



# Network Maintenance Management Plan

2017 Version



## Version Control

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## 1.0 - Executive Summary

The scope of this Network Maintenance Management Plan [NMMP] is to provide and maintain a highway network, supporting the transport needs of Central Bedfordshire’s communities and businesses and enhances the local environment.

The aim is to deliver Best Value in highway maintenance.

The outcomes of the service are to:

- Improve travelling conditions for all highway users;
- Provide a safer highway network; and
- Give greater consideration to the local environment.

The objectives of this plan are as follows:

- Development, adoption and regular review of policies for highway maintenance, consistent with the principles of integrated transport, sustainability and Best Value.
- To act upon the needs of users and the community by involving them in the development of works programmes.
- Adopt efficient and consistent collection, processing and recording of highway inventory, condition and status information for the purposes of asset assessment, management and local benchmarking.
- To encourage a risk management approach in the determination of technical and operational standards

## 2.0 - Introduction

The transport infrastructure is one of the most important assets owned by the authority. Being able to conveniently and safely use the local transport network is vital to the authority's plans for economic growth. It is used to access local services important to maintaining a good quality of life, and is a link between local communities and more strategic transport assets, such as motorways or the rail network. It is therefore essential that the local transport infrastructure is managed effectively.

In exercising its duties to maintain, operate, and improve the local transport network, the authority needs to consider a number of different challenges:

- Limited resources compared to the levels of work, particularly in terms of finance, staff, and skills;
- A significant backlog of maintenance works arising from an ageing transport network;
- Increasing levels of public expectations and awareness, particularly on the maintenance of the local road network;
- Increased level of accountability of statutory bodies to local people;
- Winter maintenance and the unpredictability of weather patterns.

Efficient management of the highway can improve the quality of life for the travelling public and the residents of Central Bedfordshire, whilst reducing the environmental impact of works.

This NMMP is designed to show how Central Bedfordshire Council (CBC) will manage the maintenance of the highway asset in accordance with the principles of Best Value and risk based assessment. This Plan identifies the targets, sets out the policy, strategy and process by which CBC will deliver and develop its Highway Maintenance service. CBC, as the Highway Authority, has a duty to maintain and has powers to make improvements to the adopted highway network, all as defined by the Highways Act 1980.

The following hierarchy of documents show Central Bedfordshire Council's intention to achieve efficient and effective management of its highway asset.

1. Well-managed Highway Infrastructure; A Code of Practice 2016
2. Well Lit Highways, 2004 and amendments
3. Management of Highways Structures, 2005
4. CIPFA Transport Infrastructure Assets Code of Practice 2013
5. CBC LTP3 and associated Appendices
6. CBC Highways Asset Management Policy
7. CBC Highways Maintenance Service Plan (merged into current NMMP)
8. Winter Service Operational Plan
9. Central Bedfordshire Council Resilience Plan
10. Outdoor Access Improvement Plan [2013 to 2031]
11. Associated Acts and Documents:
  - Highways Act (1980)
  - New Roads and Streetworks Act (1991)
  - Traffic Management Act (2004)
  - Local Government (Miscellaneous Provisions) Act (1953)
  - Countryside and Rights of Way Act (2000)
  - Wildlife and Countryside Act (1981)
  - Flood and Water Management Act (2010)
  - Manual for Streets 2 (2010)
  - Shared Space advisory leaflet (2011)
  - Bridge Management Procedure ( 2011)
  - Highways Contract Service Information

The NMMP is to be reviewed on an annual basis, with a summary available online.

### **3.0 - Structure of the Network Maintenance Management Plan**

The NMMP is split into annexes which draw together all relevant information on each asset.

1. Introduction to Network Maintenance Management
2. Annex A: Carriageways, Road Markings and Studs
3. Annex B: Footways, Cycle ways and Public Rights of Way
4. Annex C: Bridges, Highways Structures and Safety Fencing
5. Annex D: Street Lighting
6. Annex E: Signals, Pedestrian and Cycle Crossings
7. Annex F: Soft Estate and Drainage
8. Annex G: Traffic Signs, Bollards and Street Furniture
9. Annex H: Embankments and Cuttings

### **4.0 - Network Maintenance Overview**

Network Maintenance is embedded in the Central Bedfordshire Highways Term Maintenance Contract with Ringway Jacobs. This arrangement provides the Council with greater control over what happens on its network and brings improved engagement and communication with both residents and road users.

