

Dated

2010

- (1) NORTH EAST LINCOLNSHIRE COUNCIL
- (2) BALFOUR BEATTY WORKPLACE LIMITED

Schedule 28

The Highways, Transport And Planning Development Control Service
Information

Eversheds LLP
1 Royal Standard Place
Nottingham
NG1 6FZ

Tel 0845 497 9797
Fax 0115 950 7111
Int +44 115 950 7000
DX 10031 Nottingham
www.eversheds.com

TABLE OF CONTENTS

1	DEFINITIONS	2
2	OVERVIEW OF THE SERVICES	4
3	SERVICE SCOPE, REQUIRED OUTPUTS & PROCESS.....	5
4	SYSTEMS.....	59
5	VOLUMES	64
6	PERFORMANCE.....	64
7	FILE RETENTION	74
8	THE ROLE OF THE COUNCIL.....	75
Appendices		
1	Appendix 1	76
	PART 1 - HIGHWAYS & TRANSPORT PERFORMANCE INFORMATION	
	KPIS AND PIS	76

1. **Definitions**

- 1.1 Terms used in this **Schedule 28** (Highways, Transport and Planning Development Control Service Information) shall have the meaning given to them in **clause 1** of this Agreement (Definitions and Interpretation) and if not defined in **clause 1** of this Agreement shall have the meanings given to them in this **paragraph 1.1**.

In this **Schedule 28** (Highways, Transport and Planning Development Control Service Information), unless otherwise stated, references to "paragraph" and "Parts" shall be to paragraphs or Parts of this **Schedule 28** (Highways, Transport and Planning Development Control Service Information).

The following terms shall have the following meanings in this **Schedule 28**:

"AMR"	means the Annual Monitoring Report which is produced by the Planning Service in relation to planning in accordance with the statutory guidelines and timetable;
"APR"	means the Annual Progress Reports of the LTP;
"CDM"	means the Construction Design (and Management) Regulations (2007);
"Category 1 Defects"	means surface defect exceeding 75mm and/or a defect to highway infrastructure which presents an immediate danger to highway users;
"Category 2 Defects"	means surface defect more than 40mm but less than 75mm and/or does not present an immediate danger to highway users;
"Concessionary Fares"	means concessionary fares as defined by the Government in their concessionary fares scheme;
"DCLG"	means the Department for Communities and Local Government;
"DDA"	means the Disability Discrimination Act 1995;
"Definitive Map"	means statutory document required under the Countryside and Rights of Way Act 2000;
"Design Panel"	means the panel consisting of the Council and its partners who have knowledge of architecture and planning and who provide advice to developers/agents in relation to sensitive and major new development proposals to ensure that the quality of the built environment remains high;
"DPD"	means the Development Plan document which is a statutory component of the LDF;

"GOYH"	means the Government Office Yorkshire and Humber;
"Highway Authority"	means the authority defined in Section 1 of Highways Act 1980;
"Highways Transport and Planning Service (HTP)"	means the services set out in this Schedule 28 (Highways and Transport and Planning Development Control Service Information);
"LAA"	means the Local Area Agreement as updated from time to time;
"LDF"	means the Local Development Framework which is the collective term for documents setting out statutory and non-statutory planning policy;
"LDS"	means the Local Development Scheme which is the three year rolling management programme for the LDF;
"Local Planning Authority (LPA)"	means the local planning authority as defined in Town and Country Planning Act;
"LSP"	means the North East Lincolnshire Local Strategic Partnership;
"LTP"	means the Local Transport Plan for the Area produced by the HTP Service and approved by the Council;
"Maintenance"	means any maintenance, upkeep; repair, replacement or renewal of any part of the Highway Infrastructure, off-street car parks, certain amenity land, land drainage, transport infrastructure and coastal defences in accordance with the Service Standards, Good Industry Practice and the Law and "maintain" shall be construed accordingly;
"Major Schemes"	Capital highways schemes which cost in excess of five million pounds (£5,000,000);
"Management"	means directing, controlling and manipulating the deployment of human, financial and technological resources for the purpose of co-ordinating and harmonising the service towards accomplishing its objectives and "managing" shall be construed accordingly;
"Phone 'n' Ride"	means the demand responsive public transport service for the Area;
"Planned Preventative Maintenance Programme"	means the programme prepared by the HTP Service and approved by the Council to carry out planned preventive maintenance across the Services;
"Planning Manual"	document which sets out the development planning service procedures;

"PROW"	means public rights of way as shown on the Definitive Map;
"Table and Chairs on the Highway Policy"	means the Council's policy dealing with the tables and chairs associated with pubs, cafes and restaurants to be placed alongside/on highways, shopping streets and the resort area of Cleethorpes and the associated application process;
"Lincs Building Consultancy"	means the partnership between the Council and East Lindsey District Council that delivers the building control services;
"Park Mark"	the external accreditation that is independently awarded reflecting the standard and safety of car parks;
"Planning Committee"	means the Council elected Members committee which deals with planning issues and planning applications;
"Planning Services"	means the services set out in this Schedule 28 (Highways and Transport and Planning Development Control Service Information);
"Scanning Officer"	means the member(s) of staff who is responsible for scanning documents to enable planning applications to be processed;
"SCI"	means the statement of community involvement;
"SPD"	means the Supplementary Planning Document which is a non-statutory element of the LDF;
"Shoreline Management Plans"	means the plan produced by the Humber Estuary Coastal Group for the management of the coastline including the coastline within the Borough;
"Winter Maintenance Service"	the service described in paragraph 3.2.2.2;
"Winter Service Policy and Plan and Plan"	means the Council's policy and plan in respect of highways in winter;
"Yorkshire Forward"	means the Regional Development Agency (RDA) covering the Borough.

2. Overview of the Services

2.1 Outcomes

In delivering the HTP Service, the Partner shall deliver the following outcomes and performance standards:

2.1.1 Service Quality and Value for Money

2.1.1.1 increase the effectiveness of the Council's Development Services in order to maintain the efficient processing of Major Planning Applications; and

2.1.1.2 Improve the quality of the Council's key transport strategy documents (i.e. LTP3 and associated monitoring reports);

2.1.2 Physical Regeneration

2.1.2.1 Improve the asset management of the Council's road and footway network in order to minimise the proportion of the network in need of structural maintenance within the Council's available capital budget.

2.2 In delivering the HTP Services, the Partner shall align its delivery of the HTP Services with the following outcomes:

2.2.1 increase bus patronage;

2.2.2 reduce disruption to the travelling public by reducing the number of days of temporary traffic controls or road closure on Traffic Sensitive Roads, by the end of Year 3;

2.2.3 encourage (through the application of planning conditions) public transport use, walking and cycling; and

2.2.4 reduce the level of crime in Grimsby Town Centre by improving the quality of CCTV management.

3. **Service Scope, Required Outputs & Process**

3.1 The Partner will create the new post of Head of Highways, Transport & Planning. This person will be responsible for highways strategy (LTP and TAMP development and implementation), asset optimisation, resource management and project delivery, performance and continuous improvement.

The Head of HTP will lead the HTP Management Team, consisting of three service functions:

3.1.1 Strategy & Programme - service function will be responsible for producing highways and transportation policies and strategies in line with Council Plan, LSP, LAA and emerging LTP 3 objectives,

and for submitting bids for external capital funding. The Strategy and Programme Group will review the highway asset and will develop outline concepts and solutions for both improvements and maintenance schemes. Undertake the role of traffic Manager to co-ordinate all Highways activities to the requirements of the Traffic Management Act;

3.1.2 Design and Operations – service function will have responsibility for implementing all highway works and operational activities, overseeing schemes from design through to delivery on the ground. The Design and Operations Group will be responsible for monitoring all work undertaken by supply chain partners, including those services provided by the Council’s Neighbourhood Services (including gully emptying); and

3.1.3 Development Services – service function will have responsibility for the provision of all development control services including all planning and other related enforcement activities and the negotiation of S106 agreements. The Development Services Group will be responsible for the provision of all technical services in relation landscape, trees, archaeology, conservation and design. This Service will provide support as required across the council to enhance the development and implementation of planning and other policy areas.

3.1.4 The HTP service shall deliver the following statutory functions:

3.1.4.1 Development control;

3.1.4.2 Planning enforcement;

3.1.4.3 Planning enquiries;

3.1.4.4 Planning searches;

3.1.4.5 Landscape, design and heritage;

3.1.4.6 Traffic Management; and

3.1.4.7 Highways Maintenance.

3.1.5 The Partner shall

3.1.5.1 introduce the iClaims claims handling system; and

3.1.5.2 manage reactive works on the network.

Ref.	Detail
3.2.1	Develop, implement and review a Transport Asset Management Plan for the Area
3.2.1.1	<p>Transport Asset Management Plans (TAMP)</p> <p>the Partner shall take forward the development, implementation and management of the Council's TAMP, subject to the necessary funding being made available, by:</p> <ul style="list-style-type: none"> • developing a strategic approach to identify the optimal allocation of resources for the management, operation, preservation and enhancement of the highway infrastructure to meet the needs of current and future customers, this centralises all information on the nature, scale and condition of the highway network within the Area within a single register; • identify, prioritise, develop and manage Core and Strategic projects that will improve the performance of the network and are aligned to the wider regeneration of the Council and consult with the Renaissance Service to maximise the benefits of the Strategic Projects; • reviewing existing highway asset data for the Area and assessing where the gaps in knowledge are and the level of detail required including number, construction type, size and age; • prioritising where asset inventory and condition data should be collected and arrange appropriate surveys; • undertake a process mapping exercise to identify duplication and improve efficiency in transportation strategy and operational delivery; • undertaking review and refreshing the TAMP, ensuring compliance against County Surveyors Society Asset Management Framework Document, ensuring that the TAMP reflects the long term vision of the Council in line with the LTP3 objectives; • developing a strategy for: <ul style="list-style-type: none"> • future maintenance of the fabric of the Council's traffic signal

Ref.	Detail
	<p>installations and the associated equipment;</p> <ul style="list-style-type: none"> • future maintenance of the fabric of the Council’s traffic signage and the associated equipment; • the future maintenance of the fabric of the Council’s carriageway and footway markings; and • future maintenance of the fabric of the Council’s discretionary markings; <ul style="list-style-type: none"> • identifying means of valuing individual assets to build up value of the total asset; • establishing appropriate life cycle plans for individual assets including: <ul style="list-style-type: none"> • Robust means of establishing prioritisation of works; • Inspection regime; • Planned maintenance regime - (maintenance of the highway is a Statutory Duty); • Planned replacement regime; • Develop unit costs for maintenance, repair replacement; • Develop maintenance strategies for individual assets capable of identifying and/or reacting to budget availability; • developing optimisation models for assets aligned to level of service, risk management and budget considerations; • establishing procedure(s) for updating each individual asset on a routine basis; • establishing procedure(s) for adding new assets to the Asset Register; • establishing a means of providing relevant performance information as required; • producing an annual programme(s) of work for individual assets linked to

Ref.	Detail
	<p>budget allocation; and</p> <ul style="list-style-type: none"> • performing an annual review of the Asset Register linked to VFM and outcomes (NIs) or current value of asset.
3.2.2	Produce and review a highways maintenance plan and winter maintenance policy for North East Lincolnshire
3.2.2.1	<p>Highway Maintenance – Strategic management</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • develop and review highway maintenance policy (last reviewed by the Council in 2007); • develop and review Winter Service Policy and Plan – (undertaken annually approx June to September prior to the Commencement of the Winter Maintenance Service); • produce and manage a planned programme of footway maintenance works; • production and manage a planned programme of carriageway maintenance works; • produce a planned programme of carriageway surface dressing works, including pre-patching works; • produce a planned programme of footway slurry sealing works; • manage requests for service and complaints regarding service from the public or councillors; and • produce and manage a planned programme of highway drainage maintenance.
3.2.2.2	<p>Winter Service</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • develop an operational delivery process to achieve the objectives set out

Ref.	Detail
	<p>in the Winter Service Policy and Plan;</p> <ul style="list-style-type: none"> • provide the entire Winter Maintenance Service from managing weather predictions to the assignment of vehicles to gritting routes; • recruit and organise resources, work rota's and employment contracts to meet service requirements; • procure salt supplies, ice prediction service and weather forecasting service; • manage the winter service fleet; • install, maintain and manage ColdSnap Software; • review the current gritting routes and prioritisation and propose amendments; • develop a risk-based model in conjunction with the Council, including: <ul style="list-style-type: none"> • wider objectives for transport integration and network management; • strategies for public transport, walking and cycling; and • 'cross-cutting' issues including regeneration or social inclusion. • manage and keep records of the following: <ul style="list-style-type: none"> • all issued weather forecasts; • all historic Ice Alert outstation data; • summary operational reports; • all winter actions taken; • salting operations records; and • weekly salt stock returns; • during conditions of heavy and widespread snowfall, ensure that Priority

