



## **Neighbourhoods and Environment Scrutiny Committee**

Date: Wednesday, 7 November 2018

Time: 10.00 am

Venue: Council Ante Chamber, Level 2, Town Hall Extension

This is a **revised and supplementary agenda** containing additional information about the business of the meeting that was not available when the agenda was published

### **Access to the Council Chamber**

Public access to the Council Chamber is on Level 2 of the Town Hall Extension, using the lift or stairs in the lobby of the Mount Street entrance to the Extension. That lobby can also be reached from the St. Peter's Square entrance and from Library Walk. **There is no public access from the Lloyd Street entrances of the Extension.**

### **Filming and broadcast of the meeting**

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## **Membership of the Neighbourhoods and Environment Scrutiny Committee**

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**Councillors** - Igbon (Chair), Azra Ali, Appleby, Chohan, Flanagan, Harland, Hassan, Hewitson, J Hughes, Jeavons, Kilpatrick, J C Lyons, Noor, J Reid, Sadler, Strong, White and Wright

## Revised and Supplementary Agenda

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**1. Urgent Business**

To consider any items which the Chair has agreed to have submitted as urgent.

**2. Appeals**

To consider any appeals from the public against refusal to allow inspection of background documents and/or the inclusion of items in the confidential part of the agenda.

**3. Interests**

To allow Members an opportunity to [a] declare any personal, prejudicial or disclosable pecuniary interests they might have in any items which appear on this agenda; and [b] record any items from which they are precluded from voting as a result of Council Tax/Council rent arrears; [c] the existence and nature of party whipping arrangements in respect of any item to be considered at this meeting. Members with a personal interest should declare that at the start of the item under consideration. If Members also have a prejudicial or disclosable pecuniary interest they must withdraw from the meeting during the consideration of the item.

**4. Minutes**

To approve as a correct record the minutes of the meeting held on 10 October 2018 – **Previously circulated**

**5. [10.05-10.30] Highways Reactive Maintenance**

5 - 40

Report of the Director of Operations (Highways)

This paper seeks to inform the Scrutiny Committee on the Highways Reactive Maintenance Programme. The report includes information on Pothole repairs and Drainage and gullies clearance and repairs.

**6. [10.30-10.50] Highways and the flow of traffic in the City Centre**

41 - 54

Report of the Director of Operations (Highways)

This paper seeks to inform the Scrutiny Committee on Highways and the Flo of Traffic in the City Centre. The report includes information on pavement and footpath conditions, and information on how planned maintenance work is communicated with local residents and businesses.

**7. [10.50-11.15] Improving Road Safety around Schools**

55 - 62

Report of the Operational Director of Highways

Members of the Scrutiny Committee requested to receive an update to the report that had been considered by the Committee

at the meeting of 18 July 2018.

8. **[11.15-11.40] Sprinkler and fire safety works update** 63 - 64  
Further to the printed published agenda issued 30 October 2018 attached is a revised report front sheet that details the recommendations that Executive will be asked to approve at their meeting of the 14 November 2018.
9. **[11.40-12.00] Playing Our Full Part on Climate Change - Updating Manchester's Commitment – Previously circulated**
10. **[12.00-12.10] Overview Report – Previously circulated**

## Further Information

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For help, advice and information about this meeting please contact the Committee Officer:

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This supplementary agenda was issued on **Friday 2 November 2018** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 3, Town Hall Extension (Mount Street Elevation), Manchester M60 2LA

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**Manchester City Council  
Report for Information**

**Report to:** Neighbourhoods and Environment Scrutiny Committee - 7  
November 2018

**Subject:** Highways Reactive Maintenance Programme

**Report of:** Director of Operations (Highways)

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### Summary

This paper seeks to inform the Scrutiny Committee on the Highways Reactive Maintenance Programme. The report includes information on:

Pothole repairs; and  
Drainage and gullies clearance and repairs.

### Recommendations

The Neighbourhoods and Environment Scrutiny Committee is asked to note:

- The ongoing service improvement work around clearing a historic surplus of required defect repairs and drainage problems and embedding continual service improvement.
  - The work undertaken to comply with the new revised highway maintenance code of practice.
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**Wards Affected:** All

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<b>Manchester Strategy outcomes</b>	<b>Summary of the contribution to the strategy</b>
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	A well maintained highway infrastructure will encourage business growth, creating jobs and opportunities
A highly skilled city: world class and home grown talent sustaining the city's economic success	The Highways Investment Strategy will provide opportunities for the development of skills.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The improvements to the roads in the Community Network will contribute towards this strategy.

A liveable and low carbon city: a destination of choice to live, visit, work	Safe and improved highways will encourage people to visit, live and work within the City.
A connected city: world class infrastructure and connectivity to drive growth	The maintenance of highways is a major contribution to this strategy.

**Full details are in the body of the report, along with any implications for**

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

### **Financial Consequences – Revenue**

The asset management principles outlined in the report will ensure that the most cost effective maintenance treatments are used at the right time to maximise the life of the asset. Over the longer term, this will help to reduce the pressure on our revenue budgets required for pothole and drainage repairs.

Adopting a risk-based approach will allow the Council to establish and implement more appropriate levels of service, which will allow better use of resources and may generate efficiency savings.

### **Financial Consequences – Capital**

In 2016/17 the Department for Transport (DfT) changed the way that councils are awarded capital funding for highway maintenance. In previous years, all the available capital maintenance funding was allocated to local authorities based on a formula taking into account road length, traffic volumes etc. Available funding has now been split into three streams:

- Formula allocation element based on road length and other metrics;
- Local Highways Maintenance Challenge Fund – Awarded via a bidding process for specific maintenance schemes. In 2015 we were successful in receiving £6.3m of funding for maintenance of five of our key strategic routes;
- Local Highways Maintenance Capital Incentive Fund - Set up to reward councils who are using good asset management principles and who can clearly demonstrate efficiencies;

This means that a proportion of the available funding is now based on competitive/performance criteria. Manchester currently receives its full allocation of incentive funding as part of the GM devolution deal.

Improving our reactive maintenance processes demonstrates good practice and continuous improvement, which is one of the themes in the incentive funding criteria.

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**Background documents (available for public inspection):**

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

- Report to Executive 2<sup>nd</sup> December 2015 - Highways Asset Management Policy and Strategy;
- 'Well Managed Highway Infrastructure: A Code of Practice' published by UK Roads Liaison Group, October 2016;

## 1 Background

- 1.1 Manchester's highway network includes over 1,350 km of road length, 2,600 km of footway length and over 350 bridges and structures. Based on the latest valuations, the total highway asset has an indicative gross replacement value of over £2.7billion, making it the Council's most valuable asset.
- 1.2 Our current Highways Asset Management Strategy & Policy documents were approved at Executive in December 2015. These set out the Council's commitment to achieving benefits in the management of Manchester's highway network that can be delivered through asset management, and describes the principles adopted in applying asset management to help achieve the authority's strategic objectives.
- 1.3 Our funding for highways maintenance is split into 2 areas:
1. Capital funding for planned network maintenance work – resurfacing, preventative treatments, patching;  
£80m of the 5 year highways capital investment programme has been allocated between 2017/18 and 2021/22 to improve the condition of our network;
  2. Revenue funding for pothole, drainage and other defect repairs;  
£5.3m of revenue funding has been allocated for Manchester Contracts to undertake highway repairs in 2018-19;
- 1.4 The asset management principles adopted and data collected were instrumental in providing the information which led to the successful challenge fund bid in 2015, where we received £6.3m of funding from the DfT for maintenance of five of our key strategic routes.
- 1.5 More recently, the approach was fundamental in securing the £100m 5 year Highways Investment programme currently underway, which will primarily be spent on improving the condition of Manchester's roads, footways and drainage, as well as supporting the maintenance of the bridge network.
- 1.6 The purpose of this report is to update members with the following processes that we follow to comply with our statutory duty to maintain our highway network under Section 41 of the Highways Act 1980:

### Potholes:

- Our inspection regime;
- How we respond to enquiries;
- Our defect repair processes;
- Small patching works programme;
- Monitoring utility works;

### Cyclical Drainage programme:

- Background;
- Programme of cleansing work;



- Processes for dealing with blocked gullies;

Performance monitoring:

- How we are measuring performance;

Customer satisfaction:

- Summary of 2018 NHT survey results;

New code of practice for highway maintenance:

- Background;
- Work undertaken to date to comply with the new code;

The report does not include information on the current capital investment or the related programme of work.

## 2 Introduction

- 2.1 It is important to recognise that National Government funding decisions and resulting under-investment since 2010 has led to significant deterioration of the highway network across the country. Once the condition has fallen into serious disrepair, it becomes much more expensive to rectify.
- 2.2 Although we have now completed the first year of our highway capital investment programme, the Council is still currently tackling the effects of a sizeable number of outstanding defect repairs.
- 2.3 The initiatives that we are currently implementing will help us to deliver a more effective service moving forward and reduce the number of defect reports and complaints.
- 2.4 The maintenance procedures for all our highway assets are currently carried out in accordance with the national codes of practice, 'Well Maintained Highways', 'Management of Highway Structures' and 'Well Lit Highways'. Complying with national guidance helps local authorities to demonstrate their statutory defence under section 58 of the Highways Act 1980, when facing a damages claim for personal injury or property.
- 2.5 In October 2016, a new code, "Well Managed Highway Infrastructure" (The Code) was published with an implementation period of 2 years, which combines the three parts of the old code into one. At the heart of the new document is the statement:
- 'The principle of this code is that highway authorities will adopt a risk-based approach in accordance with local needs (including safety), priorities and affordability.'
- 2.6 The Code does not outline any minimum or default standards, as were included in the old codes, but includes guidance and advice to support development of local levels of service.