CBC is a member of the East of England Directors of Environment and Transport (EEDET). Our partners, monitor innovation and best practice to ensure that we provide the best possible service for the residents of Central Bedfordshire.

Some network maintenance functions are delegated to Town and Parish Councils such as maintaining urban highway grass.

CBC does not have responsibility for the trunk roads (M1, A1, A5 and A421) in Central Bedfordshire; these are within Highways Agency Area 8. Certain parish and town councils have responsibility for their streetlights.

## **5.0 - Community Services Policy and Strategy**

### **5.1 – Council Vision, Priorities and Values**

#### **Council Vision:**

The Council's vision drives the work of the entire Council. It describes our overall objectives as a Council and the type of place we want Central Bedfordshire to be – “a great place to live and work”.

#### **Council Priorities:**

The Council has clear and explicit ambitions for Central Bedfordshire, informed by our residents' views:

- Enhancing Central Bedfordshire.
- Great resident services
- Improving education and skills
- Protecting the vulnerable and improving wellbeing
- Creating stronger communities
- A more efficient and responsive council

#### **Council Values:**

The Council's values describe the type of organisation we want to be and the principles that will guide us in achieving our priorities and vision. These set out the way we will work and interact with our customers, members and each other.

Our values are:

- Respect and empowerment – we will treat people as individuals who matter to us
- Stewardship and efficiency – we will make the best use of the resources available to us
- Results focused – we will focus on delivering the outcomes that make a tangible difference to people's lives; and
- Collaborative – we will work closely with our colleagues, partners and customers to deliver on these outcomes



## **5.2 - Medium Term Financial Plan**

This document is a live document which dictates budgets and budgetary levels for which business cases are prepared and approved to make funding available for network maintenance. This is reflected in the budgets provided to undertake maintenance on a yearly basis.

## **5.3 - Local Transport Plan (Core Strategies)**

At the time of writing a new LTP is being prepared, however this is still in development and so the core strategies presented in Local Transport Plan 3 (LTP3) are still relevant.

LTP3 under the title of *My Journey*, was adopted in April 2011 and sets out a long term framework for investment in transport across Central Bedfordshire.

It establishes a strategic approach to deal with key transport issues, a series of objectives, and broad areas of intervention through which schemes are identified and improvements made to the transport network.

There are various appendices which affect the highways service and how it manages the asset, ranging from the capital improvements scheme identification and programme of works, to maintenance requirements for certain assets on the network.

### **5.3.1 - Freight Strategy (LTP Appendix D)**

The Freight Strategy provides a policy framework to support the management of freight transport in Central Bedfordshire, and addresses the carriage of freight by roads, rail and pipeline.

The Freight Strategy examines key freight issues under five themes:

- Managing freight on roads;
- Freight facilities for road based transport;
- Servicing and deliveries;
- Information and working with stakeholders; and
- Non-road freight modes

These themes and associated policies are considered in the NMMP as they will affect how the network is managed and repair works prioritised. The main policy affecting network management and maintenance is:

“Maintain a Designated Road Freight Network of primary and secondary routes, in order to protect the safety of other road users, the amenity of communities and their local environments, and the integrity of highways infrastructure. In managing the route the Authority will identify diversionary routes during road works and traffic incidents.”

### **5.3.2 - Walking strategy (LTP Appendix E)**

The Walking Strategy provides a policy framework to support improvements to the level, frequency and safety of walking as a sustainable mode of transport in Central Bedfordshire, and addresses key issues such as access to facilities and promotion of health in the communities of Central Bedfordshire.

### **5.3.3 - Cycling Strategy (LTP Appendix F)**

The Cycling Strategy provides a policy framework to support improvements to the level, frequency and safety of cycling as a sustainable mode of transport in Central Bedfordshire, and addresses key issues such as access to facilities and promotion of health in the communities of Central Bedfordshire.