Ref.	Detail
	<p>1, Priority 2 and Priority 3 Routes remain free from snow (as far as is reasonably practicable with the resources available to the Partnership and Neighbourhood Services);</p> <ul style="list-style-type: none"> • clear the carriageway of snow in accordance with the following priority: <ul style="list-style-type: none"> • Priority 1 Routes (main traffic routes – 'A' Class roads); • Priority 2 Routes (other main traffic routes and including high demand areas (including near schools); and • Priority 3 Routes (all other roads and footways as required on an ad-hoc basis). • react to incidences of ice and snow on all areas of the highway not covered by the above Priority Routes as necessary to ensure the safe operation of the Area Network.
3.2.2.3	<p>Emergency Planning and Civil Contingency</p> <ul style="list-style-type: none"> • The Partner shall provide assistance in developing and participating in the Council's emergency planning arrangements.
3.2.2.4	<p>Incident and Emergency Response</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • monitor the Network so that the Council is kept informed of incidents and emergencies; • provide a 24 hour emergency contact number which allows the emergency services, the public and others to notify the Provider of incidents and emergencies at all times; • make safe incidents and emergencies on the highway network within 1 hour of their notification; • coordinate activities with Neighbourhood Services to ensure that Network is cleared of debris and spillages when instructed by emergency services; and

Ref.	Detail
	<ul style="list-style-type: none"> • work with other Council functions (including Environmental Health for the co-ordination of spillages from road traffic accidents) and develop the Incident Response Plan to reflect the needs of the Services. <p>Incident Response Plan (IRP)</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • develop an IRP, setting out the approach and resources for responding to and managing incidents in the Network and ensure that the document complies with the Council's Emergency Procedure Plan (EPP) and Business Continuity Plan; • recognise that the emergency services will take the lead at many incidents and seek to offer as much support as it can in order to deal with an incident; and • the IRP shall contain procedures including route diversion strategies, which form an essential element towards the safe operation of a route following a major incident and also includes details of important highway assets and their operation, including for example, the locations of the drainage outfalls, which may be of use to the emergency services. <p>The IRP shall include:</p> <ul style="list-style-type: none"> • the legal parameters within which the Highway Authority operates; • command, control & coordination; • principles of incident command; • objectives of incident command; • incident resolution and risk; • decision recording/decision logs; • supply & support; • planning, information, people, logistics;

Ref.	Detail
	<ul style="list-style-type: none"> • specialist advisors; • incident call handling & control centres; • incident initial response; • incident escalation framework; • rendezvous & incident control points; • control centre resources; and • definitions including major incidents, emergency, critical incident.
3.2.3	Produce and deliver an Integrated Annual Highways Works Programme for the planned maintenance and improvement of all highways assets
3.2.3.1	<p>Managing Delivery of the H&T Works Programme</p> <ul style="list-style-type: none"> • The Partner shall develop an integrated annual and forward programme of schemes based on available budget and asset management strategy • conduct before and after studies for each Scheme where practicable; • provide monthly reporting on progress, financial monitoring, and performance; • conduct monthly reviews of financial allocation; • conduct programmed reviews of individual schemes feasibility/design/potential contribution to objectives and targets, as schemes develop; • advise the Council on changes to programme: to postpone, or abandon individual schemes, bring schemes forward or instigate additional schemes, re-profile financial resource; • analyse impacts of changes in programmed financial allocations, including options analysis; and • advise the Council on changes to programme necessitated by changes in

Ref.	Detail
	<p>programmed financial allocations.</p>
<p>3.2.3.2</p>	<p>Annual and Quarterly Reviews of H&T Programme of Works – links to “Developing LTP Implementation Plan” and Highway Asset Management Plan</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • conduct a review process to introduce a fully integrated works programme; and • continually monitor problems on the transport network and identify remedial schemes where necessary. <p>The Integrated Annual Works Programme sets out the detailed programme for providing the services in the forthcoming financial year and is consistent with the Forward Programme, available budgets and any emerging political pressure.</p> <p>Each Annual Works Programme includes:</p> <ul style="list-style-type: none"> • all schemes to be delivered; • start and completion dates, durations, and key milestones for all activities; • allowance for float and risk; • co-ordinating with others; • resources allocated to each activity; and • inputs, approvals and statutory processes. <p>Forward Programme</p> <p>The Partner shall:</p>

Ref.	Detail
	<ul style="list-style-type: none"> • prepare a Forward Programme with reference to: <ul style="list-style-type: none"> • the TAMP; and • the LTP • the Forward Programme will set out all proposed Highway Services to be delivered over the medium term of 3 years based on anticipated future budget allocations and prudent asset and network management; • the Forward Programme shall include all aspects of the Service including routine and planned maintenance, Schemes and improvements and other initiatives; • the Partner shall update the Forward Programme at intervals in order to maintain a 3 year “look ahead” and in response to changing circumstances; • the Partner shall develop a 3 year Forward Programme within the first six (6) months of the Term; • the Forward Programme will take into account the LTP, TAMP and any new funding streams identified, any other policies, guides and constraints identified by the Council, including affordability; • the Partner shall in accordance with timescales agreed during the Service Development Planning Process, compile a list of schemes for future years, commencing with the following financial year. The Partner shall ensure that the list comprises schemes in the existing programme and new schemes identified during the preceding twelve (12) months and that the schemes are grouped for delivery in three month (quarter-year) blocks starting in April of the following financial year; <p>The annual review shall:</p> <ul style="list-style-type: none"> • provide evidence for each scheme demonstrating how it will contribute to meeting, where appropriate, LTP targets, or how it will address problems identified as above. Non-LTP projects are also included in the service’s annual programme of works; • prioritise the list based on the contribution each scheme will make, and

Ref.	Detail
	<p>the financial allocation available for each service area (including public transport, road safety, roads maintenance);</p> <ul style="list-style-type: none"> • set out a programme for the development of each individual scheme, including engagement with stakeholders and partners, public consultation, option appraisal; • advise the Council on adoption of the prioritised annual programme; • publish and publicise the annual programme; • the Partner shall confirm the list of schemes to be determined in the following financial year by February each year; and • the Partner shall carry out quarterly reviews.
3.2.4	Provide a Highways Design Service for Maintenance and Improvement on the Highway Network
3.2.4.1	<p>Highway Engineering Design</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • prepare the design elements of the LTP Schemes (Capital and Revenue programme); • undertake feasibility studies including - scheme brief, (the intended outcomes of the Scheme and how it meets the identified need and Council aims, objectives and values) option appraisal reports, preliminary design, budget costings; • assess schemes for buildability (early contractor involvement); • detailed Design includes – topographical surveys, design, liaison with statutory undertakers, utilities diversions statutory processes (TROs, planning approval), land searches, land purchase requirements/assessments, consultation, production of contract documents & drawings; • as Traffic Manager co-ordinate highway activities to ensure efficient co-ordination of works carried out by the parties and others on the Council’s

Ref.	Detail
	<p>highways network in accordance with TMA;</p> <ul style="list-style-type: none"> • develop a Health and Safety Plan and other requirements under the CDM Regulations; • manage the tender process in relation to the Schemes including obtaining tender list from Council's approved list of contractors, collation of tender packages and management of procurement exercise in accordance with the Council's Contract Procurement Rules; • procure a long term works partner for capital Schemes; • site supervision including site visits, supervision, site instructions, completion certificates and final accounts and general administration; • identify constraints, risks and other factors relevant to the Scheme; • manage the co-ordination of interventions into single Schemes with programme managers; • provide regular updates to programme managers on progress, costs, risks and timescales; • supervise highways work completed by developers under section 278 of the Highways Act 1980; • assist the Renaissance team to promote inward investment, jobs, quality of design, sustainability and alignment with the Councils and partnership objectives; • provide the most appropriate delivery methodology for the Scheme. The delivery may require feasibility studies/outline designs, consultation and detailed designs or may proceed more directly to the construction phase including under a "walk talk build" arrangement, aligned to the procurement of a supply chain partner to deliver the Capital Schemes Programme, as detailed in 3.2.5.1; • undertake road safety audits in accordance with the Design Manual for Roads and Bridges Volume 5, Section 2, Part 2, HD 19/03; and • provide a chargeable service to developers for supervision, design and

Ref.	Detail
	works administration for work carried out under section 38 of the Highways Act 1980.
3.2.4.2	<p>Consultation during development of schemes for maintenance, School Safety, Local Safety and Waiting restrictions.</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • where appropriate, prepare a preliminary design and consult with members and residents in the vicinity; • where a Scheme affects a wider population, consult on preliminary designs more widely; • develop detailed design and consult again; • finalise design and tendering; • Consult with residents and businesses regarding the arrangements for construction, traffic management; and • after completion, where appropriate, seeking views on success of scheme.
3.2.4.3	<p>Highways and Transport work relating to other Council Programmes.</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • provide, design services, studies in connection with programmes and projects carried out by other Council service; and • advise the Council on all highways and transport related matters.
3.2.4.4	<p>Management of third party works on the network</p> <p>The Partner shall carry out design checks and site inspection of all highways to be adopted or amendments to existing network under S38/S278 of the Highways Act (1980), S106 of the Town & Country Planning Act, Planning Grampian Conditions that are built by private developers, or private treaties between the Council and other bodies.</p>

Ref.	Detail
3.2.5	Manage the maintenance, Repair and Renewal of Highways Assets
3.2.5.1	<p>Highway Maintenance - Operational</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • investigate and provide feedback to customer service reports relating to the highway assets; • undertake highways enforcement activities within the scope of the Agreement; • review framework contract for capital Scheme delivery and investigate value added procurement initiatives, which may involve procuring a supply chain partner to deliver the capital Schemes; • carry out planned safety and service inspections on the public adopted highway in accordance with Highway Maintenance Policy; • develop and use an inspection regime based on the output requirement to maintain serviceable levels of carriageways and footways; • identify and repair highway defects that meet or exceed intervention levels; • provide intelligence relating to defective highway surfaces for consideration in future planned maintenance programmes; • provide information and assist in processing and defending 3rd party insurance claims and attending court in the defence of such claims as required; • assist in the recovery of costs relating to 3rd party accidental damage; • manage & maintain street name plates, street furniture, excluding litter bins, hanging baskets, recycling facilities; • manage and maintain all highway signs and bollards; • manage and maintain highway seats;

Ref.	Detail
	<ul style="list-style-type: none"> • manage and maintain pedestrian and vehicular guardrails and barriers; • manage and maintain surface water outlets; • inspect critical ordinary water courses and advise on water courses that present a threat of flooding to adjacent properties; • take appropriate enforcement action for highway drainage matters under the Highways Act 1980; • manage and maintain 8 highway pumping stations; • manage and maintain carriageway markings and road studs; • inspect and maintain adopted council owned carriageways, footways and car parks (see site inventory); and • inspect and maintain un-adopted council owned carriageways, footways and car parks (see site inventory). <p>All highways and maintenance work will be carried out in accordance with the maintenance policy.</p>
3.2.5.2	<p>Highway Stores</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • procure, maintain and issue stock of materials and equipment for highway works; • manage & maintain a fuel management system for all Council owned vehicles and provide reports of fuel use for recharging of costs; • purchase, manage and maintain stock of fuel for the fleet of Council owned vehicles; and • purchase, manage and maintain stock of heating oil for all buildings within the Doughty Road Depot.

Ref.	Detail
3.2.5.3	<p>Highway Bridges and Structures</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • manage and maintain highway bridges and structures; • provide intelligence to maintain the TAMP; • manage abnormal load movement applications in accordance with the Road Traffic Act 1988; and • carry out planned safety and service inspections of highway bridges and structures accordance with the TAMP.
3.2.5.4	<p>Traffic Signals</p> <p>The Partner shall be responsible for managing traffic signals including:</p> <ul style="list-style-type: none"> • developing a strategy for the future maintenance of the fabric of the Council’s traffic signal installations and the associated equipment included in the TAMP; • producing and managing a planned programme of maintenance works including associated signs and lines; • management of Urban Traffic Control system including Split, Cycle and Offset Optimisation Techniques (SCOOT) and Microprocessor Optimised Vehicle Activation (MOVA); • producing and managing a planned programme of replacement and/or renewal; and • procuring and managing the procurement of a traffic signals contractor.
3.2.5.5	<p>Pedestrian crossing facilities</p> <p>The Partner shall be responsible for managing pedestrian crossings facilities including:</p> <ul style="list-style-type: none"> • developing a strategy for the future maintenance of the fabric of the Council’s pedestrian crossing installations and the associated equipment

Ref.	Detail
	<p>included in the TAMP;</p> <ul style="list-style-type: none"> • confirming policy of making DDA compliant; • producing and management of planned programme of maintenance works including associated signs and lines; and • procuring and managing the planned programme of replacement and/or renewal.
<p>3.2.5.6</p>	<p>Highway Signs</p> <p>The Partner shall be responsible for managing all traffic signs both illuminated and non-illuminated including tourist signs and sponsorship signing through:</p> <ul style="list-style-type: none"> • developing a strategy for the future maintenance of the fabric of the Council's traffic signage and the associated equipment included in the TAMP; • producing and management of planned programme of maintenance works; • producing and management of planned programme of replacement and/or renewal; and • procuring and managing third party supplier on renewal of contract.
<p>3.2.5.7</p>	<p>Carriageway and Footway Markings</p> <p>The Partner shall be responsible for managing carriageway and footway markings including:</p> <ul style="list-style-type: none"> • developing a strategy for the future maintenance of the fabric of the Council's carriageway and footway markings included in the TAMP; • producing and management of planned programme of maintenance works; and • procuring and managing the planned programme of replacement and/or renewal.

