

HEREFORDSHIRE PUBLIC REALM



The Locality Stewards – the team inspecting the network, responding to emergencies and engaging with their communities.

Monthly Performance Report
January 2018

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1 Executive Summary

Performance

There is to be a short-term change to the role of **Contract Director** at Balfour Beatty Living Places in Herefordshire. Our current Contract Director, Alasdair MacDonald, will begin a 6 month secondment to our UKCS business to support bidding activities from the 1st February 2018. During this time, Andy Williams will return to the role of Contract Director, assuming all responsibilities related to the position. As some of you may remember, Andy previously held this position for a number of years prior to Alasdair taking on the role and so knows the business well.

The **Annual Plan** Annexes and budgets are now in the final review stage and on track to be finalised for the start of the new financial year as per schedule. Briefing sessions for Members and Parishes are planned for March.

In January, we carried out 27 priority **winter gritting** route treatments. We have not needed to carry out any secondary route or footpath treatments as, although the cold has dipped overnight, there has not been any prolonged cold temperatures during the day which is the trigger for treatment activity. Due to the winter storms that we had in January that brought strong winds and heavy rain, this led to a number of **tree and flooding emergency response** events.

Liaison on the planned works on the A4103 and A438 for Phase 2 of the **Challenge Fund** programme has been undertaken with affected businesses and stakeholders to gain their feedback on the preferred option with regard to timing and methodology works in advance of the cabinet member decision.

We are pleased to confirm that we have made offers to two new **Locality Stewards** who are due to start on the 19th February and the 5th March respectively.

Major Projects

HCCTP (inc. CLR): CLR opened to traffic on 17th December. TRO's Draft Objections report issued with Final report to follow for Cabinet Member approval by end of January. ATM-Bus Strategy/Transport Hub & Public Realm Works –Baseline report issued to HC for comments. Bus strategy target completion March 2018. Transport Hub and Public Realm works will commence on completion of Bus Strategy.

SWTP (inc. SLR): Development of Business Case & Discharge of planning conditions continuing. Cabinet approved next steps for delivery of ATM measures. CPO – Heads of Terms agreed with 2 landowners, good prospects of settlement of agreements with remaining landowners. Planned publishing of notices Feb 18. Construction Programme – estimated start Spring 2019

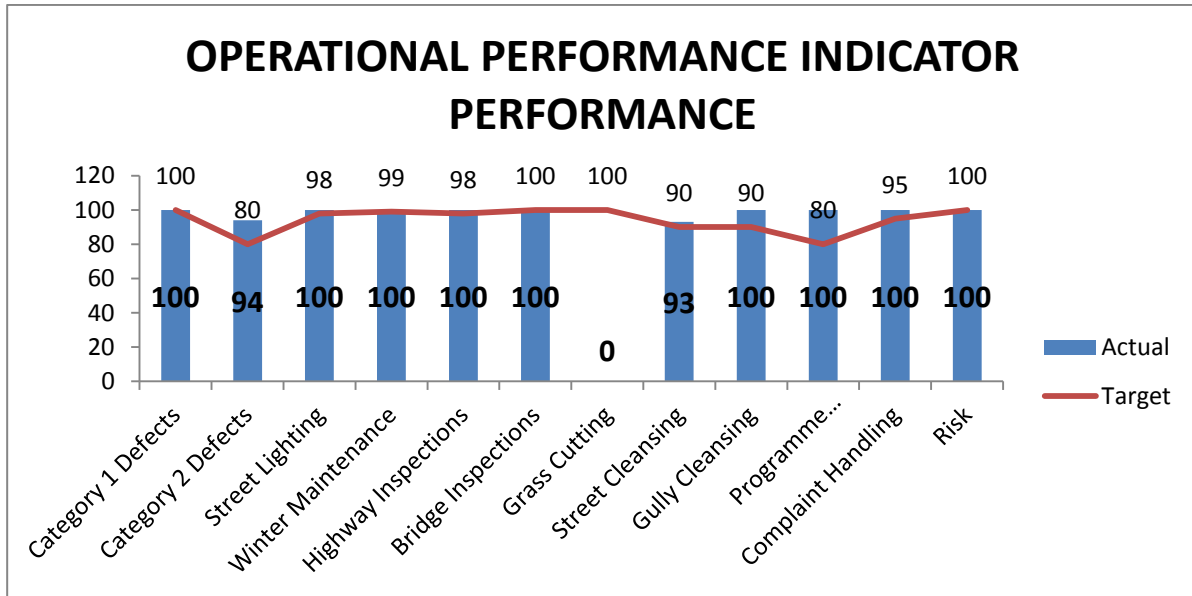
HCCI: High Town: Phase 2 nearly complete with target cost submitted to HC. Cabinet approval expected end of Jan'18. Anticipated construction start Feb 18. **Residents Parking:** Recommendation report to be submitted. **On Street Parking:** Works to hard wire St Owen St meters complete w/c 22nd Jan. **St Owen Street:** Further consultation with key stakeholders scheduled for 12/02/18. Anticipated construction Sept 18.

HTP: Phase 2 consultation and shortlist of schemes approved by cabinet on Jan 18. Consultation event planned to commence on 5th February. The options appraisal process is complete Initial ATM design high level concepts have been developed to inform phase 2 consultation.

2 Key Performance indicators

2.1 Operational Indicator summary

	Indicator	Target	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Trend
O1	Category 1 Defects	100%	100	100	100	100	100	100	100	100	100	100	100	100	↔
O2	Category 2 Defects	80%	91	92	83	93	95	94	98	97	96	98	91	94	↑
O3	Street Lighting Faults	98%	100	100	100	100	100	100	100	100	100	100	100	100	↔
O4	Winter Maintenance	99%	100	100	100	-	-	-	-	-	-	100	100	100	↔
O5	Highway Inspection	98%	99	100	100	100	100	100	100	100	100	100	100	100	↔
O6	Bridge Inspection	100%	100	100	100	100	100	100	100	100	100	100	100	100	↔
O7	Grass Cutting	-	-	-	100	100	100	100	100	100	-	-	-	-	↔
O8	Street Cleansing	90%	93	90	88	83	94	87	96	96	64	100	55	93	↑
O9	Gully Cleansing	90%	100	97	100	92	100	100	100	91	100	100	35	100	↑
O10	Programme Management	80%	100	100	100	100	100	100	100	96	90	92	100	100	↔
O11	Complaint Handling	95%	100	100	100	100	100	100	100	100	100	100	100	100	↔
O12	Risk	100%	-	-	100	100	100	100	17%	100	100	100	100	100	↔



3 Commercial and Financial Management

3.1 Forecast against budget

The Forecast against Budget figures reflect the final position for the previous month. In month forecast reviews take place later in the month and so cannot be finalised at the time of reporting.

December Final Position.

	AP Value	SO	Current Order Coverage	Forecast	Variance
<u>Annual Plan</u>					
Revenue Services	6,132,182		6,137,926	5,980,275	151,907
Capital Work	13,027,000		12,797,222	11,929,341	1,097,659
Subtotal	19,159,182		18,220,961	18,163,383	995,799
			Current Order Coverage	Forecast	Variance
<u>Other</u>					
Revenue Services			3,044,653	2,933,756	110,897
Capital Work					
Challenge Fund			6,329,030	7,887,334	(1,558,304)
High Town			261,547	512,800	(251,253)
SWTP			1,495,959	1,204,568	291,391
Other			3,163,265	2,637,097	526,168
Subtotal			11,249,801	12,241,799	(991,998)
Total			14,294,453	15,175,555	(881,101)

The current revenue underspend is due to vacancies in both the Locality and Customer service team along with over performance of NRSWA income. Capital underspend relates to work not yet scheduled, and therefore not yet commissioned by the Council. This work is ongoing to ensure the delivery of the Annual Plan

3.2 Early Warnings

2017/18	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total	3	62	129	184	235	312	376	460	495	556		
Live:	0	26	42	44	68	92	94	117	45	59		
Closed	3	36	87	140	167	220	282	343	450	497		
Overdue												
BBLP	0	0	0	0	0	0	0	3	2	5		
HC	0	13	8	0	7	7	7	11	5	7		
Total	0	13	8	0	7	7	7	14	7	12		
Risk Reduction Meeting TBA's	0	0	0	5	7	6	6	8	8	9		

3.3 Compensation Events

2017/18	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total	0	13	42	78	100	137	162	208	248	283		
Open	0	11	25	34	28	43	45	61	56	68		
Closed	0	2	17	44	72	94	117	147	192	215		
Pending	0	4	9	11	2	6	6	13	6	5		
Agreed	0	6	11	30	53	65	83	108	140	160		
Rejected	0	1	2	3	4	5	5	8	9	8		
Unagreed	0	1	16	25	31	52	57	65	71	84		
Withdrawn	0	0	2	3	3	3	5	5	8	8		
No Financial Effect	0	1	2	6	7	6	6	9	14	18		
Overdue												

BBLP	0	0	0	0	0	0	0	0	0	0		
HC	0	4	4	0	0	3	3	0	0	2		
Total	0	4	4	0	0	3	3	0	0	2		
Late Accepted	0	0	0	0	0	0	0	0	1	1		

3.3.1 Compensation Events (Financial)

Tracking Compensation Events raised within the financial period 2017/18

2017/18	Total	Open	Closed	Agreed	Rejected	Unagreed
Apr	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
May	£6,787.82	£0.00	£6,787.82	£6,787.82	£0.00	£0.00
Jun	£552,727.78	£508,843.31	£43,884.47	£43,884.47	£0.00	£508,843.31
Jul	£705,769.03	£303,419.19	£402,349.84	£385,494.89	£0.00	£320,274.14
Aug	£273,300.34	£398,587.60	-£125,287.26	-£142,142.22	£0.00	£415,442.56
Sep	£870,700.55	£754,587.25	£116,113.30	£94,638.32	£0.00	£776,062.23
Oct	£840,371.09	£862,525.39	-£22,154.30	-£43,629.28	£0.00	£884,000.37
Nov	£1,058,457.29	£424,998.15	£633,459.14	£609,531.35	£0.00	£448,925.94
Dec	£1,191,830.45	£388,911.43	£802,919.02	£778,991.23	£0.00	£412,839.22
Jan	£1,714,006.47	£580,846.45	£1,133,160.02	£903,705.45	£0.00	£810,301.02
Feb						
Mar						

3.4 Target cost

2017/18 - The agreed template for reporting Gainshare against the Target Cost service Orders is working well and reviewed monthly. The detail has been split in several ways for clarity of reporting i.e. Annual Plan and Non Annual Plan, Revenue and Capital etc. The report is reviewed monthly with HC; current forecast value is a total of £590k.

3.5 Red Claims

(Claims received from third parties against the local authority)

There are 51 claims outstanding that relate to previous provider Amey. All of these are awaiting more information.

Red Claims to date

Claims received: 1644
 Claims outstanding (to be actioned): 12

Claims awaiting more information: 103

Repudiation Summary

(The denial / rejection of a claim on the grounds of a section 58 defence)

	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Totals
Received	52	34	35	22	24	9	11	12	15	58			272
Settled	4	3	3	0	0	0	0	0	0	0			10
Need Further Information	7	5	7	3	5	3	5	8	11	29			
Repudiated	41	26	25	19	19	6	6	4	4	29			179

Amey Red Claims Payments

Total paid as of the end of last month that relate to the Highways was £1,252,318.93. Of this, £0.00 was paid last month.

Liability Breakdown

Since the Balfour Beatty contract started, Gallagher Bassett has paid out a total of £180,367.34 over 237 claims, with £0.00 paid out last month over 0 claims.

Since 1st October 2014, Zurich has paid out a total of £13,921.98 over 28 claims, with £0 paid out last month over 0 claims.

Since 1st May 2015 (protocol change), £14,079.82 has been paid out over 47 claims, with £665.31 paid out last month over 2 claims.

Balfour Beatty insurers (AIG) have paid out a total of £34,499.00 over 3 claims, with £0.00 paid out last month over 0 claims.

Therefore, of the £665.31 paid out 2 claims last month, £665.31 over 2 claims was settled as the result of Balfour Beatty liability.

Hereford Council Insurers					
No	Insurance Co.	Total Settlement Costs	Total Claims Settled	Paid Out Last Month	Claims Settled Last Month
1.	GB Balfour Beatty	£180,367.34	237	£0.00	0
2.	Zurich Balfour Beatty	£13,921.98	28	£0	0
Balfour Beatty Insurers					
No	Insurance Co.	Total Settlement Costs	Total Claims Settled	Paid Out Last Month	Claims Settled Last Month
3.	BB Claims Handling	£14,079.82	47	£665.31	2
4.	AIG	£34,499.00	3	£0.00	0
Gallagher Bassett handled Herefordshire Council claims until October 2014. This also includes claims from the previous service provider (Amey).					
Zurich Insure Herefordshire Council from October 2014 until present.					

Balfour Beatty deal directly with small claims via the Regional Claims Handler, Kelly Jeynes, since the protocol change on the 1st May 2015. AIG, Balfour Beatty insurers, cover personal injury and large damage claims, since the protocol changed on the 1st May 2015.

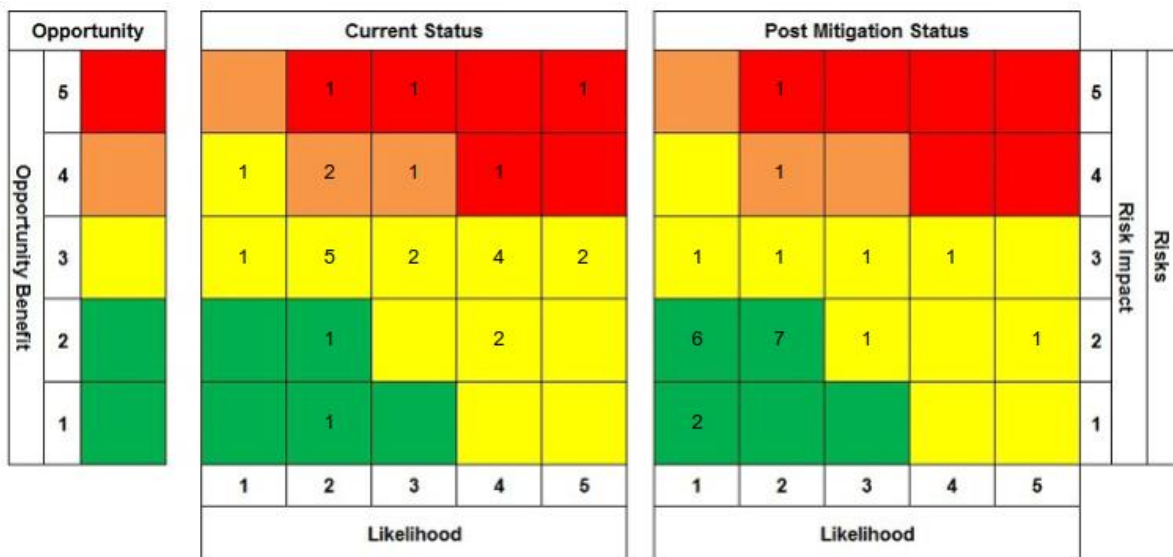
4 Risk

4.1 Key Risks

These are risks escalated to Contract Level (D) and any other Red risks.