2.7 Our work to comply with the requirements of the new Code is shown in section 7.

### **3 Highway Defects**

#### **3.1 Safety Inspections**

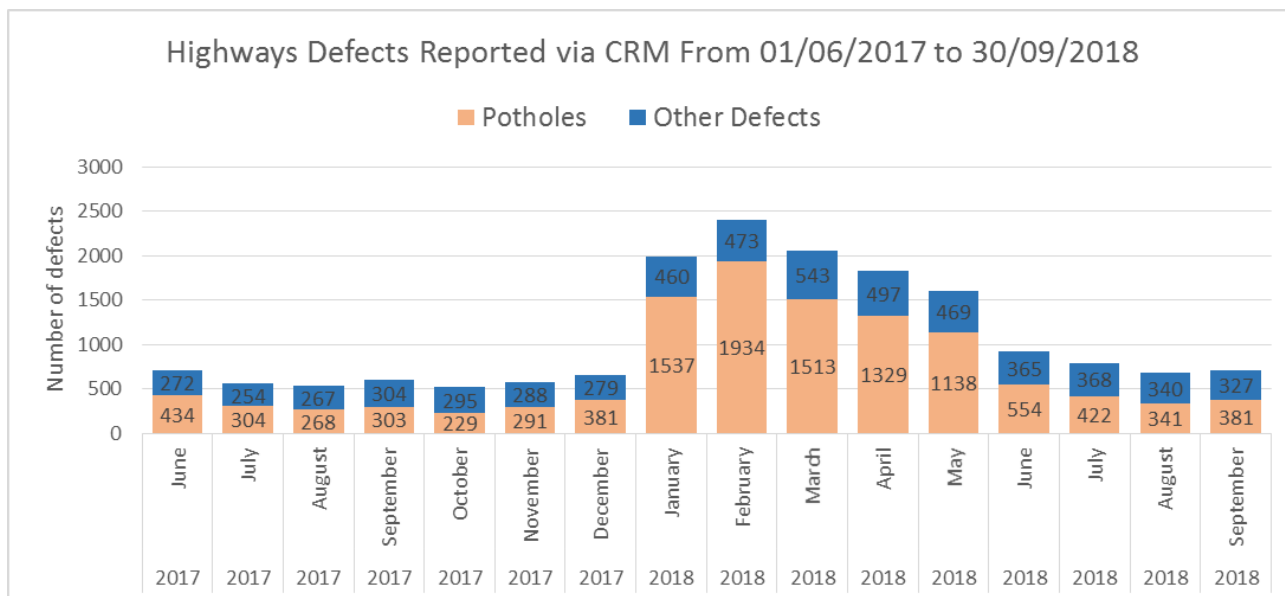
- 3.1.1 Section 41 of the Highways Act 1980 places a statutory duty on all Highway Authorities (HA) to maintain the highway network under their control. In order to comply with this legislation, we carry out regular highway safety inspections on our roads and footways in order to identify all defects likely to create danger or serious inconvenience to users of the network or the wider community. These inspections also help in providing the evidence to defend against claims brought against the Council under section 58 of the Highways Act 1980.
- 3.1.2 Our highway inspectors carry out walked and driven safety inspections across all of our adopted highway network at regular frequencies determined mainly by the defined road and footway hierarchy as set out in the code of practice. Every road is inspected at least once every 12 months and some roads are inspected monthly. In addition, we also commission annual highway condition surveys on our roads and footways to cover about 50% of all our network each year. This is more extensive than many other local authorities and means that we are better able to target our investment where it is most needed.
- 3.1.3 Following publication of the new Code we have been working with the other GM authorities to review our current inspection and repair regime as detailed in section 7 of the report.
- 3.1.4 Existing intervention levels for defect repairs are largely based on the size of the defect. eg. If the depth of a pothole is greater than 40mm on a road, it is scheduled for repair irrespective of its location. Under the new Code, a risk based approach will be adopted, which means we can take into account the likelihood of an injury/damage. As such we can be more flexible in targeting our resources where they are most needed.
- 3.1.5 Inspection data is recorded on site and uploaded onto Symology Insight software, which accurately records the location and details of any actionable defects found. We are currently working with our software provider as well as procuring new devices to improve efficiencies in recording data and improve our evidence when defending claims.
- 3.1.6 When a highway defect is found, an assessment is made by the inspector of the risk it presents to the public. This will depend on the type of defect, its size, location etc.
- 3.1.7 If the defect is classed as 'actionable', the details are recorded and a works order is automatically raised, which will have a defined timescale for suitable

repairs to be carried out. This will also indicate the level of traffic management that will be required to carry out the repair.

- 3.1.8 During September 2018, our inspectors completed 4,460 inspections on our road network and subsequently identified 2,269 defects for which works orders were raised.

## 3.2 CRM Reports

- 3.2.1 As well as planned inspections, we also carry out additional inspections following reports received from the public, usually via our CRM interface, although these may also be received by various other communication routes.
- 3.2.2 Members of the public can report defects by telephone, email and using 'MyAccount' web form. These requests are logged on our CRM system with a unique reference number.
- 3.2.3 These reports are picked up by the relevant highways inspector for the ward in which the defect is located, and they will make a site visit to assess the defect within 5 working days.
- 3.2.4 When the site assessment has been made, an automated e-mail is sent to the customer which reflects the inspector's assessment and the outcome decided.
- 3.2.5 Since July 2017, there has been an overall increase in the number of defect reports recorded on CRM. Comparing the most recent four months with the same months from last year, total reports of defects are up by an average of 29% per month.
- 3.2.6 The graph below shows total number of highway defects reported on our CRM system between June 2017 and September 2018, split to show potholes and other defects.
- 3.2.7 There is typically a seasonal spike in reports over winter, when adverse weather typically causes more defects.



### 3.2.8 Emergencies:

- 3.2.8.1 When a report is received which is regarded as a potential emergency, it will be logged in the CRM emergency inbox, which is continually monitored by our highways hub team. The contact centre will also telephone the hub directly to notify them of the emergency.
- 3.2.8.2 The hub team will first check to see if the issue has already been reported and is being dealt with. If not, a highways inspector will visit site within 2 hours of the report being received to assess the issue and determine the appropriate action.
- 3.2.8.3 Where a real emergency situation is present, the inspector will immediately contact the emergency mobile unit, who will attend site and make safe within 24 hours.
- 3.2.8.4 Where emergency reports are received out of normal office hours, our contact centre will immediately notify our out of hour's contractor, who will attend site to make safe or carry out a temporary repair, if appropriate.

### 3.3 Repairs

- 3.3.1 Works orders for repairs are assessed by our in-house team at Manchester Contracts and prioritised accordingly. Each order is then allocated to appropriate in-house or sub-contractor repair teams, dependant on the type of repair work required; this may be bituminous material repairs, such as pothole / larger patch repairs, or involve more complex repairs such as kerbs, paving or signs.
- 3.3.2 The teams are issued with a copy of the Symology works order which contains the location, description, dimensions and work type reference which allows them to plan a route and work out how much material is needed to

complete their days work. The team supervisors will ensure that all the required resources are available, including labour, equipment and materials to carry out the repair works on site in one visit where possible.

### 3.3.3 Materials

3.3.3.1 Different materials are used for repairs dependant on the nature of the defect. Where bituminous repairs are required this is usually 10mm surfacing for carriageways or 6mm surfacing for footways. Occasionally we will order Hot Rolled Asphalt where repairs are required on busier strategic routes, but we are minimising our use of this material for reactive repairs as it is very temperature sensitive and is not always a cost effective repair.

The bituminous material that the teams use is located at Hooper Street depot and stored in a temperature controlled Hot Box to ensure that there is always hot material available to the teams without the need to continually visit an asphalt plant.

3.3.3.2 The use of Spray Injection Patching (jet patching) has been used for bituminous defect repairs and we carried out a substantial programme of works in 2017-18 financial year. To support our pothole repair works, we currently have a £50,000 programme of jet patching works in progress which is being targeted on local road repairs which are more suitable for the process and where the most benefit will be achieved.

This process is increasing in popularity across the industry and with regard to longevity, previous trials within Manchester have shown that in the right circumstances and at appropriate locations, Jet Patching can offer a suitable repair that lasts as long as conventional methods with the offer of reduced whole-life costs.

The Jet Patching process has the additional benefit of repairing in a quantity controlled and quality checked way, a greater volume of defects than have been ordered, thereby providing a preventative solution and greater potential for future reduction in the numbers of identified defects.

3.3.4 When the works have been completed on site, the updated works order is returned to the supervisor with the repair details and associated comments. Symology is updated with this information and if no further works are required, the works order is closed down.

3.3.5 Significant work has been undertaken around enhancements in both the allocation of work and in the monitoring of performance of individual repair teams within Manchester Contracts and via sub-contractors since 2016. Manchester Contracts undertake sample testing on about 180 defect repairs per month. If any unsatisfactory repairs are found, the QA inspector will inform the team's supervisor who will arrange for appropriate remedial works to be carried out.

3.3.6 Performance data has improved markedly since this initiative, and quality checks carried out in the last year have shown that almost 90% of repairs are now completed to the agreed standard.

### 3.4 **Budgets for defect repairs**

3.4.1 Our budgets for highway maintenance works are split into 2 areas:

- Capital funding for planned network maintenance work – resurfacing, preventative treatments, patching; £80m of the 5 year highways capital investment programme has been allocated between 2017/18 and 2021/22 to improve the condition of our network;
- Revenue funding for pothole, drainage and other defect repairs; £5.3m of revenue funding has been allocated for Manchester Contracts to undertake highway repairs in 2018-19.

3.4.2 Substantial funding cuts from central government since 2010/11 have directly impacted the Council's revenue budgets.

3.4.3 Improvements in our highway network condition brought about by the capital investment should prevent increased pressure on our highway revenue budgets in subsequent years.

### 3.5 **Small patching repair programme**

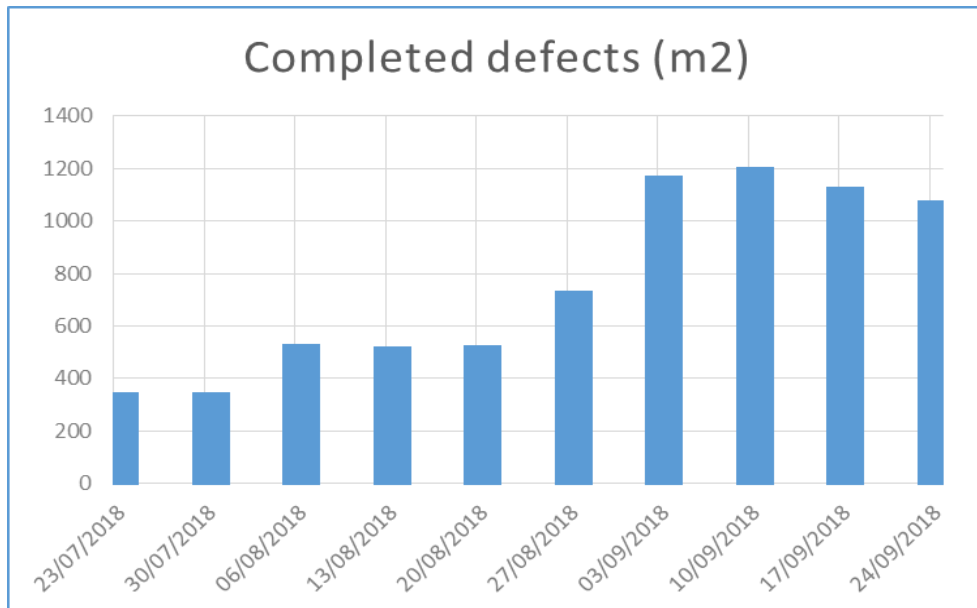
3.5.1 As previously stated, the number of potholes and associated defects on carriageways and footpaths has been increasing, especially following last year's severe winter weather. In order to mitigate the number of outstanding defect repairs, we have developed packages of works for each of the 32 Wards across the City. These comprise the outstanding workload as well as newly identified repair works.

3.5.2 The methodology for the ward selection is based on a split across North / Central and South wards to minimise disruption to residents and motorists, and targeting those first with the most number of defect repairs. This small patching programme started in August 2018 and forecasts about 14,000 potholes to be repaired in total. All works are scheduled for completion by summer 2019.

3.5.3 These repair works have been subdivided into those that require bituminous materials (largely road and footway potholes) and other modular defects (kerb repairs, paving defects etc.). To maximise resources, bituminous repairs have been subcontracted out, leaving Manchester Contracts teams to concentrate on the more specialised modular repairs.

3.5.4 A new framework is out to tender to appoint up to 4 sub-contractors to continue the programme. Our Project Manager for social value is currently working to ensure that this new contract will maximise social value benefits for Manchester.