### **5.3.4 - Road Safety Strategy (LTP Appendix I)**

The appendix focuses on the principles of design and the identification of solutions to safety issues and therefore generally affects design practices only.

The safety of road users will be considered in the general maintenance practices which the Council undertakes on the network, and will be considered when looking to categorise and prioritise highway defects and repairs.

## 6.0 - Customer Service and Liaison

### 6.1 - Introduction

As a front line and customer focussed service, our contact and communication with the residents of Central Bedfordshire is vital. The Customer Service Centre and online reporting portal aim to offer a customer service experience that allows residents to interact with the Council conveniently, simply and quickly, including during out of hours, but at the same time managing expectation.

### 6.2 - Procedures for Customer Feedback

#### 6.2.2 - Standards for Customer Feedback

These standards and processes allow relevant staff enough time to deal with enquiries and to ensure that the customer's needs are met effectively.

#### 6.2.3 - Standard Feedback timescale

The Engineer has 10 working days to assess the enquiry. Should this action not occur then this procedure will be followed:

Stage	Action Required	Timescale
1. No update after 10 working days	Reminder sent to the relevant officer to assess & update customer	5 working days
2. Still no update after 15 working days	Referred to Highway Area Custodian	5 working days
3. Still unresolved	Pass to Highway Contract Manager	5 working days. Notify the customer if longer is required

#### 6.2.4 - Emergency Events - Feedback timescale

If the customer deems defect to be dangerous, the portal directs them to call the Customer Service Centre. The Customer Service Advisor [CSA] will log the defect with an appropriate response time after they have spoken to the

customer. If it is deemed by the CSA that an emergency (2 hour) response is required, then Ringway Jacobs will be contacted directly by the CSA.

Should this action not occur then this procedure will be followed:

Stage	Action Required	Timescale
1. No update after 1 working day	Reminder sent to relevant officer to assess and update customer	1 working day
2. Still no update after 2 working days	Referred to Highway Area Custodian	1 working day
3. Still unresolved	Pass to Contract Manager	1 working day. Notify the customer if longer is required

### **6.2.5 - Reporting**

The Contact Centre will advise customers during initial contact that the Engineer has 10 working days to deal with a standard request and 1 day for an emergency request. Should the customer contact after this period and not have an update, the Engineer will be informed (as per Stages 1 above).

A reminder will be sent to the relevant Engineer if the Report is not updated within 10 days for a standard request (as per Stage 1 above). Automatic triggers will also occur at Stages 2 and 3 if no response is recorded.

It is the responsibility of the Highway Area Custodians to ensure their Area Teams adhere to the above timescales. Central Bedfordshire Council will monitor this procedure to ensure targets are met and there will be an agreed format where targets are being missed.

### **6.2.6 - Customer Complaints**

There are two types of complaint:

- Formal complaints
- Escalations

## Formal Complaints

These are where a customer specifically stipulates they wish to make a formal complaint. This procedure links in with Central Bedfordshire Council's complaint procedure and timescales.

When can a customer make a formal complaint?

Central Bedfordshire Highways needs time to resolve enquiries. A complaint form will therefore not be sent out until *after* the initial assessment period (10 working days) and stage 1 above (5 working days) have been completed.

If, after 15 working days, the customer wishes to make a formal complaint a complaints form will be sent to them. Once returned the formal complaint will be logged.

The process will then be as follows:

Stage	Action Required	Timescale
1. Complaints form received	Passed to Principle Highways Liaison Officer to contact customer relations and resolve	5 working days – If longer required customer will be advised by phone or letter
2. No resolution	Passed to Central Bedfordshire Highways Assistant Director	15 working days – If longer required customer will be advised by phone or letter
3. Customer still not satisfied	Passed for independent review by Central Bedfordshire Council	15 working days – If longer required customer will be advised by phone or letter

This procedure can make the customer feel that their issue has been taken seriously, that they are kept informed and that reasonable responses/timescales/decisions have been given to them.

It should be noted that satisfactorily dealing with a formal complaint does not *always* mean giving the customer exactly what they want.

### Escalations

These are when a customer is unhappy with progress or a decision and wishes to escalate this but does not stipulate it as a *formal* complaint.

