

Annex A – Supporting Information

Section B – Potholes

Question B1A. Has your authority aligned its maintenance programme to the Government's highways maintenance funding years (i.e. 2011-2015 and 2015-2021)?

Yes. We regularly review and update our current and our forward rolling works programmes to ensure we align our budgets with demands and aspirations. Clearly, budget constraints limit the scope and scale of works that can be undertaken. However, by ensuring we understand our residents' priorities and applying asset management principles, we believe we provide a service that is responsive, cost effective and demonstrates good stewardship with regards to our highway assets.

For 2011-15 no major under / over spends, however, if any, these are carried forward to the following year. During this period we have reviewed processes and treatments, and working in conjunction with specialist contractors, we have increased the proportion of microasphalt surfacing being undertaken both to improve road surfaces and also extend the life of pavements by sealing surfaces to prevent water penetration.

We continually review our condition survey data, claims records, public reports etc. to ensure we have up to date records and can predict trends with regards to current and future years' programmes. We are pleased that at the last Spending Review, the overall budgets for a full six year period were set out so as to enable authorities to undertake better medium term planning.

Working across the region, Tameside in conjunction with other Greater Manchester Authorities and internally within the authority have developed a maintenance programme based on the certainty of funding to enable maximum advantage to be enabled.

Maintenance works will also be aligned with major Government and other private sector investment funding opportunities to achieve maximum economic returns from such investments in the long term.

Question B1B. Has your authority adopted the principle that 'prevention is better than cure' in determining the balance between structural, preventative and reactive maintenance activities in order to improve the resilience of the highway network and to minimise the occurrence of potholes in the future?

Yes. We have never followed the worst first approach. Through the extensive use of condition data, not just reporting Performance Indicators, but recording and analysing trends and comparing with life-cycle models, we target maintenance interventions using the principle of the right treatment, at the right location at the right time. As stated, greater use of microasphalt as a surfacing material that removes minor undulations but also extends the life of our roads. We use the full palette of repair techniques to not only repair our highway assets but also extend their life. In addition to greater use of

microasphalt, we have undertaken an extensive trial with a major supplier of joint sealing materials. On selected routes, the joints between mats that are showing signs of wear and allowing water penetration have been treated to ensure that further deterioration is halted and that the residual life of the surfacing as a whole is not reduced. The trial routes are being monitored and it is our intention to extend the number of routes treated over coming years.

e.g. Microasphalt surfacing	2011/12	49,200m ²
	2014/15	60,700m ² (+23%)

These two examples of extending the life of our roads demonstrate our ongoing commitment to minimising costs over time, ensuring users have safe and accessible routes and reduce the risk of pothole formation.

Clearly there are many locations where more extensive works are the appropriate treatment, accordingly the experience of our engineering staff is a key component to ensuring we do the right thing, at the right location, at the right time.

Question B1C. Has your authority ensured that appropriate competencies have been made available to make the right choices when designing and specifying techniques and materials for the maintenance and repair of highways? Note - these competencies can be secured through training, collaboration with neighbouring authorities or external advice.

Yes. Within the Greater Manchester area there are a number of Groups and Sub-Groups that engineers, technicians and other staff attend to share best practice and carry out benchmarking covering a wide range of key service areas. These groups, known as AGMA Groups (Association of Greater Manchester Authorities) are;

1. Highway Asset Management Group(including UKPMS Group) –
Tameside MBC has been lead authority for this group since 2007.
2. Highway Maintenance Group
3. Asset Protection / Street works Group
4. Bridges and Structures Group
5. Street Lighting Group
6. Public Rights of Way Group
7. Drainage / Flood Management Group
8. Highway Claims Group*
9. Winter Services Group*

*Previous Groups for which Tameside MC has also been lead authority.

See Appendix A for The agreed Terms of Reference, action plans etc. for the AGMA Asset Management Group and the AGMA Highways Maintenance Group

We recognise that many experienced staff have left the authority in recent years and this has presented a challenge during periods of rapid change. Through collaborative working

at both a local and regional level, we ensure that staff are fully trained and supported. This is undertaken using a number of methods including formal and informal training sessions, mentoring, shadowing etc.