Ref.	Detail
<p>3.2.5.8</p>	<p>Discretionary Road Markings</p> <p>The Partner shall be responsible for the management of discretionary road markings including:</p> <ul style="list-style-type: none"> • developing a strategy for the use of the powers available to provide these facilities; • developing a strategy for the management of the provision of new markings including access protection and disabled bays in accordance with Traffic Regulation Orders; • developing a strategy for the future maintenance of the fabric of the Council’s discretionary markings included in the TAMP; • producing and managing a planned programme of maintenance works; and • procuring and managing a planned programme of removal and/or replacement and/or renewal.
<p>3.2.5.9</p>	<p>Street Lighting</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • manage the maintenance of the Council’s public lighting stock including Shoreline’s Housing Partnership (SLA), car parks, crematorium and “Fitties” via the Managed Contracts (to include electrical testing of columns, structural testing of columns and scouting); • provide information to update the TAMP; • develop contract documents and procure services for the execution of all street lighting and festive illuminations work; • supervise and administer the street lighting contract; • maintain other external lighting systems for internal service departments; • provide lighting advice to the Council;

Ref.	Detail
	<ul style="list-style-type: none"> • consult , develop and design festive illumination displays; • erect and maintain the Council’s festive illumination displays via a third party contract; • provide intelligence to inform the process of prioritising the replacement of street lighting columns; • undertake consultation with stakeholders to determine priority work programmes for lighting improvements in high crime areas; • act on behalf of the Council to take up energy supply matters and performance issues with the Distribution Network Operator (“DNO”); • liaise with Regional Electricity Company to agree work programmes; • supervise street lighting work completed by developers under section 278 of the Highways Act 1980; • provide a rechargeable service to developers for the supervision, design and works administration for street lighting work carried out under section 38 of the Highways Act 1980; • assist in the recovery of costs relating to 3rd party accidental damage; • design street lighting Schemes; and • undertake customer satisfaction surveys.
<p>3.2.5.10</p>	<p>Coastal Defence</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • maintain asset management information including information relating to ownership and responsibilities of other agencies; • inspect, manage and maintain the Council’s coastal defences; • develop emergency and contingency plans for dealing with shoreline clean-up

Ref.	Detail
	<ul style="list-style-type: none"> • manage the Council’s response to coastal oil pollution incidents; • assist in the development of the East Coast Shoreline Management Plan in partnership with other agencies, local authorities and stakeholders; • develop and submit bids for coastal defence improvement schemes to external funding agencies; • prepare and submit reports to appropriate Council committees in respect of coastal defence matters; and • provide guidance and advice to elected Members regarding coastal defence matters.
3.2.5.11	<p>Vehicular Crossings</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • manage applications for the provision of domestic and industrial vehicular crossings on the public adopted highway; • consult with applicants, provide quotations for approved schemes and liaise with the Council’s financial department to raise an invoice for the recovery of costs; and • construct vehicle crossings.
3.2.5.12	<p>Land Drainage</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • chair the Drainage Infrastructure Group which consists of the Environment Agency, Internal Drainage Board and Anglian Water; • oversee development of a flood risk management strategy for the Area and ensure compliance with the forthcoming Flood and Water Management Bill; • develop emergency and contingency plans for dealing with flooding events including multi agency flood plan;

Ref.	Detail
	<ul style="list-style-type: none"> • undertake flood risk assessments and flood risk action plans (including surface water management plan); • manage and maintain the Council’s land drainage systems; • respond to customer enquiries and take up surface water drainage matters with respective drainage agency; • maintain asset management information including information relating to ownership and responsibilities of other agencies and land owners; • inspect private surface water systems and take appropriate enforcement action under the Land Drainage Act 1991; • provide advice and guidance to the planning department in relation to planning applications and surface water proposals; • develop land drainage strategies and policies to meet statutory responsibilities, codes of practice and best practice; • develop and submit bids for land drainage improvement schemes to external funding agencies; • prepare and submit reports to appropriate Council committee’s in respect of land drainage matters; and • provide guidance and advice to Elected Members regarding land drainage matters.

Ref.	Detail
3.2.6	Develop, deliver, monitor and review a Local Transport Plan for the Area
3.2.6.1	<p>Developing LTP Strategy and Implementation Plans in accordance with DfT guidance</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • agree programmes (in accordance with government requirements) for

Ref.	Detail
	<p>the development of LTPs to ensure the documents are submitted to the DFT (or its replacement body) and that the approved documents are in place in accordance with government timescales including:</p> <ul style="list-style-type: none"> • integration of any required sub-strategies in accordance with law and policy from time to time including bus strategy, cycling strategy, road safety strategy. The process of development of these strategies is similar to the LTP process and may be incorporated in it, depending on when the strategies are required and resource available at the time the LTP is being developed; • aligning LTP objectives with the Council Local Development Framework, LSP Community Strategy the New Housing Strategy and Local Area Agreement; • utilising LTP development/management best practice and knowledge gained from other local authority commissions; • reviewing performance of previous LTP (see "Annual Progress Reports and Review"); Conduct workshop with H&T officers/ LTP programme managers/ stakeholders; • reviewing relevant national; regional; sub-regional and local policies and strategy documents relevant to LTP, including Council Plan and strategies; • liaising with GOYH throughout the process; • collecting and collating data/ evidence and identify operational problems, operational analysis and modelling; • engaging with stakeholders/ partners, Members, public, other strategy areas, Government, Yorkshire Forward, sub-regional strategy teams, other Council authority LTP teams; • advising the Council regarding the strategic approach to be adopted, and the governance arrangements and method to be adopted in developing the strategy. Regular reporting to the Council regarding progress and to outline developing strategies;

Ref.	Detail
	<ul style="list-style-type: none"> • preparing PID / project plans; • formulating strategy, identifying desired outcomes in accordance with available resources - strategic analysis of evidence, other strategic aspirations, known problems and the Council's transport aspirations – engaging with other service strategy teams (including health, education, regeneration); • identifying possible interventions; • drafting strategy; • inviting comments from GOYH on the draft strategy; • reviewing draft strategy and consulting with stakeholders/ partners, Members, public, other service strategy teams; Government; Yorkshire Forward; sub-regional strategy teams and reviewing strategy; • testing the strategy – further operational analysis, modelling and risk analysis; • developing Strategic Risk Assessment, Strategic Environmental Assessment, Equalities Impact Assessment, Performance Monitoring Strategy, Value for Money Assessment, and associated action plans. Integrating with other LTP strategies. (These are continuous processes which commence early in the development of the LTP and are reviewed throughout); • developing a Performance Monitoring Strategy; • advising the Council regarding adoption of LTP Strategy; and • publishing, publicising, and promoting the LTP.
<p>3.2.6.2</p>	<p>Developing LTP Implementation Plan in accordance with DfT guidance - links to developing LTP strategy</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • engage with Members, stakeholders, partners through workshops, to develop options for interventions and schemes; • analyse effectiveness of proposed interventions and schemes in

Ref.	Detail
	<p>delivering desired outcomes in LTP strategy, including modelling where necessary;</p> <ul style="list-style-type: none"> • identify proposed interventions, schemes and initiatives to be included in the action plan; • draft implementation plan and consult; • advise the Council on adoption of implementation plan; • publish, publicise and promote the Implementation Plan; and • revise the Implementation Plan periodically in accordance with LTP strategy.
<p>3.2.6.3</p>	<p>Delivery of LTP Outcomes</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • undertake strategic monitoring of LTP performance based on operational monitoring information; • advise the Council on strategic decisions regarding best use of resources and their allocation, as LTP strategy develops and as LTP delivery progresses; • manage delivery of the annual programme of schemes and initiatives; • ensure that schemes and initiatives deliver the required contribution to overall objectives and targets; and • maintain continuous contact with GOYH and advising the Council regarding the changing context in which the LTP sits - advising the Council on any change of emphasis required as a result of changing Government policy.

Ref.	Detail
3.2.6.4	<p>Transport Studies</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • advise the Council on the need for a transport study; • engage and/or procure and manage additional resources, if work cannot be done in house; • carry out transport modelling; • carrying out transport studies, from small area or route studies to studies covering the whole borough and beyond; • produce transport study reports and recommendations; and • advise the Council on action arising from studies, where necessary.
3.2.7	<p>Manage the impact of development on highway network through the planning process</p>
3.2.7.1	<p>Professional Advice for the LDF on Transport Issues</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • review draft LDF documents when published; • analyse impacts on transport system of draft LDF documents and policies; • model proposals as necessary; • provide advice to the Council on the development of LDF documents and issues; and • advise the Council on how the objectives and proposals of the LDF and the LTP can be consistent and complimentary.
3.2.7.2	<p>Advice to Planners and others on Planning Applications</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • engage in the planning process; • meet with prospective developers in advance of planning applications and

Ref.	Detail
	<p>providing advice on issues relating to highway, transport, land drainage and flooding as they affect proposed development;</p> <ul style="list-style-type: none"> • review the current list of planning applications and providing advice to planning officers on individual applications as appropriate; • provide advice to planners and planning officers regarding highways and transport aspects of planning applications; • analyse proposals affecting the highway, requesting developers provide Transport Assessments / Statements as appropriate and examining and analysing them when received; • advise the Council regarding the transport impacts of proposals; • advise the Council regarding transport related planning agreements and • provide advice consistent with achieving LTP outcomes and targets.
3.2.7.3	<p>Advice on Planning Applications - Highway Asset & Drainage</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • provide an effective point of consultation for all matters relating to the effects of planning proposals on traffic and the highways network during the preparation of an application; • comment on highways issues, as well as land drainage issues where the Council has responsibility during the development and on receipt of an application - any advice given, either to a developer, their nominated consultant, or planner will be impartial and take account of the latest standards and good practice advice; • provide professional advice to the Council at all stages of the planning process; and • attend planning panels, as required in the pursuance of the Council's aims and objectives.
3.2.8	Improve the Public Transport Network in the Area
3.2.8.1	Concessionary Fares

Ref.	Detail
	<p>The Partner shall:</p> <ul style="list-style-type: none"> • analyse Concessionary Fares trips data; • liaise with DfT regarding details and operation of minimum national scheme; • annually review the Concessionary Fares scheme, having regard to Government requirements and guidance; • advise the Council on adoption of the scheme having regard to the Council's desired outcomes; • publish and publicise the scheme; • negotiate with operators regarding Concessionary Fares reimbursement and advising Council regarding agreed arrangements, having regard to similar arrangements across the country; • serve notice on operators as required; • provide technical transport advice to the Council regarding any appeals lodged by operators and preparing any submissions required; • provide technical transport advice to the council regarding a Judicial review process and taking appropriate action; • advise on required budget levels; authorising payments, monitoring budgets; • provide advice and support to Customer Access Points who issue passes; • maintain stocks of consumables; and • maintain equipment and procuring new equipment as required.
<p>3.2.8.2</p>	<p>Developing public transport initiatives and innovative public transport services</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • liaise with national, regional and sub-regional bodies to share best practice; • monitor public transport patronage and working with partners to identify

Ref.	Detail
	<p>areas for improvement;</p> <ul style="list-style-type: none"> • identify funding sources and negotiating with partners to make joint bids for improvement of public transport infrastructure and services; • negotiate with partners to lever in private sector investment to improve public transport services; • work with partners to develop innovative public transport initiatives for the future which will raise the image of the area as well as serving the needs of the public, employers, retailers and service providers; • make bids to the region and DfT for funding for major capital public transport schemes; • lead the Bus Punctuality Partnership; and • negotiate and advise the Council regarding the terms of the local Bus Quality Partnership and Bus Quality Corridor Partnerships.
<p>3.2.8.3</p>	<p>Public transport information and promotion</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • initiate and deliver innovative public transport information systems; • engage with bus and train operator partners and other partners to provide at-stop / station public transport information; • engage with East Midlands "Traveline" organisation and provide all necessary data; • utilise Traveline data to monitor and improve information systems (including text information at bus stops); • devise, publish and publicise public transport information; and • promote public transport as a sustainable mode of travel together with the Council and its partners.
<p>3.2.8.4</p>	<p>Transport accessibility planning</p> <p>The Partner shall:</p>

Ref.	Detail
	<ul style="list-style-type: none"> • lead and service the transport accessibility partnership; • carry out travel needs surveys; • analyse accessibility issues using "Accession" software, including assessment of accessibility to work, leisure for all or parts of the population within the Area; and • seek solutions to ad-hoc accessibility problems raised by the community.
<p>3.2.8.5</p>	<p>Planning and procuring local bus services</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • monitor bus patronage and service registrations; • identify areas not served adequately by commercial local bus services; • influence and negotiate with bus operator partners to maximise the coverage of their commercial service provision; • advise the Council where bus service provision is inadequate and having regard to the social and economic impacts of inadequate services; • advise the Council with regard to costs, effectiveness and value for money of potential subsidised services; • negotiate with bus operator partners to provide non-commercial services where Council agrees to subsidise; and • monitor and arrange payment for subsidised bus services.
<p>3.2.8.6</p>	<p>Public transport infrastructure</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • monitor the condition and maintain Council owned transport infrastructure in good order, including repairs and cleaning; • manage the replacement and improvement of infrastructure through schemes developed for the LTP capital programme; • advise the Council on bringing Council owned public transport infrastructure up to DDA standards;

