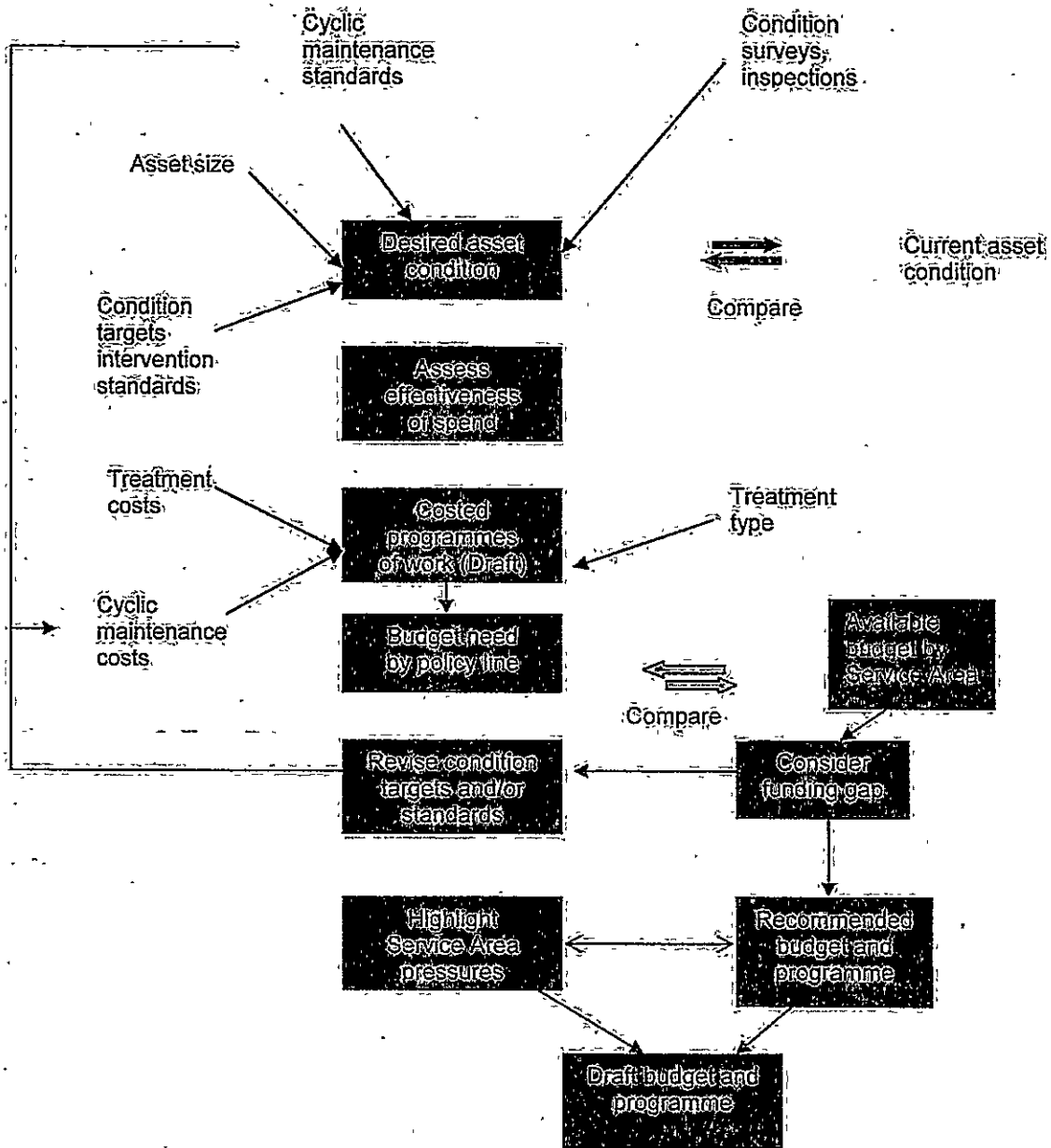
Note:-

(1) Highways Bid outlines the budget required for

(2) Capital Bids are analysed by "Capital Finance"