Red Risks post mitigation	(None not covered below)
Contract Level Risks (D)	Section 58 Defence
	Data Protection regulations
	Impact of IT disruption on delivery of service
	Negative public perception of service
	TRO Capital Programme

There are 23 significant risks that have been included in the Balfour Beatty ThinkRisk software. The distribution of these risks is shown in the heat map below. The left map shows the distribution of risks pre mitigation, and the right map shows the distribution of risks after the mitigation is undertaken. The numbers in the coloured cells reflect the number of risks in that category. Further detail on the impact and likelihood scoring parameters is available on request.



Opportunities: 0

Risks: 26

Mitigated Risks: 23

Number of risks per Level Post Mitigation

	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
Red	2	2	3	2	2	1	1	1	1	1		
Amber	1	1	1	1	1	1	1	1	1	1		
Yellow	10	8	7	5	5	6	7	5	7	6		
Green	34	28	29	27	28	24	25	25	17	15		

The financial position in relation to these risks is provided below. This details the value of the following:

- Total Current Cost - The estimated total full cost of all the risks if they came to fruition pre mitigation.
- Total Calculated Cost - The estimated total factored cost of all the risks based on the pre mitigation risk score.
- Total Post Cost - The estimated total full cost of all the risks if they came to fruition post mitigation.
- Total Calculated Post Cost - The estimated total factored cost of all the risks based on the post mitigation risk score.

When considering budget provision for risk, an allowance between the Total Post Cost and Total Calculated Post Cost should be made depending on the approach to risk.

4.1.1 Value of Risks Escalated to Contract Level (D)

The value of risks that have been escalated to Contract Level (D) are summarised below:

Value of Escalated Risks	Total Current Cost	Total Calculated Cost	Total Post Cost	Total Post Calculated Cost
Apr-17	3,570,000.00	1,273,000.00	70,000.00	41,000.00
May-17	3,900,000.00	1,472,000.00	210,000.00	235,000.00
Jun-17	3,950,000.00	1,509,500.00	235,000.00	120,750.00
Jul-17	3,950,000.00	1,492,000.00	210,000.00	57,000.00
Aug-17	3,850,000.00	1,402,000.00	160,000.00	32,000.00
Sep-17	4,035,000.00	1,512,000.00	275,000.00	47,000.00
Oct-17	4,235,000.00	1,622,000.00	285,001.00	50,500.00
Nov-17	3,925,000.00	1,442,000.00	35,000.00	4,000.00
Dec-17	1,195,000.00	686,650.00	65,000.00	44,250.00
Jan-18	1,195,000.00	686,650.00	65,000.00	44,250.00
Feb-18				
Mar 18				

4.1.2 Value of Significant Risks Contained on Think Risk

The value of all significant risks that have been included on Think Risk are summarised below. Other non-significant risks are contained within individual risk registers for each service order.

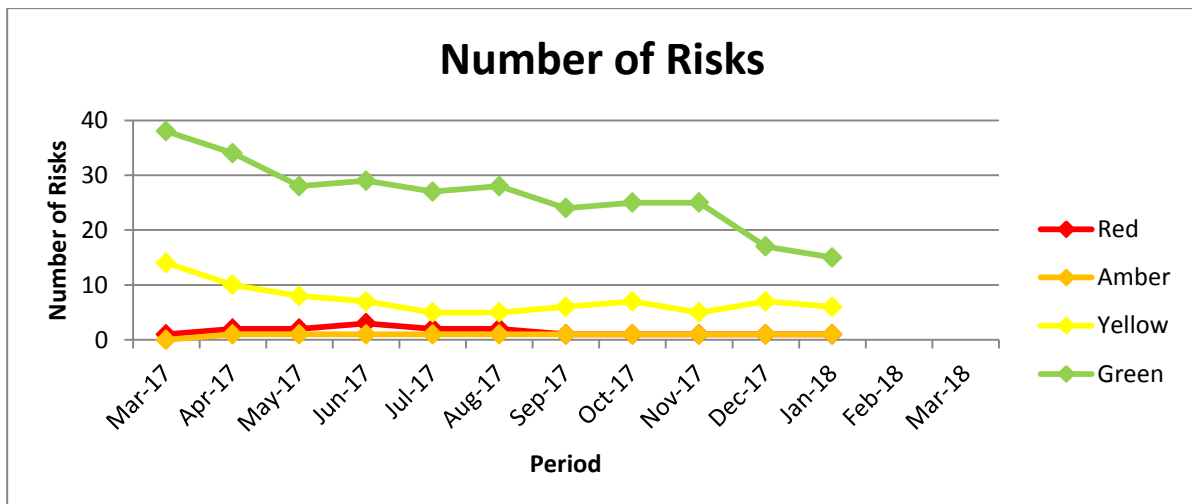
Value of Significant Risks	Total Current Cost	Total Calculated Cost	Total Post Cost	Total Post Calculated Cost
Apr-17	1,431,615.00	1,809,115.00	1,691,615.00	1,731,115.00
May-17	564,000.00	467,000.00	327,500.00	352,500.00
Jun-17	133,975.00	134,275.00	112,475.00	131,225.00
Jul-17	4,640,650.00	1,627,615.00	317,500.00	66,975.00
Aug-17	4,740,650.00	1,652,615.00	317,500.00	66,975.00
Sep-17	4,685,650.00	1,684,615.00	382,500.00	59,675.00
Oct-17	4,885,651.00	1,804,615.00	407,501.00	66,475.00
Nov-17	4,575,651.00	1,624,615.00	157,500.00	19,975.00
Dec-17	4,238,650.00	1,479,015.00	182,500.00	59,975.00
Jan-18	4,218,650.00	1,467,015.00	167,500.00	53,975.00
Feb-18				
Mar 18				

4.2 Register of Reviews

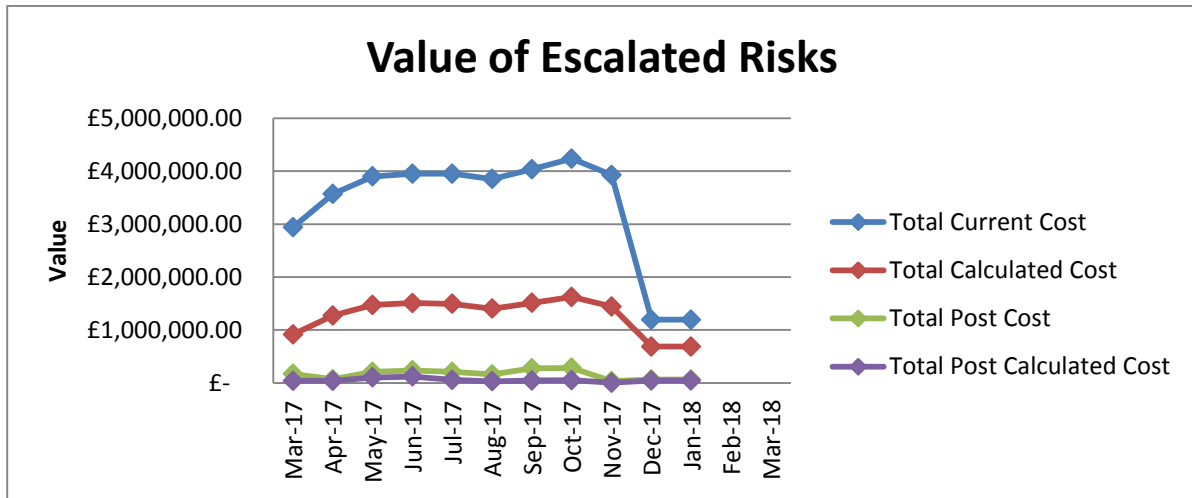
Register of Reviews	No of Risks	No of Risks Reviewed	No of Risks Not Reviewed	Performance %
Apr-17	47	47	0	100%
May-17	41	41	0	100%
Jun-17	43	43	0	100%
Jul 17	38	38	0	100%
Aug-17	36	6	30	17%
Sep-17	33	33	0	100%
Oct-17	36	36	0	100%
Nov-17	33	33	0	100%
Dec-17	26	26	0	100%
Jan-18	23	23	0	100%
Feb-18				
Mar 18				

4.3 Risk Profiles

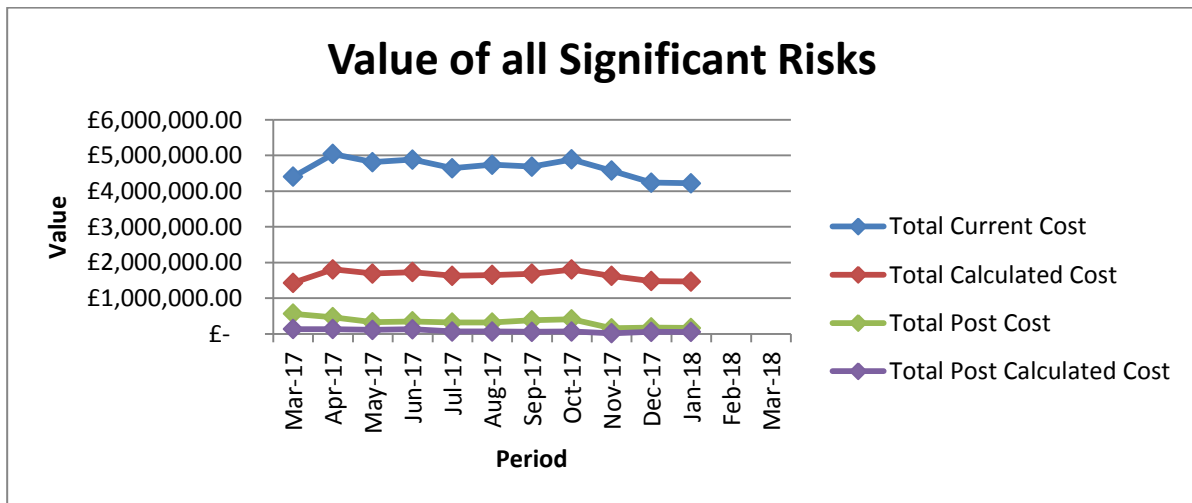
The risk profiles are shown in the series of graphs below.



This graph shows the trend of number of risks at each level. It can be seen that this month there has been a decrease in green and yellow risks but no change in red and amber risks. This reflects risks being closed as works progress.



This graph shows the trend of value of risk by value for escalated risks (SMT level and above). This shows that the pre mitigation risk value has increased with a lesser increase in post mitigation value. This shows that although there is an increase in risk value, proposed mitigations currently remain effective and managing the residual risk values.



This graph shows the trend of value of risk by value for all significant risks (all risks on ThinkRisk). This shows that the pre mitigation risk value has decreased slightly as have the post mitigation risk values.

We can confirm that all risks on the ThinkRisk system have been reviewed in the last period.

4.3.1 Risk Register



Full Risk Register Jan 18.pdf

5 Business development and innovations

5.1 Performance against Plan 17/18

The Performance against Plan exercise for the end of year is scheduled for April. This will be a joint exercise between BBLP & HC with the Annual Plan Report expected early May 2018.

5.2 Quality Control

Performance against Plan

QC Checks should form part of normal day to day working procedure and is primarily for each business area to develop. However, additional quality control checking by performance staff will be done across the business as resource and time allows.

Quality Control Checks	Status	Commentary
Fly Tipping	Ongoing	Checks are ongoing and findings will be incorporated into a refresher training exercise by the Street Cleansing Supervisor. This exercise will also be beneficial as tighter control is being introduced at Thorn over hazardous waste reporting to comply with a new version of the ticket that the operatives have to complete for every fly tip job.
Street Lighting	Completed	Checks implemented by the Supervisor identified that some of the operatives had forgotten to close off jobs after they had been completed. This has now been addressed. Further to this, in order to build resilience into the monthly reporting, an operative is being shown how to obtain the street lighting statistics for the report so there is support in place should the supervisor be unavailable or off.
Quality Control Checking	Ongoing	The consultants that are in the Thorn Depot for two days a week for the next few weeks have a Quality Control Checking report on their list to do. This will enable Managers and Supervisors to run of reports of the activity in their Service Areas that will pick at random a percentage of jobs that need to be checked. This will ensure that there is an ongoing level of quality checking being done as and when resource allows.
Right First Time Checks	Process discussions ongoing	A 'Right First Time' initiative is to be implemented to ensure that all defect requests for action from Locality Steward investigations, include all the details necessary for the Highway Operatives who are responding to do the work can get the work done right the first time e.g. have the right equipment, the right amount of materials and the right Traffic Management items.

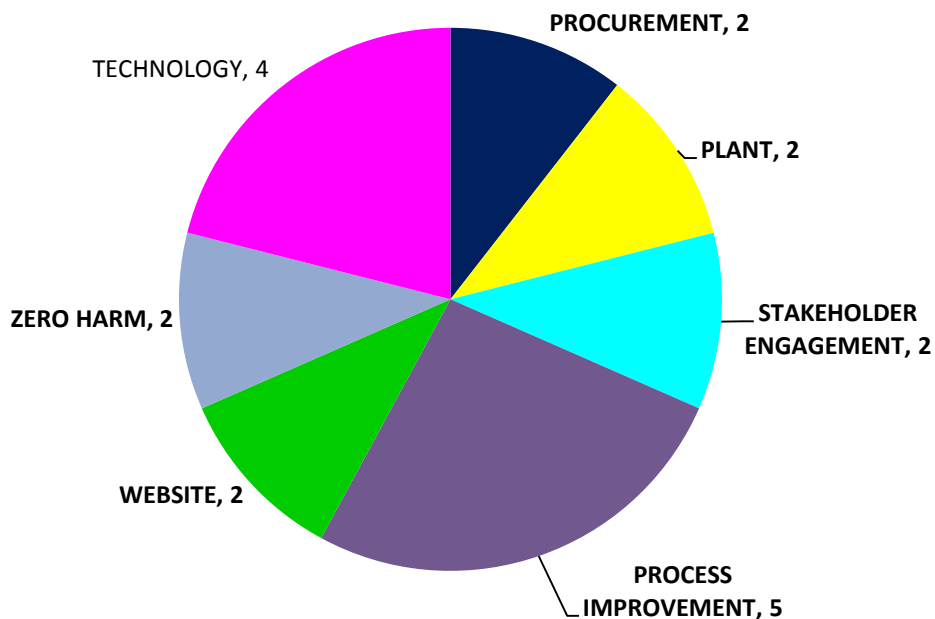
Audits

Audit Framework & Dashboard	Dashboard still being developed and will be shared with BBLP when completed.
Sector Schemes	This has been progressed with quality lead Mike Short. On auditing, a couple of gaps were identified. These are to be addressed in 2018. There is a new Sector Scheme for Highways – Sector 23. Once this has been reviewed for relevance, HC will be updated
Customer Experience Audit	New member of staff started – Laura Skivington. Laura has started working on the Review Service Request Response procedure. A few issues were discussed which are to be picked up by Communication Cluster Group.
Defects Audit	Paul provided comments, HC to progress.
Inspections Audit	HC is working through workshops for highways maintenance plan. The Value for Money process was discussed and HC raised the question of where the bench was to say how we are doing.
Fleet Audit	Likely to commence in the next four to six weeks
OPI Audit	Area for improvement is grass cutting and how it's recorded
Project Audits	HC aiming to do an audit on the Project Management on the City Link Road. Sarah Capel to do this over the next couple of months
Grass cutting audit	Audit report being drafted – issue identified regarding when we do litter picks and grass cuts – likely to be a one of due to positive reporting since.
New Audits	HC to discuss at team meeting and give update at next meeting