For highway inspectors, these are fully trained and certified following the Inspector Modular Training and Certification (IMTAC) process. Tameside MBC has delivered this training for the Greater Manchester and wider North West region over a number of years. To date, Tameside MBC has delivered training to over 400 staff.

Data collected by the AGMA Highway Claims Group shows that Tameside MBC continues to have one of the best claims repudiation rates in the region and a key priority is to continue to reduce claim liabilities

Question B1D. Does your authority co-ordinate with other parties working on the highway short and long term programmes of work activities for up to four years in advance?

Yes. We have current and three year forward works programmes for our major roads network and local roads. We hold four Coordination Meetings per year looking at our works programmes and those of the Statutory Undertakers. Other transport organisations also take part in these meetings e.g. Network Rail, Highways Agency. More recently this has included United Utilities with regards to Flood & Water Management coordination and partnering.

As one of the Greater Manchester boroughs, we operate a Permit Scheme – Greater Manchester Road Activities Permit Scheme (GMRAPS).

Question B1E. Has your authority considered the guidance provided in the ADEPT report Potholes and Repair Techniques for Local Highways and adopted as appropriate to your local circumstances?

Yes. The principles of this report and more recent HMEP reports and guidance are fully reviewed. Recommendations covering issues that have not been identified previously are fully considered and implemented where appropriate. These are not only considered at a local level, but also at AGMA group meetings. Where districts have trialed or implemented different techniques, the successes, and just as importantly, the failures are fully shared.

Following discussions with other districts and our own trials with specialist suppliers with regards to innovative ways to treat potholes, we have undertaken a successful internal capital bid for the procurement of a Jet-Patching unit.

Question B1F. Has your authority developed a detailed highway inspection manual and have put appropriate training in place for your Highway Inspectors?

Yes. Has mentioned above, we developed inspector training for the Greater Manchester and the wider region.

See Appendix B for further information and example of IMTAC modules

Question B1G. Does your authority use technology and systems for the effective identification and management of potholes?

Yes. Our inspectors use hand-held devices to record the details of their inspections. These hand-held devices are downloaded on to our central highways management system; Symology. This system allocates work to gangs. Once work is completed on site, the time and date is recorded by the gang and this is then loaded into the central system.

The public can make reports via our webpages, our Customer Relationship Management system (CRM) and more recently Twitter and Facebook

These systems allow two way interaction between the public and our systems and staff.

Links;

http://online.tameside.gov.uk:8080/crm_public/

http://public.tameside.gov.uk/symology/cs_index.asp

<https://mobile.twitter.com/TamesideCouncil>

https://mobile.twitter.com/tmbc_places#tmbc_places

<https://www.facebook.com/pages/Tameside-Council/55100423375>

<http://www.fillthathole.org.uk/authority/tameside/hazards>

Question B1H. Does your authority have a public communications process in place that provides clarity and transparency in the policy and approach to repairing potholes? This should include a published policy and details of its implementation, including the prevention, identification, reporting, tracking and repair of potholes.

Yes. Details of our risk management policy can be found on our website at;

<http://www.tameside.gov.uk/servicecharter/roadfootpath>

See Appendix C for 2014 Risk Management Policy

The public can make reports via our webpages, our Customer Relationship Management system (CRM) and more recently Twitter and Facebook. These systems allow two way interaction between the public and our systems and staff.

Traffic and road conditions are often items discussed by our staff and the public at the regular District Assembly (neighbourhood) and Town Team (businesses) open meetings. This is further discussed in Question B4.

Question B1I. Does your authority monitor public satisfaction with road, footway and cycleway condition and report annually through the National Highways and Transport Public Satisfaction Survey or their own surveys?

Yes. We undertake a range of surveys including our Citizens' Panel and public satisfaction surveys. In 2013 the council undertook a major consultation exercise called The Big Conversation. The aim was to involve our public in helping to determine the future priorities of the council as a result of the ongoing financial pressures and consequent impact on services. We do not carry National Highways and Transport Public Satisfaction Surveys due to their cost.

The latest Citizens' Panel surveys, as they relate to highway services can be seen on the accompanying documents.