- "Steady State"
- To Meet BVPI Targets
- Community aspirations (specific projects)

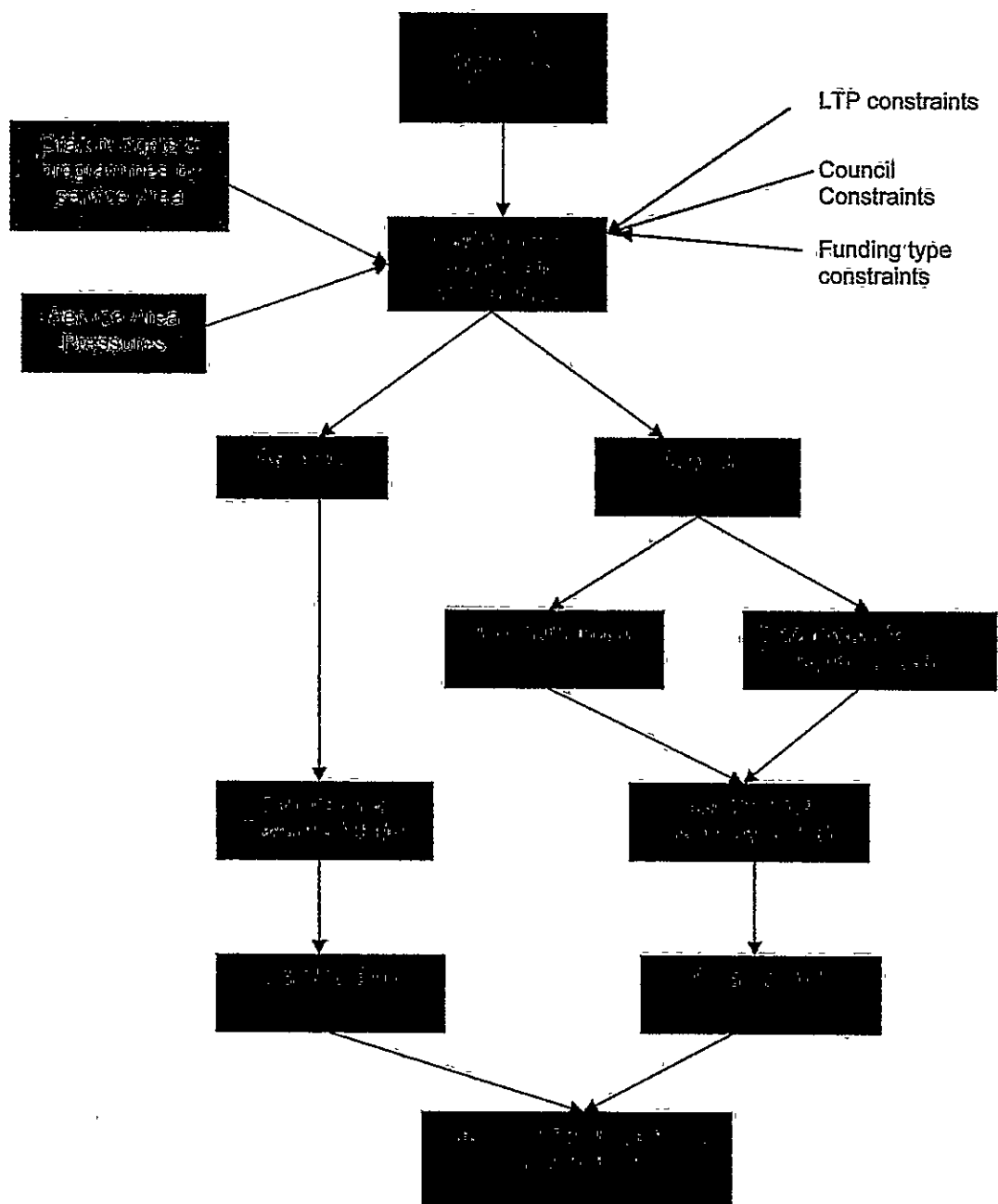
Figure 2.5 - Flowchart 2  
 Drafting budget requirements and programmes of work