- This will follow stages 1 and 2 of the formal complaints procedure above but will not be logged as a formal complaint in the Customer Service Centre.
- If these complaints are still unresolved after stage 2, they will be referred to independent review

## **6.2.7 - Liaison Meetings**

### **6.2.7.1 - Introduction**

In order to build closer working relationships with Town and Parish Councils, Central Bedfordshire Highways will meet each Council annually to discuss highway issues.

The aim is to gain a greater understanding of the concerns of local councils, together with giving Town & Parish Councils an appreciation of budgets, workloads and intervention levels.

### **6.2.7.2 - Procedure**

The following procedure has been agreed with all Town and Parish Councils.

- The Town or Parish Council nominates a 'highways' representative to act as the focal liaison point with Central Bedfordshire Highways.
- Central Bedfordshire Highways will inspect all areas of concern, with the Town/Parish representative.
- Central Bedfordshire Highways will identify and record all issues that are discussed.
- Central Bedfordshire Highways will email the representative of the Town or Parish Council within 15 working days of the visit to advise of all outcomes

and agreements and to confirm exactly what maintenance work will be undertaken and at what timescale. A copy of this email will be sent to the Town / Parish Council Clerk.

- Regular contact will be made with the Town / Parish Council to keep them informed of the progress of promised work. If any delays are anticipated to the timescales agreed, Central Bedfordshire Highways will inform the Town / Parish Council immediately and advise on a revised date.
- It is important to note that not all expectations will be able to be fulfilled via the implementation of this procedure. Central Bedfordshire Highways will give detailed reasons if any requested work cannot be undertaken.

## **6.3 - User & Community Response**

### **6.3.1 - Reactive**

After confirming that a defect that represents an immediate or imminent hazard, action necessary to rectify the defect shall be undertaken. Having ensured that effective action is underway, if the events could lead to significant local interest, then the local Ward Member(s), Executive Member (Community Services), local Town or Parish Clerk and or Town/Parish Highway Representative should be informed of the event.

If the event requires publicity, then this shall be entered into, all in accordance with the service Communications Strategy.

If the originator of the defect report had requested feedback upon the Council's action this shall be done at the earliest practicable opportunity and at least within 14 days.

### **6.3.2 - Routine**

Ward Members and local Town/Parish Council Clerks shall be informed of the nature of routine maintenance via an annually updated Central Bedfordshire Highways Member and Representative Guide.

If individual elements of work require publicity, then this shall be entered into in accordance with the service Communications Strategy.

Central Bedfordshire Highways shall undertake satisfaction survey work throughout the year, typically via Town/Parish Councils, Officer and elected Members' questionnaires as well as the NHT, annual telephone and public perspective surveys. These surveys shall raise the issues of:

- Perception of Value and Service Delivery
- Adequacy of communication
- Quality of the finished product
- Perceptions upon overall condition of the highway network

The results shall be used to inform and improve wider service delivery.

### **6.3.3 - Programmed**

The annual defined Programme of Works shall be supplied to Ward Members, and Town and Parish Councils.

If individual elements of work require publicity, then this shall be entered into in accordance with service Communications Strategy.

The Service will undertake customer survey work throughout the year; these surveys shall raise the issues of:

- Perception of Value and Service Delivery
- Adequacy of communication
- Quality of the finished product
- Suggestions for service improvement

The results shall be used to inform and improve wider service delivery



## 7.0 - Network Maintenance – Asset Register and Management Systems

Central Bedfordshire Highways utilises an asset register, currently 'Insight' provided by Symology. The register is a hierarchical system with all highway inventory, inspections, surveys and customer complaints referenced to the relevant highway asset. This approach allows full reporting of data at all levels to monitor performance and cost and derive future maintenance programmes.

The inventory allows warranty information to be held against assets such as vehicle actuated signs, and supports action when failures occur . Also inventory data can be automatically updated, e.g. a bulk lamp change.

The modules that identify how best to invest in maintaining roads are used to produce a four year programme for structural maintenance and enables funding to be targeted to sites that give the best improvement in condition.