- 3.5.5 A weekly progress chart showing the number of bituminous defect repairs completed up to the end of September 2018 is given below:



### 3.6 Utility Works

- 3.6.1 Utility companies must submit an advance notice on our GMRAPS permit system prior to undertaking any works on our highway. The details of the notice and the works, including the location and duration are logged with a unique works reference number; the GMRAPS database is shared across GM and this enables us to check for any clashes with other programmed infrastructure work and helps to reduce congestion on our highway network. The only exception to this is where the works are for emergency repairs.
- 3.6.2 A fixed penalty notice (FPN) is issued under S95A New Roads and Street Works Act 1991 (NRSWA) to companies who do not provide us with accurate and timely notification of works on the highway. Between April and September of this year, a total of 361 FPN's have been issued so far.
- 3.6.3 We employ a team of street works inspectors who are responsible for assessing the required permits and licences, as well as carrying out routine and sample inspections of utility works.
- 3.6.4 These inspections will cover a visit while the initial works are in progress, another visit within six months to assess the quality of reinstatement at that time and a final visit within three months preceding the end of the guarantee period for the works, with a fee payable for each inspection.
- 3.6.5 Each year, the top five companies who register the highest amount of works in the highway over the preceding three years are sampled. The chart below shows the total number of inspections carried out this year (April-September 2018) and the failure percentage found:

Promoter Organisation Name	Number of works	
	inspected	% of Failures
BT	185	3.2
Cadent Gas Limited	448	5.8
ELECTRICITY NORTH WEST	249	2.8
UNITED UTILITIES WATER LTD	695	3.5
VIRGIN MEDIA	363	6.6
<b>Grand Total</b>	<b>1940</b>	

- 3.6.6 We issue a Section 81 notice (New Roads & Street Works Act 1991) where any highway defects relating to utilities or other third parties are identified, either by our inspectors or via reports from the public.
- 3.6.7 This notice may:
- State that the Statutory Undertaker must attend within a specific timeframe to remediate the issue. If it is regarded as dangerous a 2 hour timeframe is specified;
  - Inform them that the Council's own contractors will attend to carry out the remedial works; All costs to be recharged to the Statutory Undertaker;
  - Request that the Statutory Undertaker confirms with the Council what actions they are going to take;
- 3.6.8 Quarterly coordination meetings are held where representatives of Statutory Undertakers and the Council attend and declare all major works for the forthcoming year. This is a forum whereby clashes in works can be discussed and an opportunity to review performance issues and the records of defects.
- 3.6.9 The Council can also decide to exclude certain Sub-Contractors from carrying out utility works, due to historical poor performance.

#### **4 Cyclical Drainage Programme**

- 4.1 Following the well-publicised cuts to Local Government Funding a number of years ago, the cyclical gully cleansing maintenance programme was reduced such that only key routes were regularly cleaned along with a reactive service.
- 4.2 As a result, efficiency of the Council's drainage network has been decreasing, with the number of required repairs increasing steadily.
- 4.3 To redress this decline, we have now procured a Framework Contract to undertake cyclical gully cleansing which embodies a first-time-clean approach, for an initial period of 2 years, with an option to extend for a further 2 years.
- 4.3.1 The estimated spend is £1.25m per annum, with a total value for the initial term (excluding extension) estimated at £2.5m.



- 4.3.2 As part of the Framework, the Service Providers (SPs) will visit, clean and capture data across the estimated 116,000 gullies across the City within 6 months but no longer than 10 months for the first pass. This will then be followed by a second pass, which will commence 9 months after the first pass, to enable silt levels to be recorded to form part of an Asset Condition Survey with data captured and reported back via a live Drainage Asset Management System.
- 4.4 A reactive service provided by Manchester Contracts teams will continue to respond to service requests and will initially run in parallel with this framework contract so as to not divert the contractors from the cyclical programme and assist in making the 10 month target more achievable.
- 4.5 Monitoring and recording silt levels will allow us to intelligently set up more effective drainage cleansing frequencies in the future by targeting those gullies that fill up with silt and detritus quicker, as well as those on more strategic routes.
- 4.6 To manage all of the data, we are using the Gully SMART System procured from KaarbonTech which is an asset management system allowing mobile users to add or download gully asset data and also to download geo-referenced mapping for offline use.
- 4.7 The SPs have provided a programme of works which includes a time table of when each Ward will be visited in the first pass, due to complete by the end of May 2019.
- 4.8 To date (22/10/2018) 13,693 gullies have been cleaned across the City, with an overall average of 7% of those found to be blocked and requiring further works. A breakdown by ward is shown in the table below.
- 4.9 As expected, as we have not fully operated a cyclical cleansing programme for several years, the majority of gullies visited so far have had high initial silt levels.
- 4.10 The drainage contractors will notify the Council within 24 hours where any gully is found to be blocked and left 'not running'. This will allow programmed repairs to take place, undertaken by Manchester Contracts or their service providers. Where a gully is found to require additional work, then it will be entered onto a programme of works and awarded to one of the SPs on the Framework as a separate call-off, dependent on the lowest rate submitted.
- 4.11 The Council has appointed a Contract Manager who is responsible for monitoring the performance and provision of the service. Performance Monitoring will focus on the key aspects of the service delivery, including overall performance, quality, delivery and customer service. All work carried out will be inspected based on a random 10% sample of cleaned gullies weekly.

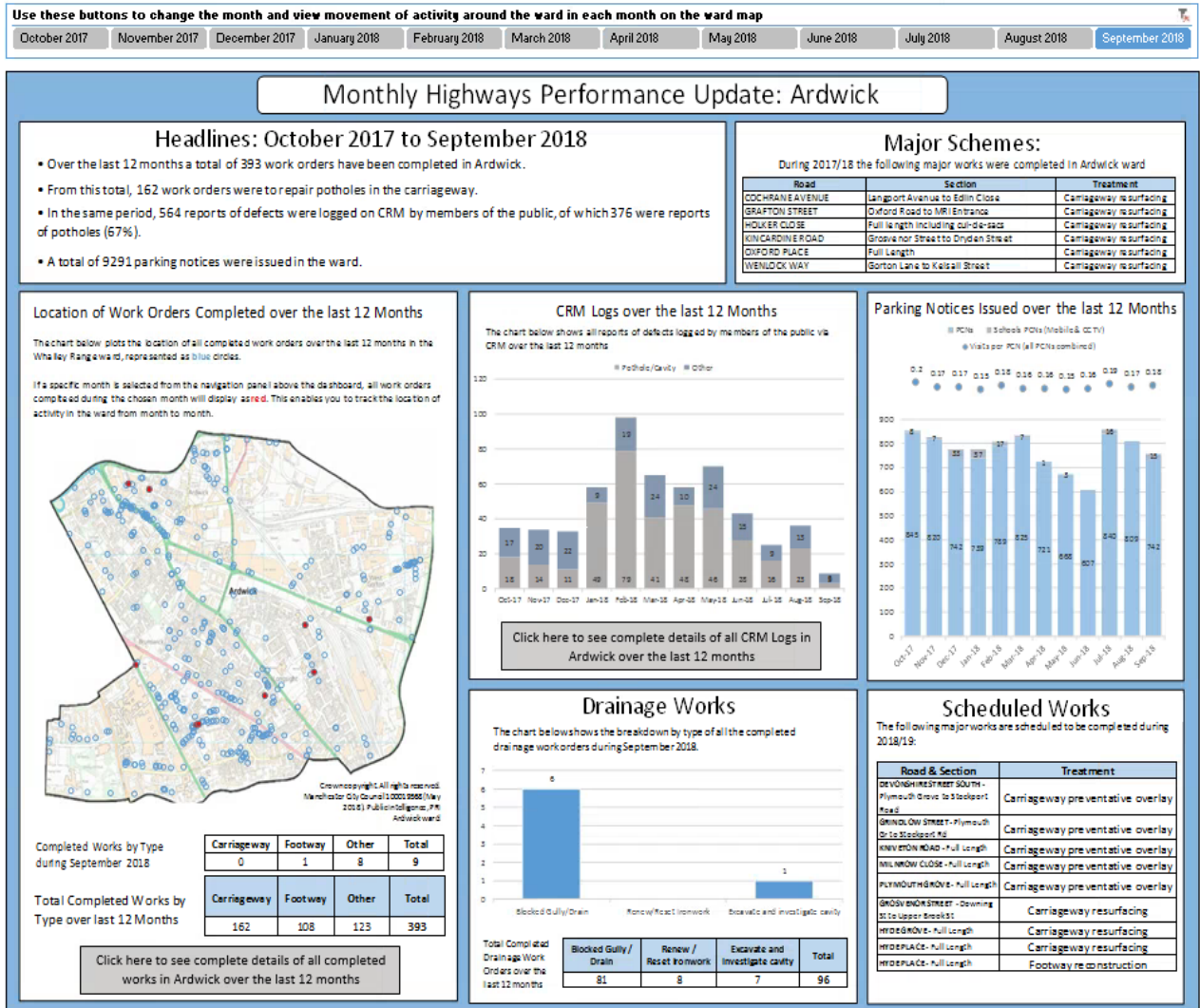
Ward	Gullies attended	Working	Blocked	% Blocked
Ancoats & Beswick	244	228	16	7%
Ardwick	44	42	2	5%
Baguley	1182	1016	166	14%
Brooklands	171	162	9	5%
Burnage	199	199	0	0%
Charlestown	2417	2143	274	11%
Clayton & Openshaw	130	125	5	4%
Crumpsall	526	488	38	7%
Gorton & Abbey Hey	43	41	2	5%
Harpurhey	525	494	31	6%
Higher Blackley	2701	1998	703	26%
Levenshulme	25	25	0	0%
Miles Platting & Newton Heath	88	84	4	5%
Moston	108	102	6	6%
Northenden	62	61	1	2%
Sharston	2770	2665	105	4%
Woodhouse Park	2458	1976	482	20%
<b>TOTALS:</b>	<b>13693</b>	<b>11849</b>	<b>1844</b>	<b>7%</b>

- 4.12 Regular review meetings are being held, in line with any work awarded under this Framework. The SPs are required to submit management and monitoring information in a mutually agreed format, at mutually agreed intervals and from time to time, the SPs may be requested to attend specially arranged monitoring meetings.
- 4.13 The SPs deal with all service related complaints received, from whatever source, in a prompt, courteous and efficient manner, within 10 days of receipt.
- 4.14 Once the full programme of works has been completed across the 32 wards, analysis of the data will enable a 'smart' programme of cyclical gully cleansing to be implemented in future years, targeting those gullies that are strategically important as well as those that fill up the quickest. This will allow us to maximise resources and efficiencies in our operations.

## 5 Performance Monitoring

- 5.1 We are trialling a monthly dashboard reporting system in several wards which shows performance information provided by our City-Wide Support team, Parking team, Reactive and Planned Maintenance teams. An example report is shown below.
- 5.2 The trial started in June 2018 and we have sought feedback from members on this approach, which we are currently reviewing in terms of the overall methods of communicating highway works taking place in the wards across the city.

5.3 A project has recently been commissioned to create a Google site where all of the performance reports can be brought together in one place, which can be accessed by anyone within the service, including local members. We believe this will have the advantage of allowing managers to monitor the performance in their own teams, but also be able to cross-reference performance data in other services.



5.4 Good performance data is essential to drive objective, evidence-based decisions as to what future work we should be doing and where we should be doing it. The Google site can also provide a secure platform for us to circulate performance data to a wider audience so that the good work being achieved by Highways will have visibility outside the department.

## 6 Customer Satisfaction

- 6.1 We have recently received the authority annual summary report of the National Highways and Transport (NHT) Public Satisfaction Survey for 2018. The survey is carried out by IPSOS/MORI and allows comparison on performance at a local, regional and national level. This is the second year of the survey, which enables us to compare our performance against last year, as well as benchmarking against other authorities in GM and nationally.
- 6.2 Overall satisfaction with our highway services was measured at 53%, which is the same as the national average (NA) and consistent with last year's score. Manchester got the best score among all 10 authorities within GM, which reflects well on our highway service within the region.
- 6.3 The table below summarises the results found for the 7 themes within the survey:

Key Themes	Manchester CC score 2018	Manchester CC score 2017	% Difference	National average score 2018
Overall public satisfaction	53%	54%	-1%	53%
Accessibility	73%	71%	+2%	70%
Public transport	66%	65%	+1%	61%
Walking / cycling	53%	55%	-2%	54%
Tackling congestion	47%	48%	-1%	47%
Road safety	53%	55%	-2%	55%
Highway maintenance	49%	49%	0%	49%

- 6.4 In terms of highway maintenance our satisfaction score was measured at 49%, which again is consistent with last year's score as well as the national average.
- 6.5 As the 5 year highway investment programme progresses, this will deliver an improvement in the overall condition of our roads and footways, which should be reflected in improved satisfaction scores in the coming years.

