



Date:	15 September 2016
Title:	Highways
Purpose of the Report:	To provide information to the Partnership Committee in respect of the Highway matters.
Contact Officer:	Paul Mason Head of Highways- Central Bedfordshire Council

1. RECOMMENDATION:-

1.1 To note the report.

2. PURPOSE

2.1 To update the committee on the new Highways contract, protocols in place with Utility companies and road schemes as part of the Local Transport Plan.

3 New Highways contract – Ringway Jacobs

3.1 Background

3.1.1 The Council's previous highways contract was a Managing Agent Contract (MAC) delivered by Amey and it terminated on 31 March 2016.

3.1.2 The MAC arrangements transferred responsibility for programming, developing and delivering Works to the contractor. The contract relied upon self certification by the contractor.

3.1.3 The new Term Maintenance Contract Plus (TMC+) contract is based upon Highways Maintenance Efficiency Programme (HMEP) documentation which is a sector led transformation initiative designed to maximise returns from investments and deliver efficiencies in highways maintenance services. The use of HMEP documentation improves on standardisation in the industry and is considered by the Government when awarding grant funding.

3.2 Benefits of the New Contract

3.2.1 The new contract has been written to facilitate the delivery of the following:

- Improved value for money
- Improved customer satisfaction

- To raise the profile of Central Bedfordshire Council (CBC) as the organisation responsible for highways
- 3.2.2 The drive for continuous improvement has been included for the entire contract duration and not just at the point of procurement. The contract includes a number of on going incentives such as setting targets with pain/gain for actual costs compared to the target as well as the opportunity to gain additional work.
- 3.2.3 The MAC had 4 staff to oversee contract delivery. A TMC+ differs from a MAC, in that the Council takes on a more prescriptive role with increased monitoring and therefore requires a larger client team. The new client team includes 28 TUPE transfer staff and 8 new posts. This larger client team enables CBC to challenge the provider, improve the customer experience and undertake asset management. This larger team will facilitate greater colleague engagement, collaborative working and provide greater resilience.
- 3.2.4 The new contract enables CBC to retain the benefits of a single provider whilst increasing control of the highway network and raising the profile of the Council as the organisation responsible for highways.
- 3.2.5 Ringway Jacobs has rolled out the Service Information Centre (SIC) for the reporting of highway defects. There have been 4700 items raised in the first 3 months of operation. The highways email address has been removed (see para.6 below)
- 3.2.6 Rob Porter is the contact point for Leighton Linlade Town Council.

4. Protocols with Utility companies

- 4.1 CBC have introduced a permit scheme which replaces the old noticing system. The permit scheme requires the utilities to gain formal permission from the Highways team to undertake work on the highway. In the case of an emergency permissions can be granted after events begin. In such cases utilities are allowed 2 hours to notify Highways or by 10am to the next working day
- 4.2 With regards to protecting our streets Highways can issue a Section 58 notice on resurfacing. This protects the road for 3-5 years. When a request is made it is completed electronically and highlights to them if a restriction is in place.
- 4.3 Emergencies and new connections are exempted from restrictions. In such cases a goodwill conversation takes place to request an extended level of reinstatement. Utilities can leave a repair in temporary material for up to 6 months.

5. Local Transport Plan 4 schemes

5.1 LTP Local Safety Schemes

- Church Road Linslade - amendment to cycle contraflow
- A505 – improvements to jcn with Totternhoe Road (accident cluster site)

5.2 LTP Traffic Management Schemes

- Market Square – measures to deter parking o/s Pizza Express
- Wyngates/Cedars Way – changes to waiting restrictions

5.3 LTP Safer Routes to School Schemes

- Greenleas School, Kestrel Way – changes to waiting restrictions
- Southcott School, Bideford Green – changes to waiting restrictions

5.4 LTP Active Travel Schemes

- Grovebury Road - improvements to footway o/s Enterprise House and provision of bus shelter

5.5 Externally Funded Schemes

- Leighton Middle School expansion - changes to waiting restrictions and removal of guard railing in Church Square
- Leedon and Clipstone Brook school expansion – extension of waiting restrictions and 20 mph zone
- Billington Road south - traffic calming measures and introduction of 20 speed limit
- Billington Road north – drainage improvements and installation of a Toucan crossing

5.6 Some of these schemes will be designed this year and implemented next year. Several are about to undergo statutory consultation on changes to legal orders

6. Reporting process

6.1 A new website is now in place to report any Highways Defects; <http://www.cb-report-it.co.uk/index.aspx> Calling the helpdesk directly will also generate the same report and provide a 6 digit reference number if you don't wish to or are unable to use the website. This can be used to report any and all defects associated with the Highway, including the below

- potholes
- faulty street lights
- dead animals
- damaged pavements
- faulty traffic lights

- draining or flooding problems
- overgrown trees and hedges
- obstructions in the road
- grass cutting issues
- road sign or other street furniture
- damage to bus stops and bus shelters

6.2 If you need to report an emergency, such as a streetlight with wires exposed, please contact our 24 hour emergency team on 0300 300 8049.

6.3 By using the 6 digit reference number from your report. You can log back into the website to check progress on your report. You can also check the progress of reports that other people have told us about.

6.4 CBC are responsible for most roads in Central Bedfordshire, but there are some privately owned roads and some roads in new housing estates are still owned by the developer.

6.5 Highways England are responsible for fixing problems on the motorways and other major roads like the A5 in Dunstable. Any problems on these roads or pavements should be reported to Highways England.