Purple - Refer to flowchart 4  
 Green - Officer actions  
 Blue - Cabinet Member and Service Director actions

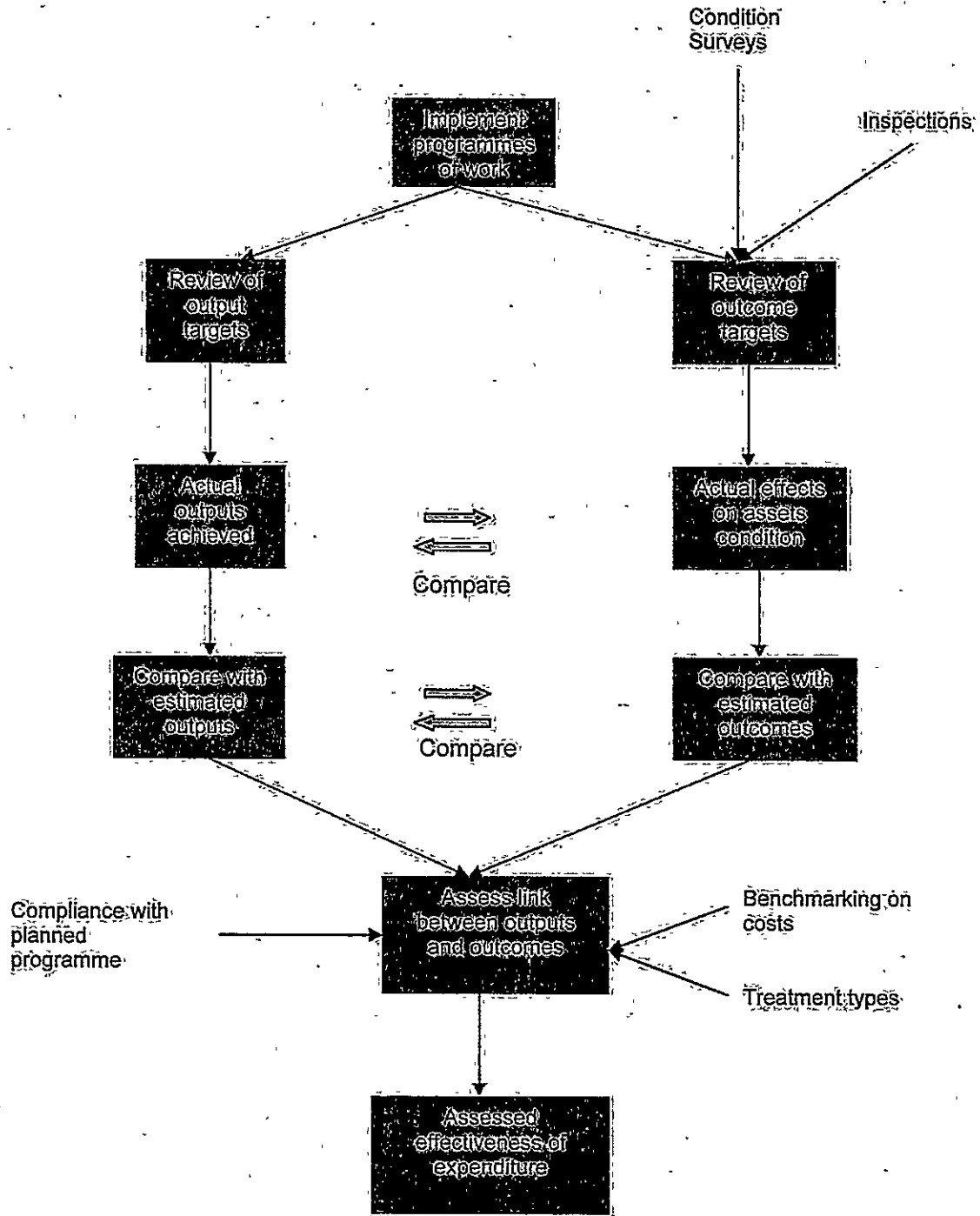


Figure 2.6 - Flowchart 3  
Assessing budget requirements for the Service



Green – Officer actions from flowchart 2  
Blue – Cabinet Member and Service Director approvals