## 7 Well Managed Highways Code of Practice

- 7.1 The first national Code of Practice for Highways Maintenance was published in 1983, and has subsequently been revised at intervals to take account of new and emerging developments in technology, policy and good practice. It comprised three documents:
- Well Maintained highways;
  - Management of Highway Structures; and
  - Well Lit Highways.
- 7.2 The last edition of this code was published in 2005 and has been the basis of the way all council's approach and support their maintenance practice and strategies.

- 7.3 Complying with national guidance helps local authorities to demonstrate their statutory defence under section 58 of the Highways Act 1980, when facing claims.
- 7.4 The new code, “Well Managed Highway Infrastructure” combines the three parts of the old code into one. It was published in October 2016 and has an implementation period of 24 months. At the heart of the new document is the statement:
- ‘The principle of this code is that highway authorities will adopt a risk-based approach in accordance with local needs (including safety), priorities and affordability.’
- 7.5 The Code does not therefore outline any minimum or default standards, as were included in the old code, but includes guidance and advice to support development of local levels of service.
- 7.6 Its specific intention is that authorities will develop their own levels of service, centred on a risk-based approach to highway infrastructure maintenance. From October 2018, there will no longer be the provision to fall back on the prescriptive recommendations of the old code.
- 7.7 In addition to the guidance in the Code, our officers have attended various seminars / events run by CIPFA and other industry professionals on implementing the requirements, as well as attending a specific workshop/seminar on the subject, hosted by Zurich Insurance.
- 7.8 The Code includes a number of recommendations (shown in Appendix 1), many of which align with the current DfT self-assessment questionnaire that local authorities currently submit annually for their allocation of maintenance incentive funding.
- 7.9 Following advice from the Insurance industry, we have concentrated on key recommendations that we have been advised should be prioritised to ensure highway safety compliance. These prioritised recommendations are:
- Consistency with other Local Authorities – All 10 Highway Authorities (HA’s) within the Greater Manchester Combined Authority (GMCA) region have collaborated to produce a ‘Greater Manchester Highway Safety Inspection Framework’ document (shown in Appendix 2), which is to be followed when carrying out highway safety inspections. This was endorsed by the GM Highways Group in May 2018. Using this framework document will help the GM HA’s to comply with the risk based code and to provide a consistent defence against claims.
  - Risked based approach – Authorities are encouraged to incorporate their corporate view of risk alongside being more evidence led in defining highway network priorities. Our Risk & Resilience team provides leadership, support and challenge in the development and application of a consistent approach to risk management and business continuity across

the Council.

- Network Hierarchy – We have reviewed our road and footway hierarchies for each section of our network, using the functional parameters defined in the new code, the GM Highway Safety Inspection Framework document and also referencing Manchester’s Community Network (CN). This in turn has been used to refine our highway safety inspection frequencies. We will adopt these new frequencies from 1 January 2019.
- Competencies and training – The Code recognises that competence is especially important in the case of inspections and surveys, where the quality and treatment of data could have significant legal and financial implications.

Our Highway Inspectors, along with some of our highways customer service team and defect repair teams, completed a certified 4-day training programme between February and May 2018, which was specifically targeted around the new GM Framework Inspection document and proposed local standards. This training will enable us to provide a more robust defence against highway claims, and this has been recognised across all 10 GM authorities. They are also qualified to be registered on the IHE qualified inspectors national register.

We are developing a skills matrix to document that appropriate skills and competence are in place across all the Highways service, which will include a regular review process and an action plan for staff training & development.

## 8 Conclusion

- 8.1 We are using the highway investment funding to implement several new initiatives aimed at improving the condition of the City’s highway network, including a new highway repair contract and a cyclical draining cleansing programme.
- 8.2 These initiatives will help us better manage the reactive maintenance workload and reduce the current number of outstanding defect repairs as well as improving our drainage network.
- 8.3 The new Code provides an opportunity to improve our highway maintenance practices and to align service levels to Manchester’s corporate objectives rather than having to comply with prescribed service levels set by the old codes, which did not necessarily reflect local needs.
- 8.4 Taking a risk based approach also provides an opportunity to generate efficiencies based on robust evidence where possible.

## **9 Contributing to the Manchester Strategy**

### **(a) A thriving and sustainable city**

- 9.1 A well maintained highway infrastructure will encourage business growth, creating jobs and opportunities.

### **(b) A highly skilled city**

- 9.2 The Highways Investment Strategy will provide opportunities for the development of a variety skills within the highways industry.

### **(c) A progressive and equitable city**

- 9.3 The improvements to the roads in the Community Network will contribute towards unlocking the potential of our communities.

### **(d) A liveable and low carbon city**

- 9.4 Safe and improved highways will encourage people to visit, live and work within the City.

### **(e) A connected city**

- 9.5 A connected city needs a well maintained highway infrastructure and the Highways Asset Management Strategy is targeted to achieving this.

## **10 Key Policies and Considerations**

### **(a) Equal Opportunities**

- 10.1 A well maintained highway network will improve access for vehicles and enhance pedestrian and cycling facilities, contributing to the corporate objectives of making the environment accessible to all and creating neighbourhoods of choice. Where appropriate Equality Impact Statements will be undertaken

### **(b) Risk Management**

- 10.2 Although the “Well-managed Highway Infrastructure” guidance is not statutory, it provides Highway Authorities with national guidance on highways management. The previous national guidance has been regularly referred to during highways claims against Local Authorities. A failure to follow the new national guidance could expose the Council to an increased risk of highway claims.

### **(c) Legal Considerations**

- 10.3 The Council has a duty under the Highways Act 1980 to carry out highway maintenance. Adopting a robust highways safety inspection regime that is compliant with the new Code, while also adopting recognised training and qualifications, minimises potential error in the identification and classification of

highways defects and therefore reduces risk to highway users and to the Council in its statutory role as the Highway Authority.



## Appendix 1 – Well Managed Highway Infrastructure Code of Practice Recommendations

There are a total of 36 recommendations in the new code, which can be amalgamated into 6 themes:

### New UKRLG Code of Practice - Recommendations

#### Strategy & Planning

1. Use of the Code
2. AM Framework\*
3. AM Policy & Strategy\*
6. Integrated Network
24. Communications
26. Performance Mg't Framework\*

#### Lifecycle Delivery

13. Whole Life/Designing for Maintenance
22. Drainage Maintenance
36. Minimising Clutter

#### Organisation & People

5. Consistency with other Authorities
15. Competencies & Training\*

#### Asset Mg't Decision Making

28. Financial Plans
29. Lifecycle Plans\*
30. Cross Asset Priorities
31. Works Programming\*
32. Carbon
33. Consistency with Character
34. Heritage Assets
35. Environmental Impact

#### Asset Information

8. Information Management
9. Network Inventory
10. Asset Data Management\*
11. Asset Mg't Systems\*
12. Network Hierarchy
17. Condition Surveys
18. Mg't Systems & Claims

#### Risk & Review

4. Engaging & Communicating with Stakeholders\*
7. Risk Based Approach
14. Risk Mg't\*
16. Inspections
19. Defect Repair
20. Resilient Network
21. Climate Change Adaption
23. Emergency Plans
25. Learning from Events
27. Performance Monitoring\*

\* Recommendation is also in the UKRLG Highway Infrastructure Asset Management Guidance (HIAMG) (11 of 36)

The Code of Practice is not statutory but provides Highway Authorities with guidance on highways management. Adoption of the recommendations within this document is a matter for each Highway Authority, based on their own legal interpretation, risks, needs and priorities.

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Appendix 2

# Greater Manchester Highway Safety Inspection Framework

April 2018



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## 1. Introduction

Section 41 of the Highways Act 1980 places a statutory duty on all Highway Authorities (HA) to maintain the highway network under their control. For there to be a breach of section 41 there must have been a failure to maintain or a failure to repair.

All councils within the Greater Manchester Combined Authority (GMCA) region in complying with this duty to maintain, have collaborated to implement and carry out highway safety inspections in accordance with this framework document in order to provide a special defence by virtue of Section 58 of the Highways Act 1980 in an action against the Council for an alleged breach of Section 41.

Highway Authorities (HA's) need to prove that they have taken such care as in all the circumstances was reasonably required to secure that the part of the highway was not dangerous for traffic. This is usually proved by the Council having a reasonable system of routine scheduled highway safety inspections in place, having regard to various factors set out within section 58 of the Highways Act 1980

## 2. Overview

This framework document has been developed with the primary aim of providing direction to those officers involved in undertaking highways safety inspections, that they may carry out their duties with consistency and to clear recognised and understood criteria.

Greater Manchester (GM) is one of the country's most successful city-regions. Home to more than 2.7 million people and with an economy bigger than that of Wales or Northern Ireland

The GMCA is made up of the 10 Greater Manchester councils and Mayor, who work with other local services, businesses, communities and other partners to improve the city-region.

The ten councils (Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan) have worked together voluntarily for many years on issues that affect everyone in the region, like transport, regeneration, and attracting investment. Our highway network comprises over 10,000 km (6,000 miles) of roads.

The information contained within this framework document sets out the practices in terms of network hierarchy, investigatory levels, frequency of inspection and response times to repair for all the 10 GMCA HA's. Each of the 10 GM local HA's will then produce its own Policy for highway safety inspections complying with the practices set out in this framework document.

This framework document has been developed through a collaborative GM working group of officers who are directly involved at varying levels of responsibility in the function of highway maintenance, inspections, and claims management. The new Code of Practice, Well managed Highway Infrastructure (WmHI), published on 28

October 2016 recommends. *'In the interest of route consistency for highway users, all authorities, including strategic, local, combined and those in alliances, are encouraged to collaborate in determining levels of service, especially across boundaries with neighbours responsible for strategic and local highway networks'*.

This framework document gives due regard to all council highway duties and has adopted the guidance that reflects the recommendations from the new WmHI Code of Practice. This framework document is itemised on the agenda for the GM Highway Claims Benchmarking Group for the purpose of continual review and improvement.

The new WmHI Code of Practice recommends changing from reliance on specific guidance and recommendations in the previous codes to a risk-based approach determined by each highway. The council's frequency of inspection and specific investigatory levels are based on the appropriate risk, functionality or usage of the highway. It further recommends adopting standards set out in ISO 31000.

ISO 31000 is a series of standards relating to risk management codified by the International Organization for Standardization. The purpose of ISO 31000: 2009 is to provide principles and generic guidelines on risk management.