See Appendix D; Latest Citizen's Panel findings, Details of Tameside's 'Big Conversation' and feedback for Residents' Surveys

Question B1J. Does your authority adopt permanent repairs as the first choice when repairing potholes?

Yes. This is our standard approach using either 'traditional' or specialist materials for examples;

Traditional materials; AC 6 Dense Surf 100/150, AC 10 Close Surf 100/150, AC 20 Dense Bin 100/150 used in one coat and two coat patch reinstatements.

Bespoke materials; Axo Pathmaster, Instamac Instant Road Repair.

However, there are times when temporary, make safe repairs are required pending more extensive treatments or at locations requiring planned traffic management arrangements.

Question B1K. Has your authority adopted dimensional definitions for potholes based on best practice as part of its maintenance policy?

Yes. Intervention levels are regularly reviewed by the AGMA Highway Claims Group of which Tameside MBC is an active member.

Our Risk Policy intervention levels (difference in level) are; footways 20mm in town centres, all other areas 25mm. Carriageways 30mm in town centres, all other areas 40mm.

Question B2. Does your authority adopt any innovative methods to help repair potholes? This could include, for example, specialist pothole maintenance crews.

Yes. We have established 'Find and Fix' teams. These visit town centres and are empowered and equipped to carry out a range of repairs, including, potholes, flagging, kerbing etc. These teams, at these key locations, take ownership by ensuring the area is safe and any defects are quickly rectified. Whilst they are equipped to undertake a range of permanent repairs, if the defect cannot be fully rectified, they make safe and forward details of further works for programming. They are a visible presence to the public and traders of our commitment to provide a safe highway network.

We have undertaken extensive trials and assessments of a range of products including;

- Resin repairs in conjunction with a national manufacturer.
- Mastic asphalt repairs on some of high level and exposed routes
- Regular discussion with other AGMA and North West authorities about their experiences with regards to materials and suppliers.

We use a range of suppliers and materials, as clearly a one size fits all approach has cost and longevity concerns. Also, we have experienced trials that have failed to deliver the results expected e.g. foam fix (bedding) of rocking flags in town centres.

For 2014/15 we have secured an internal capital bid to enable us to procure a Jet Patching unit, for which we are currently out to tender.

Question B3. Does your authority use reporting tools to identify potholes in your local area including: Other

Yes. We have Twitter and Facebook accounts. Also Find and Fix teams – see B2.

Going forwards we will be advertising our 'Tweet Pete', pothole initiative trial. Councillor Peter Robinson, the Executive Member for Transport and Land Use, has agreed to be the face of this campaign – hence the name. The public can report defects by tweeting, we will inspect, repair, and tweet back with a photograph of the repaired area.

See Appendix E for 'Tweet Pete' Process

Question B4. Does your authority regularly consult and seek feedback on its highways maintenance regime, including potholes, with key stakeholders?

Yes. Extensive links are in place with local MPs, the Leader of the Council and other elected members and there are weekly meeting held with lead members for transport and planning.

Local Residents. The borough is currently grouped into six neighbourhoods. Each of our neighbourhoods annually holds four District Assembly meetings. At those meetings each

year's highway maintenance programme is discussed. Processes for drawing up the programme; condition surveys (SCANNER, CVI, DVI etc.), engineering assessments, level of public reports, rate of deterioration etc. are presented, discussed and open to challenge. Also as part of each of these meetings, there is a community question time session. Often questions relating to the highway networks are received; traffic conditions, parking, highway maintenance (including potholes) are raised and our service area always has a senior officer in attendance to answer questions and explain our service and priorities.

Business Community; Each of our towns has a dedicated 'Town Team'. The aim is to support our commercial communities and *High Streets*. Here again senior officers update and answer questions with regard to the full range of highway services.

Emergency Services; We have a strategic alliance with the Greater Manchester Fire and Rescue Service. This includes traffic and road safety issue. Topics also include congestion and network availability – major planned projects. We have regular meetings with Greater Manchester Police where a range of highway and transport issues are discussed and coordinated.

Also, Bus Operators/ Transport for Greater Manchester: Regular meetings held with Transport for Greater Manchester and local bus companies to discuss maintenance and other related issues more especially through bus route development across the local and wider area

Question B5. Does your authority have an up-to-date vision and action plan to improve the walking environment and encourage walking?