Insight is used to manage the following:

Core Element	Sub-section
Asset Register	Standard UKPMS inventory
	Structures
	Street Lighting
Streetworks and utility works management and control	
Customer Complaints and correspondence (link between service provider and Customer Service Centre)	Response times for complaints
	Actions undertaken recorded in system
	Linked to service providers order system
Inspection and Cyclic Maintenance Management	Programme and record outcome of safety/service inspections
	Create appropriate works orders
	Defence against 3 <sup>rd</sup> party claims
Works management	All works ordered and tracked in Insight
	Orders added to streetworks module
	Performance indicators for completion of Category 1 defects
UKPMS Surveys	CVI/DVI, SCANNER SCRIM and Deflectograph

## **8.0 - Network Maintenance – The Winter Service**

The winter service of salting and snow clearing is a key element of network maintenance. The service affects the safety of the travelling public and the availability and reliability of the network throughout the winter period. The defined season for delivery is set out in the Highways Contract.

Due to the complex and detailed nature of this part of network maintenance, a separate Winter Service Operational Plan is produced by the provider annually before the start of the winter maintenance season. Elements of this Plan, including which routes receive treatments, along with advice for driving in winter are produced on the CBC website.

Production and delivery of the current Winter Service Plan is a duty carried out by our service provider. The Service Plan is reviewed on an annual basis as part of this function.

## **9.0 - Network Maintenance – Weather and other Emergencies**

Outside normal office hours the service operates an emergency contact system. The emergency out of hours contact shall co-ordinate the reactive maintenance response for the Authority area.

All adverse weather and emergency events and their immediate affects will be managed through the adopted resilient highways network and associated working practice the Central Bedfordshire Resilience Plan

The role of Central Bedfordshire Highways is to continue to provide its services, whilst simultaneously providing support alongside voluntary agencies, utility companies and national agencies.

## **Bedfordshire and Luton Emergency Response Plan**

In the event of a major emergency affecting Central Bedfordshire the procedures defined in the Bedfordshire and Luton Emergency Response Plan shall apply. The Council will respond alongside other organisations, the role of the Service is summarised below:

- Provide staff, equipment, transport, plant and other resources
- Maintain essential routes and bridges
- Provide geographical and technical information
- Carry out enforcement duties
- Implement elements of the relevant Emergency Plans

Following such events and where the opportunity exists to do so, the Council shall seek to obtain Government grant aid to

- Meet the cost of reactive measures
- Provide alleviation works

Where successful in its application, the Council shall direct resources obtained in accordance with spending instructions. Highway maintenance, routine and programmed works will be delivered compliant to these instructions, to mitigate the long-term effects upon the highway network.

## **10.0 - Network Maintenance – Sustainable Development**

### **10.1 - CBC Policies in relation to the Environment**

CBC is committed to the protection and the enhancement of its natural and built environment and peoples' health and well-being. It recognises that the Council can have significant impacts on the environment, both in the delivery of services and as a major employer and landowner.

CBC also recognises its capability to encourage and influence others in the community to improve their environmental performance, the need to work in partnership with others in the pursuit of this, and the need to consult widely on proposals and report publicly on our achievements.

CBC and its partners are committed to preventing pollution and managing our policies and practices to achieve a continual improvement in our environmental performance. In doing so we will ensure the Council meets all relevant environmental legislation and regulations, and other voluntary requirements to which we subscribe.

In setting and reviewing our environmental objectives and targets we will address:

- The sustainable use of renewable resources and the conservation of non-renewable resources;
- The minimisation of environmental impacts associated with highways;
- The protection and enhancement of natural species and habitats;
- The conservation of cultural heritage
- The minimisation of waste, and the re-use or recycling of materials
- The purchase of supplies, services and equipment in ways which minimise adverse environmental impacts;
- Improved public access to information on our environmental performance.

Central Bedfordshire's LTP3 sets out ambitious objectives for sustainable travel via a four-year programme of works, involving many types of project aiming to promote modal shift away from the private motor vehicle.

The "Well Maintained Highway Infrastructure" Code of Practice, contains a maintainability and sustainability checklist, which considers the whole life cost of the materials used, future maintenance of materials and the re-use and recycling of materials to reduce environmental impact, improve the community value of the works, and maximise any environmental contribution the maintenance works may contribute to towards.