Figure 1 below shows an example risk management process, based on ISO 31000

**Figure 1**

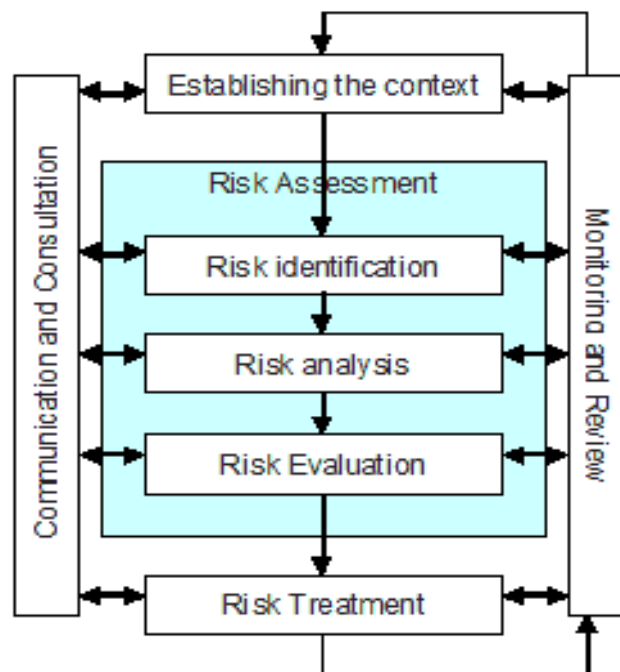
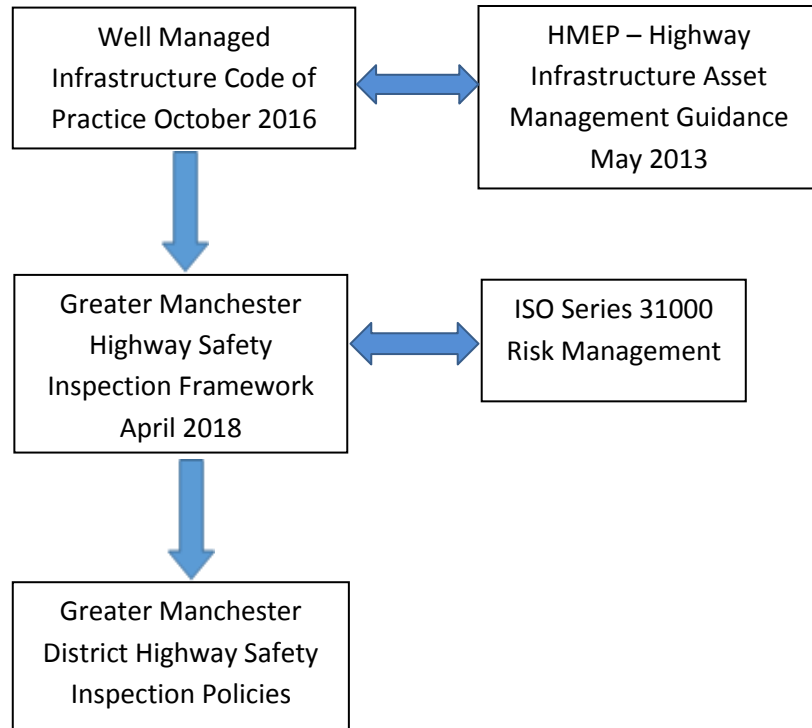


Figure 2 below shows the relationship between the guidance documents, Codes of Practice and Frameworks used to help the GM local HA's in developing their district highway safety inspection policies.

**Figure 2**



### 3. Types of Highway Inspections

This framework document deals specifically with highway safety inspections and repairs.

The GM methodology is to undertake safety inspections as one process to enable inspectors to focus specifically on defects which if not repaired, are likely to become a potential danger to road users and pedestrians.

Highway safety Inspections are derived from two main sources, these are;

- Planned cyclic safety inspections to identify potential dangers; and
- Ad hoc reactive safety inspections following enquiries in respect of the condition of the highway.

Records of cyclic safety inspections and reactive safety inspections following complaints are maintained on purpose designed computer databases individual to each of the GM local HA's party to this framework document.

## 4. Hierarchy and Frequency

All the adopted highways have been assigned a carriageway, footway and cycleway hierarchy in accordance with WmHI Code of Practice.

Table 1 below details examples of hierarchy determining factors to be considered when assigning network hierarchies. Other factors may also be pertinent.

**Table 1**

Road classification	Strategic network, A,B,C, unclassified network
Traffic use	Traffic flow data, footfall data
Characteristics of street	Schools, shops, hospitals, areas of large employment located adjacent to the highway
Characteristics of adjoining network elements	Hierarchy of adjoining streets
Condition data	Walked survey data, SCRIM, SCANNER, Structural Maintenance Visual Assessments (CVI or DVI), Defect numbers including minor repairs
Insurance claims data	Claim statistics recorded on street, numbers and trends derived from claims
Wider policy or operational considerations.	Enquiries, complaints data

The council's frequency of inspections is based on the appropriate risk, functionality or usage of the highway and the subsequent hierarchy assigned. The road category within the hierarchy, in combination with traffic use, will be the main determinant of inspection frequency. Reviews will be undertaken on a 5 year cycle and by competent staff on a group basis.

Table 2 below shows the inspection hierarchy and frequency of inspections to be adopted by the GM local HA's, although site specific factors may merit a decision to temporarily or permanently increase or reduce the frequency in a specific location (for example to mitigate the risk of unusually high defect levels or accident rates).



**Table 2**

<b>Feature</b>	<b>Category</b>	<b>Reference</b>	<b>Frequency</b>
Carriageways	Strategic Route	2	1 month
	Main Distributor	3(a)	1 month
	Secondary Distributor	3(b)	1 month
	Link Road	4(a)	3 months
	Local Access Road Minor Roads	4(b) 4(b)	1 year 1 year
Footways	Prestige Walking Zones	1(a)	1 month
	Primary Walking Routes	1	1 month
	Secondary Walking Routes	2	3 months
	Link Footways	3	6 months
	Local Access Footways Minor Footways	4	1 year 1 year
Cycle ways	Part of Carriageway	A	As for Roads
	Cycle Track, Shared Cycle/Footway – a route for cyclists not contiguous with the public footway or carriageway or a shared cycle/pedestrian path	B	As for footway/Annually

## 5. Highway Safety Inspections

Highway safety inspections are carried out to specified frequencies. During the inspection, defects which are identified using the risk matrix criteria outlined within this framework document, are recorded and processed for repair.

### Inspection Methodology

All footways will have a walked inspection at the assigned frequency determined by the hierarchy, and the carriageway will also be inspected during these walked inspections.

When, in accordance with the hierarchy, it is only the carriageway to be inspected, then the inspection can be by means of a driven or walked inspection.

## Walked Highway Safety Inspections

Before commencing any walked safety inspection, the inspector shall note the following information;

- The street name;
- Inspection frequency;
- Current date; and
- Weather conditions (Ground conditions)

The inspector shall position themselves in a safe location on the footway, in such a position that it enables him/her to view the full width of the footway and carriageway to the centre line including the carriageway channel areas.

When the inspector encounters parked vehicles they shall take reasonable steps where appropriate so as to view the area obstructed by the vehicle.

The inspector shall proceed along the footway, identifying defects that meet the investigatory levels set out in table 3. The inspector identifies defects and then undertakes a risk based approach on assessing the danger of the defect.

Any defect which falls at or outside these levels that the inspector identifies, would be assigned a score from table 4 and then a response time from table 5. These will be recorded on their handheld device, or by any other means operated by the individual local HA. On completing the inspection of one side of the street, the inspector shall apply the same process to the opposite side of the road.

## Driven Carriageway Safety Inspection

The purpose of these carriageway safety inspections is to identify defects that are likely to pose a risk or serious inconvenience to users of the network or the wider community and to arrange for their remedy.

Before commencing the Driven Safety Inspection, the inspector shall note the following information;

- The street name;
- Inspection frequency;
- Current date; and
- Weather conditions (Ground conditions)

Driven carriageway inspections shall be carried out utilising a driver (albeit more often than not they will be a trained highway inspector) and a highway inspector. The driver shall be responsible for driving and the highway inspector will be responsible for carrying out the safety inspection.

The Inspector shall have due regard to their personal safety and in particular from moving traffic either on the main highway or at junctions and crossings. On no account must he/she put himself/herself in any hazardous situation.

This relevant method statement must be read in conjunction with the Highways agency documents listed below, which are;

- Temporary Traffic Management on High Speed Roads good working practice;
- Guidance for safer Temporary Management workforce issues; and
- Guidance for crossing High Speed Roads on foot during temporary traffic management works

All Inspectors in an inspecting role carrying out driven carriageway safety inspections of high speed roads, shall attend the High Speed Traffic Management Awareness Course before they are allowed to carry out inspections of any high speed road. Drivers of these inspections will be required to attend the course also.

### Inspection Vehicle

The inspection vehicle used for the driven highway safety inspections will be an appropriate vehicle for the task. The vehicle will ideally be equipped with all the necessary livery, flashing beacons, advisory LED vehicle mounted display signage etc., so can be driven safely at low speeds to facilitate a driven visual inspection of the highway having due regard to minimising inconvenience to other road users.

## 6. Defect Investigatory Levels

This section of the framework document sets out the investigatory levels and operational processes that are considered to be appropriate and responsible, taking into account the safety of highway users.

Table 3 below lists the Defect Investigatory levels that would trigger the risk assessment using the matrix.

**Table 3**

Footway investigatory level	25mm
Carriageway Investigatory level	40mm
Carriageway investigatory level at pedestrian crossing points	25mm
Kerb defects	50mm or over displacement of a kerb

## 7. Repair Response Times

During safety inspections, all observed defects that provide a potential risk to users are recorded and the level of response determined on the basis of an onsite risk assessment.

This Framework defines defects in two categories, which are;

- **Category 1** - those that require prompt attention because they represent an immediate hazard; and
- **Category 2** - all other defects.

### Category 1

These defects will be corrected or made safe at the time of the inspection, if reasonably practicable. In this context, making safe may constitute displaying warning notices, coning-off or fencing-off to protect the public from the defect or other suitable action. If the inspection team cannot make safe the defect at the time of inspection then they will instigate the relevant emergency call procedures to ensure appropriate resources are mobilised to make the defect safe. These procedures aim to ensure initial attendance to the defect within 2 or 24 hours of the defect being identified.

### Category 2

These defects are those which are deemed not to represent an immediate hazard and which can be repaired within longer timescales. Category 2 defects are categorised according to priority with response times defined within Table 5 below.

## 8. Defect Risk Assessment

The principles of a system of defect risk assessment for application to safety inspections are set out below. Any item with a defect level which corresponds to, or is in excess of, the minimum investigatory level, is to be assessed using the risk assessment matrix in table 4 below.

### Risk Factor

The risk factor for a particular risk is calculated by;

- Risk Factor = Likelihood score x Consequence score.

It is this factor that identifies the overall seriousness of the risk and consequently the appropriateness of the speed of response to remedy the defect.

Having identified a particular risk, assessed its Likelihood and Consequence thus calculating the risk factor, the category and the timescale to rectify the defect is

either defined as a Category 1 response, or allocated to one of the Category 2 defect types (Low, Medium or High).

#### Likelihood of Event Occurring

This is the inspector's assessment of the likelihood of the defect affecting the safe passage of vehicles along the highway, or affecting the structural integrity of the highway. It follows an assessment of the highway hierarchy and the location of the defect within the highway.

**Consequence of Event Occurring** This is the impact/severity and is quantified by assessing the extent of damage likely to be caused should the risk be realised. The main consideration of impact/severity is the magnitude or dimension of the defect. However, other variables such as road speed may also affect the likely impact

The risk assessment matrix detailed below will be the prime document used by the Highway Inspectors during the course of their inspections. The matrix will be used to determine the defect categorisation and response.