Ref.	Detail
	<ul style="list-style-type: none"> • managing schemes; • procurement and management of contracts for the provision and maintenance of transport infrastructure by Third Parties in line with Council Policy and that the service is being delivered to the standard required by that contract; and • advising the Council on requests for the installation or removal of public transport infrastructure.
<p>3.2.8.7</p>	<p>Phone 'n' Ride demand responsive transport</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • advise the Council on the level of need for demand responsive bus services where they provide better value for money than subsidised bus services; • procure buses for the use of the service; • procure and negotiating terms with a partner to maintain and operate the Council's buses; • negotiate and make payment to the bus operator and IT partners; • manage the budget and seek alternative sources of funding; • operating a booking system in conjunction with the call centre partner; • maintain and improve software and database provision required for booking, monitoring and analysing data in conjunction with CAP, bus operator and IT partners; • manage the day-to-day operation of the service including directing bus drivers, liaising with customers, and trouble-shooting; • promote the service and consult with existing and potential customers to ensure the service is addressing needs; • analyse passenger usage in terms of numbers, origins and destinations, and devising more efficient ways of operating the service; • work with the bus operator partner and customers to explore ways to improve the service and make usage more efficient; and

Ref.	Detail
	<ul style="list-style-type: none"> advise the Council on how the service can be developed in innovative ways to carry more passengers, serve more areas, and overcome more accessibility problems.
3.2.9	Encourage the Use of more Sustainable Forms of Transport
3.2.9.1	<p>Smarter Choices - encouraging a shift to more sustainable travel and transport</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> review best practice and devise action plans for marketing, publicity and other activities to promote more sustainable and healthier travel; enter into partnerships with public transport operators to increase effective marketing; advise the Council on adoption of these activities which, by their nature, have a high profile in the community; deliver the action plans; work with partners and stakeholders, other Council departments and public service organisations to promote sustainable and healthy travel; host workshops with local businesses to encourage development and implementation of travel plans; run travel awareness campaigns; target personalised travel planning at new developments and employment sites; promote car sharing; develop strategies for: 'Smarter travel' branding and website, improved information provision, walking and cycling interventions, Smarter working, Cycle share scheme, Eco-driving; and identify and apply for external funding to supplement Council funded activity subject to Council approval in line with Standing Orders.

Ref.	Detail
3.2.9.2	<p data-bbox="483 212 1328 245">Promotion of Walking and Cycling for Transport and Leisure</p> <p data-bbox="483 281 711 310">The Partner shall:</p> <ul data-bbox="483 352 1528 1142" style="list-style-type: none"> <li data-bbox="483 352 1528 422">• collect and analyse data on walking and cycling and use it to inform strategy development; <li data-bbox="483 464 1256 493">• advise the Council on walking and cycling strategies; <li data-bbox="483 535 1528 638">• work with partners including cycle shops, Care Trust Plus, leisure industry to promote walking and cycling as a sustainable healthy mode of travel; <li data-bbox="483 680 1528 749">• deliver innovative cycling and walking information systems, maps, signs and branding; <li data-bbox="483 791 1528 858">• develop walking and cycling networks and routes to encourage more journeys by these modes; <li data-bbox="483 900 1528 970">• engage with bus and train operator partners, and others to provide linkages between public transport and cycling; <li data-bbox="483 1012 1528 1081">• install and improve cycle parking, cycle paths, footpaths, signing though LTP schemes; and <li data-bbox="483 1123 1455 1152">• use LTP funding to lever in additional funding from external sources.
3.2.9.3	<p data-bbox="483 1178 1328 1211">Promotion of Sustainable Travel Plans and advice to Council</p> <p data-bbox="483 1247 711 1276">The Partner shall:</p> <ul data-bbox="483 1318 1528 1499" style="list-style-type: none"> <li data-bbox="483 1318 1528 1388">• promote a travel plan for the Council to set an example to the community; and <li data-bbox="483 1430 1528 1499">• promote the Council’s Sustainable Travel Policies and provide appropriate advice and support to external organisations to develop travel plans.
3.2.9.4	<p data-bbox="483 1535 760 1568">School Travel Plans</p> <p data-bbox="483 1604 711 1633">The Partner shall:</p> <ul data-bbox="483 1675 1528 1745" style="list-style-type: none"> <li data-bbox="483 1675 1528 1745">• provide advice and encouragement to schools and help them to develop and maintain school travel plans;

Ref.	Detail
	<ul style="list-style-type: none"> • develop potential contributions to sustainable transport in schools; • liaise with regional School Travel Advisor organisation to share best practice; • ensure the Government target of 100% of schools with a travel plan is maintained; • refresh and promote adherence to school travel plans among pupils and parents; and • engage with others working in schools (including road safety/ cycling proficiency) to identify and make use of synergies.
<p>3.2.9.5</p>	<p>Sustainable School Travel and Transport Strategy (SSTTS)</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • periodically monitor and review the education environment (including new initiatives and take-up); • collect, compile and analyse data, evidence with respect to SSTTS; • liaise with DfT, GOYH, and regional bodies with respect to SSTTS; • liaise with other services including LTP strategy officers and children’s services strategy officers to ensure all strategies are consistent and complimentary; • conduct annual review of strategy including consultation; • advise Council on adoption of reviewed strategy; • publicise and promote strategy publicly and with schools; • organise and promote related events – including annual walk to school week; • chair bi-monthly joint steering group meetings with children’s services officers; • liaise with and influencing other highways and transport officers regarding school related initiatives and schemes to promote sustainable school travel; and

Ref.	Detail
	<ul style="list-style-type: none"> • monitor strategy (NI 198 a-k).
3.2.10	Manage and regulate the use of the road network to secure expeditious movement of traffic
3.2.10.1	<p>Traffic Manager</p> <p>The Partner shall act as the Traffic Manager to carry out all the duties and responsibilities set out in the Traffic Management Act 2004 and street works management, including:</p> <ul style="list-style-type: none"> • street works inspections; • section 74 (TMA) obligations with respect to regulating Undertakers time on the network; • fixed penalty notices; • scaffolding licensing; • skip licensing; • sample inspections; • defect inspections; • section 50 (NRSWA); • statutory undertaker liaison and works co-ordination; • vegetation overgrowth on the highway and routine enforcement of the same; • manage abnormal load movement applications in accordance with the Road Traffic Act 1988; and • management of Urban Traffic Control system including Split, Cycle and Offset Optimisation Techniques (SCOOT) and Microprocessor Optimised Vehicle Activation (MOVA); <p>The Partner shall:</p> <ul style="list-style-type: none"> • advise the Council on the consistency and compatibility of all Council Polices / Strategies towards the goal of "to manage their road network to

Ref.	Detail
	<p>secure the expeditious movement of traffic on that network and to facilitate the same on the networks of others" in accordance with section 122 of the Road Traffic Regulation Act 1984;</p> <ul style="list-style-type: none"> • provide advice to the Council's Public Events Group and Grimsby Town Football Club Safety Advisors Group with regards to transport network matters: including assess the implications of the event in question in terms of the likelihood that it would cause significant disruption or congestion to all or part of the highway network; and • ensure that events organisers have proposed adequate mitigation measures and identified how, and by whom they will be implemented.
<p>3.2.10.2</p>	<p>Traffic Management Strategy</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • develop and manage a traffic management strategy consistent with the requirements of the TMA to "make the best use of the existing road space for the benefits of all road users" by employing the most appropriate methodology; • chair regular traffic manager liaison meetings to give direction and guidance in relation to management of the Network; • liaise with key stakeholders, including local transport operators, emergency services, members, other departments of the Council and partners, local and national traffic manager groups and Government departments in relation to management of the Network; • manage its works and activities on the road as well as those of others; • respond to queries from councillors, members of the public, members of Parliament; • attend meetings both internal and external in pursuance with the Council's and Partnership objectives; and • manage the day to day operation of the Service including liaison with bus companies regarding TRO and diversion routes.

Ref.	Detail
3.2.10.3	<p>Side Road Orders (Traffic Management) and Classified Road Orders</p> <p>The Partner shall manage the powers of the Highway Authority in respect of any changes or improvements to the network provision which require the making of an order.</p>
3.2.10.4	<p>Traffic Regulation Orders and Highway Closures (Both Permanent and Temporary & Experimental)</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • manage the powers of the Traffic Authority in respect of any changes or improvements to the network provision which require the making of a Traffic Regulation Order (TRO); • consideration of requests including by petition, letter, e-mail, councillor request, a need identified as part of a maintenance scheme for a particular highway asset, or new provision identified as a solution to a particular traffic management problem, investigation of issues, including the collection of data if required; • prioritise permanent TRO requests in accordance with available budget/ local needs; • develop programme of permanent TRO promotion, taking account of statutory periods of advertising and consultation in accordance with the Road Traffic Regulations Act 1984; and • consolidate orders and update system as appropriate.
3.2.10.5	<p>Issuing Permits</p> <p>The Partner shall manage the powers of the Highway Authority for the issuing of permits for the placement of skips, hoardings and scaffolding on the highway.</p>
3.2.10.6	<p>Issuing of licences in support of Café Culture</p> <p>The Partner shall manage the powers of the Highway Authority for the issuing of highway licences.</p>
3.2.10.7	<p>Highways Searches</p> <p>The Partner shall provide support, and in particular any highways information required by the Council, for the local searches process.</p>

Ref.	Detail
3.2.10.8	<p>Public Rights of Way (PROW)</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • undertake the duties and powers of the highway authority (acting as the Council’s agent) for all PROW shown on the Definitive Map; • manage the commitments in the Council’s ROWIP prepared in accordance with the requirements of the Countryside and Rights of Way Act 2000; • manage requests for amendments or additions to the definitive map; • manage the maintenance of the definitive PROW network; and • develop and manage annual programmes of capital works.
3.2.10.9	<p>Freight</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • develop a strategy for freight movements to and from and within the area, including port activity and local deliveries; • advise the Council on any required actions arising from the strategy; • assemble and servicing a Freight Quality Partnership (FQP); and • advise the Council regarding any matters or required action arising from the FQP.
3.2.11	<p>Monitor the performance of the Transport Network</p>
3.2.11.1	<p>Traffic Enumeration</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • conduct all types of counts and transport surveys of all types of motorised vehicles, pedestrians, cyclists, bus punctuality surveys, public transport user surveys; • identify need for additional surveys to support LTP monitoring; • liaise with other services including traffic, public transport, Speed Reduction Partnership and other external organisations regarding needs

Ref.	Detail
	<p>and requests for additional surveys;</p> <ul style="list-style-type: none"> • maintain a programme of regular traffic surveys and additional surveys as agreed with the Council; • recruit and maintain a team of casual enumerators; • maintain/renew equipment (portable and fixed), software, and databases; • arrange installation of ATC sites; • undertake traffic and transportation surveys, including public transport user surveys, bus punctuality surveys; • maintain/renew on-site equipment at fixed sites; • produce survey reports and traffic data to the council and others; • continually review data holistically and identifying issues for further analysis; and • advise Council on significance of issues identified.
<p>3.2.11.2</p>	<p>Traffic Flows and Congestion</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • maintain analytical software and database; • collect, collate, analyse, and report on traffic flow data, including data provided by DfT; • analyse requests for service regarding congestion; • report on locations and routes worst affected; and • advise Council on action to be taken.

Ref.	Detail
3.2.11.3	<p>Collection and analysis of Performance Data</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • collect and analyse all data for LTP indicators and management information, including Traffic Enumeration (as described in 3.2.11.1); • collect and collate all data necessary to measure performance of service; • analyse and report quarterly on all performance data; • advise Council on action to be taken in response to performance analysis; and • produce monthly (where applicable) performance reports relative to the performance indicators for the delivery of HTP service, for the corporate centre in accordance with the Council's required procedures and timescales.
3.2.11.4	<p>Annual LTP Progress Reports and Review in accordance with Council Requirements</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • collect and collate all required data/evidence and identify operational problems; • review performance against LTP objectives and targets; • analyse options for improving performance where necessary; • advise Council on adoption of preferred solutions; • define layout and content of report - identifying a list of example schemes to be included in report; • draft the report; • advise the Council on the adoption of report; and • publish and publicise the report.
3.2.11.5	<p>LTP Monitoring and Performance Management</p>

Ref.	Detail
	<p>The Partner shall:</p> <ul style="list-style-type: none"> • collect and collate all required data/evidence; • analyse data and preparing monthly reports regarding performance against LTP objectives and targets; • option analysis of actions to correct/improve performance; • review resource availability/distribution across LTP service areas; • review option analysis in light of resource review; • advise Council on actions necessary to correct/improve performance; and • acting on Council resolutions - developing schemes which will improve performance against LTP objectives and targets.
3.2.12	Provision of general advice on highways and transport related issues to the Council
3.2.12.1	<p>Contact with Government, regional and sub-regional bodies.</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • liaise with these bodies regarding HTP Service issues; • obtain and maintain membership of bodies, boards and sub-groups; and • attend ad-hoc meetings.
3.2.12.2	<p>Transport related aspects of other issues</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • advise the Council regarding transport aspects of other services and issues including regeneration, economic development, urban renaissance, education, health, environment, social inclusion and tourism; • advise the Council regarding transport related statutes and regulations, including statutory obligations; • advise the Council regarding Government consultations relating to transport; • advise the Council regarding the impacts and opportunities presented by