Figure 2.7 - Flowchart 4  
Assessing value for money



Orange - Officer/Contractor actions  
Green - Officer actions

Formalisation of 'the Attainable Asset Management Plan' is an iterative process in which the Service Director and Management Team work closely with the Executive Member for Technical Services as the Council's budget setting process develops each year. The process is designed to enable Members and Officers to challenge budget assumptions and establish fully the technical implications of any proposed changes.

Informal discussions take place between the Executive Member for Technical Services and the Strategic Director (Highways and Transportation). In parallel with these discussions, detailed reports are produced for each service area, containing various options and costs, using financial information and projections of achievement, and improving condition options and proposals. These reports are then reviewed by the Highways and Transportation Management Team to ensure they reflect a department wide view of priorities at Officer level.

The Executive Member for Technical Services receives the report directly and in addition, these are discussed at monthly Business Performance Meetings and additional ad hoc meetings as appropriate.

The table on the following page shows how the revenue budget is split between the various functions within highways and transportation.

<b>2006/07 Revenue budget summary split</b>	
<b>Highways (Reactive Maintenance)</b>	
Operational total	
Departmental costs – staff	
<b>Total Controllable</b>	
Departmental costs - indirect	
<b>Total – Highways Maintenance</b>	
<b>Network Management (Enactments)</b>	
Operational total	
Departmental costs – staff	
<b>Total Controllable</b>	
Departmental costs – indirect	
<b>Total – Network Management</b>	
<b>Civil/Highways Engineering</b>	None
Operational total	
Departmental costs – staff	
<b>Total Controllable</b>	
Departmental costs - indirect	
<b>Traffic/Transportation</b>	
Operational total	
Departmental costs – staff	
<b>Total Controllable</b>	
Departmental costs - indirect	
<b>Total – Network Development</b>	
<b>Departmental Management</b>	
Departmental costs – staff	

Table 2 1 Summary of Highways and Transportation budget by policy line

A similar approach is taken with respect to monitoring of the budget programme and performance targets during the year where the main member interface is with the Executive Member for Technical Services.

The appropriate Managers will also be invited to comment on specific issues when necessary.

The existing processes for setting budgets encourages the basis of an asset management approach within the current constraints as budget needs are drafted based upon asset condition and size, treatment types, targets and standards. Current constraints include capital funding from the LTP that is designated for a particular use, overall Council priorities and funding levels.

Value for money is assessed as part of the process of putting programmes of work together. This is achieved by reviewing methods of achieving targets in the most cost effective way such as assessing different treatment types and the effect this would have on the asset to ensure that the target is achieved.

The overall process of setting budgets could be further built upon to place more importance on an asset management approach. This would involve increased emphasis on the longer term requirements of the asset and applying appropriate treatment types to minimise the whole life cost. Trafford could expand on the work already carried out, particularly on the highway asset by:

- Producing detailed options on the effects of different treatment types on the whole life cost of the asset and results on asset condition.
- Using historic treatment data and construction data to assist in putting together whole of life cost options for different treatment types.
- Having long term scenarios supported by robust data, which clearly demonstrate the benefits of treatments. This will also assist the Cabinet Member and Service Director when putting forward a case for funding for the service.
- Including new assets within the budget setting process. At present new assets are added to the network with no assessment of future maintenance requirements. It is proposed that a maintenance audit is included in the formal planning approval process so that maintenance needs can be identified and costed and commuted sums can be obtained from developers for future maintenance requirements where this is possible.
- Improving monitoring such as recording and assessing information on lessons learnt, effectiveness of spending, benefits monitoring, efficiencies gained and assessing whether actions identified have met objectives set.