## **10.2 - The conservation of non-renewable resources**

Highway maintenance uses large quantities of aggregates each year. However, modern materials allow greater percentages of recycled materials within the asphalt mix.

The Council uses local materials and providers wherever possible, to reduce transportation cost and impact upon the environment, and will also use recycled materials wherever practicable for all types of highway assets.

### **10.3 - Quality Management**

The quality of materials and workmanship can have a great bearing on the sustainability and environmental impact of maintenance schemes. If material or workmanship is of a poor quality, then this could mean additional works to remediate. It should therefore be ensured that not only are the council's quality management procedures met through such procedures as Quality Assurance, Environmental Management and certification such as Investors in People, but only quality materials and products are used which can be identified by certification such as HAPAS.

### **10.4 - The conservation of the highway's natural habitat**

Roadside verges are important for fauna to feed and flora to grow. There are lengths of verge in Central Bedfordshire that are either designated as Roadside Nature Reserves or Sites of Special Scientific Interest (SSSI). These are signposted on site and available on GIS overlay. These verges are only cut and taken away in early autumn under direction of the CBC Ecologist.

Where a Town / Parish Council or land owner wishes to plant trees in the highway verge, CBC's Tree Officers are consulted in order to minimise damage or possible third party claims. All third party work in planting within the highway is carried out by a Licence under s153 of the Highways Act 1980.

### **10.5 - Waste Management**

Wherever possible the Council will reduce and recycle the by-products from its highways works. This action will include:

- Retaining and re-using materials on site;
- Maximising the value of re-used material rather than only low grade fill;
- Make use of in-situ recycling in appropriate situations;

- Wherever possible look to a procurement process to include procurement of recycled material; and
- Ensure that where waste products cannot be reduced or recycled that waste is disposed in a responsible way.

## 10.6 - Pollution Control

Numerous processes that are used to maintain and repair highways and associated assets have the potential to cause pollution, which could be via, noise, air or water.

Advice should be sought from the relevant Environmental Health Department or Environment Agency to look to reduce and mitigate the impacts wherever possible.

Consideration should also be given to storing contaminating materials such as diesel in appropriate containers in bunded areas to ensure that spillages during storage do not spread. Where materials are being taken out of these areas, mitigation should be provided to ensure that any spillage can be contained, or prevented from entering any drainage system or waterway.

## 10.7 – Environmental Impact Assessments (EIA)

Environmental Management Issues shall be addressed by the use of an Environmental Impact Assessment (EIA).

The Town and Country Planning (Environmental Impact Assessment) (amendment) Regulations 2015 stipulates the requirements for the production of EIA's at threshold levels. Schedule 2 stipulates in table 10 part (f), for the scheme to be classified as a Schedule 2 development:

(f) Construction of roads (unless included in Schedule 1)	The area of works exceeds 1 hectare.
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The “area or works” is defined as “including any area occupied by apparatus, equipment, machinery, materials, plant, spoil heaps or other facilities or stores required for construction or installation.”

Schemes which are exempt from this criterion and will need an EIA are classed as Schedule 1 development under paragraphs 7 (b) and (c):

“(b) Construction of motorways and express roads;

(c) Construction of a new road of four or more lanes, or realignment and/or widening of an existing road of two lanes or less so as to provide four or more lanes, where such new road, or realigned and/or widened section of road would be 10 kilometres or more in a continuous length.”

## 11.0 - Network Maintenance – Programming

### **Definition of the 4 Year Works Programme**

A prioritised list of Integrated Maintenance Schemes (*as identified in the Local Transport Plan*), Structural Maintenance Schemes (carriageway resurfacing), Street Lighting, Drainage, Major Schemes and Routine Maintenance Activities that are intended to be undertaken in the authority over the next 4 years.

The programme must reflect CBC’s highway policies and objectives (including Local Transport Plans). This programme will feed into the Annual Works Programme which is a definitive list of schemes and targets that are scheduled to be completed in the current financial year.