Continuous Improvement

New Ideas (not submitted to SMT previously)	1	
Ideas in progress (further information required etc_)	2	
Projects	19	
Ideas to Projects conversion rate	40.5%	53 ideas / 131 projects x 100
Projects that are delivered conversion rate	42%	23 projects delivered / 54 in total x 100

PROJECT TYPES FEBRUARY 2018



My Contributions – Completed Projects this month

Nos	MYC ID	Idea	Detail
1		No projects completed this month	

Vacancies

Team	Job Title	Days Open
Commercial Manager	Quantity Surveyor	90
Finance	Business Manager	79
Project.Management.Projects Team Leader	Project Control Manager	68
Project Management.Projects Team Leader	Project Coordinator	42
Project Manager Stakeholder Manager	Highways Inspector (3 Months FTC)	2
Finance	Operations Accountant (12 Month FTC)	2
Structures Inspector	Winter Maintenance Operative	1

6 Economic Regeneration and Skills

Subcontractor Spend

Subcontractor	Value applied	Postcode	Item
Tarmac	29,336,053.48	LD8 2RW	Surfacing
RMS	6,880,677.45	WA16 6NZ	Surface Dressing
Breedons	524,279.31	DE73 8AP	Surfacing
Subcontractor	Value applied	Postcode	Local
Inside Out	3,079,908.64	HR5 3AD	3,079,908.64
Velocity	1,686,229.07	SR1 2NL	
OnSite Central	178,884.42	WR3 8TJ	
Roadmark	451,061.56	GL2 8JX	
Midland Traffic	235,759.49	B62 8AN	
Acer Tree Services	1,133,432.44	HR1 4QL	1,133,432.44
S C Joseph	775,135.78	HR1 3NJ	775,135.78
Owen Pell	1,448,067.08	HR2 6JR	1,448,067.08
C J Bayliss	208,039.92	HR1 1JN	208,039.92
Brothers	78,208.48	HR5 3HH	78,208.48
Hereford Asbestos	43,284.10	HR2 6BQ	43,284.10
Golden Valley	45,137.93	HR2 0JD	45,137.93
Radbournes	48,239.90	HR2 6JH	48,239.90
Telent	36,497.80	CV34 5AH	
Swarco	7,329.78	DL10 4TQ	
WDM	291,838.38	BS16 4NX	
D&T Engineering	82,124.49	HR2 6JT	82,124.49
Marshfield	4,622.94	HR4 9LW	4,622.94
Landscape Group	8,040.00	BS7 9SH	
Broadleaf Tree Services	167,719.66	KT20 6RD	
Teme Valley	247,849.45	SY8 4EJ	
Hereford Housing	9,588.31	HR1 1LN	9,588.31
D B Williams	110,579.02	HR6 9SZ	110,579.02
Ken Ruck	25,883.04	HR9 7RB	25,883.04
Queensbury	80,905.31	PO6 1SE	
G W Marine	25,883.04	LL17 0EL	
E-ON	1,524,799.47	WS10 7XD	
Integral	153,336.45	BS32 4SG	
Barrier Services	25,079.28	NP26 4BG	
Spitfire	209,909.81	G77 5LL	
Murwell	262,108.47	BD12 9BH	
Interserve	26,868.37	SE1 8RT	
Wye Valley Dems	957,118.37	HR9 6NS	957,118.37
Endale	35,017.52	SY6 7EB	
Rei Lux	33,324.62	SK9 3PJ	
Rediweld	23,988.70	GU34 2QR	
Headland	33,471.55	HR2 6JR	33,471.55
Future Arbor	38,016.00	SY3 7NB	
Amberon	37,883.42	TQ4 7QR	
Planacre	767,026.38		

Pass CC	54,888.00		
Tracsis	20,040.00		
TDL	1,827.50		
Healer Surveys	7,835.00		
Cole Contracting	32,805.73		
Traffix	96,403.00		
Textureblast	4,068.05		
Van Elle	20,844.00		
Cameron Forecourt	91,142.13		
Draincare	4,601.80		
Collins	45,685.40	HR2 OEL	45,685.40
Arbus	19,175.51		
ADL	88,609.50		
Wilcomatic	69,361.00		
OTM	96,494.82	HR3 5PS	96,494.82
Barton	8,700.00		
Apex	7,000.00		
Bridges	12,585.26		
Azuimuth	55,050.00		
Cormorants	21,280.00		
Cintec	12,488.44		
Wye and usk	9,909.99		
TOTAL	15,418,993.57	S19 indicator	8,225,022.21
Percentage local	52,160,003.81		53.34%

Value applied is the cumulative value applied for since contract commencement in Sept 2013. This includes invoices paid and invoices awaiting payment

6.1 Skills academy

KPI	1st February 2017 - 31st January 2020	2017 Year 1 Target	Total Achieved to date year 1	Still to be achieved year 1
1	Work Placements	6	6	0
2	Jobs Created by NSAFC	5	1	4
3	CCIAG events	5	13	0
4	Training Weeks	194	207	0
5	Qualifying the workforce	21	28	0
6	Training Plans	3	3	0
7	Case Studies Approved	1	2	0

7 Health, Safety and Sustainability

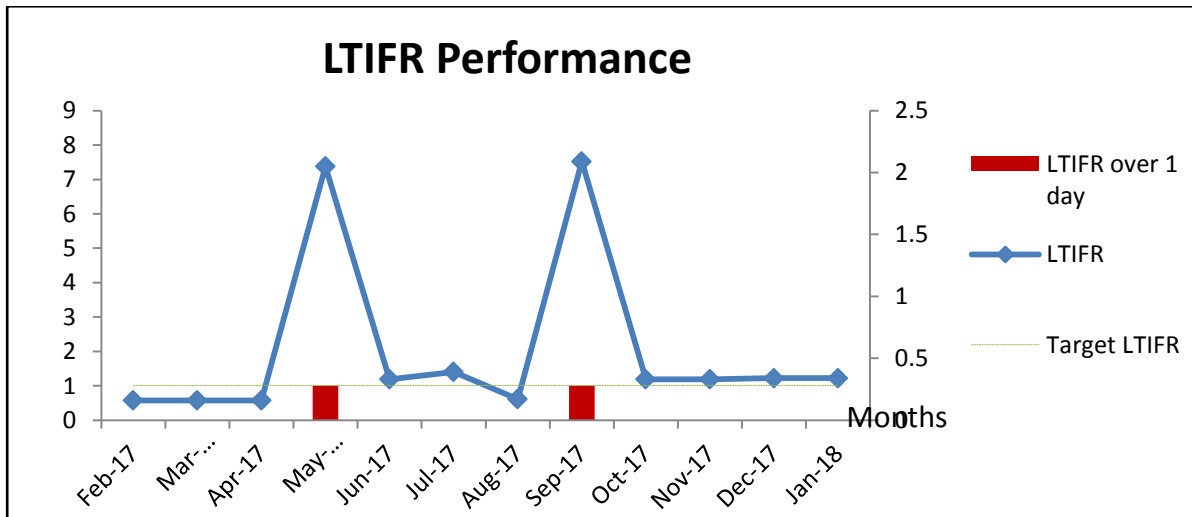
7.1 HSE Incidents

There have been no RIDDOR incidents this month / year to date.

Company LTIFR Target 0.28	RIDDOR > 3 Days		Lost Time Accident (1-3 days)		Non Lost Time Accident		Service Strike	
	Month	YTD	Month	YTD	Month	YTD	Month	YTD
BBLP	1	1	1	1	5	5	0	0
Herefordshire	0	0	0	0	2	2	1	1
Herefordshire			Month		YTD		MMA	
AFR >7 Days			0		0		0.34	
AFR >3 Days			0		0		0.34	
LTIFR			0		0		0.34	
Observations			39		39		n/a	
HIPo			0		0		n/a	
Inspections			22		22		n/a	

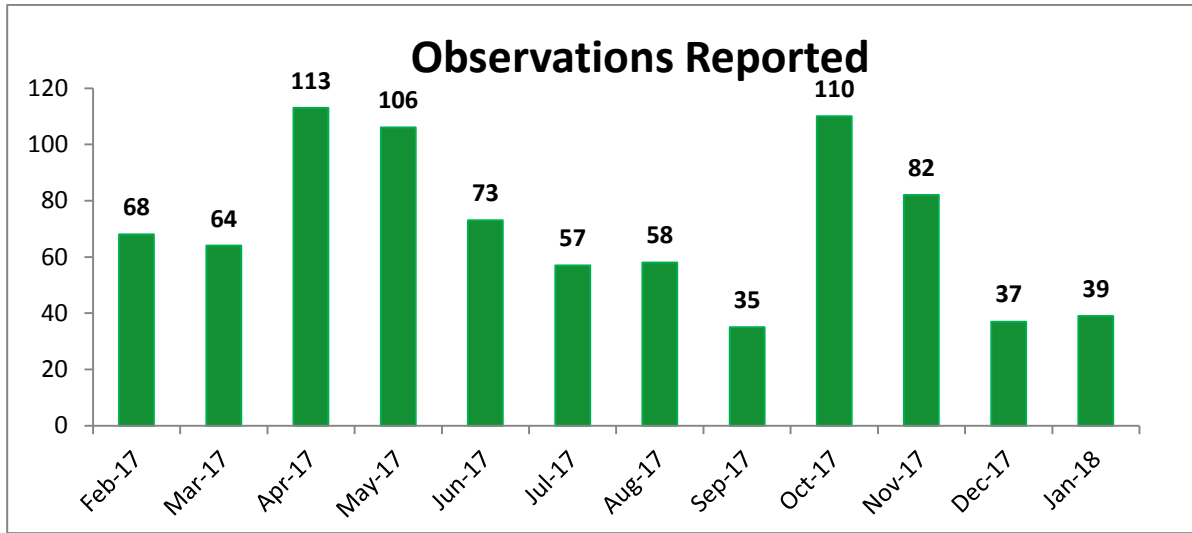
7.2 Incidents LTIFR Performance

LTIFR is the Lost time injury frequency – the number of lost hour injuries per 1m man hours



7.3 Observations Reported

Observations are where individuals observe an incident and report back.



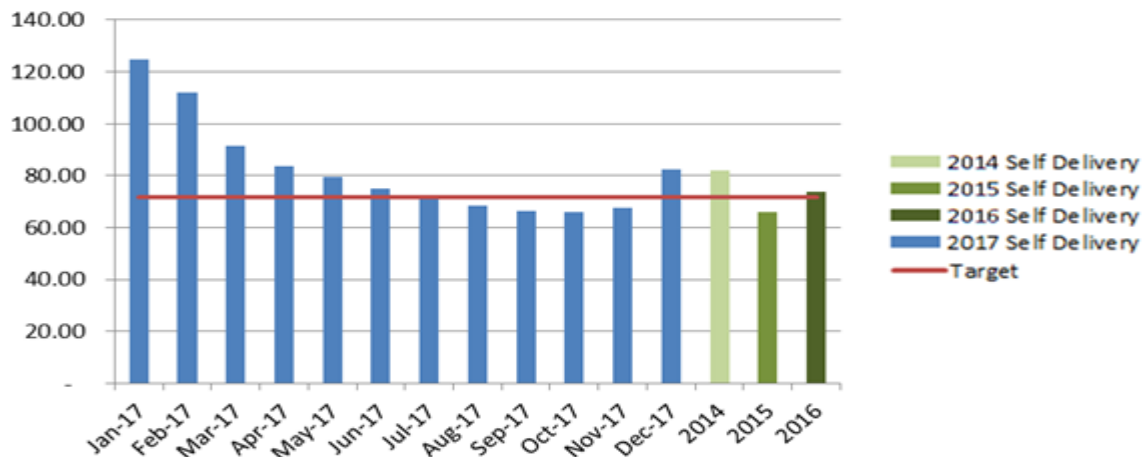
7.4 Length of Road and Road Defects

Month	Length of road treated/fixd in metres	Surface Dressing	Area of defects repaired
Apr 17	5577m	-	2861 m ²
May 17	2841m	55788m	
June 17	6073m		2209.71
Jul 17	754	TBC	1582.77
Aug 17	405	13340	2471.39
Sep 17	5068m	-	1835.46
Oct 17	16614m	-	1408.18
Nov 17	6865m	-	1850.43
Dec 17	0m	-	10174.31
Jan 18	140m	-	1424.22
Feb 18			
Mar 18			
Totals	44337m	69128m	25817.47 m ²

7.5 Energy Usage – quarterly data update

Targets – these are based on Hereford’s previous year’s “operational control/self-delivery” performance with a target set to meet National Climate Change Act requirements.

2017 Cumulative Contract Direct CO2(e) Emissions per £Million Self Delivery NSV



Annex 1 - Network Resilience

Winter maintenance

Winter Maintenance	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Totals
Planned	30	-	-	-	-	-	-	225	636	405			1296
In time	30	-	-	-	-	-	-	225	636	405			1296
%	100%	-	-	-	-	-	-	100%	100%	100%			

In January, we carried out 27 priority **winter gritting** route treatments. We have not needed to carry out any secondary route or footpath treatments because, although the cold has dipped overnight, there have not been any prolonged cold temperatures during the day which is the triggers for treatment activity. Due to the couple of winter storms that we had in January that brought strong winds and heavy rain, this led to a number of **tree and flooding emergency response** events.