Yes. As a Greater Manchester borough we are partners in the Active Travel element of the third Greater Manchester Local Transport Plan;

http://www.tfgm.com/journey_planning/LTP3/Pages/default.aspx

Our current Rights of Way Improvement Plan can be viewed at;

<http://www.tameside.gov.uk/rightsofway#t10>

Also, we recognise and fully support the objective of the Greater Manchester Cycling Strategy which acts as both a cycling and walking strategy. More details of this overarching and ambitious approach can be found at;

<http://cycling.tfgm.com/cycling-strategy.htm>

Tameside MBC is also a partner in the development of *Vélocity 2025* - a vision of a city fit for the future: a healthy, safe, sustainable city that people want to live and work in.

Section C - Asset Management

Question C1i. **Has your authority got an up to date asset management policy and strategy?**

Yes. Tameside Chairs the Greater Manchester Highway Asset Management Group. See attached presentation prepared in September 2013 for a forum to explain Tameside's approach and achievements in the field of Asset Management. We developed out life-cycle plans in 2008. Since that time they are regularly reviewed and shared with other districts.

See Appendix F for Tameside MBC Asset Management Presentation September 2013

Our processes, and systems, as well as our outcomes achieved are continuously reviewed and shared with partners and other districts.

Question C1ii. **Does your authority communicate relevant information associated with asset management through engagement with your relevant stakeholders when you set requirements, make decisions and report performance?**

Yes. For examples we have recently secured funding by undertaking an internal Capital Bid for an additional £500,000 per annum for the next three years with respect to carriageway surface improvements. Also included in the bid was a further £100,000 investment to purchase a Jet Patching Unit to undertake localised repairs and seal adjoining surfaces. This bid was reliant on being able to demonstrate our ability to manage the network by following asset management principles and demonstrating this to senior officers and portfolio holders.

Our key data sets (user satisfaction, results of condition surveys, claims repudiation rates, Gross / Depreciated Replacement Costs etc.) are regularly reported to senior officers and portfolio holders. Senior officers also attend our neighbourhood district assembly meetings and meetings of our business focused Town Teams, to discuss highway and traffic concerns such as demand management, investment in the highway infrastructure, partnering opportunities etc.

See Appendix G for Strategic Capital Highways investment 2014 bid

Question C1iii. **Does your authority have an asset management register?**

Yes - Symology, Insight Enterprise Version 3.5.4. This register holds data for footways and carriageways, public rights of way, street lighting, bridges and structures, etc. Recently, we have reviewed and refined our highway drainage and land drainage records. These have now been included in our asset management register to aid delivery of our duties as a Lead Local Flood Authority under the The Flood and Water Management Act 2010.

Question C1iv. Does your authority follow lifecycle planning principles which are used to review the level of funding and which will help support investment decisions including long term investment in your assets?

Yes as illustrated in C1i. Tameside developed its first detailed life cycle plan in 2008. Since then, and working in collaboration with regional colleagues these are regularly updated and shared with members of the Greater Manchester Highway Asset Management Group. Examples can be seen in Asset Management presentation as per Question C1i.

Question C2. As part of your last L-Pack return for Whole Government Accounting requirements for the accounting period 2012/13, can you confirm you submitted the following return:

See Appendix H for Tameside MBC Whole of Government Accounts Return 2013

Section D – Efficiencies

Question D1. Is your authority actively engaged with securing efficiencies for highways maintenance?

If yes, please provide additional information on what your authority has done since 2011 including what % efficiency savings (where efficiency savings are defined as delivering a similar or a better outcome at a lower cost) your authority has achieved year on year and what savings you hope to achieve by end of 2014/15.

Yes. Over recent years, by adopting a right first time approach, we have reduced the sites where a second visit by a repair gang is required. We have also increased the proportion of preventive works undertaken.

Working in close collaboration with specialist suppliers, we have expanded our carriageway microasphalt programme both as a way of improving road condition, but also seal roads before they begin to deteriorate to a level that would require major repairs and full resurfacing.

Following extensive trials, when resurfacing unclassified road, our standard approach is now to use exsitu, cold unbound recycled binder (foam binder).