Ref.	Detail
	<p data-bbox="589 216 1474 247">national, regional and sub-regional transport and related policies; and</p> <ul data-bbox="487 285 1523 352" style="list-style-type: none"> <li data-bbox="487 285 1523 352">• represent the Council and advising those who represent the Council at national, regional and sub-regional transport bodies.
<p data-bbox="318 625 435 657">3.2.12.3</p>	<p data-bbox="483 426 1417 457">Miscellaneous assistance and advice to Councillors on ward issues</p> <p data-bbox="483 495 711 527">The Partner shall:</p> <ul data-bbox="487 564 1523 821" style="list-style-type: none"> <li data-bbox="487 564 1523 674">• advise and assist Councillors on petitions related to Highways and Transport issues, requests for service and other ward issues involving HTP Service issues; and <li data-bbox="487 711 1523 821">• advise and assist Councillors on requests for service and other ward issues involving other Council departments and outside bodies including Environment Agency, bus and train companies, Highways Agency.
<p data-bbox="318 1318 435 1350">3.2.12.4</p>	<p data-bbox="483 861 1260 892">Obtaining funding for Transport Major Capital Schemes</p> <p data-bbox="483 930 711 961">The Partner shall:</p> <ul data-bbox="487 999 1523 1623" style="list-style-type: none"> <li data-bbox="487 999 1523 1031">• identify and evidence the need for a Major Capital Scheme (over £5M); <li data-bbox="487 1068 1523 1136">• estimate cost of each stage of making a bid and assessing likelihood of success; <li data-bbox="487 1173 889 1205">• produce a risk analysis; <li data-bbox="487 1243 1308 1274">• advise the Council on whether to make a bid for funding; <li data-bbox="487 1312 1471 1344">• prepare a major scheme submission to the responsible regional body; <li data-bbox="487 1381 1230 1413">• make submission to the responsible regional body; <li data-bbox="487 1451 1321 1482">• negotiate with responsible regional body post submission; <li data-bbox="487 1520 1268 1551">• seek funding from alternative sources and make bids; <li data-bbox="487 1589 1414 1621">• advise the Council regarding bids for funding from other sources; <p data-bbox="483 1661 1523 1728">The Partner shall engage (or procure) and manage additional resource to assist in the process as required to:</p> <ul data-bbox="487 1766 1523 1797" style="list-style-type: none"> <li data-bbox="487 1766 1523 1797">• prepare a major scheme business cases for submission to DfT in pursuit

Ref.	Detail
	<p>of entry into the Government capital programme;</p> <ul style="list-style-type: none"> • submit major scheme business cases to DfT; • negotiate with DfT post-submission; and • after programme entry, follow similar procedures to obtain other approval stages.

Ref.	Detail
3.2.13	Develop and deliver a Road Safety Strategy for the Area
3.2.13.1	<p>Road Safety</p> <p>The Partner shall contribute to the review and development of the Casualty Reduction Strategy.</p> <p>The Partner shall provide:</p> <ul style="list-style-type: none"> • Road Safety Publicity and Exhibitions - organising and presenting 'Road Safety' publicity and exhibitions using the most up to date advice and good practice standards available and in doing so shall liaise with and involve the LSP, the Council and the Care Trust Plus; • Traffic Education and Road Safety Training Courses - organising and delivering traffic education and Road Safety Training Courses in a professional and competent manner and in accordance with current good practice as recognised by the Institute of Road Safety Officers and in doing so shall liaise with and involve the LSP; • Safer Cycling Schemes - organising and providing Safer Cycling Schemes for children and in doing so shall liaise with and involve the LSP; and • Advanced Driving and Motor Cycle Training - assisting in training with the Institute of Advanced Motorists and maintaining a list of approved training bodies for motorcycle tuition and shall liaise with and involve the LSP.

Ref.	Detail
3.2.13.2	<p>Accident Studies</p> <p>The Partner shall complete a review of the Road Safety Service within the first 90 days of the Term. This will include:</p> <ul style="list-style-type: none"> • providing expert assistance to the Council Road Safety Officers from the Partner; • reviewing the Road Safety Service across the Area by the end of Year 1, including a Value For Money assessment of all Road Safety Services and campaigns; • improving targeting of road safety funding; • reviewing all accident data (Stats 19) from within the Area and use of human behavioural analysis techniques to determine specific patterns and cognitive intelligence on road accidents within the Area; • prepare proposals to release funding to create school safety zones; • reviewing the Council speed limit policy and existing speed limits currently in place on the roads in the Area; • repairing street lighting faults within contractual timescales as set out in clause 10 of the Agreement; • providing additional resources to help draft, promote and implement any necessary Road Safety Traffic Orders; and • identifying improvements to the highway safety inspection and repair process. <p>The Partner shall:</p> <ul style="list-style-type: none"> • take receipt of STATS 19 data; • analyse data in conjunction with Safer Roads Humber and LSP colleagues; • identify problem areas, clusters trends in conjunction with Safer Roads Humber and LSP colleagues; and • identify and implement the most appropriate solution to:

Ref.	Detail
	<ul style="list-style-type: none"> • education; • Enforcement including Safer Roads Humber; • engineering; and • production and management of planned programme(s) of works. • liaise with emergency services to assist in the development of public safety and wellbeing issues.
<p>3.2.13.3</p>	<p>Schools Crossing Patrol</p> <p>The Partner shall manage, maintain and deliver North East Lincolnshire school crossing patrols including:</p> <ul style="list-style-type: none"> • identifying sites based on "traffic" data; • providing patrol staff (including recruitment and welfare); • providing equipment; • providing training and support where necessary; • reviewing site suitability; • using advocates of safe crossing techniques; and • consideration of alternative means of delivery of school crossing patrols.
<p>3.2.13.4</p>	<p>Traffic Calming Measures and Speed Camera Enforcement</p> <p>The Partner shall be responsible for the management and introduction of traffic calming measures including:</p> <ul style="list-style-type: none"> • identifying the most appropriate solution; • identifying the most appropriate location; • obtaining authorisation to proceed; • processing any Orders necessary;

Ref.	Detail
	<ul style="list-style-type: none"> • purchasing equipment; • designing works; and • procuring works. <p>The Partner shall be responsible for the management and introduction of speed camera enforcement measures in accordance with the most up to date standards and good practice guidelines including:</p> <ul style="list-style-type: none"> • identifying the most appropriate solution including static or mobile; • identifying the most appropriate location; • obtaining authorisation to proceed; • processing any Orders necessary; • purchasing equipment; • designing works; and • procuring works.
3.2.14	Manage the provision, maintenance, and enforcement of on and off-street parking in North East Lincolnshire
3.2.14.1	<p>Parking</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • contribute to the development of a Borough wide car parking strategy to support the aims and objectives of the Traffic Management Act, LTP and New Horizons; • develop, and implement once approved, a charging strategy consistent with the parking strategy; • assist the Council to develop, and implement once approved, an appeals process relating to the issue of excess charge notices; • adopt and manage the arrangements for Civil Parking Enforcement that will become operational from the 1st June 2010.

Ref.	Detail
	<ul style="list-style-type: none"> • propose further development of the CPE service as part of the Service Development Plan and annual budget setting process • manage off-street parking facilities owned or managed by the Council, including cash handling duties; • manage the issue and use of permits for Council and relevant Care Trust Plus staff; • manage the issue and use of season tickets; • manage the issue and use of resident only parking permits, - (once scheme reinstated following the acquisition of CPE powers); • enforce all Council controlled parking provisions; • apply an appropriate accounting process to reflect the regulatory dimension of this service; • develop a strategy for the maintenance of the fabric of the Council owned car parks and their equipment; • produce and manage a planned programme of maintenance works; • maintain and improve the current Park Mark accreditation on behalf of the Council; • develop a prioritisation policy for off street and residential parking schemes; • produce an annual priority programme for off street and residential parking following consultation with stakeholders; and • manage capital budget allocation for off street and residential parking and provide progress reports.

Ref	Detail
3.3.1	Provide a comprehensive Development Management service for North East Lincolnshire
3.3.1.1	The Partner shall:

Ref	Detail
	<ul style="list-style-type: none"> • promote the electronic delivery of services including improvements to the planning web site; • maintain all records, registers and maps relevant to the continuing provision of a planning service; • update all records and registers relevant to continuing provision of the Planning Service; • scan plans, decision notices, applications and supporting documents, and publish onto the Internet; • digitalise and progressively back scan and reference historical planning records for publication on the Council's planning WebPages; • provide an integrated planning service, which works effectively with investors, developers, local community and stakeholders in the pursuance of the councils and partnerships aims and objectives; • maintain all records relevant to the continuing provision of a planning service; • monitor the budget and manage performance personal development reviews (PDRs); and • provide statistical returns to DCLG.
3.3.1.2	<p>Planning Applications</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • provide pre-application advice; • provide advice to applicants and assemble development teams to facilitate the progress of major applications consistent with the Council's regeneration aspirations and corporate strategies; • provide general advice and guidance on all development and related matters including the fees payable and their collection; • provide a development team approach to planning enquiries and applications;

Ref	Detail
	<ul style="list-style-type: none"> • work with neighbouring councils on major applications of cross boundary interests; • process planning and associated applications from submission to determination (including registering applications, environmental impact assessment checks, application validations, consultation, publicity, site visits, report writing and decision issuing) in accordance with the scheme of delegation and Best Industry Practice and procedures as set out in the Planning Manual; • secure community benefits that match Council's priorities through Section 106 agreements; • liaise with statutory consultees; • handle preliminary enquiries; • provide expert services in relation to Archaeology, Design, Conservation, Landscape and Trees; • screen and scope development proposals under the EIA regulations; • provide professional support and planning service surgeries through Grimsby, Cleethorpes and Immingham customer access points; • negotiate and process amendments to planning applications, including improvements and responses to change during the process of applications and post approval; • prepare reports and recommend delegated decisions where appropriate; • make recommendations and present reports to Planning Committee; • discharge planning conditions; • review and appraise all necessary technical assessments submitted with planning applications; • maintain Planning and Enforcement Registers; • deal with Hazardous Substances Consent applications; • provide Appropriate Assessments for planning applications where this is

Ref	Detail
	<p>necessary;</p> <ul style="list-style-type: none"> • interrogation of the PADHI system; • determine in accordance with the Scheme of Delegation all types of submissions to the local planning authority including: <ul style="list-style-type: none"> • DE Detailed; • OU Outline; • DE Reserved Matters Applications; • CON Details in Discharge - conditions; • CU Changes of use; • HS Hazardous Substances; • Section 73a - Applications to retain works; • AD Advertisements; • LB Listed Building Consent; • CA Conservation Area Consent; • CL CLEUD - Certificate of Lawfulness for Existing Use; • CP CLOPUD - Certificate of Lawfulness for Proposed Use; • LP Renewal of Limited Permission; • TC Telecommunications; • DM Demolition Consent; • AG Agriculture; and • County Matters, <p>as updated and replaced from time to time.</p>

Ref	Detail
<p>3.3.1.3</p>	<p>Appeals</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • handle all types of planning enforcement and Tree Preservation Order (TPO) appeals and submission of appropriate evidence; • attend as expert witness, site visits, arranging legal support; and • meet the cost of preparing evidence for planning appeals and for judicial reviews. <p>The Partner shall be liable for costs of any planning appeals in accordance with clause 10.6.20 of this Agreement.</p>
<p>3.3.1.4</p>	<p>Local Authority Searches</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • complete the planning and building control aspect of carrying out local authority searches; and • maintain appropriate records and deal with personal search companies.
<p>3.3.2</p>	<p>Enhance the local area by preventing unauthorised development, protecting local heritage, and managing the impact of development on the built and natural environment</p>
<p>3.3.2.1</p>	<p>Enforcement</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • deal with unauthorised development and other enforcement related matters; • ensure compliance with planning conditions and legal agreements; • investigate breaches of planning control and taking appropriate action; • enter property to carry out investigations; • collate evidence of possible breaches of planning, listed buildings, conservation and trees legislation through site visits, interviews and

Ref	Detail
	<p>research;</p> <ul style="list-style-type: none"> • investigate under the Regulation of Investigatory Powers Act (RIPA); • conduct interviews under caution in accordance with the Police and Criminal Evidence Act (PACE); • liaise with Legal Services; • attend court where relevant and prepare necessary documentation; • draft and serve formal notices under Planning and Highways Acts, Listed Building and Conservation Acts; and • monitor s106 agreements and planning conditions.
3.3.2.2	<p>Conservation and Design</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • manage and support the Council’s Design Panel; • provide advice on the preservation and enhancement of historic heritage, including conservation, archaeology, and listed buildings - increasing access where appropriate; • prepare and review Conservation Area character appraisals and management plans; • provide design input on development briefs and planning applications; and • review possible new conservation areas.
3.3.2.3	<p>Archaeology</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • maintain and update the record of archaeological and historical sites in the Area (Heritage & Environment Record “HER”); • deliver HER data to the public, students, researchers, developers, utilities and government bodies;