### **Aim of the 4 Year Works Programme Development Process**

- To enable all the main interested parties to work together to identify and prioritise the works to be done;
- To identify basic information on each scheme (e.g. location, parish, nature of work, estimated costs and preferred dates for completion);
- To define a mechanism so that schemes may be fairly assessed and prioritised without political or regional bias. The priority mechanism should reflect CBC policies and strategies as well as other factors such as road condition;
- To prioritise all schemes using the approved mechanism, such that the most worthy schemes will be undertaken early on in the programme;
- To formally discard any schemes that do not merit completion or meet the minimum priority criteria;
- To allocate the annual CBC budget to each objective and category of scheme as necessary;

## **12.0 - Network Maintenance – Delivery**

### **12.1 - Client Staff Structure**

The staffing structure of Highways, and its support teams, is as follows:

The Assistant Director for Highways reports to the Director of Community Services with overall professional responsibility for work carried out through the contract.

The Highways Service Teams are responsible for the operational management of the Highway.

Supporting teams with a bearing on the public highway or its users are as follows:

- Development Control – Manages the highway aspects of new developments and highway adoptions.
- Land Drainage – Dealing with risks from land drainage issues.
- Resilience – Dealing with the Council's ability to discharge its services in the event of major national, international or local incidents
- Public Relations – Dealing with media and key outgoing messages to the public.

### **12.2 – Normal Office Hours**

Where discussed in this document, normal office hours shall be defined as 8.30am to 6.00pm: Monday to Thursday; 8.30am to 5.30pm: Fridays.

### **12.3 - The Local Government Community**

To ensure wider understanding and appreciation of the highways service, Central Bedfordshire Highways will provide support for Ward Members and



local Councils through a variety of methods. Day-to-day advice, comments and collaboration is key and encouraged via the Area Teams.

## **12.4 - Other partners within the wider community**

The following stakeholders have key influence for Central Bedfordshire Highways:

- Special interest groups and statutory consultees,
- Environment Agency, Internal Drainage Boards, riparian owners – liaison on environmental impact assessments, consents and drainage
- Statutory Undertakers – co-ordination of works, liaison with respect to emergencies and improvements affecting the network.
- Historic England – liaison with respect to EIAs
- English Nature – liaison with respect to environmental impact assessments and consents.
- Police – close contact on issues such as traffic management, highway safety, crime prevention and emergency planning.
- Network Rail, Office of Rail Regulators (ORR)
- Public Transport Providers
- Bedfordshire Nature Trust – maintain special interest roadside sites.
- Business Chamber of Commerce – monitoring of proposals.
- Primary Care Trust – Health Improvement Plan (road safety).
- Neighbouring authorities and the sub-region.
- Highways England

## **12.5 - Claims Management**

Central Bedfordshire Highways minimises the risk of claims by applying the procedures detailed in this Plan.

It is recognised that a claims management approach will not prevent claims from being pursued; Central Bedfordshire Highways will therefore record service requests, complaints, claims and compliments, together with its actions, including no action where appropriate, so that it may offer a proper defence against claims.

It is the intention to focus resources upon delivery of the highway maintenance duty, reduce risk to highways users and offer a financially-sustainable position to Central Bedfordshire Council.

## 13.0 – Network Maintenance - Holistic principles in reactive maintenance

This Plan permits officers to consider ordering repair to other defects in the course of their assessment.

Where an officer visits to assess a reported defect, he or she will judge the traffic management provision required to safely make the repair. The officer will also decide if it is appropriate and economic to undertake repairs, under the same works order, to other defects in and adjacent to the carriageway (e.g. signage) using the opportunity afforded by the traffic management.

This act will require the officer to use reasonable judgement as to the rate at which Cat2 defects may deteriorate. It is reasonable to assume that deterioration will be faster with the trafficking speed, volume and HGV content likely on classified roads, in cold or inclement weather, or if the defect is located in a high-stress area, say in areas of HGV slewing.