The Highway Network and the Asset is managed by:

- (a) 'Operations' Section (of the PPD/Directorate)
- (b) Strategic Section of (PPD/Directorate)

The Operations Section is responsible for the day to day activities.

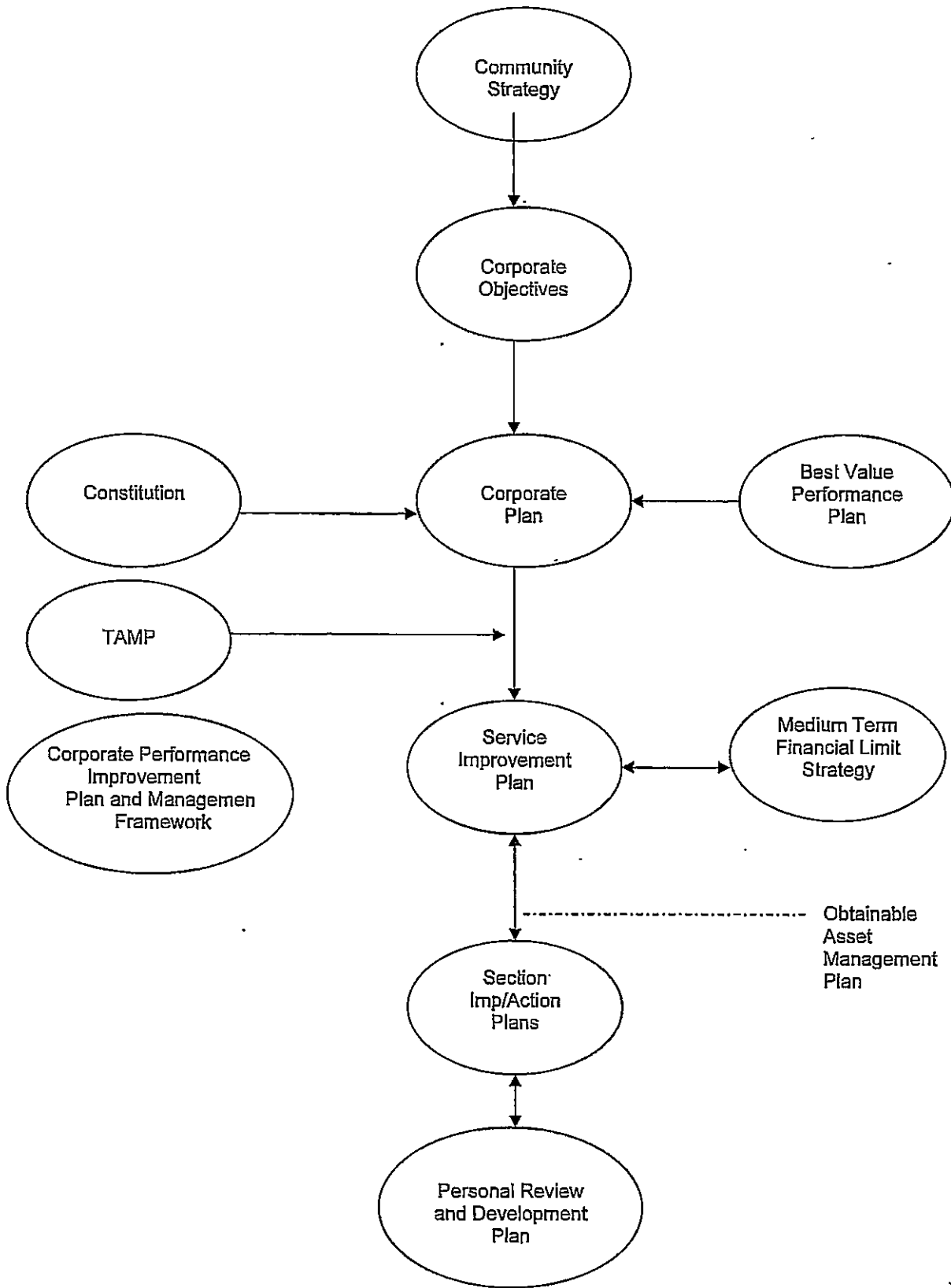
- Reactive maintenance (pot hole and patching)
- Cyclic maintenance (gully cleaning etc)
- Routine street lighting maintenance (outages etc/clean and block change)
- Replacement and maintenance of street furniture
- Enactments - permits such as road opening notices, skip permits
  - obstructions on the highway
  - vehicle crossings
  - statutory undertakers co-ordination