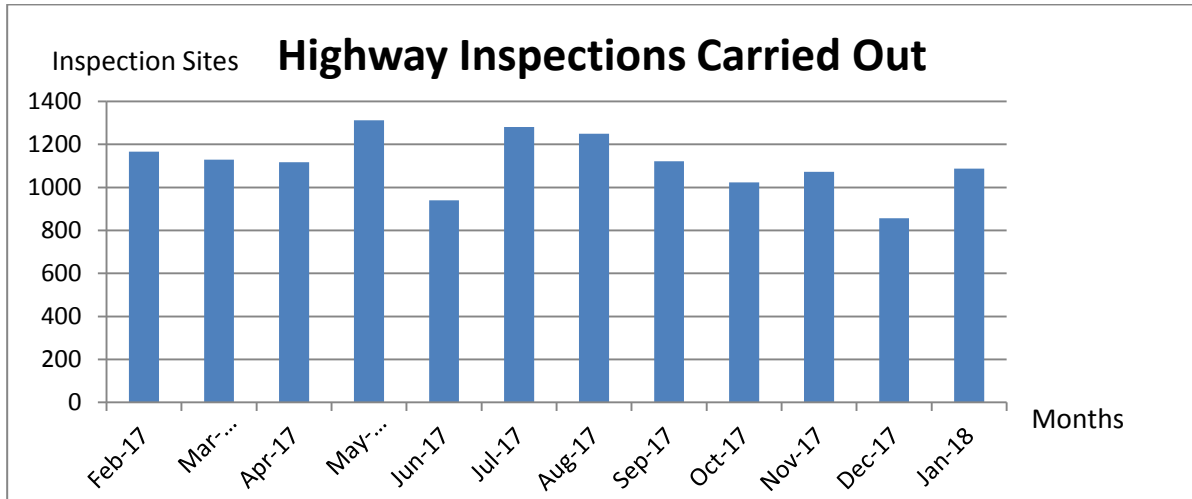
Annex 2 - Community Development & Stakeholder Management

Locality steward briefing – Performance

The demand on the Locality Stewards team during January has been very high with a large number of Category 1 defects being reported by members of the public and identified by stewards. This, combined with being two staff members short and all statutory inspections and weekly briefings requiring completion, has really stretched the team to its limits. However, due to the recruitment of two new Locality Stewards this will be the last month without being fully staffed.

Highway Statutory Inspection	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Totals

Planned	1117	1312	940	1281	1250	1122	1024	1073	856	1088			11063
In time	1117	1312	940	1281	1250	1122	1024	1073	856	1088			11063
%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			



Community Commissioning Model

Background

A number of local Communities, often through their parish or town council (who have the opportunity to raise additional revenue via the precept mechanism and other local funding mechanisms), have expressed an interest in directly funding minor works or services to resolve issues or enhance their communities. This approach has been encouraged, being aligned to Herefordshire Council’s Asset management strategy where the community is better placed to recognise, fund and deliver on points of local concern ahead of the timescale that can be delivered through the Council.

Over the last few years, the level of enquires has increased, particularly as budgets for the delivery of public realm services continue to be subject to ever increasing demand with core delivery being focused on meeting safety priorities and obligations to the whole county. In some service areas this has historically led to a long term programme or a waiting list e.g. Traffic Regulation Orders.

To enable this approach the Community Commissioning Model was developed to allow Communities to access a range of services through existing contractual mechanisms. The year to date position of enquiries is as follows:

YTD	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Totals
Received	-	-	-	-	-	-	-	-	16	17			
Proceeding to price stage	-	-	-	-	-	-	-	-	11	11			
Price accepted, progressing	-	-	-	-	-	-	-	-	0	0			
Not Proceeding	-	-	-	-	-	-	-	-	4	5			

Completed	-	-	-	-	-	-	-	-	-	1	1		
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Price Stage: Once an enquiry comes in and has been assessed by the Locality Steward and deemed suitable, it then progresses to providing a quote for the work

Not Proceeding: There are various reasons for an enquiry not proceeding such as:

- where the enquiry has been deemed not suitable
- where the community have not identified the level of funds required to carry out the work
- where the work is more suited to service delivery via the Lengthsman/ P3 scheme
- where the work was dependent on the landowner's agreement

Enquiries Received

YTD	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Totals
School Pedestrian Guard Rails	-	-	-	-	-	-	1	0	0	0			1
Street Lights	-	-	-	-	-	-	2	1	1	1			5
Signage	-	-	-	-	-	-	1	3	0	0			4
Pavement Sweeps	-	-	-	-	-	-	1	0	0	0			1
Culverts	-	-	-	-	-	-	0	1	0	0			1
Gateways	-	-	-	-	-	-	0	1	0	0			1
Play Areas	-	-	-	-	-	-	0	1	0	0			1
Bins	-	-	-	-	-	-	0	1	0	2			3
Totals	-	-	-	-	-	-	5	8	1	3			17

A new enquiry was received about the installation of an additional grit bin; however the parish chose to then purchase and install this without the involvement of BBLP as this proved more cost effective

Parish Spend

The accumulated amount spent by Parishes for the year to date:

Month	Material & PROW 2017/18	Grant
Apr 17	£9257.40	£30,882.02
May 17	£18,387.06	£61,524.86
June 17	£0	£0
Jul 17	£4,335.03	£3,688.85
Aug 17	£6,603.33	£3,787.35
Sep 17	£9,387.29	£5,746.39
Oct 17	£13,797.04	£9,683.04
Nov 17	£25,287.35	£13,381.09

Dec 17	£27,893.86	£13,842.89
Jan 18	£32,883.92	£15,243.18
Feb 18		
Mar 18		

Community engagement and support

Through January, all parishes were contacted with documents required to be completed and returned in order to participate in next (financial) years’ P3 scheme. In addition to this, 19 parishes submitted grant claims.

Customer interactions

January was an extraordinary month in terms of call volume and raised enquiries. The number of calls more than doubled compared to January 2017 and increased by 42% from November 2017 which was the nearest preceding full month. The volume of enquiries raised by 81% compared to January last year.

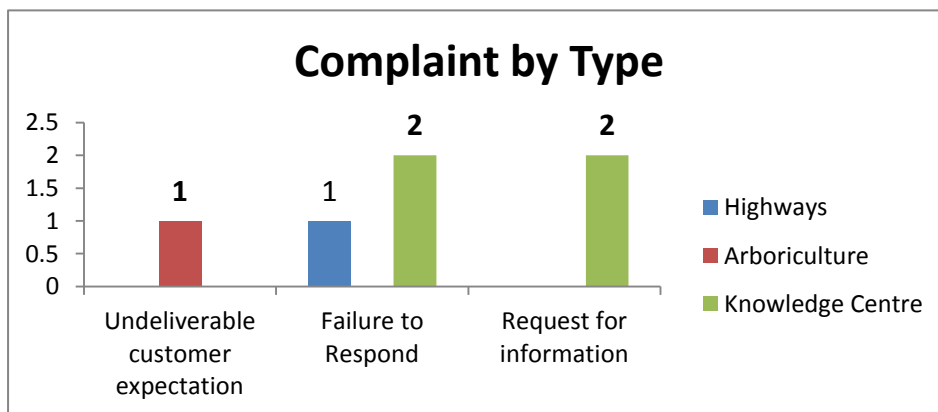
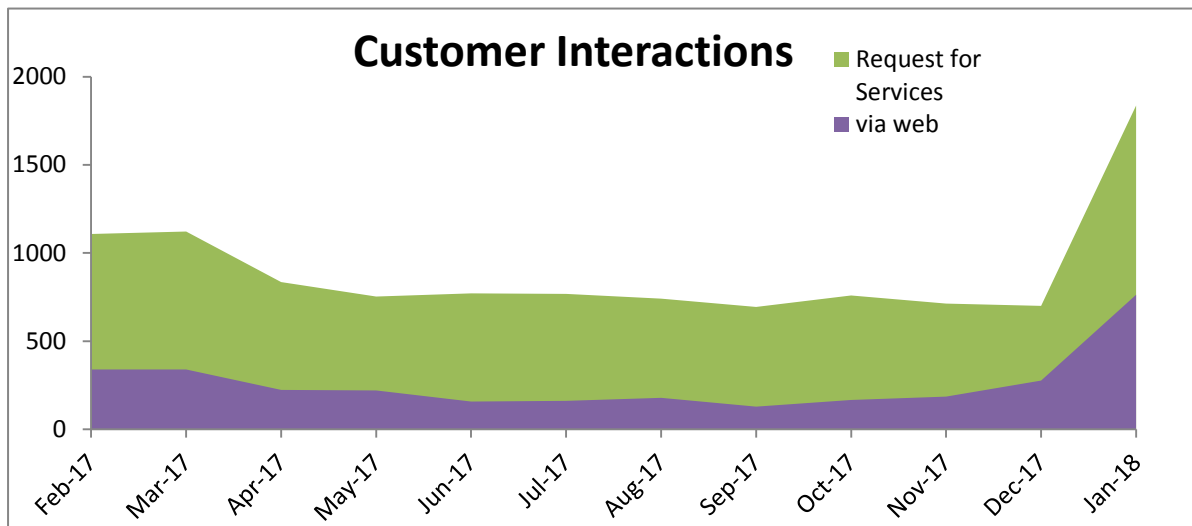
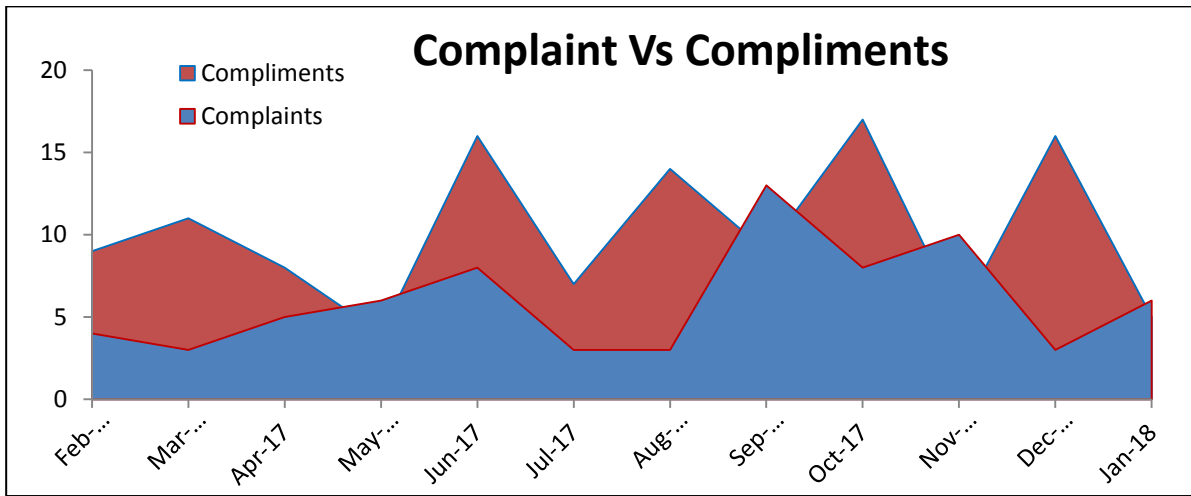
The main topic of the calls and enquiries were related to potholes that significantly deteriorated due to snow and frost. 916 pothole/highway deterioration enquiries were logged in total. We also logged 32 carriageway floodings that resulted in road closures in some instances

Instances	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
Complaints	5	7	8	3	3	13	8	10	3	6			66
Complaints Resolved by month end	5	7	8	3	3	13	8	10	3	6			66
Complaints Resolved in time	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Compliments	8	4	16	7	14	9	17	5	16	5			101
Total Requests for Services	835	753	771	768	741	694	759	713	700	1837			8571
% of Total Requests via the website	27% (223)	29% (220)	20% (157)	21% (161)	24% (178)	18% (128)	22% (166)	26% (185)	39% (276)	41% (763)			2457
Calls taken	1051	1172	1166	1056	1102	1337	1,393	1132	1132	1611			12152
FOI Received	4	2	8	6	6	13	6	12	4	6			67
FOI Outstanding	10	0	2	1	1	5	3	2	1	1			

Comparison Data

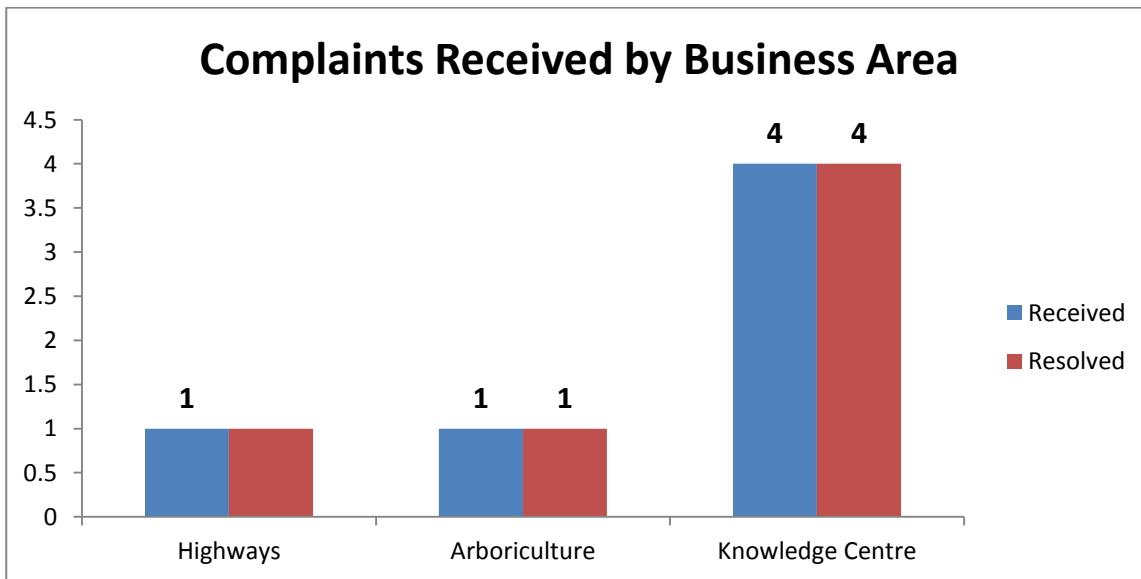
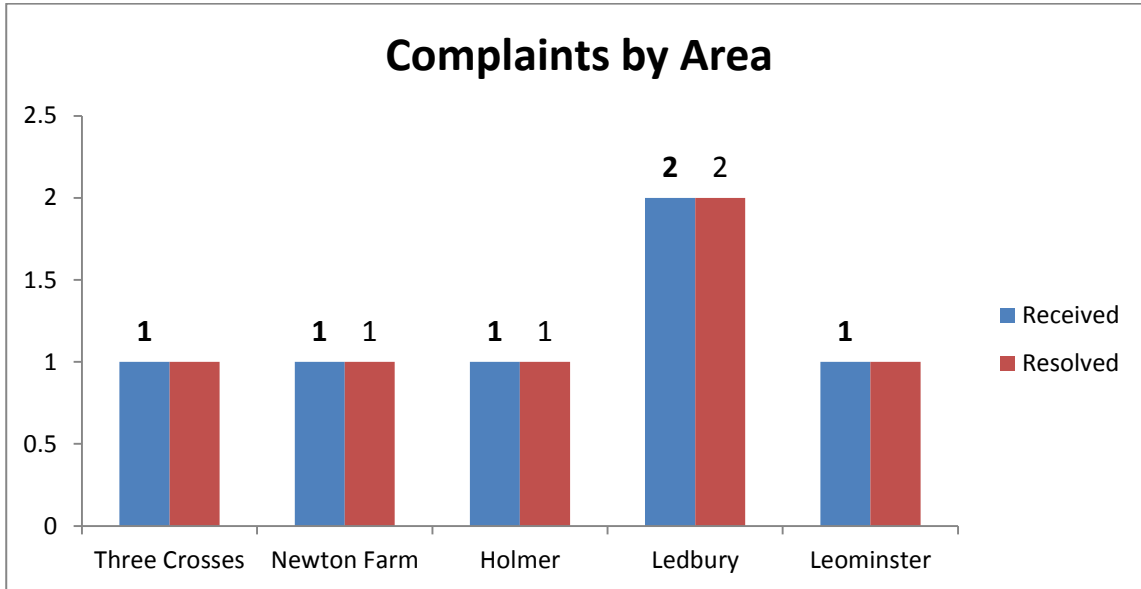
Instances	Jan 18	Jan 17	Jan 16
Complaints	6	6	14
Compliments	5	12	31
Total Requests for Services	1837	1014	1159

Requests for Services via HC website	763	282	297
Calls taken	1611	740	1301



Requests for Information Complaints

In some instances, when an enquirer completes a complaint form, it is referred to BBLP from IAT as a complaint. In addressing the matter it is often found that the content of the enquiry is in actual fact a request for information on why certain actions have or have not been taken, relating to their enquiry. In such an instances, the enquiry is recorded agasint 'Request for Information..