Ref	Detail
	<ul style="list-style-type: none"> • organise and maintain the collection of archaeological records and artefacts in the museums stores; • provide archaeology advice and the supervision of archaeological investigations; • inspect planning applications and recommend archaeological or historical recording schemes where necessary; • supervise archaeological and historical recording projects in the Area including approving specifications, monitoring field work, assessing final archives and reports; and • liaise with other local Government archaeologists to ensure national good practice and develop joint working projects.
3.3.2.4	<p>Landscape, trees and woodlands</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • provide advice and guidance on landscape issues; • deal with all matters relating to trees including requests to carry out works to trees in conservation areas (section 211 notices) in accordance with Industry Best Practice; • make, administer and review TPOs, keep the records up to date, maintain a register of tree work applications and monitor the standard of work being carried out; • survey and maintain records of highways trees, forward reports of recommendations and appropriate actions to the budget holder; • undertake policy work in regards to Planning and Highway issues relating to trees; • inspect privately owned trees that are endangering the highway, ensuring the appropriate work is carried out; • investigate 'dangerous tree' work requests, make recommendations, and instigate necessary actions;

Ref	Detail
	<ul style="list-style-type: none"> • determine all notifications made under the Hedgerow Regulations 1997; • maintain the register of 'Hedgerow Removal Notices' and 'Felling Licences'; • attend the Lincolnshire Wolds Area of Outstanding Natural Beauty ("AONB") Officers Group Meeting and management board meetings on behalf of the Council; • draft the tree element of the conservation appraisals; • provide planning advice in relation to development proposals; and • prepare strategic documents including Landscape Character Appraisals and standards for the provision of Public Open Space and amenity areas.
3.3.2.5	All Service Areas in this Schedule
	<p>The Partner shall:</p> <ul style="list-style-type: none"> • brief and provide advice to Council Members and partners whose objectives are reflected in the Community Strategy, Local Area Agreement, New Horizon and the Council Plan; • attend corporate, management, liaison and monitoring meetings, both internal and external, in pursuance of the Council's and partner's objectives; • produce progress and annual reports, both internal and external, in pursuance of the Council's and partner's objectives; • assist the council with internal and external audits and other forms of external scrutiny, in pursuance of the councils and partners aims and objectives; • respond to all levels of complaints including complaints to the ombudsman within national and local timescales and standards; • performance manage through collecting, compiling and responding to performance data through feedback, review and reporting;

Ref	Detail
	<ul style="list-style-type: none"> • engage or procure and manage external consultants; • implement the action points set out in the latest versions of the Planning Service Improvement Plan; • conduct budget monitoring and performance management and PDRs; • provide statistical returns to DCLG; • provide opportunities for staff development and maintain continuing professional development; • respond to internal information requests, in pursuance of the Councils and Partnership aims and objectives; and • respond to Freedom of Information requests.
3.3.2.6	<p>Supporting other services</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> • contribute to corporate initiatives including BSF and those of partner organisations including the Care Trust Plans; and • plan, provide and procure Member training.
3.3.2.7	<p>Building Control Service</p> <p>The Partner shall support and advise the Council’s elected Members attending executive board meetings of the Lincs Building Consultancy (“LBC”).</p>

4. **Systems**

4.1 The Partner shall introduce, implement and integrate the following industry leading systems:

4.1.1 **CCMS** - We will introduce our unique transaction management system (Orbit) to act as a broker for the transfer of data between our own CCMS (Cost Control Management System) and NELC’s Symology works ordering systems. Orbit has been successfully used with Symology on our Local authority contracts for over six years. A key attribute of Orbit is that it maintains a complete independent history of all transactions.

CCMS will manage all administration processes associated with client instructions, contractor invoices, resource allocation and programming. It will provide a complete system for works order management from receipt, through acknowledgement, assignment, planning and execution of works to operational completion. CCMS provides KPI (Key Performance Indicators) Reports, as well as incorporating GIS (Geographical Information System) mapping, digital photographic records and integrates with our HiMaSSS for positional and chronological accuracy, inventory collection and waste management.

- 4.1.2 **HiMaSSS** - BBW will install our GPS System HiMaSSS into all partnership operational vehicles. It is a management tool for highways maintenance operations. It continually monitors and records data relating to a vehicles current status. The system comprises a GPS (Global Positioning System) receiver, data processor with data storage device, and dash mounted MDT's (Mobile Data Terminals) for data entry. Communication via GSM (Global System for Mobile communication) enables transmission of task and positional data to a central database.

Data from HiMaSSS can be viewed and reported in tabular form or graphically overlaid on digital maps. HDA (HiMaSSS Data Analysis) is a tool developed to extend the reporting facilities of HiMaSSS. The data is available as a printed report, graphical representation on a map or can be exported to other applications like Microsoft Excel and manipulated further. HiMaSSS, along with HDA, provides accurate, traceable and up to date real time data from the Partnership vehicles installed with satellite tracking technology. Collecting this data improves the tracking and auditing of vehicles and provides real time information on works progress and asset data collection. Information from HiMaSSS will be used as evidence for public liability claims as it can be accurately proven where a vehicle was located at a particular date and time. It will also provide valuable management information for NELC to assist route planning and works programming and for compiling asset inventories.

- 4.1.3 **Coldsnap** - Will be fitted to winter maintenance vehicles. The first element of the software enables the user to define each route electronically, including essential attributes like salting, speed, spread width, and direction of travel. The system can use any linear data source, i.e. digitised CHART, OSCAR (Ordnance Survey Centre Alignment of Roads), ITN (Ordnance

Survey Integrated Transport Network) or NSG (National Street Gazetteer). Route data is held in a central database and modifications to routes are documented and revisions are maintained. When a route is completed it can be 'published' to make it live for compliance checking. The ColdSnap software is then used to define the actual routes from historical data extracted from the Highways Management Satellite Support System (HiMaSSS).

The software performs a detailed analysis of the 'driven route' by comparing it to the 'determined route' identifying any areas of non-compliance. The software generates a variance layer that identifies 'missing' and 'extra' route sections. It also checks sensor data against the salting requirements defined for each section of the route. Statistics are calculated to assist in the assessment of non compliance and are stored with each 'driven route'.

- 4.1.4 **REDCap** - Using the existing infrastructure provided by the GPS fleet tracking (HiMaSSS) system, 'REDCap' allows workers in the field to log and forward job data electronically using a 'Gotive' vehicle mounted computer. WEC (Wireless Electronic Communicator) computers in all vehicles provides our crews with access to works order details and the means to record arrival, departure and completion of the works. These records include date and time as well as accurate location coordinates provided from on board GPS.

In addition to the data recorded by HiMaSSS (which includes journey start and stop times, route and speed), maintenance gangs can use 'REDCap' to record job details relating to the specific maintenance activity and is successfully being used, for example, in gully cleansing and incident response. It has equal benefits in managing crews involved with general maintenance operations. The REDCap user-interface software consists of a series of simple 'button-press' and 'drop down' menus, which can be easily configured for each activity and are very simple to use as they are structured around how the drivers actually work. It also enables emergency works to be recorded where the job number is not known.

- 4.2 The Highways, Transportation and Planning Service currently uses the following systems:

System Name	Function	Licensed / Owned
Ocella	Planning application back office system – document management, scanning and report generation	Licensed to the Council
Limehouse	Forward planning – DTP capability and database on consultation	Licensed to the Council
Plantech	Building control	Licensed to the Council & East Lindsey District Council
Symphony	National Land and Property Gazetteer	Licensed to the Council
Gistix and MapInfo	Mapping	Licensed to the Council
Planning Portal	Online submission of applications	Licensed to the Council

Accession	Production of accessibility maps	Council
Vi –Count	Measure footfall in town centre	Council
Saturn	Models traffic flow	Council
VDA pro	Monitor data from safety camera partnership sites	Council
Metro Count	Measure traffic numbers	Council
CAD viewer	View CAD files	Council
Trapeze	Organise Phone n Ride services	Council
ID Pro	Bus Pass database	Council

Transcend	Concessionary fares database	Council
Croner	Reference material	Council
NaPTAN2	Bus stop database	Council
SCOOT	Active traffic management system	Council
Symology Insight	Monitoring Streetworks, UKPMS, HAMP and license applications	Council
Servitor	Jobs Costing and Stores Management System	Council
BOLD	Intruder Alarm System	Council
MAPINFO & GEOEXPLORER	Corporate mapping systems	Council
HAND	Document preparation	Council/East Riding of Yorkshire Council/Hull City Council /North Lincolnshire Council
CRM	Interface with Symology Customer requests/complaints	Council Corporate system
EasytreeV	Surveying and managing trees.	

4.3 The above systems are not a mandatory ongoing requirement. Subject to the agreed governance rules, the prior written agreement of the Council and the SLA agreed with the Council and the partner(s) the Partner may make its own investment decisions in order to meet its output targets.

4.4 The Partner shall comply with its obligations in respect of Systems as set out in **clause 10.8** of the Contract (Systems).

5. **Volumes**

5.1 For volumes in relation to the Highways, Transport and Planning Service which are within the scope of this **Schedule 28** (Highways, Transport and Planning Service) see **Schedule 14** (Pricing).

6. **Performance**

6.1 The performance of the Highways, Transportation and Planning Service is measured against the appropriate statutory, national or local performance indicators which includes National Indicators and Local Area Agreement Indicators.

6.2 The Partner shall be responsible for collecting, submitting, commenting on, analysing and reporting all performance data and producing all relevant Performance Indicators in accordance with this Agreement.

6.3 The Partner will be required to monitor and report on the Key Performance Indicators and Performance Indicators contained in Appendix 1.

6.4 **Service Standards**

6.4.1 In the absence of any specification or code of practice referred to above, all Plant and materials used or specified, and all workmanship specified or executed, shall be in accordance with any specification or code of practice issued by the British Standards Institution (BSI), or equivalent national standards of another member state of the European Union, or equivalent international standards recognised in the United Kingdom.

6.5 **Legislation and Policy**

6.5.1 The Partner in carrying out the HTP Service, shall comply with its obligations in **clauses 6.2.5** (Services - General Provisions) and **76** (Laws, Policies and Related Matters) of this Agreement. The parties agree that the following list although not exhaustive is of particular relevance to the HTP Service:

6.5.1.1 The Education (School Premises) Regulations 1999.

6.5.1.2 Health and Safety at Work Act 1974.

6.5.1.3 Control of Substances Hazardous to Health (COSHH) Regulations 2002.

- 6.5.1.4 Control of Asbestos at Work Regulations 2004.
- 6.5.1.5 Workplace (Health, Safety and Welfare) Regulations 1992.
- 6.5.1.6 The Construction (Design and Management) Regulations 1994 (CDM) (refer to Specification of Services and Fees – and its imminent revision).
- 6.5.1.7 Codes of Practice and British Standards.
- 6.5.1.8 Building Regulations, Planning Permission and other statutory legislation.
- 6.5.1.9 Special Educational Needs and Disability Act 2001.
- 6.5.1.10 Town and Country Planning legislation and related advice and good practice
- 6.5.1.11 Planning and Compulsory Purchase Act 2004
- 6.5.1.12 DfES Building Bulletins, Design Notes:
- 6.5.1.13 Building Bulletins, specifically:
 - (a) Building Bulletin 95 Schools for the Future;
 - (b) Building Bulletin 87 Guidelines for Environmental Design in Schools;
 - (c) Building Bulletin 82 Area Guidelines for Schools;
 - (d) Building Bulletin 79 Passive Solar Schools;
 - (e) Building Bulletin 73 A Guide to Energy Efficient Refurbishment;
 - (f) Building Bulletin 91 Access for Disabled People in School Buildings; and
 - (g) Building Bulletin 94 Inclusive School Design. (Specialist Units or Schools);
- 6.5.1.14 The Disability Discrimination Act 1995 (DDA). Approved Document Part M 1999 and BS8300. (Only applies in schools to areas of public access)

- 6.5.1.15 RNIB Best Practice
- 6.5.1.16 BREEAM
- 6.5.1.17 BRE Digest Reports
- 6.5.1.18 Customer Services Standards to improve performance.
- 6.5.1.19 Generally applying a “Best Practice” approach to the service, for example enhanced consultation over and above the statutory requirement.
- 6.5.1.20 Investors in People
- 6.5.1.21 Customer First (if applicable)
- 6.5.1.22 National, Regional and Local Planning Policy Framework
- 6.5.1.23 Hedgerow Regulations 1997
- 6.5.1.24 Part 8 of the Anti-social Behaviour Act 2003 (dealing with high hedges)
- 6.5.1.25 The Habitats Directive (Directive 92/43/EEC)
- 6.5.1.26 Planning Act 2008
- 6.5.1.27 Highways Act 1980
- 6.5.1.28 Road Traffic Regulation Act 1984
- 6.5.1.29 New Roads and Street Works Act (NRSWA) 1991
- 6.5.1.30 Traffic Management Act 2004
- 6.5.1.31 Public Health Act 1875
- 6.5.1.32 The Cycle Track Act 1984

7. **Service Availability and Response Times**

- 7.1 The Council has a Corporate Customer Services Standard which sets out response times for letters, phone calls, faxes, and other communications. In

addition the Planning Service availability and response times are set out in the table below:

Classification	Standard
Development Management – Technical Office	
Registering Applications	Within 3 working days
EIA check	Within 1 working day of registering
Application Validation	Within 5 working days
Mail response (to further info sent)	Within 5 working days
Sending Neighbour/Consultee Letters	Within 1 working day of validation
Publicity (Press/Site Notices)	Within 7 working days of validation
Decision Issuing	Within 1 working day of Decision being made
Dealing with complaints	Meet the Council's Corporate Complaints Procedure
Development Management - Appeals	
Collating information/making up Appeal file	Within 10 working days of receipt of Appeal start letter
Case officer – dispatching Appeal statement/supporting documentation	Within 6 weeks of receipt of appeal start letter
Searches	
Dispatched within 10 working days (national target)	100%
Dispatched within 6 working days (local target)	95%
Send out copies of Planning Decision Notices (in response to requests)	Within 10 working days
Development Management - Scanning	
Plans appear on Web	Within 3 working days of application validation
Checking applications/supporting documents are on the Web	1 day after being published
Issues with publishing	React within 1 working day
Publishing Decision Notices	Daily
Scanning Application Correspondence/comments	Within 2 working days of receipt by Scanning Officer
Scanning Amended Plans	Within 2 working days of receipt by Scanning Officer
Development Management - Ad Hoc	
Pre-application advice (meetings)	Within 5 working days of request, unless required in connection with potential major inward investment in which case a rapid response team will be assembled within 2 days of request.
Written advice given	Within 15 working days of request
Request for meetings made by applicant for current applications	Within 2 working days of request

Classification	Standard
Availability of Planning Officers (face to face at counter)	Via appointment at CAPS, driven by surgery times and via video conferencing from O2.
Phone-calls/Emails/Letters/Voicemail	Meet Corporate Customer Service Standards
Requests for discharge of conditions	Within 8 weeks
Development Management - Preliminary Enquiries (full process)	Within 10 working days of receipt
Acknowledgement letter (sent by Admin)	Within 2 working days of initial receipt
Entered on Ocella (by Admin)	Within 2 working days of initial receipt
Allocation by Area Officer	Within 4 working days of initial receipt
Dealt with by Planning Officer	Within 8 working days of initial receipt
Signed off by Area Officer	Within 9 working days of initial receipt
Response sent out (by Admin)	Within/on 10th working day of initial receipt
Development Management - Application Processing	Overall time as specified for each application type
Area officer check – allocated to officer	Within 2 working days
Site Visits	Within 7 working days of receipt by case officer
Request for further info (as required)	7-10 working days of receipt by case officer
Delegated decision sign-off (area officer check)	Within 2 working days of handover from officer
Reports for committee (to admin)	No less than 12 working days before Committee
Full Agenda to Committee Clerk	No less than 9 working days before Committee
Development Management - Enforcement	
Site Visits – High	Within 2 working days of receipt
Medium	Within 5 working days of receipt
Low	Within 10 working days of receipt
Acknowledgement response	Within 2 working days of going on Ocella
Planning Reception	
Service availability via CAPS	in accordance with the opening times of CAPS
Planning Policy	
Responding to e-mails, letters, phone calls/messages and complaints	Meet Corporate Customer Service Standards
Carry out consultation events as part of emerging LDF	Meet milestones in the LDS and standards prescribed in the

Classification	Standard
	latest SCI
Preparation of AMR	Submitted to GOYH by December annually
Prepare relevant LDF components of the approved LDS	Meet LDS targets and milestones
Review LDS	Revised LDS to be submitted to GOYH by 31 March annually (when required)
Request for meetings made by LDF respondents	Within 2 working days of request

7.2 Highways Inspection Regime

7.2.1 The proposed inspection regime is in accordance with Law, Best Industry Practice and best use of resources. The proposed regime is listed in the table below.

7.2.2 The Partners inspection frequency follows those set out in the 'Well Maintained Highways' Code of Practice for Highway Maintenance, but will make recommendations for departures from this nationally accepted standard where there is an increased risk to the public, or conversely where the risk is reduced.

7.2.3 In the 90 day plan the Partner will review the current inspection regime, which will include an assessment of 3rd party accident claim locations; customer complaints; accidents and previous defect records so that well informed proposals can be presented to the Council.

7.2.4 In addition to carrying out an annual review of the inspection hierarchy, the Partner will re-classify the network and alter inspection frequencies as soon as it is apparent that there is a significant change in the highway network and/or how it is used by customers.

Asset Type	Inspection Period
Carriageways	
Principal Roads (A-roads) (including adjacent cycle ways and iron work)	1 month
Classified Roads and Distributor Roads (Classes B, C & D including adjacent cycle ways and ironwork)	1 month

Unclassified Roads (including cycle ways and ironwork)	6 months
Un-adopted council owned carriageways, footways and car parks	1 Year
Footways	
Category 1,1A and 2 Footways	1 month
Category 3 and 4 Footways	6 months
Highway infrastructure	
Pedestrian and vehicular guardrails and barrier	6 Months
Road markings and studs	1 month (Principal and Classified) 6 months (Unclassified)
Road signs and bollards	1 month (Principal and Classified) 6 months (Unclassified)
Highways structures	2 years (general inspections)
Embankments and cuttings	Varies
Miscellaneous: Street furniture (including cycle hoops), street nameplate signs & benches	To be picked up as part of Carriageway/footway inspections
Surface water outlets	High priority sites inspected 3 times a year, remainder at a twice a year regularity.
Ordinary water courses	6 months
Critical ordinary water courses	2 Months
Coastal defences	6 Months

7.3 Highways Repair Regime

Proposed repair regime is listed in the table below - timescales and definitions to be discussed / defined.

Service	Criteria	Hazard mitigation period	Permanent repair period
Working with Neighbourhood Services maintain carriageways, cycleways and	Remove cat 1 hazards (such as by removing obstructions such as vegetation, animal carcasses, local	Attend site and make safe within 2 hours of notification.	Not applicable

Service	Criteria	Hazard mitigation period	Permanent repair period
footways free from obstructions	flooding)		
Maintain carriageways, cycleways and footways clear of materials that could give rise to slippery conditions	Remove cat 1 hazards (such as oil or chemicals)	Attend site and make safe within 2 hours of notification.	Not applicable
Manage and maintain pedestrian and vehicular guardrail and barriers	Repairs to category 1 defects	Attend site and make safe within 2 hours of notification. Temporary repair within 5 days where permanent repair can't be undertaken within 28 days.	Cat 1 defect to highways infrastructure permanently repaired within 28 days unless included within an agreed programme of works or requires specialist material or resources Cat 2 repaired according to an agreed programme of works.
Identify and repair highway defects that meet intervention levels: - Carriageway	Repairs to category 1 defects	Attend site and make safe within 2 hours of notification.	Cat 1 defect to highways infrastructure permanently repaired within 28 days unless included within an agreed programme of works or requires specialist material or resources

Service	Criteria	Hazard mitigation period	Permanent repair period
	Repairs to all category defects 2 defects within the following criteria: <ul style="list-style-type: none"> ▪ Patching - areas up to 5% within a rolling 50m length of carriageway ▪ Joint / crack sealing - lengths of cracking up to 10m in any rolling 50m length of carriageways: 	Not applicable	Cat 2 defect to highways infrastructure permanently repaired within 28 days unless included within an agreed programme of works or requires specialist material or resources
Identify and repair highway defects that meet intervention levels - Footway & Kerbing	All repairs to category 1 defects	Attend site and make safe within 2 hours of notification.	Cat 1 defect to highways infrastructure permanently repaired within 28 days unless included within an agreed programme of works or requires specialist material or resources
	Permanent repairs to all category 2 defects within the following criteria <ul style="list-style-type: none"> ▪ Patching - less than 2sqm within a rolling 100 m of footway length ▪ Footway potholes or other surface discrepancies exceeding 20mm but not exceeding 40mm depth. ▪ Siding - average of 20% in any rolling 100m of footway: 	Not applicable	Cat 2 defect to highways infrastructure permanently repaired within 28 days unless included within an agreed programme of works or requires specialist material or resources
Identify and repair highway defects	Assume all repairs to category 1	Attend site and make safe	Cat 1 defect to highways

Service	Criteria	Hazard mitigation period	Permanent repair period
that meet intervention levels – Ironwork		within 2 hours of notification.	infrastructure permanently repaired within 28 days
Manage and maintain all highway signs and bollards	Repairs to category 1 defects	Attend site and make safe within 2 hours of notification.	Cat 1 defect to highways infrastructure permanently repaired within 28 days unless included within an agreed programme of works or requires specialist material or resources
	Routine cleansing of signs		In line with agreed programme of works
Manage and maintain highway seats and name plates	Repairs / replacement of highways seats and name plates no longer fit for purpose.		In line with agreed programme of works
Manage and maintain carriageway markings and road studs	Repairs to Category 1 defects (i.e missing Cats Eye)	Attend site and make safe within 2 hours of notification	Cat 1 defect to highways infrastructure permanently repaired within 28 days unless included within an agreed programme of works

Service	Criteria	Hazard mitigation period	Permanent repair period
	<p><i>Permanent repairs to all category 2 defects within the following criteria:</i></p> <ul style="list-style-type: none"> ▪ Replacement of road markings where 30% of the road marking is ineffective or erased ▪ Replacement of road studs where 10% of road studs are missing within a rolling 100m of carriageway or where 	Repair and replacement of road markings as part of planned replacement programme	
Manage and maintain the council's land drainage systems and coastal defences	Cat 1 defects	Attend site and make safe within 2 hours of notification.	Repaired following detailed investigation and according to an agreed programme of works.
Manage and maintain highway bridges and structures	Repairs to all category 1 defects	Attend site and make safe within 2 hours of notification.	Repaired following detailed investigation and according to an agreed programme of works.

8. File Retention

- 8.1 This will be in accordance with the Data Protection Act, the Council's Records Management Policy and Retention and Disposals Standards and clause 57 (Records and Data). As an indication for the Highways, transport and Planning Service this means:

File Type	Minimum Retention Period
Planning Application files	Indefinite retention of paper files - unless digitised or microfilmed
Building Control (Lincs Building Consultancy)	15 years plus 1
LDF Background monitoring files	5 years
Performance Indicator and monitoring evidence	3 years plus current year

File Type	Minimum Retention Period
Informal enquiries	5 years
Enforcement records	Indefinite retention of paper files - unless digitised or microfilmed
Complaints / Ombudsman	As per corporate requirements
Sites and monuments records	Indefinite retention of paper files - unless digitised or microfilmed
Conservation area character appraisals and management plans	5 years
Buildings at Risk Register	Indefinite - this is renewed annually with buildings that are no longer "at risk" being removed
Performance data	3 years
As built drawings	Indefinitely [discuss whether client/contractor side].
Construction / design specifications	6 years from completion
Financial Records (including contract valuations)	6 years from completion
Street works Data	In accordance with national standards
Asset Management Information	Indefinitely
CDM file for contacts	Indefinitely - [discuss whether client/contractor side].
Performance data - retain full audit trail	3 years

9. Interfaces and the Role of the Council

- 9.1 The Partner shall interface with the Council in accordance with clause 34A (Council supplied services), Schedule 26 (Interfaces) and this Schedule 28 (Highways and Transport Service)

APPENDIX 1

PART 1 - HIGHWAYS & TRANSPORT PERFORMANCE INFORMATION KPIS AND PIS

The following table sets out performance levels that relate to the Highways, Transport and Planning Service as set out in this **Schedule 28**, which the Partner shall achieve in each year of the Agreement. The definitions of measurement for each of the PIs and KPis are set out in Part 2 of this appendix 1.

Ref	Old ref	Short description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11
	BV 105 L7	Percentage of dangerous damage to roads/pavements repaired within 24 hours.	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
	Added PI	Incident response, % incidents made safe within 1 hour from the time of notification. (if access is prevented then measure of attendance)	98%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
	NI 168	Percentage of principal roads where maintenance should be considered	4.3%	4.2%	5.01	5.83	6.64	7.46	8.27	9.09	9.90	10.71	10.71
	NI 169	Percentage of non-principal roads where maintenance should be considered	9.3%	9.2	10.46	11.73	12.99	14.25	15.52	16.78	18.05	19.31	19.31
	BV 224b	Unclassified road condition	11%	10%	11.65%	13.30%	14.95%	16.6%	18.25%	19.90%	21.55%	23.2%	23.2%
	BV 187	1,1a & 2 Footway condition	35%	34.5%	35.5%	36.2%	37.05	37.9	38.74	39.59	40.44	41.29	41.29
	Additional	Reduction in money paid out in 3rd party claims resulting from the condition of the area network from commencement of the contract	Baseline minus 5%	Baseline minus 6.75%	Baseline minus 10.75%	Baseline minus 11.50%	Baseline minus 11.50%	Baseline minus 11.50%	Baseline minus 11.50%	Baseline minus 11.50%	Baseline minus 11.50%	Baseline minus 11.50%	Baseline minus 11.50%
	NI 177	Bus passenger numbers originating from the local authority area	6.75m	6.95	7.0m	7.05m	7.06m	7.07m	7.08m	7.09m	7.10m	7.10m	1.775m
			(of which 5.1m is the Balfour Beatty Workplac										