The Strategic Section is responsible for the Asset Management Policy, strategy, procurement, project management

- Planned structural maintenance
- Highway improvement schemes
- Development schemes
- Preventative maintenance schemes
- Traffic safety schemes
- Quality bus corridor schemes
- Traffic calming schemes
- Highway and Traffic Input into planning

"The Golden Thread"

Figure 2.8 - Flow Chart demonstrating how objectives, strategies and action plans feed into each other throughout the organisation



## Chapter 3 - Levels of Service

Levels of service form a key part of an asset management plan. In order for an asset management plan to be successful, it is vital to have defined levels of service that clearly reflect users and stakeholders demands and expectations for each asset group, balanced with the cost of providing the specified level of service. The levels of service also take account of the statutory duties of the council as a highway authority and the authority's strategic transportation goals.

The County Surveyors Society (CSS) framework for asset management describes levels of service as:

"The quality of services provided by the asset for the benefit of customers. They are composite indicators that reflect the social, economic and environmental goals of the community. Levels of service are therefore the manner by which the highway authority engages with the customer and are about reflecting the customer's interests in terms that can be measured or evaluated."

Alternatively, levels of service are defined as:

"The defined service quality for a particular activity or service area against which performance may be measured."

Levels of service can relate to any or all of the following, quantity, quality, responsiveness, reliability, environmental acceptability and cost and are developed from both asset condition (existing/desired) and demand aspirations i.e. what the asset is expected to deliver both now and in the future.

**Attainable Service Level** - A service level that re-interprets the optimum service level in the light of available funding

### Service Options

A list of generic Service Options have been identified for use within this plan, and these will be developed, over time for each asset group as the data, funding and performance measures become available to do so.

It is anticipated that these Service Options will be used to develop detailed levels of service for each asset on an annual basis. This information will form a report for the Senior Management Team and Executive Member for Technical Services which demonstrates the predicted levels of service, risk and cost for each asset group to enable informed choices about service levels to be made.



The Council have opted initially to use five service options as listed below:

- Statutory minimum – activities and funding requirements to fulfil statutory duties for each specific asset.
- Steady state of performance – activities and funding requirements to maintain the current level of performance, also considering past and predicted increases in asset base over the coming years.
- Current funding – levels of performance that will be achieved if there are no funding increases, also considering past and predicted increases in asset base over the coming years.
- Acceptable minimum – the minimum level of service that could be provided, and still meet statutory requirements, recommended actions from codes of practice and recognised best practice.
- Enhanced – funding and activities that are required in order to achieve an upper quartile BVPI score for the asset group (where assets have a BVPI measuring condition), or other measurable enhanced performance.

The service options above have been used to put together specific levels of service for each asset, for each of the options above. These levels of service can then be measured using appropriate performance measures.

Alternative levels of service will also be evaluated using a number of different criteria. These will include:

- Economic implications – whether the change will provide potential cost savings or achieve better value for money (life cycle/whole life costing).
- Political influences – the effect of initiatives and requirements from Central Government.
- Customer desires and expectations – to assess whether the change in service level will meet or exceed customer expectations, or have a negative effect both immediately and in the future.
- Policy and legislation – whether the proposed change meets statutory requirements or requires a change in policy.