Also, by having dedicated Find and Fix teams in our town centres, defects are identified and repaired by the team directly. This reduces the need for an inspector to visit and order repairs followed by a visit by a repair gang. This is not only a more efficient way of operating, but ensures faster repairs and helps reduce the number of claims made against the authority.

Taken together, we believe that these improvements have resulted in a saving of over 20%.

Going forward, for 2014/15, in addition to enhancement of the above processes, we are undertaking a major piece of work with regards to the use of handheld technology for recording, ordering and logging of works by inspectors and gangs. We aim to reduce the number of interactions and level of paper use. This will enhance the facilities to keep members of the public up to date with regards the processes of reports and have the ability to contact them by social media to confirm when works have been completed. There will be efficiency savings, but the main aim is to have a more direct and informed dialogue with our residents.

Also, for 2014/15, we are a major participant in an initiative across Greater Manchester aimed at achieving savings by joint procurement on highways materials. It is estimated, that across Greater Manchester, in excess of £50m is spent per year on highway maintenance material procurement (footway and carriageway repairs and resurfacing, preventative maintenance etc.) this does not include major new infrastructure projects. Greater Manchester is working in conjunction with the North West Construction Hub to explore procurement options and to secure these savings.

Question D2. Is your authority exploring or has it already joined with neighbouring local highway authorities or a Highways Maintenance Alliance to achieve economies of scale?

All the districts within Greater Manchester (AGMA) collaborate as a collective or on a sector basis on a range of highway projects and groups. Linkages are well established aimed at securing efficiencies and sharing best practise. For example the Street Lighting Connections Contract that has secure considerable time and cost savings.

Currently, a Greater Manchester review is underway to build on these transport governance and delivery arrangements and establish models of devolution that secure the efficiency benefits of service delivery at scale and retaining local highways provision that is responsive and accountable to local communities. This review, is overseen by a panel of GM Leaders and Chief Executives, will provide a new level of integration across the ten local highways authorities and Highways Agency to secure economies of scale where possible and ensure that priorities are addressed at a strategic economy-wide level. In terms of highway maintenance, the key outcomes will be to develop a delivery model that will:

- meet the challenges of maintenance funding limitations and a growing highways asset maintenance backlog, which threatens to undermine the long-term reliability of the GM network; and
- consistently target maintenance investment on strong asset management to support the long-term economic viability of the city-region.
- Support growth and further the aims of the City Deal.

While Tameside MBC is still in the process of establishing an optimal delivery model, our existing co-operative arrangements help ensure that we can access efficiencies available to by a collaborative approach will continue.

Link to members of AGMA <http://www.agma.gov.uk/agma/authorities/index.html>

Question D3. Is your authority sharing its efficiency experience and/or case studies with other local highway authorities via the Highways Maintenance Efficiency Programme or other good practice networks?

Yes. We actively participate in the AGMA Groups and Sub-Groups. Tameside MBC Chairs the Greater Manchester Highway Asset Management Group. The Greater Manchester Groups have close links with the HMEP on individual and networks basis.

SECTION E – Other

Question E1. **Please provide details on which of the following good practice activities your authority is undertaking for its highways management activities.**

Yes, Invest to save	Jet Patcher for highway repairs.
Cross boundary collaboration	Tameside MBC Chairs the Greater Manchester Highway Asset Management Group. Material trials, sharing knowledge / experiences. Asset Protection -Coring. AGMA street lighting connections contract. Denbighshire street lighting equipment procurement contract. On-going strategic Greater Manchester Highway Review.
Procurement etc	Major partner in the Greater Manchester / North West Construction Hub, highway materials procurement initiative. AGMA Street Lighting Connections Contract. Denbighshire street lighting equipment procurement contract. Working with local and national contractors to trial new and innovative treatments.
Other (please specify)	Handheld technology and mobile working; public – Inspectors – Gangs – Public e.g. ‘Tweet Pete’ pothole reporting and repair two way channel with residents.

Question E2. **Do you consider your authority to be an exemplar authority in tackling potholes and undertaking highway maintenance?**

Yes. Our Find and Fix teams illustrate the value of a visible presence in key areas, are an example of repair ownership by gang, and offer a cost effective way of minimising risk exposure from claims.