**Table 4 – Risk Matrix (Taken from Institute of Highway Engineers)**

Likelihood of Event Occurring	Consequence of Event Occurring				
	Negligible	Low	Medium	High	Severe
Negligible	1	2	3	4	5
Very Low	2	4	6	8	10
Low	3	6	9	12	15
Medium	4	8	12	16	20
High	5	10	15	20	25
<b>Key to Risks</b>					
Low		Medium		High	

## Priority Responses defined by colour

Table 5

Risk factor	Defect Category	Priority Response
25	1	1
15 to 20	1	2
9 to 12	2	3
5 to 8	2	4
2 to 4	2	5
1	2	6

Priority	Response (Calendar days)
1	2Hr
2	24Hr
3	14 Days
4	28 Days
5	Considered For Planned Maintenance
6	Review At Next Inspection

## Minimum Investigatory Levels

It is recognised that on any highway network, a multitude of minor defects will exist which do not pose any risk to either the safety or the integrity of the highway and for which it may be impractical and inefficient to expend limited resources to undertake repairs. Any defects which do not meet the minimum investigatory levels can be recorded should the Inspector deem this appropriate using his/her discretion (for example, where a cluster of such defects may form a potential preventative maintenance scheme in the future). Where such defects are recorded, they will be recorded as Cat 2 defects but assigned a planned maintenance response time, defined in the risk matrix priority responses.

## Typical Types of Defects

Typical types of highway defects to be identified during scheduled highway safety inspections, not all of which give rise to a duty under section 41, are set out in each local HA's safety inspection policy.

## 9. Enquiries

Enquiries will be dealt with in accordance with each individual local HA service levels and set out in each of the GM local HA's safety inspection policy

## 10. Training

It is highly recommended that all staff that are employed to undertake highway safety inspections are trained to Highway Safety Inspection Qualification City and Guilds 6033 – Units 301 and 311. This qualification lasts 5-years and refresher training must be undertaken.

It is also strongly recommended that any new highway inspector shadows a colleague within the inspection team for a period of time prior to being allowed to undertake inspections alone, and then is subject to close monitoring and supervision.

Induction training will be undertaken for any new employees.

The appropriate line manager / supervisor also undertakes regular follow-up checks in the way of on-site staff appraisals with each inspector which is then recorded and signed by both the supervisor and inspector as a true record.

Each team member is provided with this framework document.

The highway inspectorate will hold regular team meetings to discuss issues in relation to the inspection process, therefore allowing it to be continually reviewed.

### **Make up of training to include;**

- Manager Introduction & Briefing;
- Work shadowing;
- Highway related training modules contained within the City & Guilds training scheme; Units 301 and 311;
- On-site staff appraisals/work monitoring (line supervisor);
- Regular team meetings;
- Staff Development Reviews (Annually);
- Any other external courses of relevance to post; and
- Documents relating to relevant Codes of Practice.

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**Manchester City Council  
Report for Resolution**

**Report to:** Neighbourhoods and Environment Scrutiny Committee - 7  
November 2018

**Subject:** Highways and the Flow of Traffic in the City Centre

**Report of:** Director of Operations (Highways)

### Summary

This paper seeks to inform the Scrutiny Committee on Highways and the Flow of Traffic in the City Centre.

The report includes information on:

- Pavement and footpath conditions – and information on how planned maintenance work is communicated with local residents and businesses.

### Recommendations

The Neighbourhoods and Environment Scrutiny Committee is asked to note:

- How pavement and footpath conditions are measured and assessed.
- How planned maintenance work is communicated with local residents and businesses.

**Wards Affected:** All

<b>Manchester Strategy outcomes</b>	<b>Summary of the contribution to the strategy</b>
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	A well maintained highway infrastructure will encourage business growth, creating jobs and opportunities
A highly skilled city: world class and home grown talent sustaining the city's economic success	The Highways Investment Strategy will provide opportunities for the development of skills.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The improvements to the roads in the Community Network will contribute towards this strategy.
A liveable and low carbon city: a destination of choice to live, visit, work	Safe and improved highways will encourage people to visit, live and work within the City.

A connected city: world class infrastructure and connectivity to drive growth	The maintenance of highways is a major contribution to this strategy.
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**Full details are in the body of the report, along with any implications for**

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

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**Background documents (available for public inspection):**

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

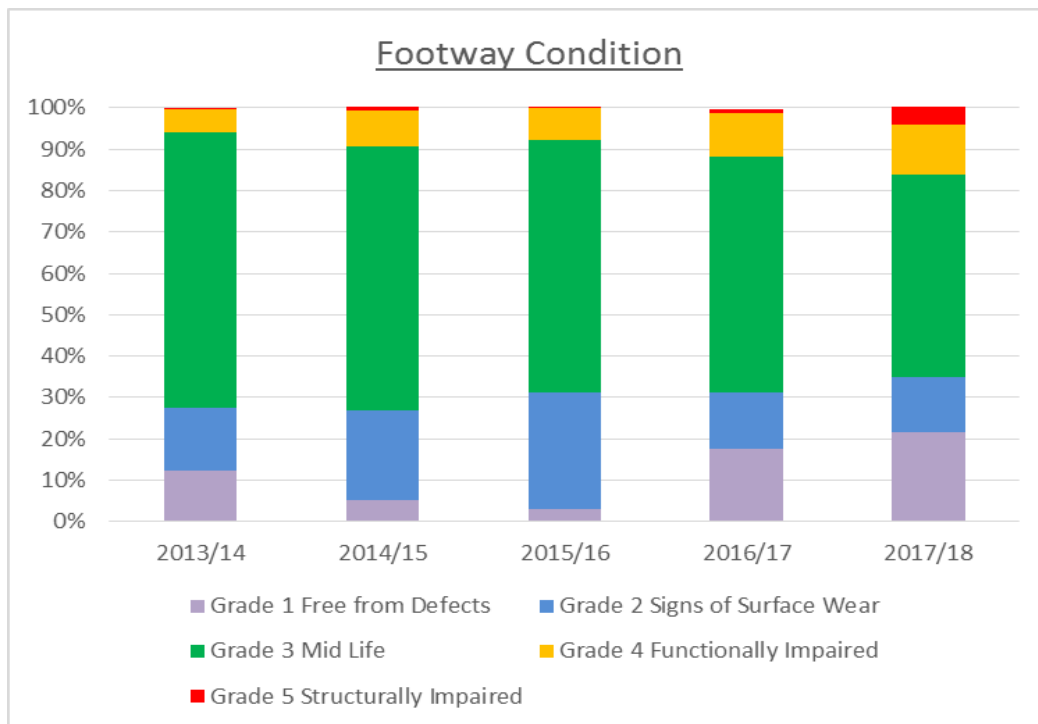
- Report to Executive 2<sup>nd</sup> December 2015 - Highways Asset Management Policy and Strategy;

## 1 Background

- 1.1 Manchester's highway network includes over 1,350 km of road length, 2,600 km of footway length and over 350 bridges and structures. Based on the latest valuations, the total highway asset has an indicative gross replacement value of over £2.7billion, making it the Council's most valuable asset.
- 1.2 The network is used daily by the majority of people and is fundamental to the economic, social and environmental well-being of the community. It helps to shape the character and quality of the local areas that it serves and makes an important contribution to wider local authority priorities, including growth & regeneration, social inclusion, community safety, education and health.

## 2 Pavement and footpath conditions

- 2.1 It is important to recognise that National Government funding decisions and resulting under-investment since 2010 has led to significant deterioration of the highway network across the country. Once the condition has fallen into serious disrepair, it becomes much more expensive to rectify.
- 2.2 Each year, we carry out a condition survey of about half of our road and footway network, split with a generic North-South divide. This means that we have a full network condition update every 2 years.
- 2.3 Our survey contractor collects high quality video images of the network, which are subsequently analysed to categorise road and footway condition into one of the following 5 bandings:
- |                  |   |
|------------------|---|
| Grade 5 (Red):   | Structurally impaired (no residual life)                      |
| Grade 4 (Amber): | Functionally impaired (approx. 1 to 3 years of residual life) |
| Grade 3 (Green): | Mid-life  |
| Grade 2 (Blue):  | Aesthetically impaired  |
| Grade 1 (Lilac): | As new  |
- 2.4 More detail on the condition bandings with example photographs is shown in Appendix 1.
- 2.5 The condition survey carried out in 2017 highlighted the overall deterioration of our highway network and the need for the current investment. The overall percentage (by area) of our footways rated as condition Grade 4 or 5 (poor) has risen from 11% in 2016 to 16% in 2017. Condition ratings for footways since 2013/14 are shown in the chart below:



- 2.6 The survey was carried out before the majority of the year 1 programme was carried out, so is a good indicator of condition prior to investment.
- 2.7 It should be noted that our footway network is in a better condition generally than our roads; the overall percentage (by area) of our roads rated as condition Grade 4 or 5 (poor) has risen from 19% in 2016 to 25% in 2017.
- 2.8 As well as the annual condition surveys, our highway inspectors carry out walked and driven safety inspections across all of our adopted highway network at regular frequencies. Every road and footway is inspected at least once every 12 months and some are inspected monthly.
- 2.9 We also respond to reports of potholes from local residents and businesses – inspecting them to assess whether they need urgent repair and fixing them where they do - in fact we've repaired over 20,000 potholes across Manchester in the last year.
- 2.10 Our planned programmes of footway maintenance work are developed to prioritise the worst condition footways on the Key Route Network (KRN) and Community Network (CN) and tie in with the road resurfacing programme where possible. Works involve resurfacing or overlay of the existing footway, with kerb replacement where required.

### 3 Communications

- 3.1 We have recently developed a Highways Communication Strategy, which covers both the delivery of highway maintenance service and the asset

information and decision making behind it. Manchester City Council is committed to communicating effectively with its Stakeholders.

Planned maintenance works:

3.2 Whilst the Council will make greater use of web based access to information and social media, there is still a demand for traditional methods of communication. For our programmed highways schemes, we will use the most appropriate communication method for the audience and the message it aims to convey, these include:

- Keeping local members up to date is key to managing people's expectations. As well as informing relevant members on specific schemes in their wards, since June we have trialed monthly dashboard reports in several wards which include number of gullies cleaned, completed resurfacing schemes and patching repairs carried out. We have sought feedback from members on this and we are currently reviewing our overall approach of communicating highway works taking place across the city.
- The Customer Contact Centre - is briefed to deal with and signpost any enquiries regarding the highway network to the most appropriate officers.
- Neighbourhood teams – Developed work programmes are shared with neighbourhood teams in advance to check against other infrastructure developments in the ward and local priorities. Programme update meetings are then scheduled periodically to keep the teams informed of progress on highway schemes.
- Working directly with TfGM to help put out travel messaging, advising all road users of forthcoming works and potential disruption.
- Media releases – convey important notices and events to local and national media. Information is relayed via our communications team and includes dedicated highways comms weeks, where videos, social media posts and other infographics are used to inform residents of our work and invite feedback on our service.
- Letter drops – to households directly affected by MCC road works.
- Signs – are placed in advance of major works starting, to allow users of the network to change their travel plans, and for local residents and businesses to adjust their arrangements to accommodate the works, with minimum inconvenience and disruption.

£100m Investment Programme

3.3 Our investment programmes are subject to approval by Delegated Powers and agreement from the Executive Member for Environment & Skills.

3.4 Neighbourhood teams are consulted on the proposed programmes at an early stage to check that they include as many local priorities and do not clash with any other known development works. Resident's views that came from 'Our Manchester' Highways week are also considered.

3.5 Feedback from local members was subsequently sought on the draft programmes, following which the lists of schemes were finalised. The

programmes are then taken through to scrutiny committee for members to scrutinise and comment on, and then taken to executive for final approval. We are updating our website to allow the approved maintenance programmes to be visible online.