Carriageway Classification	Guide Distance	Response time period
2	10m	5 days [5d]
3a	10m	5d
3b	10m	5d
4a & 4b	10m	5d

Footway Classification	Guide Distance	Response time period
1(a)	10m	5d
1	10m	5d
2	10m	5d
3	10m	5d
4	10m	5d

Cycle track Classification	Guide Distance	Response time period
A	10m	5d
B	10m	5d
C	10m	5d

The distance may be linear (i.e. 25m either side of the reported defect, on both sides of the carriageway) or a radius, using the reported defect as the centre. The distance is not confined to the same carriageway.

If an operative observes a defect which has occurred or deteriorated beyond the officer's forecast, in the period between the officer ordering works and arrival of the gang onsite, he or she should refer back to that officer.

Permanent repair is favoured at all times. The aim is to reduce repeat visits to site. Also, it is foreseeable that holistic working might require gangs with plant, labour and materials suited to multiple repair techniques in the same site visit.

Holistic working is not confined to one team, discipline or budget. It is an ethos all officers should observe. Therefore if defects are found on other assets they too should be considered for repair in the same traffic management. This will require close liaison, including programmed works.

Officers are not absolved of proper budget management through holistic working. Resilience against claims must be maintained: budget pressure may dictate that only a cat1 repair can be delivered at times during the financial year.

## 14.0 - Network Maintenance – Defect Category Identification

A 'Risk Matrix' shall be used to classify the degree of risk posed by identified defects. The Matrix shall serve to quantify the probability of an incident occurring and level of severity of the harm or damage that would occur.

The impact is likely to rise with factors such speed, the level of traffic, types of user, the classification within the network hierarchy and the defect location and so all important considerations in any assessment.

The risk factor is the product of its impact and probability, and is in the range of 1 to 25. This factor identifies the overall seriousness of the risk and consequently the speed of response to remedy the defect. The priority for dealing with a defect can be determined by correlation with the risk factor, as shown in the Risk Matrix below.

	Probability	Very Low (1)	Low (2)	Medium (3)	High (4)	V. High (5)
Impact						
Negligible (1)		1	2	3	4	5
Low (2)		2	4	6	8	10
Noticeable (3)		3	6	9	12	15
High (4)		4	8	12	16	20
V. High (5)		5	10	15	20	25
Response Category		Category 2 (Low)	Category 2 (Medium)	Category 2 (High)	Category 1	Category 0

Where two or more defects are in close proximity (within a radius of 1m) they shall be classified as a cluster. Where normally defects would be given an individual risk factor, thought should be given to whether it should be increased, due to the effects of the clustered defect affecting a larger area and therefore having a higher Risk Probability.

## **15.0 - Co-ordination of Standards**

The following process shall apply to all elements of this Network Maintenance Management Plan.

### **15.1 - Reactive**

If for reasons of necessity, and/or valid engineering reasoning, processes that differ from those within this Plan then a procedure note should be prepared as an addendum detailing the following:

- The actual process undertaken
- The time scale of response
- Reasoning
- Comment upon its success
- Implication on others

### **15.2 - Routine**

If for reasons of necessity, and/or valid engineering reasoning, processes that differ from those within this Plan then a procedure note should be prepared as an addendum detailing the following:

- The actual process undertaken
- The time scale of response
- Reasoning
- Comment upon its success

### **15.3 - Programmed**

If for reasons of necessity, and/or valid engineering reasoning, processes that differ from those within this Plan then a procedure note should be prepared as an addendum detailing the following:

- The actual process undertaken
- Reasoning
- Comment upon its success

## Appendix A: References

### National Guidance

- PAS55-1: Specification for Optimised Management of Physical Assets
- PAS55-2: Guidelines for the Application of PAS55-1 (2008)
- Highways risk and liability Claims 2<sup>nd</sup> edition (2011)
- Well Lit Highways (2013)
- Well Maintained Highways (2014)
- Design Manual For Roads and Bridges
- Code of audit practice - Local Government Bodies (2010)
- Manual for Streets 2 [CIHT]
- BS 7669-3: Guide to installation, inspection and repair of safety fences (1994)

### CBC Strategy Documents

LTP3; Appendices D-J

[Central Bedfordshire Community Engagement Strategy](#)

[Central Bedfordshire Council Design Guide 2014](#)

### Other CBC Documents Affecting Delivery of the Service

- Highways Contract
- Organisational chart