## Use of levels of Service

Levels of Service describes the quality of services provided by the asset for the benefits of the users

Levels of Service are a way in which a highway authority can determine whether or not it is meeting current "customer" expectations, future "customer" expectations and its statutory obligations in the delivery of its highway services. They enable the Highway Authority to -

- Document and measure the service provided
- Rationally evaluate service versus cost trade-offs
- Determine if adequate consideration is given to what is important to the "customer"
- Establish if operational activities support the achievements of strategic goals

Levels of Service can be categorised as either -

- Condition Assessment – preservation of the physical integrity of the asset.
- Demand Aspirations – The service delivered by the asset in terms of its use, generally expressed in terms of safety, accessibility, integration etc. such measures recognise that the asset provides a service to customers by enabling them to travel

### 1. Customer expectations

Service levels are defined in this initial TAMP based on condition only

- BVPI targets (for example 224(b) % of urban unclassified roads requiring major intervention (works))
- Description for example "No further deterioration of the highway infrastructure".
- For cyclic operations – No. of times operation c/o per year
- Reactive maintenance – time before repair
- Description based on customer expectation 'perceived' condition

Development of Defined Service Levels

- The community strategy the corporate objectives whilst supporting an improvement in the condition of the highway infrastructure do not clearly identify or define the level of service desired' (Appendix C) One of the actions in the action plan outlines the necessity to address this issue

## 2. Legislative requirements

Where applicable, legislative requirements have been incorporated into the levels of service and identified as the statutory minimum requirement to maintain the asset. Legislation most relevant to the highway asset are:

- **The Highways Act 1980** states that the local authority has an absolute duty to maintain the highway pursuant to Section 41 of the Highways Act 1980. There is a special defence under Section 58 of the act, which does allow the authority to defend actions arising from accidents caused by the condition of the highway, where the authority can demonstrate that it acted reasonably. This requirement (to demonstrate reasonable action) supports the use of an asset management approach; this enables the authority to demonstrate that it has taken every reasonable action taking into account, risks, budget and priority based upon needs of the overall groups of highways & transportation assets to maintain the highway to the best of its ability.
- **The Traffic Management Act 2004** requires the authority to "secure the expeditious movement of traffic on their road networks" and also to facilitate the expeditious movement of traffic on other authorities' road networks. The act also stipulates other requirements such as the appointment of Traffic Officers to help deal with minor incidents and keep traffic flowing as freely as possible. By satisfying the requirements of this act, the authority needs to balance carefully the requirements of this act with the asset management approach, as to achieve the objectives of the Act may require the authority to carry out works not in the most cost effective manner.
- **The New Roads and Streetworks Act 1991** requires the local authority to control and co-ordinate road works on the network, as well as identifying traffic sensitive routes and structures of special engineering difficulty. Any works carried out on the highway must be reinstated and maintained by the organisation making them, and not the local authority. As with the Traffic Management Act 2004, the effects of this legislation also have to be carefully balanced with the asset management approach to ensure that the requirements of the legislation are achieved whilst still achieving elements of the asset management approach.
- **The Road Traffic Act 1988** requires the local authority to have in place and implement a program to promote road safety, including contributing to the cost of road safety measures, investigating accidents and taking any necessary remedial measures, including training, distributing information and advice on the use of roads, the construction, improvement or repair of roads for which they are responsible. When constructing new roads, appropriate measures should be taken to ensure that the roads, when they open, have suitable measures in place to help to reduce the possibilities of accidents. The recommendation and installation of road safety measures impacts on the asset in terms of adding to the asset and future maintenance spend.