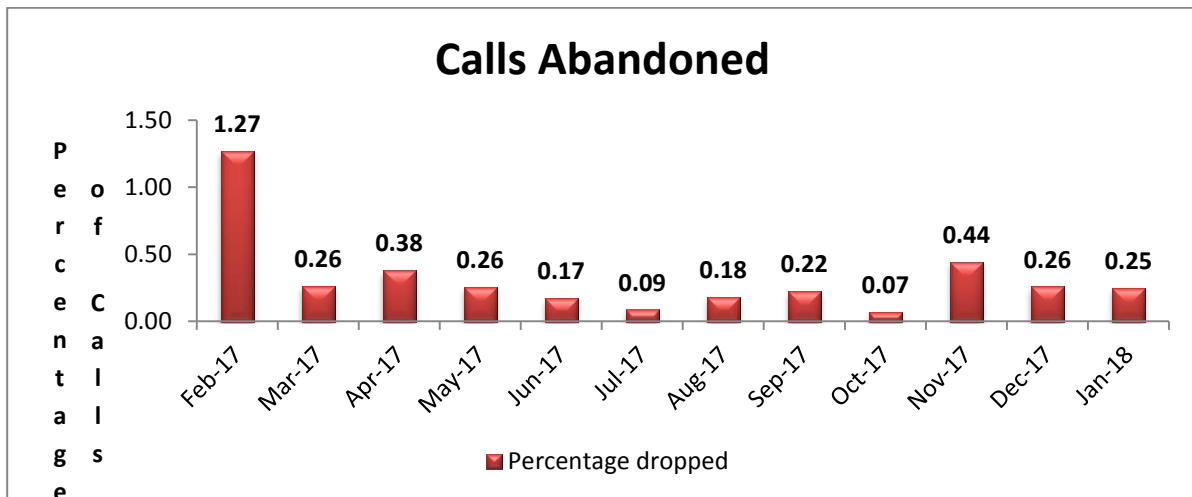
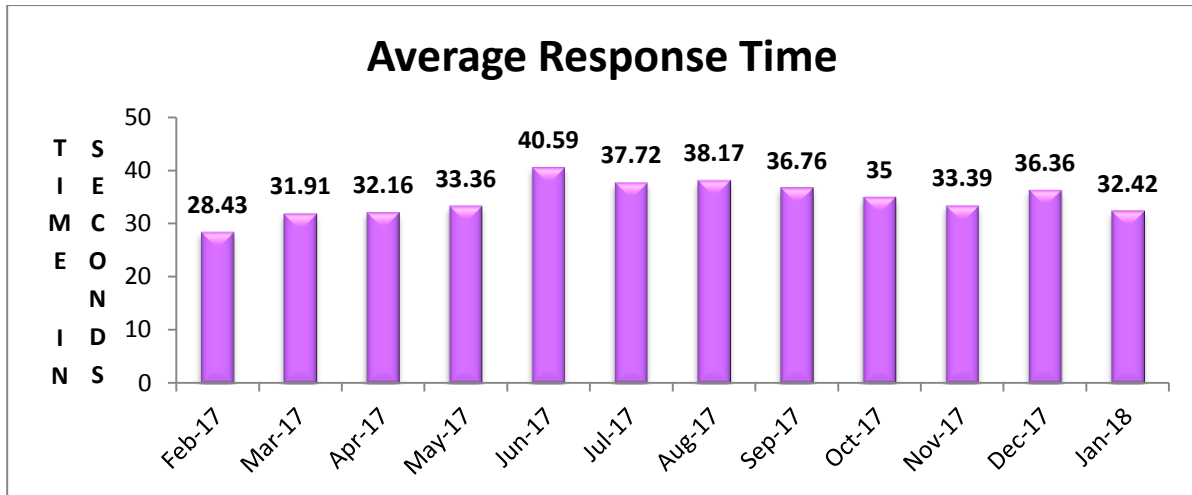
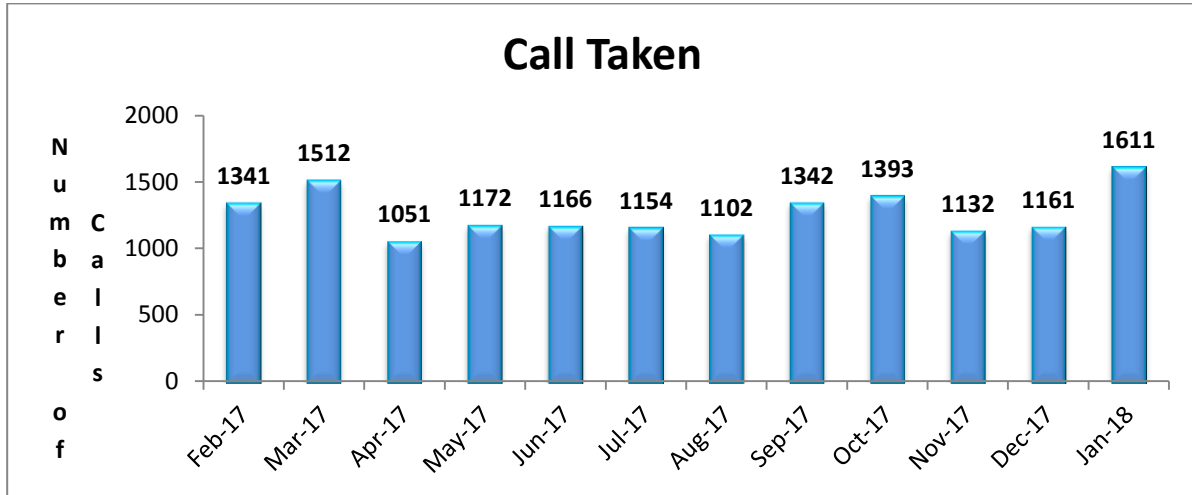
Communication and Stakeholder engagement

We have held 3 liaison events for businesses who are potentially impacted by Challenge Fund Phase 2.

Press releases/Media enquiries

- Enquiries on social media regarding potholes, trees, dead animal carcasses, grit bin refilling, and water leaks
- Roadworks on Leadon Way

Call Handling



Annex 3 - End to End Network Improvement

Hereford City Centre Transport Package (inc. City Link Road)

CLR opened to traffic on 17th December. TRO's Draft Objections report issued with Final report to follow for Cabinet Member approval by end of January. ATM- Bus Strategy/Transport Hub & Public Realm Works –Baseline report issued to HC for comments. Bus strategy target completion March 2018. Transport Hub and Public Realm works will commence on completion of Bus Strategy.

South Wye Transport Package (inc. South Link Road)

Development of Business Case & Discharge of planning conditions continuing. Cabinet approved next steps for delivery of ATM measures. CPO – Heads of Terms agreed with 2 landowners, good prospects of settlement of agreements with remaining landowners. Planned publishing of notices Feb 18. Construction Programme – estimated start Spring 2019

Hereford City Centre Improvements (inc. High Town)

Phase 2 nearly complete with target cost submitted to HC. Cabinet approval expected end of Jan'18. Anticipated construction start Feb 18. **Residents Parking:** Recommendation report to be submitted. **On Street Parking:** Works to hard wire St Owen St meters complete w/c 22nd Jan. HC steer on wider review awaited. **St Owen Street:** Further consultation with key stakeholders scheduled for 12/02/18 with final design to follow. Anticipated construction Sept 18.

Hereford Transport Package

Phase 2 consultation and shortlist of schemes approved by cabinet on Jan 18. Consultation event planned to commence on 5th February. The options appraisal process is complete Initial ATM design high level concepts have been developed to inform phase 2 consultation.

Annex 4 - Development control

Section 38 Agreements

Where a planning application involves a new estate road, developers are required to design them to standards approved by HC. Following the granting of planning permission and before commencing construction on site, developers are required to enter into an agreement and supply a bond covering the full cost of the road construction under Section 38 of The Highways Act 1980.

IN SCOPE

- Supervision and inspection
- Street lighting design, supervision and inspection
- Roadworks supervision
- Structures supervision & Approval in Principal

Where a planning application involves a new estate road, developers are required to design them to standards approved by HC. Following the granting of planning permission and before commencing construction on site, developers are required to enter into an agreement and supply a bond covering the full cost of the road construction under Section 38 of The Highways Act 1980.

IN SCOPE

- Supervision and inspection
- Street lighting design, supervision and inspection
- Roadworks supervision
- Structures supervision & Approval in Principal

Table 1- Section 38 Site Tracker
(performance reporting commenced from March 2017)

Section 38 Inspections	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
No. Sites Mid Build	39	39	41	41	41	46	46	46	45	45		
No. Sites Built but not yet adopted	21	21	21	21	21	19	19	19	19	19		
No. Sites which may progress over the next 12 months	22	22	23	23	23	20	20	20	20	20		

Section 278 Agreements

Where a development requires work to be carried out within the boundaries of the existing highway and HC is satisfied that the works will be of benefit to the public, an agreement will need to be completed between the developer and Herefordshire Council under Section 278 of The Highways Act 1980. These works could incorporate items such as traffic calming, new roundabouts, traffic signals or other junction improvements. Under the provisions of Section 278, the developer can:

- Be appointed as the Authority’s Agent to carry out the works at their own expense in which case the agreement must be supported by a bond.
- Contribute towards the future maintenance of the completed works with a commuted sum.

IN SCOPE

- Provision of design services for works agreed under S278 – see Annex 3 for details of this provision.
- Highway design, supervision and inspection
- Street lighting design, supervision and inspection
- Design checks (from Approval in Principle to Technical Approval)
- Progression of scheme related TROs (ref. Annex 9)
- Supervision to provide quality assurance

NOT IN SCOPE

- Negotiation of agreements with developers

Table 2- S278 Tech Approval/St Lighting Design Scheme Tracker

Section 278 Tech Approval/ Street Lighting Sites		Target Cost Value	Service Order received	Comments
S278	Ross on Wye, Co-op Zebra	£647.64	Yes	
	Three Crosses, Ross-on-Wye	£1,644.41	Yes	

	Leadon Way- Ledbury	£3,028.26	Yes	
	Bartestree, Hereford	£2,381.74	Yes	
	Holmer West, Hereford	£3,977.87	Yes	
St Lighting	Aldi, Ledbury	£501.45	Yes	
	Holmer West	£2,033.83	Yes	
	Holmer Ph 1, S38	£995.94	Yes	
	Hunderton Avenue	£404.12	Yes	
	Leadon Way, Ledbury	£3,887.21	Yes	
	Three Crosses. Ross-on-Wye	£4,445.91	Yes	
	Pontrilais	£552.40	Yes	
	The Furlongs Ph 3-6	£427.57	Yes	
	Colwall School	£4730.59	Yes	
	Westcroft Leominster	TBC	No	
	Total	£29,658.94		

Section 106 Agreements

Under Section 106 of the Town and Country Planning Act 1990 a developer can enter into a planning agreement to provide financial contributions towards highway works and improvements required as a result of the new development.

IN SCOPE

- Provision of design and build services for works agreed under S106 – see Annex 3 for details of this provision.
- Provision of scheme costs.

NOT IN SCOPE

Negotiation of agreements with developers

Table 3- S106 live scheme table

Project	S106 Contribution	Comments Dec-17
Whitehouse Farm	£17,972	Service order awaited
Madley	£22,300	Following Parish Council resignation awaiting local Members to approach land owner
Brockhill Rd Colwall	Combined £46,195	On hold to allow for new school travel patterns to establish
Kington	£162,102	Service order awaited
Kingsland	£16,702	Agreed to await further funding to become available as works exceed current budget.

Shobdon	£28,045	Works completed.
Brookmill Close	£28,004.01	Service order awaited following delay with new Governance procedures. Order due early Feb.
Haywood Lane	£78,394	Next stage service order received to allow for topographic survey and GI to proceed in January 2018.
Holmer & Shelwick (inc Attwood Lane)	Combined £707,517	Service order awaited following delay with new Governance procedures. Decision due 18/12/18.
27 No. Additional S106 sites identified in Annual Plan.	£422,818 – S0's Awaited £140,432 – on hold.	Some crossover with the items detailed above. Service orders awaited that encompass a further 14 of these sites.

Annex 5 - Fleet management

Servicing

Hereford Council Vehicles													
	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
Light commercial vehicles due for service	8	4	9	9	4	1	7	5	4	7			58
Light commercial vehicles serviced	8	4	6	6	4	1	7	5	2	6			49
Heavy Goods vehicles due for service	6	0	0	0	0	0	1	5	0	6			18
Heavy Goods vehicles serviced	0	0	1	1	0	1	1	5	0	6			15
Heavy Goods vehicles due for inspection	6	0	1	1	0	1	1	9	1	17			37
Heavy Goods vehicles inspected	0	1	1	1	0	1	1	9	1	17			32
BBLP Vehicles													
Light commercial vehicles due for service	0	0	0	0	3	0	2	1	0	0			6
Light commercial vehicles serviced	0	0	0	0	3	0	2	1	0	0			6
Heavy Goods vehicles due for service	18	5	13	13	6	2	13	11	9	5			95
Heavy Goods vehicles serviced	18	5	13	13	6	2	4	11	9	5			86

Vehicles servicing scheduled dependent on the mileage covered since last service – based on average of 10,000 miles between services or 12 months – dependent on manufacturer's guidance

Inspections

BBLP Vehicles													
	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Totals
Heavy Goods Vehicles Inspected	18	16	9	17	12	11	4	18	17	19			141
Heavy Goods Vehicles with minor faults referred for repair	0	3	0	0	0	0	0	0	0	0			3

Heavy goods Vehicles with major faults referred for repair	0	0	0	0	0	0	0	0	0	0	0	0	0
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The inspections are done at eight weekly intervals as it is a legal requirement

Hereford Council Licensed Taxi testing

Taxis	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Totals
No of taxis tested	28	32	28	33	35	47	36	20	17	40			297
No of taxis passing first time	19	24	16	16	28	37	20	15	14	35			207
%	68%	75%	57%	48%	80%	79%	72%	75 %	82%	87.5%			72%

There are currently approximately 350 licenced taxis operating in the Herefordshire area.

