

Post Scrutiny - Executive Response

In Respect of: Scrutiny Review on Utilities

Date:

Cabinet Deputy: Councillor Peter Robinson (Transport & Development)

Partnership: Prosperous Delivery Board

Recommendations	Accepted/ Rejected	Executive Response	Officer Responsible	Action By (Date)
1. That the Executive Member gives consideration to realigning existing budgets and resources towards the highway network, as a vital council asset, to maintain legislative standards. Resources for this area will be allocated in line with the budget envelope.	Accepted (within confines of MTFS)	Budgets to be critically reviewed in line with required savings targets and service demands. These need to be linked to DA Highway Maintenance Budgets	Robin Monk	April 2013
2. That within existing budgets, consideration is given to redirecting resources to increasing the inspection of the quality of utilities work, as it is understood that the Council can generate additional income from this and consequently it could be viewed as being an 'invest to save measure'.	Accepted	Work is proposed during 2012/13 to increase inspections in line with a GM collaborative approach to a Coring Programme to ensure technical compliance with specifications	Paul Jennings	April 2013
3. To encourage utilities companies to produce a forward programme of planned Tameside works where possible on a regular basis.	Accepted	Quarterly co-ordination to be continued	James O'Loughlin/ Peter Morton	On-going

Recommendations	Accepted/ Rejected	Executive Response	Officer Responsible	Action By (Date)
4. To continue developing good lines of communication between the Council and utility companies.	Accepted	Regular meetings are arranged to help relative organisations to work towards improving the highway infrastructure	Peter Morton	On-going
5. That Tameside Council supports the GM Coring Programme and uses this as another tool to improve utilities' performance.	Accepted	The principle of having a consistent GM approach is encouraged. Delivery models are currently under discussion (May 2012)	James O'Loughlin	August 2012
6. That the tendering process for the implementation of the Coring Programme is well managed with regular reviews to determine success.	Accepted	Suppliers necessary to undertake this programme will be secured via existing/new collaborative GM arrangements	James O'Loughlin	August 2012
7. That Tameside Council supports JAG UK in lobbying utilities companies and Parliament to ensure greater supervision of subcontractors.	Accepted	TMBC provide representation to JAG and NW HAUC meetings and are linked to other GM related meetings	Peter Morton	On-going
8. Those potential / known poor subcontractors are targeted through the coring process.	Accepted	The scheme is developed to identify at an early stage those Utilities/contractors who consistently 'fail' and require interventions	James O'Loughlin	On-going
9. That visual defects not requiring coring are prioritised and are raised with the relevant utility company.	Accepted	Where there are visual failures (within the 2 year guarantee periods) these are identified for rectification by inspectors	Peter Morton	On-going
10. That Tameside support JAG in protecting against utility bill increases borne out of the costs of coring.	Accepted	TMBC support the opinion that cost increases that occur through poor quality works should be absorbed within operational costs and not passed on to consumers	James O'Loughlin	On-going

Recommendations	Accepted/ Rejected	Executive Response	Officer Responsible	Action By (Date)
11. That all stakeholders look at improving the state of Tameside's utility iron works, given a higher number of claims are recorded in relation to these.	Accepted	Ironwork failures are increasing and continued regular monitoring by inspectors is demanded to ensure problems are identified and utilities contacted to rectify	Peter Morton	On-going
12. That Tameside should encourage reporting of road and footpath defects by members of the public wherever possible.	Accepted	This is available to the public via on-line/telephone reporting and is managed via Symology (Highways Management Computer System)	James O'Loughlin	On-going
13. That a system is considered to track and log utility openings and reinstatements to flag up 3 months before their 2 year anniversary dates.	Accepted	Symology is able to identify and remind inspectors those works coming towards the end of the guarantee period	Peter Morton	On-going
14. That increased publicity takes place to raise awareness of the Council's Roadworks website.	Accepted	The latest Council Web pages gives easier access to view/report issues and works	James O'Loughlin	On-going
15. That performance relating to reinstatements is available for local residents.	Accepted (limitations)	Performance measures are being developed for Utility and Authority work. Once determined these can be linked for reporting on our website.	James O'Loughlin	October 2012
16. That a clawing back of money from utilities companies takes place even if outside of the guarantee period.	Accepted	Any Utility reinstatement that is found to be out of specification, even if that is after the guarantee period has ended, will be 'failed' and processed in-line with set national procedures.	James O'Loughlin	On-going

Recommendations	Accepted/ Rejected	Executive Response	Officer Responsible	Action By (Date)
17. That highway issues are consulted on, on a regular basis to monitor trends in public perception.	Accepted	Highway Maintenance questions are included in Citizen 2000 Panel feedback questionnaires on a regular basis to help determine perception/trends	James O'Loughlin	On-going
18. That Tameside support GMRAPS and monitors performance data to establish how the implementation of permits impacts standards of utilities work.	Accepted	TMBC is fully committed to the introduction of the GMRAPS scheme which should help to reduce congestion and improve co-ordination of works across the Borough	James O'Loughlin	October 2012
19. That Tameside encourage utility companies to notify the authority as early as possible on pre notification of street openings.	Accepted	There are legislative time periods for noticing works and exemptions from these can only be made with TMBC approval	Peter Morton	On-going
20. That Tameside continue to develop lines of communications with residents and notify them of works as soon as permit applications are received.	Accepted	It is a requirement of Utility companies to notify residents of significant works. TMBC staff help co-ordinate communication processes and publish forthcoming works on the Council website via Symology	James O'Loughlin	On-going
21. That Tameside should consider a planning condition to be introduced to compel developers to restrict their utility connections to a single point of entry.	Accepted	The Head of Technical Services and the Planning Development Manager are exploring the available mechanisms within current legislation to establish this principle.	Paul Jennings	October 2012

Recommendations	Accepted/ Rejected	Executive Response	Officer Responsible	Action By (Date)
22. That reinstatements are coated with an approved sealant to prevent water getting into cracks and further breaking up the road surface.	Accepted	Vertical sealing of joints is a requirement of reinstatement specifications and compliance is expected and checked by inspectors	Peter Morton	On-going
23. That Thameside Council and the Chamber of Commerce develop lines of communication to provide early notification of roadworks.	Accepted	We are seeking to work with organisations to develop a comprehensive process which will improve notification communication	Paul Jennings	On-going
24. That information is given to businesses in Thameside to raise awareness of the correct reporting procedure for substandard roads (see section 7.5.9).	Accepted	This information is acceptable via the Council website	N/A	On-going
25. That Thameside continue developing good lines of communication with utilities such as NW Gas Alliance.	Accepted	Where possible additional positive communication is encouraged beyond the regular co-ordination meetings	James O'Loughlin	On-going
26. That Thameside continue to inspect the standards of work but also the signage and traffic management of sites.	Accepted	Inspection regimes will be maintained and improved where possible	Peter Morton	On-going

Recommendations	Accepted/ Rejected	Executive Response	Officer Responsible	Action By (Date)
27. That consideration is given for NW Gas Alliance to become a strategic partner with Tameside Council.	Accepted	A partnership working approach will be developed with all major Utility companies where practical and effective to do so	Paul Jennings/ James O'Loughlin	On-going (dependent of the level of activity [main renewals] taking place in the borough