Ref	Old ref	Short description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11
			e target)										
	Additional	Percentage of schools with approved travel plans in place	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	NI 198	Percentage of pupils travelling to school by car	19.47%	19.30%	19.10%	19.0%	18.9%	18.8%	18.6%	18.4%	18.2%	18.0%	18.0%
	Additional	Percentage of school travel plans that are refreshed each year	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%
	BV 165	Pedestrian crossing with facilities for the disabled	61%	65%	67%	69%	72%	78%	82%	86%	90%	92%	92%
	BV 178	Public rights of way - easy to use	92%	94%	95%	95%	95%	95%	95%	95%	95%	95%	95%
	BV 215a	Average number of days to repair street light fault (Local Authority)	3.6 days	3.5 days	3.3 days	3.2 days	3 days	3 days	3 days	3 days	3 days	3 days	3 days
	BV 215b	Average number of days to repair street light fault (DNO)	30 days	25 days	20 days	20 days	20 days	20 days	20 days	20 days	20 days	20 days	20 days
	BV 98	Average % of street lights owned and maintained by the LA that are in light during the year	98.85%	98.85%	98.85%	99%	99%	99%	99%	99%	99%	99%	99%
	NI 47	% reduction in people killed or seriously injured in road traffic accidents (national indicator) compared to the 5 year average of 2004/05 to 2008/09 (129)	-2%	-4%	-5%	-7%	-8%	-11%	-16%	-22%	-27%	-33%	-33%
	NI 48 LAA2	Children killed or seriously injured in road traffic accidents (national indicator)	-4%	-4%	-8%	-8%	-13%	-17%	-22%	-31%	-40%	-50%	-50%
	Additional	Total number of school safety zones in operation	Baseline +4	Baseline +20	Baseline +35	Baseline +35	Baseline +35	Baseline +35	Baseline +35	Baseline +35	Baseline +35	Baseline +35	Baseline +35
	BV 100	Number of days temporary traffic controls/road closures on traffic sensitive roads (NELC capital works)	1.6	1.5	1.5	1.4	1.4	1.3	1.3	1.3	1.3	1.3	1.3
	Additional	Percentage of pre-cautionary salting routes completed as planned	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
	Additional	Percentage of Council-funded major road works (ie schemes within the Capital Programme) are correctly noticed in line with the Code of	95%	95%	95%	98%	98%	98%	98%	98%	98%	98%	98%

Ref	Old ref	Short description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11
		Practice for coordination of street works											
	NI 157a	Percentage of major planning applications determined within 13 weeks	80%	80%	85%	85%	85%	85%	85%	85%	85%	85%	85%
	NI 157b	Percentage of minor planning applications determined within 8 weeks.	83%	85%	90%	90%	90%	90%	90%	90%	90%	90%	90%
	NI 157c	Percentage of other planning applications determined within 8 weeks	92%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
	BV 188	Percentage decisions delegated to officers	≥90%	≥90%	≥90%	≥90%	≥90%	≥90%	≥90%	≥90%	≥90%	≥90%	≥90%
	BV 204	Percentage appeals allowed	30%	25%	25%	24%	24%	23%	23%	22%	21%	20%	20%
	BV 205	Quality of planning services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	NI 189	Flood and coastal erosion risk management: the percentage of agreed actions in the Catchment Flood Management Plan and Shoreline Management Plan that are being implemented	50%	75%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		Percentage of major or sensitive development proposals that are considered by the local or regional design panel	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		Number of car parks with 'Parkmark' accreditation	Maintain current baseline	Maintain current baseline +[]	To be agreed as part of the Service Development Plan								

Other Performance Information

The following table sets out PIs which the Partner shall report to the Council and the frequency of the reporting. The definition of measurement of the PIs are set out in Part 2.

Ref	Short description	Frequency
	% of footway carriage safety inspections carried out as planned	Annual
	Access to services and facilities by public transport, walking & cycling	Annual
	Working age people with access to employment by public transport (and other specified modes)	Annual
	a) proportion of non-frequent scheduled bus services running on time	Annual
	b) Excess waiting time for frequent bus services	Annual
	Bus Satisfaction	Annual
	Slight Injuries in RTAs	Annual
	Congestion - average journey time per mile during morning peak	Annual
	Traffic Growth (Road Traffic Reduction Act)	Annual
	Peak Traffic	Annual
	Air Quality	Annual
	Average number of days to repair street light fault (DNO)	Monthly
	Total number of school safety zones in operation	Annual
	Number of days temporary traffic controls/road closures on traffic sensitive roads	Annual

PART 2: DEFINITIONS OF PERFORMANCE INDICATORS

Where appropriate in the following two tables of definitions a PI or KPI may be defined by reference to the definition of a national PI. In such cases the definition for use in all parts of this Agreement will change from time to time as the national definition changes.

Ref	Short description	Definition
	Percentage of dangerous damage to roads/pavements repaired within 24 hours.	BV 105. Definition is to make safe on site. First time permanent repair will be the overall objective.
	Incident response, % incidents made safe within 1 hour from the time of notification.	% Incidents made safe from time of notification (Note: this is a measure of making safe, or if access is prevented, then measure of attendance).
	Principal roads where maintenance should be considered	NI 168 - Proportion of principal roads where maintenance should be considered This provides an indication of the proportion of principal road carriageway where maintenance should be considered.
	Non-principal roads where maintenance should be considered	NI 169 - Proportion of non-principal classified roads where maintenance should be considered This measure provides an indication of the proportion of B and C-class road carriageways where maintenance should be considered.
	Unclassified road condition	BV 224b - Percentage of the unclassified road network where structural maintenance should be considered. Based on a visual survey of a proportion of the unclassified road network (minimum 25% per year) using either a UKPMS Coarse Visual Inspection Survey (CVI) or a more detailed equivalent visual inspection survey (DVI).
	1,1a & 2 Footway condition	BV 187 - Percentage of the category 1, 1a and 2 footway network where structural maintenance should be considered .
	Reduction in money paid out in 3rd party claims resulting from the condition of the area network from commencement of the contract	% annual reduction in actual claims paid out, compared to rolling 3 year average.

Ref	Short description	Definition
	DfT's quality assessment of the LTP APR or equivalent	An assessment of the quality of the Annual Progress Report for the LTP or equivalent report as if specified by the Department for Transport
	Bus passenger numbers originating from the local authority area	NI 177 - Local bus and light rail passenger journeys originating in the authority area
	Percentage of schools with approved travel plans in place {Extent to which travel plans are successful - measured through NI198]	NI 198 - Children travelling to school – mode of transport usually used
	Percentage of school travel plans that are refreshed each year	% of school travel plans that are revisited and refreshed each year. (target 20% per annum)
	Percentage of pupils travelling to school by car	NI 198 - Children travelling to school – mode of transport usually used
	Pedestrian crossing with facilities for the disabled	BV 165 - The percentage of pedestrian crossings with facilities for disabled people, as a proportion of all crossings in the local authority area.
	Public rights of way - easy to use	BV 178 - The percentage of the total length of rights of way in the local authority area that are easy to use by the general public.
	Average number of days to repair street light fault (Local Authority)	BV 215a - The average number of days taken to repair a street lighting fault that is under the control of the local authority.
	Average percentage of street lights owned and maintained by the LA are in light during the year	Average % of street lights not working as planned.(based on surveys by Street Lighting Contractor)
	People killed or seriously injured in road traffic accidents (national indicator) based on the 3 year rolling average	NI 47 - People killed or seriously injured in road traffic accidents % reduction in people killed or seriously injured in road traffic accidents (national indicator) compared to the 5 year average of 2004/05 to 2008/09 (129) BV99a(i) - Number of people killed or seriously injured (KSI) in road traffic collisions. 'Killed or seriously injured': Include all casualties in an authority's area on public roads, even those such as motorways that are not the authority's direct responsibility.
	Actual number killed or seriously injured per calendar	Measurement of people killed or seriously injured in road traffic accidents (national indicator). Target based

Ref	Short description	Definition
	year	on reductions calculated from 5 year average of 2004/05 to 2008/09 (129)
	Children killed or seriously injured in road traffic accidents (national indicator)	NI 48 - Children killed or seriously injured in road traffic accidents % reduction in children killed or seriously injured in road traffic accidents (national indicator) compared to the 5 year average of 2004/05 to 2008/09.
	Actual number of children killed or seriously injured per calendar year	Measurement of children killed or seriously injured in road traffic accidents (national indicator). Target based on reductions calculated from 5 year average of 2004/05 to 2008/09
	Increase number of school safety zones	The number of school safety zones that are implemented per annum, compared to the agreed baseline.
	No. of days temporary traffic controls/road closures on traffic sensitive roads	BV 100 - Number of days of temporary traffic controls, or road closure, on traffic sensitive roads, caused by road works, per km of traffic sensitive road. To monitor the number of days that road closures take place due to road works.
	Percentage of pre-cautionary salting routes completed as planned	% of priority gritting routes (P1 & P2) completed on time.
	Percentage of Council-funded major road works are correctly noticed in line with the Code of Practice for coordination of street works	Proportion of road works that are on the forward plan (capital works) that are correctly noticed through NRSWA.
	Percentage of major planning applications determined within 13 weeks	NI 157a - Processing of planning applications Percentage of planning applications by type determined in a timely manner. A timely manner is defined as <ul style="list-style-type: none"> • within 13 weeks for Major applications; • within 8 weeks for Minor and Other applications; and • within 13 weeks for all County Matter applications.
	Percentage of minor planning applications determined within 8 weeks.	NI 157b - Processing of planning Applications Percentage of planning applications by type determined in a timely manner. A timely manner is defined as <ul style="list-style-type: none"> • within 13 weeks for Major applications; • within 8 weeks for Minor and Other applications; and

Ref	Short description	Definition
		<ul style="list-style-type: none"> • within 13 weeks for all County Matter applications.
	Percentage of other planning applications determined within 8 weeks	NI 157c - Processing of planning applications Percentage of planning applications by type determined in a timely manner. A timely manner is defined as <ul style="list-style-type: none"> • within 13 weeks for Major applications; • within 8 weeks for Minor and Other applications; and • within 13 weeks for all County Matter applications.
	Percentage decisions delegated to officers	The proportion of total planning decisions that are determined by the Partner's planning officers under delegated powers
	Percentage appeals allowed	BV 204 - The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications.
	Quality of planning services	BV 205 - The local authority's score against a 'quality of planning services' checklist.
	Flood and coastal erosion risk management: the percentage of agreed actions in the CFMP and SMP that are being implemented	NI 189 - Flood and coastal erosion risk management To record the progress of local authorities in delivering agreed actions to implement long term flood and coastal erosion risk management (FCERM) plans.
	Percentage of major or sensitive development proposals that are considered by the local or regional design panel	The % of major and/or sensitive development proposals that are considered by the local or regional design panel

Definitions for Other Performance Information

Ref	Short description	Definition
	% of footway carriage safety inspections carried out as planned	Percentage of Safety Inspections & Surveys of carriageways, footways and surface car parks carried out to timetable
	Access to services and facilities by public transport, walking & cycling	NI 175 (L) - Access to services and facilities by public transport, walking and cycling <ul style="list-style-type: none"> • Core services: <ul style="list-style-type: none"> - Healthcare - Hospitals and GP surgeries; - Education - primary, secondary and higher education sites; - Food shops; and

Ref	Short description	Definition
		<p>– Employment sites.</p> <p>Non private modes of transport would include:</p> <ul style="list-style-type: none"> • timetabled bus services; • Light rail & tram services (Blackpool Trams; Manchester Metrolink; Midland Metro; Nottingham Express Transit; Sheffield Supertram and Tyne & Wear Metro (Croydon Tramlink & Docklands Light Railway reported by TfL); • Demand responsive (dial-a-ride) transport – flexible, demand led service with no registered timetable; • Walking; and • Cycling.
	Working age people with access to employment by public transport (and other specified modes)	<p>NI 176 - Working age people with access to employment by public transport (and other specified modes)</p> <p>This indicator measures the percentage of people of working age (aged 16 to 74 years) living within the catchment area of a location with more than 500 jobs by public transport, demand responsive transport and/or walking.</p>
	a) proportion of non-frequent scheduled bus services running on time	<p>NI 178 - Bus services running on time</p> <p>Bus punctuality – defined as keeping public service buses to their scheduled bus departure times. This indicator is measured in two different ways: the percentage of non-frequent buses on time and the average excess waiting time for frequent services.</p>
	b) Excess waiting time for frequent bus services	<p>NI 178 - Bus services running on time</p> <p>Bus punctuality – defined as keeping public service buses to their scheduled bus departure times. This indicator is measured in two different ways: the percentage of non-frequent buses on time and the average excess waiting time for frequent services.</p>
	Bus Satisfaction	BVPI104 - Satisfaction with local bus services
	Slight Injuries in RTA's	BVPI99z – BV99c (ii) Number of people slightly injured in road traffic collisions.
	Congestion - average journey time per mile during morning peak	NI 167 - Congestion – average journey time per mile during the morning peak
	Traffic Growth (Road Traffic Reduction Act)	LTP2 - Change in area wide road traffic mileage
	Peak Traffic	LTP6 - Changes in peak period traffic flows to urban centres
	Air Quality	LTP8 – Air Quality target related to traffic

Ref	Short description	Definition
	Average number of days to repair street light fault (DNO)	BV 215b - The average time taken to repair a street lighting fault, where response time is under the control of a DNO.
	Total number of school safety zones in operation	Measurement of school safety zones that have been implemented.
	Number of days temporary traffic controls/road closures on traffic sensitive roads caused by works undertaken by the Council	BV 100 Number of days of temporary traffic controls, or road closure, on traffic sensitive roads, caused by road works, per km of traffic sensitive road. To monitor the number of days that road closures take place due to road works.