Accidents

1	. YJ66VPO Street cleansing tipper hit bollard, cost to be confirmed.
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Vehicle and Plant damage

Month	No of vehicle accidents	HCC driver at fault	Balfour Beatty driver at fault	Third Party fault
Apr 17	1	1	0	0
May 17	0	0	0	1
June 17	3	0	2	1
Jul 17	0	0	0	0
Aug 17	1	0	0	1
Sep 17	2	1	0	0
Oct 17	0	0	0	0
Nov 17	1	1	0	0
Dec 17	1	0	1	0
Jan 18	1	0	1	0
Feb 18				
Mar 18				
Totals	10	3	4	3

Annex 6 - Parks and open spaces, landscaping, verges and trees

Balfour Beatty Living Places manage Herefordshire’s Parks, Open Spaces, landscaping, verges and trees to ensure the Public Realm is accessible, safe, clean and well-maintained. Core grounds maintenance related services include:

- Grass Cutting and Maintenance

- Sports Pitch Maintenance
- Arboriculture Maintenance(including tree surveys)
- Chemical Applications
- Bereavement Services (Cemeteries Maintenance and Grave Digging)
- Playgrounds

Grounds Maintenance Annual Programme of Activity

Annual Grounds Maintenance Programme	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
High Amenity Cuts												
Amenity Grass Cuts												
Verge Cuts												
Visibility Fencing & Vis-splaying												
Tree/Branch clearance												
Hedge Cuts												

High Amenity Cuts

Amenity cuts cover box mowing, which is mowing to a higher specification that is generally needed and includes children’s play areas and the Cathedral in Hereford, and the remaining grass areas in Herefordshire.

Amenity Grass Cuts

The timing of grass cutting is important, particularly the first cut of the growing season if undertaken too early then grass height is likely to be low and if too late can lead to additional effort to cut the grass and results in larger quantities of cut grass on the ground. The timing of the first cut also impacts on the timing of subsequent cuts and therefore the delivery programme. With this in mind the weather forecasts are reviewed and feedback from staff and operatives is taken into account to achieve the optimum timing of the first cut. Schedules will be amended accordingly to reflect potential changes to the start of the cutting programme.

Verge Cuts

Two verge cuts and strimming per year are programmed to take place between April and September to ensure safety on the highways network. Regular review meetings will be held

between BBLP and verge contractors to monitor progress of the programme. Verge cuts tend to be up to one metre cut from the edge of the verge.

Visibility fencing & Vis-splays

Visibility fencing is where a fence needs to have the vegetation cut back to improve visibility as cars come up to junctions and, in the same way, vis-splays are where the verge needs to be cut back. This is important to maintain to ensure good through visibility for road users.

As and where required, the landlords approval is sought. Where there are no safety concerns, the Grounds Maintenance Supervisor works with HC and the Locality Stewards to identify any sites where visibility fencing may not be required to be maintained.

Hedge Cuts

The programme of hedge cuts runs from October to February due to birds nesting from March to September. If there is a safety issue or some urgent need to trim a hedge during the months March to September it is necessary to undertake a bird nesting survey of the hedge which determines actions that need to be taken in order to cut back the hedge. The last hedge survey undertaken was in Oak Crescent, Holme Lacy Road, next to St Martins Church as there was a safety concern of vehicles coming out at the junction and seeing clearly enough. These surveys are taken place only when there is sufficient risk to justify disturbing wildlife.

Tree/branch clearance

The reactive maintenance element of the grounds maintenance service increases with severe weather, and assets such as trees can be affected, falling on the highway or having the potential to do so. In this event the operatives use their training to use grounds maintenance equipment to cater for this situation.

General safety inspections are undertaken by Locality Stewards with the knowledge and training to identify risks to pedestrians and road users from trees,

Tree Surveys

Herefordshire has approximately 26,000 trees, 15,000 of which are in Hereford with the rest distributed around the county. Tree surveys are carried out every five years, and within the five year period, should a tree be identified as being a potential danger to the public and/or road users, further assessments can be made.

Annex 7 - Managing Water on the Network

Asset Management of public realm Highway and Land Drainage Assets that are the responsibility of HC and providing services supporting HC as a Lead Local Flood Authority. This includes:

Highway Drainage

- A risk-based approach to inspection, cyclical and preventative maintenance of highway drainage assets accordance with the HMP and Well Managed Highways.

Carry out the service in line with the 2012 Highways Maintenance Efficiency Programme (HMEP) Guidance on the management of highway drainage assets.

Land Drainage

- Discharge HC’s responsibilities under the Land Drainage Act in consenting and enforcing but to also manage and deliver the programme of rehabilitation, maintenance and improvement works on HC’s land drainage assets, including culverts, grills and watercourses.
- Working with the local water authorities, Environment Agency (EA), Parish Councils and land owners to ensure the most effective management of surface water systems and drainage in Herefordshire.

Flood Risk Management

- Under delegated responsibilities, act on behalf of HC in their role as LLFA
- Selectively, undertake studies to enable funding grants to be accessed for Flood Risk reduction works.
- Carry out investigations of flooding incidents, in accordance with agreed quality plans that use a risk based approach to determining the need for investigations.
- Provision of drainage/flooding technical advice regarding planning applications.

Drainage Enquiries (City & South)	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Totals
Enquiries closed in month	5	14	3	3	2	1	0	5	7	18			58
Outstanding enquiries	0	6	5	4	2	1	1	4	3	17			
Enquiries closed YTD	5	19	22	25	27	28	28	33	40	58			58
Number of inspections carried out in month	0	61	24	0	1	12	10	1	7	7			123

Drainage Enquiries (North)	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Totals
Enquiries closed in month	0	3	3	8	1	0	7	7	4	14			47
Outstanding enquiries	22	2	9	9	10	14	9	8	10	14			
Enquiries closed YTD	0	3	6	14	15	15	22	29	33	47			47
Number of inspections carried out in month	0	14	11	12	0	13	7	12	0	20			89

Gully Cleansing	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
Planned	619	722	757	722	757	757	722	722	688	722			7188
In time	656	665	758	722	757	688	722	722	238	722			6650
Performance	100%	92%	100%	100%	100%	91%	100%	100%	35%	100%			

Issues with the Confirm reporting have now been fixed and all known gullies cleansed in the period are now included. Further Confirm development will be required as any additional gullies are identified to ensure that all gullies being cleansed are being counted in the performance data.

Annex 8 - Asset Management

This service carries out the asset management approach as detailed in Herefordshire’s Transport Asset Management Plan. In line with this, the strategic management and maintenance of highway infrastructure assets will focus on the lifecycle (cradle to grave) approach for the five main asset groups:

- Carriageways
- Highway Bridges and Safety Barriers
- Footways and Cycle ways
- Highway and Flood risk Drainage
- Street Lighting and Traffic Signals

Specific Activities Undertaken as Part of This Service:

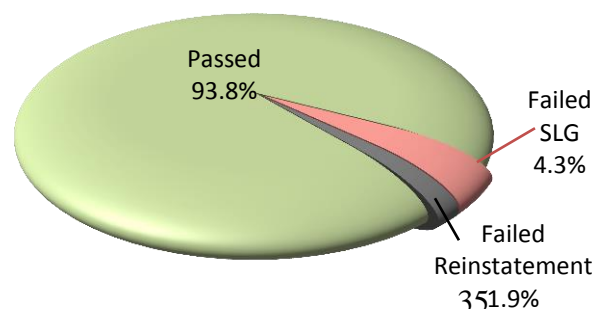
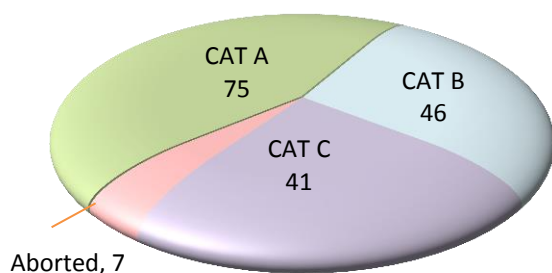
- Inspections to understand and measure the condition of the assets
- Assessment of maintenance requirements and approaches based on deterioration and Lifecycle Planning.
- Preparing additional funding bids
- Tracking and monitoring of Network Risk
- Prioritisation of resources within an asset group and across the asset groups based on agreed factors, which are based on national guidance and local policy
- Control of new assets joining the network and disposal of assets at the end of their useful life.

ASSM Highways Enquiries	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Totals
Planned	13	3	1	3	0	4	1	0	33	18			76
In time	88	109	128	138	154	162	180	190	161	163			1473

Annex 9 - Network Management & Traffic

1 NRSWA – Streetworks Report

To monitor the performance of statutory utility works 169 random inspections were attended to during the month of January, the breakdown & results of these were as follows :



The on-going annual performance figures for each Promoter for the period 1st April 2016 to the end of January 2018 are as follows:

Defect Type :	National Grid	BT	Western Power	Severn Trent	Welsh Water	Wales & West
Signing Lighting & Guarding	16.9%	5.8%	13.0%	0.0%	19.9%	0.0%
(N ^o Defects)	14	9	7	0	57	0
Reinstatements	7.5%	1.0%	3.2%	0.0%	3.6%	0.0%
(N ^o Defects)	5	4	2	0	12	0

The total number of streetworks notices received for the month was 1998 with 693 individual sets of works being undertaken. Broken down by promoter the number of notice were :

National Grid Gas	BT Openreach	Western Power	Severn Trent Water	Welsh Water	Wales & West Utilities	BBLP	Other
137	377	136	11	743	26	518	50

Other reportable stats for the month are :

N ^o Days Network Occupied	Overrun Days (included)	Private Licences (s50)	S81 Notices Raised	Traffic Signals Deployed
1418	18	2	24	144

2. Traffic Regulation Orders

	Location(s)	Scheme Type & Notes	Next Stage	Expected Completion Date
TRO Programme	1 A44 Mill Street (Brightwells), Leominster	Clearway: In process of ordering works and arranging for the advertising and sealing of the Order.	Awaiting completion of signing	Feb 2018
	2 Etnam Street & Pinsley Road, Leominster	Parking Restrictions: LM agreed residents' permit parking scheme be abandoned after extensive consultations, going forward with parking restrictions only. New proposal designed and advertised in the local press and on site. Report submitted to HC. HC decision received and Works ordered	Completed	Dec 2017
	3 Dormington, Lyvers Ocle, Upper Eggleton, Gorsley School, Blacklands,	Speed Limits: Assessments and report recommendations for no changes to the speed limits at each of these six locations was discussed in the Cabinet Members Briefing on 21 March 2017. The no change	H.C Decision Notice for no change at 5 locations issued	

	Location(s)	Scheme Type & Notes	Next Stage	Expected Completion Date
	Whitney on Wye.	recommendation was accepted at five of the six locations with further consideration to be given to Gorsley School.	9 th August 2017	
4	Wormelow & Tump Lane	Speed Limit & Weight Limit: Speed data has been collected and initial assessments are underway. Proposals have been consulted upon with statutory consultees that expired on 15 th December 2016. Proposals designed and advertised in the local press and on site. Report submitted to HC and Works ordered	Completed	Nov 2017
5	Court Orchard Fownhope, Bishops Frome & Goodrich Cross	Parking Restrictions: Requests assessed, proposals have been consulted upon with statutory consultees. Proposals designed and advertised in the local press and on site. Report submitted to HC and Works ordered	Completed	Dec 2017
7	Bredenbury, Eardisley North and South, Little Hereford, Ford Bridge, Upper Sapey, Winforton East and West	Speed Limits: Initial assessments recommending no change to existing speed limits at Little Hereford, Bredenbury, Marlbrook / Wharton and Upper Sapey were sent to LMs and PCs with a deadline of end of Feb 2017 to respond. <u>Little Hereford</u> – meeting has taken place with L.M and P.C – agreement to no change in speed limit – preparation of engineering measures under way. <u>Bredenbury</u> P.C agrees with retaining the 40 mph limit rather than a reduction to 30 mph but request 40 mph be extended. <u>Marlbrook / Wharton</u> – agreement received from Town Council and stand in L.M Cllr Bowen that existing speed limit is appropriate. <u>Upper Sapey</u> – Local Member advised that P.C will respond and details of typical self-funded speed limit costs were provided as requested. <u>Eardisley</u> Closure of NoP is 9 Feb 2018 – discussions with Legal Services are under way regarding Section 82 / 84 of RTRA 1984 queries. <u>Winforton</u> – Report submitted 23 Jan 2018.	Further consideration of LM and PC comments x 3 TROs Agreement to no change x 1 TRO	Mar 18 x 4 TRO's Mar 2018 x 2 TRO's
8	B4399 Sink Green, Broad Oak & Garway	Sink Green – NoP closes on 9 February 2018 Documents with Legal Services for checking. Discussions with Legal Services are under way regarding Section 82 / 84 of RTRA 1984 queries Broad Oak and Garway – initial speeds gathered and initial assessment made – Briefing Note circulated on recommended changes	Sink Green – NoP. Broad Oak and Garway – Initial consultation.	Sink Green - March 2018 Broad Oak and Garway – May 2018
9	Holmer Road, Hereford	Parking Restrictions: TRO became operational on 8 Sept 2017		Actual completion 8th Sept 2017
10	Brierley Court Hereford	Parking Restrictions: TRO became operational on 29 Dec 2017	Complete	
11	St Martins Avenue Hereford	Parking Restrictions: TRO became operational on 29 Dec 2017	Complete	

		Location(s)	Scheme Type & Notes	Next Stage	Expected Completion Date
	13	A449& C1292 Much Marcle	Decision Notice received 8 Dec 2017	NoP Feb 2018	Aug 2018
	14	Much Birch School	Waiting Restrictions: Consultation stage	Briefing Report	Aug 2018
	15	Trumpet Cross to Prestons Cross	Briefing note recommending no change circulated. LM and PC disagree.	Report	Aug 2018
	16	A44 Monkland Inc Plecl lane	Briefing note recommends extending 50 mph but not reducing it to 40 mph. PC disagree.	Report	Aug 2018
	17	Sutton St. Nicholas. Cross roads	Waiting Restrictions: No change recommended	Report	Aug 2018
	18	Bredwardine Bridge	TRO process has commenced	NoP Mar 2018	Aug 2018
	19	Shirl Heath A4110	Speed Limit: Briefing note recommends TRO	Commence TRO procedure	Aug 2018
	20	Cowleigh Road Storridge	Speed Limit: Briefing note recommends TRO	Commence TRO procedure	Aug 2018
	21	Llangua	Speed Limit: Briefing note recommends TRO	Commence TRO procedure	Aug 2018
	22	Franklands Corner	Speed Limit: Briefing note recommends no change to speed limit but introduction of engineering measures	Report and procurement	Aug 2018
	23	Gloucester Road Ross on Wye	Waiting Restrictions: Briefing note recommends TRO	Commence TRO procedure	Aug 2018
	24	A44 Bromyard	Speed Limit: Briefing note recommending no change circulated. LM and TC disagree	Report	Aug 2018
	25	Central Avenue Hereford	Waiting Restrictions: Consultation stage	Briefing Report	Aug 2018
	26	Leintwardine	Speed Limit: Consultation Stage	Briefing Report	Aug 2018
	27	Whitchurch	Speed Limit: Briefing note recommends TRO	Commence TRO procedure	Aug 2018
	28	Whitchurch	Waiting Restrictions: Briefing note recommends TRO	Commence TRO procedure	Aug 2018
	29	Picadilly area Kington	Weight Restriction: Briefing note recommends no weight restriction but introduction of engineering measures	Report and procurement	Aug 2018
	30	Mansell Gamage	Weight Restriction: Briefing note recommends no weight restriction	Report	Aug 2018
	31	Wigmore	Speed Limit: Briefing note recommends TRO	Commence TRO procedure	Aug 2018
	32	Kington Roundabouts	Speed Limit: Briefing note recommends no change to speed limit. TC disagree	Report	Aug 2018
	33	Hampton Bishop	Speed Limit: Briefing note recommends TRO	Commence TRO procedure	Aug 2018
	34	Bullingham Lane Hereford	Waiting Restrictions: Briefing note recommends no change	Report	Aug 2018
	35	Bridge Sollars to Madley	Speed Limit: Briefing note recommends no change	Report	Aug 2018
	36	Bridge Sollars to Madley	Weight Restriction: Briefing note recommends no change	Report	Aug 2018
	37	Lucton	Speed Limit: Consultation Stage	Briefing Report	Aug 2018
	38	Kington	Weight Restriction: Briefing note	Briefing Report	Aug 2018

		Location(s)	Scheme Type & Notes	Next Stage	Expected Completion Date
			recommends no change		

Developer Funded Schemes

A number of TRO schemes arising from new development and funded by the developer are being considered.