- 3.6 Once our maintenance team have allocated the work to our framework contractors, works are programmed taking into account available resources, traffic management restrictions and estimated duration.
- 3.7 Appropriate diversion plans will also be drafted that can be agreed with our network resilience team to try and minimise any disruption.
- 3.8 Advance notice of the proposed works start are posted on the GMRAPS permitting system to inform other statutory undertakers of our proposals and check for clashes with other programmed infrastructure works.
- 3.9 We will also notify relevant key stakeholders as appropriate – E.g. Major employers, bus operators, TfGM, Emergency Services, Housing Associations, Cycle forums etc.
- 3.10 Local members will also be informed of the proposed start dates and where requested, a walkabout / site visit will be arranged to discuss details of the proposed works.
- 3.11 Any required changes to the programme, such as where emergency utility works become necessary, will be discussed and agreed at Highways management board meetings, with any amendments to the schedule communicated to the appropriate locality teams so that local members and residents are kept informed of these changes.
- 3.12 The status and duration of works will be updated on the GM roadworks website via GMRAPS - [www.gmroadworks.co.uk](http://www.gmroadworks.co.uk)
- 3.13 In advance of the works starting on site, the contractor will carry out a letter drop to all local residents and businesses on the street informing them of the intended start dates, nature and duration of the works and contact details for the site agent as well as the Council representative. A typical resident's letter is shown in Appendix 2.
- 3.14 When the works are on site, an information board is displayed giving works information and construction related contact details. Notices are also posted on lamp columns etc. giving details of the work duration and requesting residents to keep the road clear of vehicles during this time.

#### Large Highway Projects

- 3.15 For larger projects, such as the current Water Street / Regent Road scheme, in addition to the above, any significant employers in the vicinity of the works are also be identified and mail drops and briefings are used at any applicable

meetings/forums. All businesses will be visited and contact details obtained so that regular targeted email updates can be provided.

- 3.16 Local members are contacted at an early stage to be informed of the proposals and site visits are offered.
- 3.17 Advance warning on key commuter routes using VMS signs provided by the appointed contractor and other partners (TfGM and Highways England) will also be provided where necessary.

## **4 Contributing to the Manchester Strategy**

### **(a) A thriving and sustainable city**

- 4.1 A well maintained highway infrastructure will encourage business growth, creating jobs and opportunities.

### **(b) A highly skilled city**

- 4.2 The Highways Investment Strategy will provide opportunities for the development of a variety skills within the highways industry.

### **(c) A progressive and equitable city**

- 4.3 The improvements to the roads on the Community Network will contribute towards unlocking the potential of our communities.

### **(d) A liveable and low carbon city**

- 4.4 Safe and improved highways will encourage people to visit, live and work within the City.

### **(e) A connected city**

- 4.5 A connected city needs a well maintained highway infrastructure and the Highways Asset Management Strategy is targeted to achieving this.

## **5 Key Policies and Considerations**

### **(a) Equal Opportunities**

- 5.1 A well maintained highway network will improve access for vehicles and enhance pedestrian and cycling facilities, contributing to the corporate objectives of making the environment accessible to all and creating neighbourhoods of choice. Where appropriate Equality Impact Statements will be undertaken

### **(b) Risk Management**

- 5.2 Coordinated maintenance works will reduce the risk of traffic disruption and help to keep the highway network functioning.

**(c) Legal Considerations**

- 5.3 The Council has a duty under the Highways Act 1980 to carry out highway maintenance.



## **Appendix 1 - Condition Grades**

The survey uses a 1 to 5 conditional grading system on roads and footways – Grade 1 being best condition and Grade 5 being worst condition.

The purpose of this survey is to report the condition, including damage types, and to recommend treatments that would make the road or footway “As New”.

The different grades are shown by a different colour and the following images & descriptions are a guide for these 5 recorded condition grades:

**Condition 1 “Free From defects”** = Recently reconstructed or free from defects. – **LILAC**



**Condition 2 “Signs of surface wear”** = Good condition – may comprise modular construction with elements of different colour/age/material, Faded bituminous materials (especially coloured bituminous), Graffiti or Spray paint etc. – **BLUE**



**Condition 3 “Mid-life”** = Signs of defects i.e. cracking, fretting, potholes, subsidence etc – all defects below intervention levels. – **GREEN**



**Condition 4 “Functionally impaired”** = Signs of defects i.e. cracking, fretting, potholes, subsidence all defects above intervention levels – **AMBER**



**Condition 5 “Structurally impaired”** = As grade 4 together with major signs of defects to structural layers or compromised sub base visible – **RED**



## Damage Types

The 5 main damage categories are:

1. Cracking
2. Fretting
3. Subsidence
4. Potholing
5. Reinstatements

If a section contains multiple types of damage such as cracking & fretting then all are recorded in the data file. The following images are a guide for the categories of damage to the carriageway.

**Damage Type = cracking**



**Damage type = fretting**



**Damage Type = subsidence**



**Damage type = potholing**



**Damage types = reinstatements**



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**Appendix 2 – Residents letter****Highways Directorate**

Telephone: +44 (0)161 234 1970

[plannedmaintenance@manchester.gov.uk](mailto:plannedmaintenance@manchester.gov.uk)

PO Box 352, Town Hall,

Manchester. M60 2LA.

Dear Resident,

When we consulted on how to spend our budgets last year, Manchester people said: get roads and pavements up to standard – and keep them that way. We've listened. A massive £130 million investment is underway to improve our roads, pavements and street lighting in the next five years.

**Improving Your Street**

We're pleased to inform you that **NAME OF ROAD** is included in the improvement work. The works will commence on **DATE OF COMMENCEMENT** and will take a number of days depending on the conditions we find as the work progresses and adverse weather may also affect progress.

**Resurfacing work**

Your road is going to be resurfaced, which will consist of removing the existing surface, adjusting the carriageway ironwork, the laying of a new surface and then renewing the road markings. **CONTRACTOR** will be carrying out the works on behalf of Manchester City Council.

**Further details**

During this period, the road will be officially closed to traffic and you are requested not to leave parked vehicles on the road. However, we shall endeavour to allow access to properties where possible, although there will be periods when this will not be possible due to the presence of the machinery that will be used.

Work of this nature will cause some disruption, but we shall endeavour to keep the inconvenience and noise to a minimum. However, if you are experiencing any undue problems, please contact our Supervisor **NAME OF SUPERVISOR** on Tel No. **MOBILE TELEPHONE No.**

We apologise for any inconvenience that you encounter and seek your cooperation. Should you require any further information, please contact **NAME OF CONTRACTOR'S CONTACT** on Tel No. **CONTACT NUMBER (S)**

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**Manchester City Council  
Report for Information**

**Report to:** Neighbourhoods and Environment Scrutiny Committee – 7 November 2018

**Subject:** Improving Road Safety around Schools

**Report of:** Operational Director of Highways

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### **Summary**

Members of the Scrutiny Committee requested to receive an update to the report that had been considered by the Committee at the meeting of 18 July 2018. This report will include:

1. A response to the inaccuracies and comments sent by Members following the July meeting and whether these have been implemented in the plans.
2. A full list of work programmed in phase 1.
3. Time frame for all work in phase 1.
4. What consultation with members, schools and residents will happen and the time frame for this activity.

The report below is focussed on these specific points only.

### **Recommendations**

The Committee is asked to consider and note the content of the report.

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**Wards Affected:** All

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### **Contact Officers:**

Name: Steve Robinson  
Position: Director of Operations (Highways)  
E-mail: [steve.robinson@manchester.gov.uk](mailto:steve.robinson@manchester.gov.uk)

### **Background documents (available for public inspection):**

None

## 1.0 Background

- 1.1 We have reported to Scrutiny Committee on the programme of works to improve safety outside schools in several recent meetings and the focus of this report is to resolve outstanding issues raised at the committee in July.
- 1.2 As part of the 2016/17 and 2017/18 Capital budget proposals a total of £1.8m of City Council resources were approved by Council to create permanent highways improvements to improve road safety schemes near schools.

This was supplemented by further additional Minor Works Growth Deal monies from Transport for Greater Manchester and from the 20mph allocation to fund a number of identified road safety measures near schools within various wards of Manchester that was approved by the Executive in November 17th 2017 as follows:

- £530k TfGM Capital budget Growth Deal funding that was transferred from Traffic Management and Access Improvements, plus
- £650k transferred from 20mph schemes

- 1.3 A report was presented to the Scrutiny Committee of 18 July 2018 that included a list of agreed phase 1 schemes and members were requested to provide a response regarding inaccuracies. Several members responded with other comments in addition.

## 2.0 Response from Members regarding inaccuracies and other comments

- 2.1 As noted above several inaccuracies were received from members as listed within the following table:

<b>Inaccuracy</b>
<ul style="list-style-type: none"> <li>● There is a school called St Wilfred's Primary School within the Miles Platting &amp; Newton Heath ward but the work is actually proposed at the school with the same name in Northenden ward.</li> <li>● All Saints Primary School &amp; Christ the King Primary School are shown within a 20mph zone but neither school is on a 20mph road.</li> <li>● Christ the King Primary School is not having any work done.</li> <li>● Ewing School is listed as being in Didsbury ward which has closed and reopened in September 2015 as West Didsbury C of E School in Old Moat ward.</li> </ul>

- 2.2 The inaccuracies have been reviewed and corrections have been made to the original list of agreed phase 1 schemes. The corrected list is confirmed as noted below in point 3.2. For clarity where a location is quoted it is the actual location of crossing rather than the school itself.
- 2.3 Other comments received from members have been consolidated within the following table with the mitigations noted alongside:



Comments	Mitigation
<ul style="list-style-type: none"> <li>● Install a controlled crossing on Abbey Lane within phase 2 rather than waste money on bollards and painting in phase 1.</li> <li>● General disappointment and lack of confidence in the overall standard of the report and the allocation of remedial works, specific examples but schools not named?</li> <li>● Rationale to decide whether red, amber or green crossings?</li> <li>● One school in Gorton South Ward is both red and amber and another is red but on a side road. Not specifically named?</li> <li>● Total disappointment with the report and frustration that officers were informed five times about the three inaccuracies in the table above and other non-specific errors within the report.</li> <li>● Misleading information and non-inclusion of several accidents at Heald Place School and Crossacres School.</li> </ul>	<ul style="list-style-type: none"> <li>● This request is outside the scope of work for phase 1 but may be considered within phase 2.</li> <li>● Officers accept that the July report contained inaccuracies that has resulted in the need for this updated report. In terms of the remedial works they have been identified as per the rationale noted in point 3.1</li> <li>● The rationale to allocate a RAG rating involved a technical assessment carried out by the Education department during their last census in 2017 based upon the speed limit, existing safety features and patronage at each crossing and then allocated a score as follows: <ul style="list-style-type: none"> <li>● Red &gt;75 points</li> <li>● Amber 51 to 74 points</li> <li>● Green &lt;50 points</li> </ul> </li> <li>● Several schools actually have more than one school crossing and hence why the location of the crossing has been suffixed to each school to give more clarity. For example within the table below within point 3.2 Greenend Primary/St Bernards Primary/Burnage High actually has three school crossings.</li> <li>● Officers accept that the July report contained inaccuracies that has resulted in the need for this updated report. The clarity immediately above regarding more than one crossing at a particular school may have compounded this.</li> <li>● The criteria used for the analysis was for accidents occurring Monday to Friday between 08:00hrs and 16:30hrs from January 1st 2015 to December 31st 2017 and the search area was 100m from the schools</li> </ul>

<ul style="list-style-type: none"> <li>● The “rule of red” not happening first therefore not following recommendations of task and finish.</li> <li>● Disappointment that some works address accessibility rather than safety.</li> <li>● Several schools have no planned work yet they have had fatalities within the last 5 years.</li> <li>● No direct contact with schools to understand the real issues.</li> <li>● Cavendish Primary School is listed as having no collision data in the last 3 years but a serious accident occurred in 2016.</li> <li>● Future communication with schools so that they understand what is happening and future updates to Scrutiny Committee.</li> </ul>	<p>gate.</p> <ul style="list-style-type: none"> <li>● The initial 36 schools crossings have been chosen to ensure that those rated red for near misses and value for money are considered as priorities one and two.</li> <li>● The objective of the scheme is to improve safety first and foremost but accessibility may be an additional benefit.</li> <li>● The criteria used for the analysis was for accidents occurring Monday to Friday between 08:00hrs and 16:30hrs from January 1st 2015 to December 31st 2017 and the search area was 100m from the schools gate.</li> <li>● All schools with proposed works are being liaised with as part of the public consultation noted within point 5.3 below.</li> <li>● The criteria used for the analysis was for accidents occurring Monday to Friday between 08:00hrs and 16:30hrs from January 1st 2015 to December 31st 2017 and the search area was 100m from the schools gate.</li> <li>● All schools with proposed works are being liaised with as part of the public consultation noted within point 5.3 below and this report is the update to Scrutiny Committee.</li> </ul>
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### 3.0 Full list of work programmed in phase 1

- 3.1 The rationale for prioritisation given by the Scrutiny sub-group in September 2017 was “to consider schools that have been rated as red for near misses and value for money as priorities one and two”.
- 3.2 The thirty six schools crossings that fall within this rationale to be delivered within phase 1 is confirmed within the table below and are listed in alphabetical ward order.