- **The Road Traffic Reduction Act 1997** requires each local authority to prepare a report detailing levels of local traffic in the area and forecasts of anticipated growth levels. The report should also contain targets and plans for reducing levels of local traffic and reducing growth of local traffic. These targets can differ for different areas of the authority's area for different classes of local traffic. This approach will have a beneficial effect on the asset management, as the report will contribute to traffic forecasting and future deterioration modelling and so therefore will aid in the planning of maintenance and funding requirements.
- **The Transport Act 2000** requires local authorities to develop policies for the promotion and encouragement of safe, integrated, efficient and economic transport facilities and services to, from and within their area as well as carrying out the necessary actions to fulfil these functions. This act also requires each local authority to formulate their own local transport plan which contains the above policies. For Trafford, this has been achieved, and the second local transport plan is now in place. Any proposed changes to the way in which works are programmed or carried out because of the adoption of an asset management approach will need to be programmed in a complementary manner to the LTP, and vice versa.
- **The Rights of Way Act 1990, and the Countryside and Rights of Way (CROW) Act 2000** collectively these acts stipulate the Borough's responsibilities for Public Rights of Way, such as the duty to erect Public Rights of Way (PRoW) fingerposts where the route joins/leaves the metalled highway. Responsibilities for landowners and farmers are also set out in the legislation in relation to the disturbance and reinstatement of cross-field Public Rights of Way, duty of care and maintenance of PRoW furniture (stiles, gates etc). Further powers of enforcement and a duty to take action in the case of a failure to comply with these legal requirements are also bestowed on the Highway Authority under these acts. The Disability Discrimination Act 1995 in conjunction with the CROW Act 2000 places further duties on the Highway Authority to improve access for all. This has led to higher installation costs for DDA approved PRoW furniture or upgrading of bridges to facilitate disabled access. In addition future maintenance costs are likely to be higher. These will be the responsibility of the Council rather than the landowner.
- **The Crime and Disorder Act 1998** states that it is the responsibility of each authority to exercise its various functions with due regard to the likely effect of those functions on, and the need to do all that it reasonably can to prevent crime and disorder in its area. Under this act, authorities are also required to put into place a strategy for the reduction of crime and disorder in their area. This may have an effect on asset management because some measures may need to be put into place which, again may not be to the best benefit of an asset management approach.

- Local Government Act 1972 allows the transfer of street lighting functions from the Highway Authority to a Lighting Authority (this includes a Council or other body authorised to provide lighting under the Public Health Act 1875 or the Parish Councils Act 1957). This Act would potentially allow the transfer of lighting powers (i.e. ownership) from the Council to a District or Parish Council. This would impact on the Council by eliminating the requirement for maintenance for those assets that were transferred.
- Disability Discrimination Act (DDA)1995 has implications for a number of asset groups, listed below:
  - Public Rights of Way – the above legislation has stipulated that PRoW must be more accessible. This is being implemented via the Rights of Way Improvement Plan, and will have maintenance and management implications, for example, preferential use of kissing gates, which are more expensive to install and also to maintain.
  - Passenger Transport – the raised kerb programme is in response to the need to make passenger transport more accessible.
  - Traffic Control Information Systems – The DDA requires pedestrian crossings to have DDA compliant facilities, such as tactile paving and audible signals. Ultimately, all of these additional facilities do require an increased maintenance allocation in order to ensure that the elements of the asset are in good working order and that the functions of the asset can be fulfilled.
  - Structures – the legislation requires structures to be fully accessible.

### **3. Council mission and objectives**

The Council mission and objectives (community objectives, corporate objectives etc) are reflected in levels of service decisions, prioritisation and target setting.

### **4. Best practice guidelines**

Best Practice Guidelines can be comprised of elements of the following; recommendations from relevant Codes of Practice and generally accepted best practice established by peers. Where Best Practice Guidelines are in existence, these have been used to inform the level of service options that have been identified by forming part of the acceptable minimum level of service. Whilst best practice guidelines are not a statutory requirement, they do represent a standard of accepted good practice, and may also assist with defence against any liability claims.

**5. Affordability**

Affordability has been assessed by determining how long the current level of service can be sustained should there be no increase in funding from that allocated in 2006/07. Where there is good data for an asset, such as street lighting, it has been possible to identify how long the statutory requirements for an asset could be upheld, and what elements of maintenance work would not be carried out as a result of lack of funding. Where this data is not available, general assumptions have been made based upon knowledge and experience.

**6. Availability of resources, skills and appropriate delivery mechanisms**

The availability of resources has been considered in relation to existing highways and transportation staffing levels by external consultants Kendrick Ash.