		Location(s)	Scheme Type & Notes	Next Stage	Expected Completion Date
Developer Funded	1	A40, Ross-on-Wye	Speed Limit: Quotation submitted to HC. Service Order required.	Service Order required	
	2	The Oval, Hereford	One Way: TRO became operational on 8 Sept 2017	Complete	
	3	Whitbourne	Speed Limit: SLO became operational on 29 Dec 2017	Complete	
	4	Aldi, Ross-on-Wye	Parking Restrictions: TRO became operational on 29 Dec 2017	Complete	
	5	Upton Bishop	Speed Limit: NoP closed 15 Dec 2017	NoM Feb 2018	Mar 2018
	6	Mill Lane Colwall	Speed Limit: SLO became legal on 15 Dec 2017	Complete	
	7	Kingsland	Speed Limit – Report circulated 13 Oct 2017	TBA	Feb 2018
	8	Weston-under-Penyard	Speed Limit: Decision Notice issued 8 Dec 2017	NoP Feb 2018	May 2018
	9	Porthouse Farm Bromyard	Extension of 30 mph speed limit: consultation in progress	Consultation started Nov 2017	Mar 2018
	10	A417 Leadon Way	40 mph speed limit: consultation in progress	Consultation started Dec 2017	Mar 2018
	11	B4103 Holmer West	Extend 30 mph speed limit – Report stage	Report Feb 2018	June 2018

Traffic Engineering Schemes

Discussion is ongoing regarding schemes in:

	Location(s)	Scheme Type & Notes
1	Brierley	HGV direction signing (S&A)
2	Chapel Lane, Bodenham	HGV direction signing (S&A)
3	Ledbury	Various traffic engineering measures
4	A456 Little Hereford	Speed management measures
5	Lyonshall	Pedestrians in road signing
6	Lyonshall	Speed limit signs enhancements

7	Leintwardine	Various speed management measures
8	C1125 Franklands Corner	Speed management measures
9	Cobnash/Kingsland	HGV direction signing & traffic island
10	Whitchurch Area	Various traffic engineering measures
11	Marden	Various traffic engineering measures
12	Stretton Sugwas	HGV & speeding issues
13	Richards Castle	Improved signing
14	Mansell Gamage	Review of speed limit signing/lining/gateway
15	Bircher	Review of speed limit signing/lining
16	Shobdon	Zebra crossing issues
17	C1148 Stokes Bridge to Stoke Edith	Review of warning signs and lines

Village Gateway Schemes

Schemes that install gateway features and other minor traffic calming measures at the entrance to settlements.

Discussions are ongoing regarding potential schemes in:

Aymestrey
Mordiford
Whitchurch
Marden
Luston
Ashperton
Orleton

Speed Indicator Devices (SIDs)

Speed Indicator Devices (SIDs) are temporary vehicle activated signs which use radar to detect and display vehicle speeds. The SIDs programme is a community based and funded initiative to address concerns about speeding in villages and built up areas.

Several enquiries about new SID bases and Toolkits and application packs have been sent out.
3 SIDs deployed in December
1 project sent through the gateway process for assessment
7 projects currently being prepared for the gateway process

Traffic Surveys

Surveys may be requested for development, monitoring or traffic management purposes. Surveys are normally commissioned out to an external provider.

None to report

H bars

0 new H Bar requests
3 H Bars ready to be Installed

Disabled Parking Bays

Advisory markings that reserve parking for holders of blue badges.

1 new request

Tourist Signs

Brown signs, normally funded by the site owner, to direct visitors to recognised tourist attractions.

No new requests

Events, Enforcement, Licencing

Events

17 Event days on public open space – including set up and break-down. These were comprised entirely of the standing sessions for historical re-enactment training and football training and matches at Grandstand Park.

There were 3 event days that we were aware of on the highway. This comprised the monthly Farmers Market in Leominster, a New Year’s Day run around Breinton and waissailing at Much Marcle where participants proceeded down to the apple orchards.

There were no event days that we were aware of for larger events taking place off the highway, but likely to impact upon highway.

We are starting to receive a lot of communication with respect to events for this year, including event management plans through the safety advisory group, together with other small events and enquiries for events on open space.

Community engagement – the Christmas trees were taken down in both Hereford and Ross on Wye.

	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
Highway Enforcements	1	6	3	5	3	2	1	1	0	2			24
Drop Kerb apps rec'd	6	15	12	12	13	16	3	14	11	14			116
Skip Permission	17	21	11	13	13	8	14	14	10	12			133
Scaffold Permission	10	22	20	23	17	14	5	17	5	9			142
Abnormal Load Communications	73	84	60	74	88	93	103	105	44	93			812

Income Generated £	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
Skip Permission	550	850	400	600	1050	425	375	500	375	400			5525
Scaffold Permission	880	1865	1625	2240	1440	1280	400	1360	800	880			12770
Dropped Kerbs	1250	1925	1800	1225	1275	1600	1625	2450	1525	1950			16625

Highway enforcement

This includes cases where enforcement action has been pursued, for example hedges that need cutting and obstruction on the highway such as verge marker stones.

1. Section 137 Highways Act 1980 (obstruction) – ongoing issue with regard to unauthorised verge markers on C1125, Hope End, Ledbury.
2. Section 148 Highways Act 1980 – large amount of garden waste deposited in highway ditch, U67404 Baregains Lane, Little Marcle. Person responsible spoken to and written requirement subsequently made to remove waste. This was done.

Skips and Scaffolds

Under S139 and S140 of the Highways Act 1980, permission is required to place a skip on the highway. Permission is also required under S169 of the Highways Act 1980 to place a scaffold on the highway.

The number of skips and scaffolds applications increased this month. There are also various scaffold enquiries in the pipeline with respect to work in the spring.

Dropped Kerbs

Under S184 of The Highways Act 1980 permission is required to construct a vehicular or pedestrian crossing onto the highway.

The number of applications for dropped kerbs has remained steady. There were also 9 people advising they were going to carry out the work.

Abnormal Loads

Under the Road Vehicles (Authorisation of Special Types) Order 2003, any vehicle which exceeds 44 tonnes in weight, or exceeds various widths or lengths, has to give notice to the Bridge and Road authority prior to travelling. This enables the highway authority to direct vehicles away from routes that may not be suitable from either a structural or geometry viewpoint.

The number of abnormal load movements started slowly but had climbed back to normal levels by the end of the month. There were also a further 17 communications in addition with respect to companies forwarding their indemnity statements for 2018.

Other Licencing

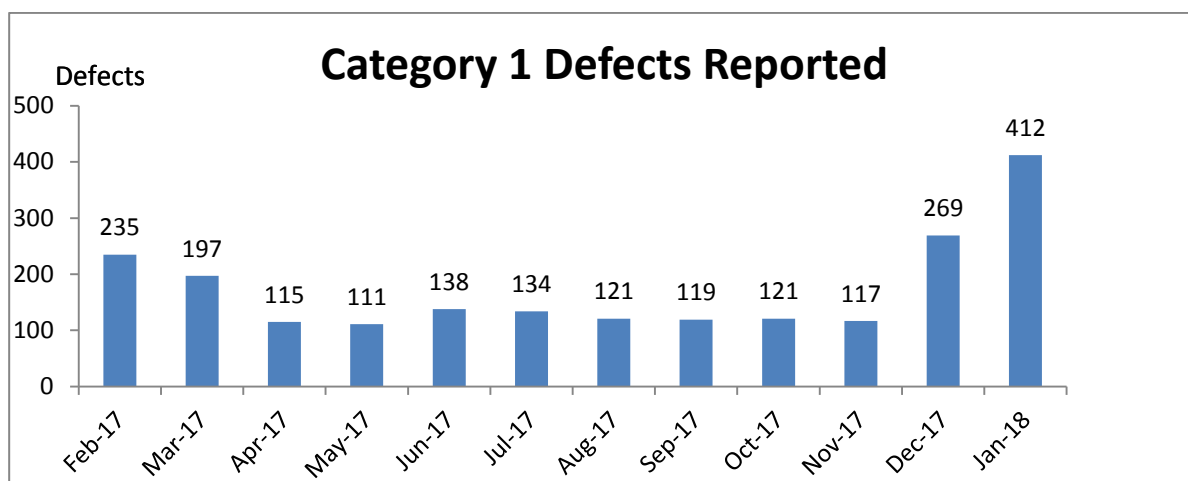
A number of other licences were issued where discussions had been ongoing. These included benches to be situated on the Homend in Ledbury and in Corn Square, Leominster. Three noticeboard licences were issued to Hereford City Council for Holme Lacy Road, one on the River Wye path and one on the playing field at Wordsworth Road. Cultivation licences were also issued to Ross Town Council for flower tubs around the town, together with some slight amendments to existing licences for other planting beds, they are also going to be carrying out additional grass cutting at The Prospect in Ross. A licence was also issued for trees in the verge at Sheepcote Court, Ullingswick.

Annex 10 - Network Rehabilitation and Maintenance

Category 1 Defects

Category 1 Defects	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
Jobs by month entered	115	111	138	134	121	119	121	117	269	412			1657
Jobs Completed within Target	115	111	138	134	121	119	121	117	265	412			1657
Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			

Category 1 defects are emergency works needed to be carried out within a set period. Category 1a has a timescale to be addressed by the end of the following day and Category 1b has a timescale of 7 days. These incidents are classed as being a possible danger to the public.

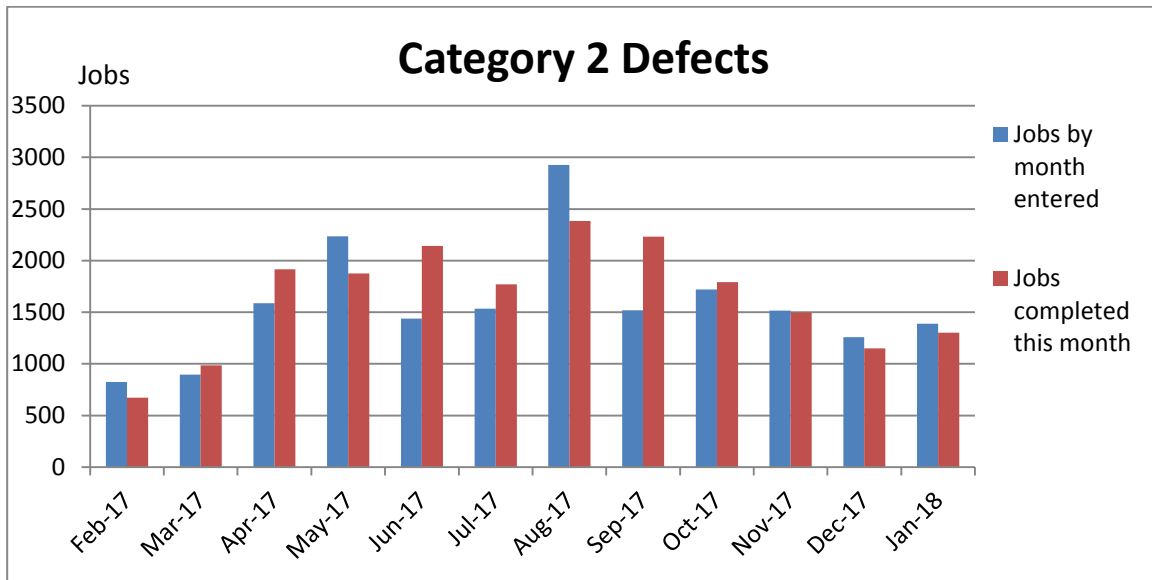


Category 2 Defects

Category 2 Defects		Apr-17	May-17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec-17	Jan 18	Feb 18	Mar 18	Total
Jobs by month entered	Category 2a	648	830	757	586	848	414	477	540	285	1465			6850
	Category 2b	916	1384	658	933	1899	1105	742	970	366	1818			10791
	Category 2c	22	22	25	17	179	1	2	7	1	1			277
	Total	1586	2236	1440	1536	2926	1520	1221	1517	652	3284			17918
Jobs completed this month	Category 2a	565	866	772	663	802	736	490	543	303	685			6425
	Category 2b	1327	1006	1349	1104	1577	1490	1299	933	489	537			11111
	Category 2c	25	5	23	4	5	5	3	22	36	11			139
	Total	1917	1877	2144	1771	2384	2231	1792	1498	828	1233			17675

Jobs Due this Month	Category 2a	700	773	877	686	694	748	512	426	492	441			6349
	Category 2b	1352	1323	1134	1543	708	925	1957	1103	768	949			11762
	Total	2052	2096	2011	2229	1402	1673	2469	1529	1260	1390			18111
Jobs due this month & completed in target	Category 2a	544	670	794	610	670	725	485	416	400	391			5705
	Category 2b	1158	1271	1122	1478	699	894	1873	1089	749	912			11245
	Total	1702	1941	1916	2088	1369	1619	2358	1505	1149	1303			16950
Performance	Contract Threshold 80%	83%	93%	95%	94%	98%	97%	96%	98%	91%	94%			9.39
Number of Cat2 awaiting completion	Category 2a	585	530	604	500	581	299	257	249	330	982			4917
	Category 2b	1300	1853	1368	1214	1555	1162	613	681	668	1968			12382
	Category 2c	232	242	241	266	434	430	432	421	418	410			3526
	Total	2117	2625	2213	1980	2570	1891	1302	1351	1416	3360			20825
Number of Cat2 awaiting completion over the SLA	Category 2a	101	57	69	95	63	58	68	57	116	91			775
	Category 2b	168	60	46	81	46	47	73	74	81	98			774
	Total	269	117	115	176	109	105	141	131	197	189			1549

Category 2 defects are works needed to be carried out within a set period. Category 2a has a timescale to be addressed of 28 days and Category 2b has a timescale of 2 months. These incidents are classed as being defects that need repair but of less urgency.