<b>Ref No.</b>	<b>School</b>	<b>Crossing</b>	<b>Ward</b>
314	Baguley Green Primary/Newall Green High	Hollyhedge Road/Greenbrow Road	Baguley
309	Newall Green High/Primary	Firbank Road/Highdales Road	Baguley
319	St Paul's High/Newall Green High/St Peter's Primary	Greenbrow Road/Simonsway	Baguley
307	Sandilands Primary	Wendover Road/Sandilands Road	Brooklands
304	Button Lane Primary	Moorcroft Road/Button Lane	Brooklands
306	Sandilands Primary	Ferndown Road/Wendover Road	Brooklands
230	Acacias Primary/Levenhulme High	Burnage Lane/School Gates	Burnage
236	Greenend Primary/St Bernards Primary	Burnage Lane/Outside School Gates	Burnage
237	Greenend Primary/St Bernards Primary/Burnage High	Greenend Road/Burnage Lane	Burnage
238	Greenend Primary/St Bernards Primary/Burnage High	Burnage Lane Rbt	Burnage
239	Greenend Primary/St Bernards Primary/Burnage High	Greenend Road/Broadlea Road	Burnage
529	St Barnabus Primary	Parkhouse Street/Wood Street	Clayton Openshaw
532	Varna Street Primary	Ogden Lane/Varna Street	Clayton Openshaw
140	Broad Oak Primary	Broad Oak Road/Outside School Gates	Didsbury East
141	Beaver Road/St Catherine's Primary	Fog Lane/ Clayton Avenue	Didsbury East
514	Abbey Hey Primary	High Bank/Cross Lane	Gorton & Abbey Hey
522	Wright Robinson High	Abbey Hey Lane/Lakeside Close	Gorton & Abbey Hey

416	Holy Trinity/Moston Lane Primary	Moston Lane/Upper Conran Street	Harpurhey
542	St Malachy's/Saviour Primary	Rochdale Road/Eggington Street	Harpurhey
436	Pikefold Primary/Co-operative Academy	Old Market Street/Chapel Lane	Harpurhey
210	St Agnes Primary	Hamilton Road/Clitheroe Road	Longsight
214	Crowcroft Park Primary/St Richard's Primary	Northmoor Road/Sutcliffe Avenue	Longsight
503	St Wilfrids Primary	Daisy Bank/Mabel Street	Miles Platting & Newton Heath
504	All Saints/Christ the Kings Primary	Culcheth Lane/Outside School Gates	Miles Platting & Newton Heath
540	Park View Community Primary	Varley Street/Holland Street	Miles Platting & Newton Heath
113	Heald Place Primary	Claremont Road/Outside School Gates	Moss Side
414	Moston Fields Primary/Manchester Creative Media For Girls	Moston Lane/Croft Hill Road	Moston
403	New Moston/St Margaret Mary's Primary	Broadway/Moston Lane east	Moston
404	New Moston Primary	Moston Lane East/Outside School Gates	Moston
334	St John Fisher & Thomas More RC Primary	Hollyhedge Road/Woodhouse Lane	Sharston
335	Haveley Hey Primary	Broadoak Road/Nearbrook Road	Sharston
125	William Hulme	Alexandra Road/Brantingham Road	Whalley Range
233	Mauldeth Road Primary	Talbot Road/Green Street	Withington
323	Ringway Primary/St Anthony's Primary	Portway/Cornishway	Woodhouse Park
325	Ringway Primary/St Anthony's Primary	Cornishway/Rossett Avenue	Woodhouse Park
326	St Anthony's RC/The Willows Primary	Cornishway/Portway	Woodhouse Park

#### 4.0 Time frame for all work in phase 1

4.1 The mitigation measures for the following six schools crossings respectively are currently within the final design process:

- Broad Oak Primary - Broad Oak Road/Outside School Gates
- Acacius Primary/Levenshulme High - Burnage Lane/School Gates
- Greenend Primary/St Bernard's Primary - Burnage Lane/Outside School Gates
- Greenend Primary/St Bernard's Primary/Burnage High - Greenend Road/Burnage Lane
- Greenend Primary/St Bernard's Primary/Burnage High - Burnage Lane Rbt
- Greenend Primary/St Bernard's Primary/Burnage High - Greenend Road/Broadlea Road

Upon completion and following approval the schemes will be bundled together with the works being procured as a mini tender using contractors within Lot 1 of the Construction Framework. They will be delivered in early 2019.

4.2 The mitigation measures for the following two schools crossings respectively have been designed and approved:

- William Hulme - Alexandra Road/Brantingham Road
- Moston Fields Primary/Manchester Creative Media for Girls - Moston Lane/Croft Hill Road

The above works are currently being priced by the preferred contractor within Lot 1 of the Construction Framework. Upon receipt of the price the works on site will be procured through the direct award process and delivered early in 2019.

4.3 The mitigation measures for the other twenty eight schools range in technicality and cost so it is expected that following approval the works on site will be delivered between now and the end of January 2019. It is envisaged that works at certain locations may have to be delivered within school holidays, others may be at weekends, and others on a daily basis between school crossing peak times.

4.4 A detailed works programme will be developed in due course but all works will be programmed to be completed by January 2019.

#### **5.0 Consultation with members, schools and residents and the time frame involved**

5.1 The consultation process is divided into three parts. Part 1 involves consultation exclusively with the ward members and allows 1 week.

5.2 Part 2 involves consultation with the statutory bodies and allows two weeks for responses:

- The Chief Constable
- The Chief Fire Officer
- The Chief Ambulance Officer
- TfGM

- Traffic Management Unit Representatives

- 5.3 Part 3 involves the wider consultation with the schools and local residents and allows two weeks for responses. This part of the process is primarily to share information and publicise that something is happening at the local level.
- 5.4 Consultation with ward members regarding the eight schools crossings noted in 4.1 and 4.2 above has already taken place and is concluded. Consultation with the local ward members for twenty one of the remaining twenty eight schools crossings is currently underway. The closing date for feedback is early November so the process and review is still in progress. (The twenty one schools crossings involved are reference no's 314, 309, 307, 304, 529, 532, 141, 514, 522, 416, 542, 436, 210, 214, 503, 504, 113, 334, 335, 233 and 323).
- 5.5 Approval to consult with ward members on the remaining seven schools crossings is currently being developed and consultation will take place in early November. The remaining seven schools crossings are reference no's 319, 306, 540, 403, 404, 325 and 326).
- 5.6 Public consultation with all schools with proposed works, and local residents, via letter will commence in/early November to be completed in December.

## **6.0 Conclusion**

- 6.1 The Council is fully committed to improving the safety of our school-children as they travel to and from school. The programme of highway improvement work set out within this report represents a significant commitment to invest in the future of our children making sure children going and returning home from school do so safely.

## **7.0 Recommendations**

- 7.1 The Committee is asked to note the content of this report and specifically:
- The responses to queries raised at the July Scrutiny meeting.
  - The schools crossings that are affected and their mitigation measures.
  - The timescales for consultation and delivery.

## Manchester City Council Report for Resolution

**Report to:** Neighbourhoods and Environment Scrutiny Committee - 7 November 2018  
Executive – 14 November 2018  
Council - 28 November 2018

**Subject:** Sprinkler and fire safety works update

**Report of:** Strategic Director (Development)

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### Recommendations

1. Neighbourhoods and Environment Scrutiny Committee is invited to comment on the content of this report.

2. Executive

- Is requested to **note** the progress made since December 2017.
- Is requested to **note** that the consultation undertaken demonstrated significant support for sprinklers but also that a minority of residents are strongly opposed.
- Is requested to **note** the support for sprinklers from Greater Manchester Fire and Rescue Service and National Fire Chiefs Council. The Prime Minister has also recently endorsed retrospective fitting of sprinklers to publicly-owned tower blocks.
- Is **recommended** to continue to proceed with fitting sprinklers, but give residents the ability to decline having sprinklers installed in their flat as long as they have first been given the opportunity to understand the benefits and risks as outlined in paragraph 3.8.
- Is requested to **note** that the overall budget for sprinkler installation across 35 tower blocks (Whitebeck Court extra care scheme already has a sprinkler system) remains, as estimated, £10.5m approved by Executive in December 2017 and that these systems will have a 30-year life. These costs are being met within the Housing Revenue Account (HRA) through the rephrasing of the Public Sector Capital Programme.
- Is recommended to **approve** that the initial installation of sprinklers is offered to leaseholders free of charge at an estimated cost of £240k (to include Miles Platting and Brunswick PFI leaseholders) from the Council's General Fund Housing Private Sector Capital Programme as detailed in paragraph 4.4. This is in addition to the £10.5m sprinkler budget identified above, and will require an increase of £240k to the Private Sector Housing capital budget. However,

leaseholders will be required to meet the estimated £167 annual repair and maintenance costs.

- Is requested to **note** that the fire safety works recommended by the fire risk assessor, Savills, are mandatory and is asked to **recommend** to Council that the budget for these fire safety works should be increased from £4.0m to £5.2m as the budget request to Executive in February 2018 did not include the tower blocks managed by PFI contractors in Miles Platting and Brunswick and Woodward Court. This will require an increase of £1.2m to the Public Sector Capital Programme from revenue contributions from the HRA.
- Is requested to **note** that the contracts for sprinklers and fire safety works (plus the other works included in those contracts) include contingency but otherwise place cost risk on the Council, with Northwards Housing managing these contracts on the Council's behalf to mitigate against further costs. Further costs are, however, possible as the sample surveys undertaken may not have identified the full extent of works.
- Is recommended to **approve** the revenue costs associated with maintaining sprinkler systems as outlined in the revenue consequences section of this report and in paragraph 4.3. Negotiations will be held with Northwards and the PFI providers with regard to the additional revenue funding required, and any subsequent increase in the budget will be met from the Housing Revenue Account.
- Is requested, where access is denied by tenants or leaseholders to implement fire safety works, to **delegate authority** to take legal action, where required, to the City Solicitor in discussion with the City Treasurer, Director of Housing and Residential Growth, Executive Member for Housing and Regeneration and Executive Member for Finance and Human Resources.

### 3. Council

- is asked to **approve** a capital budget increase for these fire safety works of £1.2m (from £4.0m to £5.2m) to include the tower blocks managed by PFI contractors in Miles Platting and Brunswick and Woodward Court in the capital programme. This will require an increase of £1.2m to the Public Sector Housing Capital Programme funded from revenue contributions from the HRA.