

Local Highways Service Improvements 2016/ 17

This report details the service provision improvements for Local Highways in 2016/ 17.

Street Sweeping

Scheduled Sweeping

Salisbury centre will be swept weekly (litter picked daily), the remaining identified town centres will be swept fortnightly (litter picked daily) with all other urban roads and car parks being swept twice year and rural roads swept once per year.

It is recognised that large amounts of silt and detritus is deposited mainly on rural roads. Rural roads over recent years have been neglected and the new frequency will improve these areas. The contractor will also be required to dig out many rural kerbs. Whilst this is a more efficient way of removing the high build-up of silt and detritus this will slow sweeping operations and this will be monitored as this could impact upon the actual areas swept.

Reactive Sweeping

Four days a week have been scheduled to reactive sweeping. This will allow resources to be focused on known dirty areas, ensuring the effectiveness of the resources by concentrating resources on sweeping dirty streets rather than clean ones.

This recognises the move to using the community to report issues through the MyWiltshire system allowing more reports to be completed at the earliest opportunity.

Litter Collection

Scheduled Litter Collection

Town Centres will be litter picked daily for four hours.

One mobile pedestrian sweeper will sweep town centres pavements on a rolling programme.

All urban amenity areas (6million square meters) are litter picked monthly during the grass growing season.

One annual litter pick on identified high user areas, including Highway England trunk roads, will be undertaken over a six week period commencing in April.

Resources are scheduled to respond to litter complaints received following the annual rural verge cut.

Reactive Litter Collection

There are forty two hours of operational staff time allocated to reactive litter reports per day.

This recognises the move to using the community to report issues through the MyWiltshire system allowing more reports to be completed at the earliest opportunity

Gully Emptying

Scheduled Gulley Emptying

The council will schedule one empty per annum of 59,000 of its 83,000 gullies. These will be the gullies identified as higher priority gullies requiring emptying.

This is to ensure the gullies in areas that are perceived to have a higher need of emptying or risk are addressed, but gullies in areas where they present lower risk being reviewed for the following year's scheduled emptying.

The council will be seeking innovative ways of working from Ringway as the service develops to maximise the effectiveness of resources. We will be endeavouring to have individual gully assessments. Ensuring that priority is given to gullies that require more frequent empties and reducing other empties where evidence suggests this is appropriate.

Preventative Ad-hoc Gulley Emptying

Ad-hoc gulley emptying is a flexible service which is focused on inspection and MyWiltshire reports. The resource (gulley tanker and crew) allocated to ad-hoc gully emptying has been increased from three days a week to four days. With the council's two Sewer Tankers also being made available for up to two days a week.

However, it must be noted that the majority of reported blocked gullies will not be emptied on the ad-hoc service. The capacity allocated will be prioritised on resolving blocked gullies with the potential to cause road safety or house flooding (not property). Low risk gullies will be emptied on the scheduled gulley emptying service.

A Vactor (more specialised gulley maintenance vehicle) will be made available throughout the year to address priority drainage issues. The types of works included would be: jetting blocked gulley outlets, blocked drainage and emptying gullies outside the scope of the standard gulley vehicle.

These services will increase the capacity for the council to react to reports of blocked gullies and drainage issues. This allows resources to be focused on known gulley problem areas, ensuring the effectiveness of the resources.

This recognises the move to using the community to report issues through the MyWiltshire system allowing more reports to be completed at the earliest opportunity.

Reactive Gulley Emptying

Where flooding causes a road safety issue or house (not property) flooding the council will respond to these reports with the most suitable resources to ensure issues are dealt with at the earliest opportunity.

Grass Cutting

Scheduled Grass Cutting

Rural verges will be cut once per year, commencing in spring.

Visibility splays will receive additional cuts where required.

Urban amenity grassed areas will receive three cuts between March and May to ensure areas are at an acceptable standard early in the year. Amenity areas will then be cut monthly.

Reactive Grass Cutting

Six tractors are employed to address safety reports on rural visibility areas.

Urban grass areas can be cut by the Parish Steward, with a strimmer, if this is the priority of a town or parish council.

Parish Steward

The service will be fully operational by October 2016.

The Parish Steward Scheme will assist in the delivery of the safety statutory local highway works and is the identified delivery point for all the local community discretionary highways works.

Parish and town councils will be asked to identify the discretionary local highway work priorities for their areas.

To ensure as much discretionary work can be completed as possible, the work will need to be programmed in advance.

The Parish Stewards shall be assigned to work within one of 17 defined community area boards, with two Parish Stewards assigned in the following community areas:

- Warminster,
- South West Wiltshire
- Chippenham

Salisbury Community Area Board has an assigned Masonry Gang as their work demand is more suited to this type of maintenance.

Client Community Coordinators

To allow contractor resources to be freed to introduce the Parish Steward Scheme the inspection of MyWiltshire reports and the 'first fix' will be moved to the Coordinators. This will change their role to providing the statutory reactive service for highways and amenity. The Coordinators will be rebadged as Technicians.

As the Parish Steward will be the contact for town and parish councils the communication element will be removed from the Technician's role.

Weed Spraying

Scheduled

Identified areas in towns will receive two scheduled weed sprays a year.

Reactive

If town or parish councils decide that further weed spraying is a priority then the parish steward can be directed to undertake this service on a scheduled visit.

Masonry Gangs

There are four Masonry Gangs scheduled across the county. These will address the council's statutory and safety responsibilities for reactive masonry works.

They will deal with issues reported through the MyWiltshire system ensuring reports are completed at the earliest opportunity and within the statutory time limits.

In Salisbury there is an additional Masonry Gang (so five gangs in total across the county) undertaking discretionary works. This scheme is provided through the Parish Steward resource. This scheme has evolved over time through trials. It recognises the special nature of Salisbury as a City. The highway is maintained to the same standard, but the repairs are of a more visually pleasing nature. For example Salisbury is the only area where slab for slab replacement takes place. The trial continues, but due to the increased costs is not available to be expanded across the county without considerable additional funding.

Lines and Signs

This service provides the safety, statutory and priority maintenance for lines, signs, barriers, street nameplates etc. Historically (until 2009) the number of street signs and street furniture on the highway continued to increase. Currently when signs and street furniture are damaged only statutory, safety and works deemed a priority are undertaken.

The service is driven by issues reported through the MyWiltshire system ensuring reports are completed at the earliest opportunity and within the statutory time limits.

In 2017 the service is endeavouring to reprioritise funding to allow a programme of works for discretionary activities. This would include barrier, street name plates and certain signage requirements. Until that time any requests for these works will be recorded to be reviewed in 2017 for scheduling.