Highway network improvements

Scheme works

Programme Management	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
Planned	13	32	44	13	11	27	21	25	15	26			227
On time	13	32	44	13	11	26	19	23	15	26			222
%	100%	100%	100%	100%	100%	96%	90%	92%	100%	100%			

In January we carried out repairs to numerous bridges across the county. Pothole remedial repairs were completed as part of the Locality Fund and the Pothole Fund. In mid-February we have pre-surface dressing patching repairs programmed on a handful of U and C roads.

Programme Management Jobs Planned	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
Resurfacing	9	10	16	9	4	12	12	11	0	3			86
Surface Dressing	0	21	22	0	0	6	0	0	0	4			53
Potholes /Remedial works	0	0	0	0	0	0	0	2	8	4			14
Footways	1	0	0	0	0	0	0	0	0	0			1
Bridge /Structures	1	0	0	2	2	3	0	4	1	11			24
Drainage	1	1	5	2	1	6	9	6	6	3			40
Street Lighting	1	0	1	0	2	0	0	0	0	1			5
Schemes	0	0	0	0	2	0	0	0	0	0			2
Tree Works	0	0	0	0	0	0	0	2	0	0			2
Minor Safety Schemes	0	0	0	0	0	0	0	0	0	0			0
Total	13	32	44	13	11	27	21	25	15	26			227

Annex 11 - Public Rights of Way

Legal Orders & Notices

Parish	Path No	Action
Bartestree	BJ2	Diversion Order confirmed
Little Dewchurch	LD13	Diversion Order confirmed
Castle Frome	CL70	Diversion Order confirmed + Creation Agreement

Orders	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
Diversion Order Made	3	1	2	3	1	0	3	1	4	0			18
Diversion Order Confirmed	0	3	3	1	1	1	2	2	1	3			17
Definitive Map Modification Order Made	0	1	0	0	0	2	0	1	0	0			4
Definitive Map Modification Order Confirmed	0	3	0	1	0	0	0	0	0	0			4
Total	3	8	5	5	2	3	5	4	5	3			43

Enforcement/Maintenance

Visits / Inspections	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
S 131 Highways Act – removal of waymarker posts	0	1	0	0	0	0	0	0	0	0			1
S 131A Highways Act – disturbance of surface	0	1	0	1	0	0	1	0	0	1			4
S 134 Highways Act - ploughing	0	0	0	0	0	0	0	1	0	0			1
S 137 Highways Act - obstruction	20	20	24	20	10	14	22	24	5	14			173
S 137A Highways Act - crops	0	0	4	5	5	2	3	3	1	1			24
S 146 Highways Act – duty to maintain	11	16	22	41	20	23	24	27	36	19			239
S 148 Highways Act – deposit on highway - nuisance	1	0	0	0	0	0	0	0	0	0			1
S 149 Highways Act – barbed wire on structure	0	0	0	2	0	0	0	0	0	1			3
S 150 Highways Act – obstruction by fallen tree	0	0	2	13	2	1	2	2	0	7			29
S 154 Highways Act – overgrown vegetation	0	4	2	3	0	2	0	4	0	5			20
S 165 Highways Act – dangerous land adjoining street	1	1	1	0	0	0	0	1	0	0			4
S 57 National Parks & Access to the Countryside Act – misleading sign	0	0	0	0	0	0	0	1	0	0			1
S 27 Countryside Act 1968 – duty to signpost	0	0	0	0	0	0	0	0	0	38			38
TOTAL	33	43	55	85	37	42	52	63	42	86			538

Enforcement action/jobs raised

Actions	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
Works passed to landowner with advice regarding duty under S146 Highways Act (maintenance of stile/gate)	0	0	3	22	8	7	15	9	18	12			94
Verbal advice	5	5	5	8	3	5	4	5	2	4			46
Written advice	2	2	0	0	0	1	8	2	2	2			19
First stage enforcement letter requiring action to avoid consideration of enforcement by notice/prosecution	11	8	6	7	6	9	4	12	4	7			74
Statutory Notice	0	2	0	0	0	0	0	0	0	0			2
Use of common law power	0	1	3	0	0	1	0	1	0	2			8
Letter to landowner with regard to long term obstruction	0	0	0	0	0	0	0	4	0	1			5
Jobs raised	0	0	0	0	0	0	0	0	0	25			25
TOTAL	18	18	17	37	17	23	31	33	26	53			273

Notices Served on Council

None in January.

Maintenance & Improvement

101 defects were reported in January.

A hazard is defined as a defect that is considered likely to cause serious injury or death to a user of the right of way.

PROW hazards	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
Reported	0	0	0	0	0	0	2	0	0	1			3
In time	0	0	0	0	0	0	1	0	0	1			2
%	100%	100%	100%	100%	100%	100%	50%	100%	100%	100%			

Planning & Development

Herefordshire Council Planning Services request the PROW Team to review planning applications that they consider may impact on a Public Right of Way. Where a significant impact is identified the PROW team will provide a comment in response and may object to the application or seek amendments.

Planning Applications reviewed	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
No. reviewed	38	41	42	55	39	49	52	50	13	57			436
No. commented	10	9	15	21	12	15	13	12	3	12			122

Annex 12 - Street Cleansing

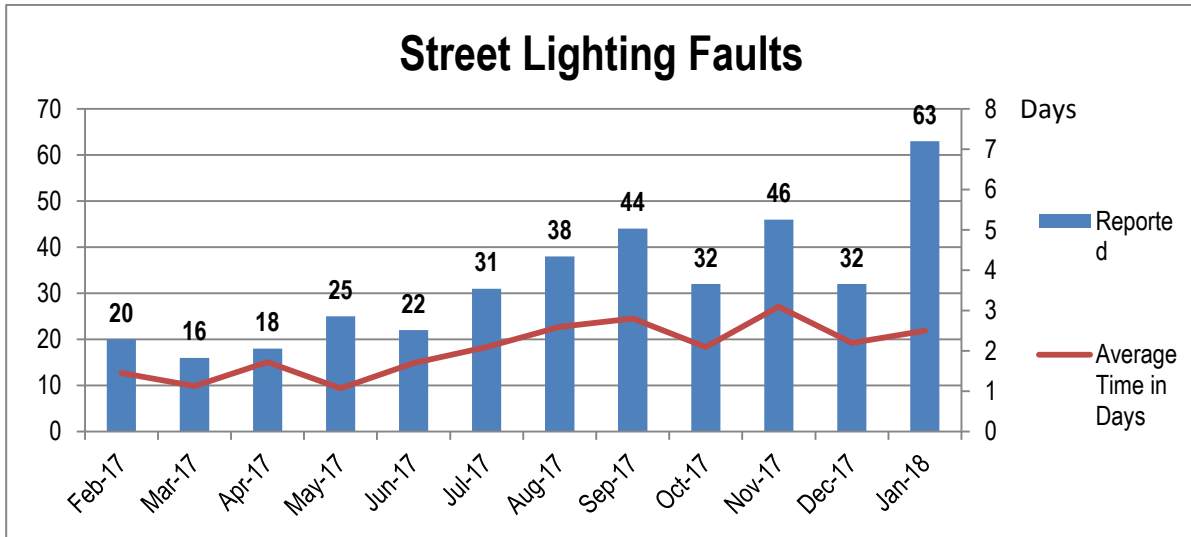
Street Cleansing

Street Cleansing	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
Planned	1060	1433	1782	1532	1524	2094	2388	1630	1099	1491			16033
In time	935	1188	1682	1339	1462	2014	1523	1654	609	1384			13790
Performance	88%	83%	94%	87%	96%	96%	64%	100%	55%	93%			

Annex 13 - Street lighting

Street Lighting Maintenance

Street Lighting Faults	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
Reporting	18	25	22	31	38	44	32	46	32	63			351
In Time	18	25	22	31	38	44	32	46	32	63			351
Average time in days	1.72	1.07	1.7	2.1	2.6	2.8	2.1	3.1	2.2	2.5			
Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Tests	N/A	N/A	N/A	N/A	N/A	287	318	156	102	45			908

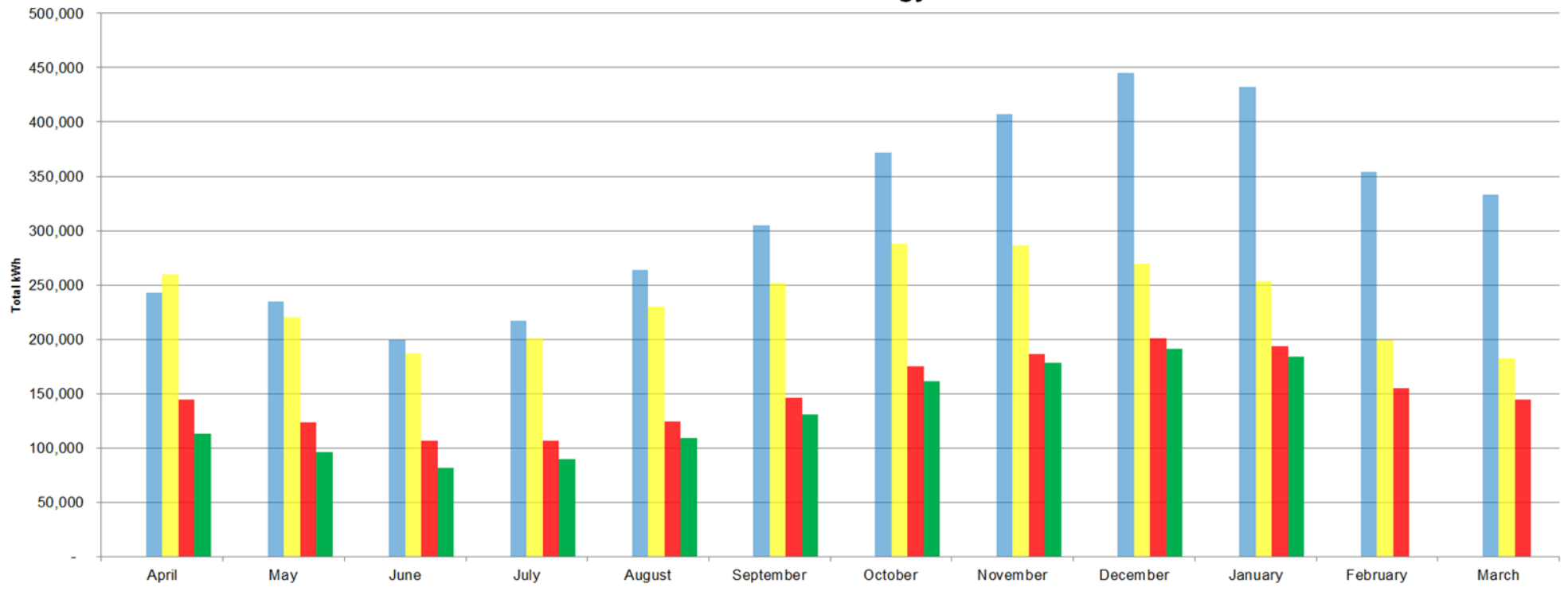


Street Lighting Energy Consumption

Year	Units	Yr to Date	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
2017/18	kWh	209,018	113,018	96,000	81,594	89,613	108,737	130,452	161,481	178,175	190,968	183,882		
2016/17	kWh	1,807,138	144,503	123,926	106,376	106,444	124,173	146,070	175,368	186,784	200,744	193,424	154,758	144,569
2015/16	kWh	2,827,958	259,727	220,647	186,974	201,208	229,649	251,378	288,351	285,950	269,445	253,363	199,248	182,019
2014/15	kWh	3,804,924	242,636	234,407	199,104	216,889	263,612	305,197	371,412	406,879	445,341	432,593	353,979	332,875
%			-22%	-23%	-23%	-16%	-12%	-11%	-8%	-5%	-5%	-5%		

Customer Total Energy

2014/15 2015/16 2016/17 2017/18

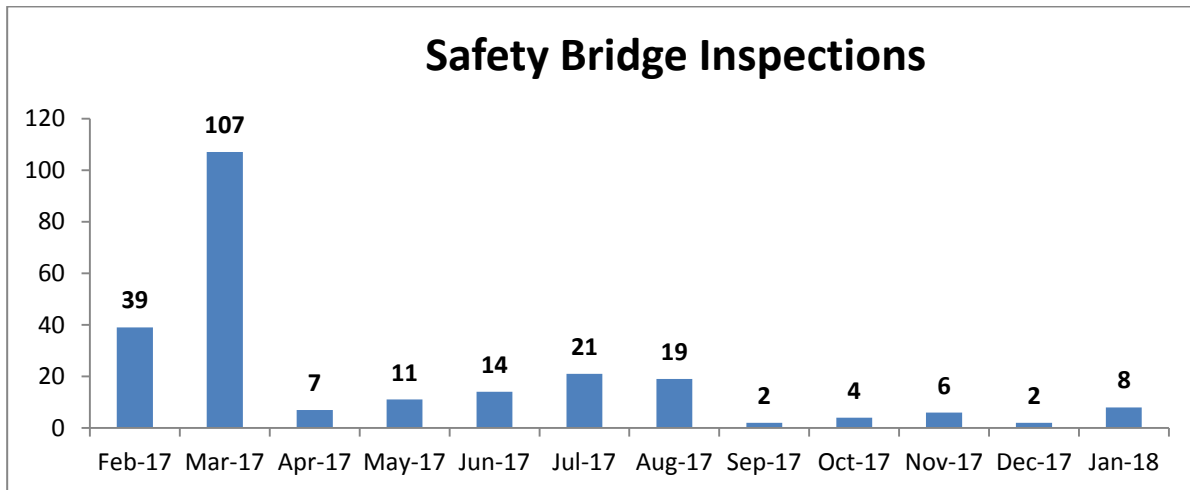


Annex 14 - Structures

Structures

January, our inspections picked up after being affected by the poor weather in December although high water levels this month have restricted access to some bridges. The maintenance gangs have also been able to carry out repairs to some of the bridges stuck prior to the Christmas holiday.

Safety Bridge Inspections	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
Planned	7	11	14	21	19	2	4	6	2	8			94
In time	7	11	14	21	19	2	4	6	2	8			94
%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			



Inspections	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
Inspections completed in month	7	67	64	63	81	41	30	49	9	36			447
Completed inspections for year	7	74	138	201	282	323	353	402	411	447			

The number of inspection completed in month include a number of reactive inspections, that were not part of the planned inspections for the year. These are inspections where the team have identified a need to inspect that was unplanned.

