



Complete Agenda

Democratic Services
Council Offices
CAERNARFON
Gwynedd
LL55 1SH

Meeting

COMMUNITIES SCRUTINY COMMITTEE

Date and Time

10.30 am, THURSDAY, 18TH APRIL, 2024

This meeting will be webcast

https://gwynedd.public-i.tv/core//en_GB/portal/home

NOTE: A briefing session will be held for members at 10:15am

Location

Virtual Meeting

Contact Point

Rhodri Jones

01286 679256

rhodrijones1@gwynedd.llyw.cymru

COMMUNITIES SCRUTINY COMMITTEE

MEMBERSHIP (18)

Plaid Cymru (12)

Councillors

Elwyn Edwards
Elin Hywel
Edgar Wyn Owen
Beca Roberts

Delyth Lloyd Griffiths
Kim Jones
Llio Elenid Owen
Rhys Tudur

Annwen Hughes
Linda Morgan
Arwyn Herald Roberts
Jina Gwyrfai

Independent (5)

Councillors

Robert Glyn Daniels
Peter Thomas
Gruffydd Williams

Elfed Powell Roberts
Rob Triggs

Liberal Democrats / Labour (1)

Councillor Stephen Churchman

Ex-officio Members

Chair of the Council

A G E N D A

1. APOLOGIES

To receive any apologies for absence.

2. DECLARATION OF PERSONAL INTEREST

To receive any declaration of personal interest.

3. URGENT ITEMS

To note any items that are a matter of urgency in the view of the Chairman for consideration.

4. MINUTES

4 - 10

The Chairman shall propose that the minutes of the meeting of this Committee, held on 22 February, 2024 be signed as a true record.

5. GWYNEDD AND ANGLESEY PUBLIC SERVICES BOARD DELIVERY ARRANGEMENTS

11 - 14

To review the delivery arrangements of the Public Services Board and monitor the progress in implementing the 2023-2028 Well-being Plan.

6. HIGHWAYS MAINTENANCE MANUAL

15 - 61

To update Members on the Highways Maintenance Manual.

7. STREETSCENE SERVICE

62 - 67

To update Members on the Streetscene Service.

8. ITEMS OF THE NEXT MEETING

68

To confirm the items to be scrutinised at the Committee's meeting on 16 May 2024.

COMMUNITIES SCRUTINY COMMITTEE: CRIME AND DISORDER, 22 FEBRUARY 2024

Attendance:

COUNCILLORS: Elin Hywel (Chair)

Stephen Churchman, Glyn Daniels, Elwyn Edwards, Delyth Lloyd Griffiths, Gwilym Jones, Linda Morgan, Edgar Owen, Llio Elenid Owen, Beca Roberts, Arwyn Herald Roberts, Elfed Powell Roberts, Peter Thomas, Rob Triggs and Gruffydd Williams.

Officers present:

Bethan Adams (Scrutiny Advisor), Rhodri Jones (Democracy Services Officer) and Geraint Owen (Corporate Director).

Present for Item 5:

Councillor Dilwyn Morgan (Cabinet Member for Adults, Health and Well-being), Dylan Owen (Statutory Director of Social Services), Mannon Trappe (Assistant Manager for Safeguarding, Quality Assurance, Mental Health and Community Safety) and Daron Owens (Gwynedd and Anglesey Community Safety Partnership Senior Operational Officer).

Present for Item 6:

Councillor Berwyn Parry Jones (Cabinet Member for Highways, Engineering and YGC), Steffan Jones (Head of Highways, Engineering and YGC Department), Rhyddian Roberts (Chief Engineer) and Rob Williams (Water and Environment Service Manager).

Present for Item 7:

Councillor Berwyn Parry Jones (Cabinet Member for Highways, Engineering and YGC), Steffan Jones (Head of Highways, Engineering and YGC) and Meirion Williams (Assistant Head of Highways, Engineering and YGC).

1. APOLOGIES

Apologies were received from Councillors Kim Jones, Annwen Hughes and Rhys Tudur.

2. DECLARATION OF PERSONAL INTEREST

There were no declarations of personal interest.

3. URGENT ITEMS

None to note.

4. MINUTES

The Chair signed the minutes of the previous meeting of this committee held on 30 November 2023 as a true record.

5. ANNUAL UPDATE BY THE (GWYNEDD AND ANGLESEY) COMMUNITY SAFETY PARTNERSHIP

The report was submitted by the Cabinet Member for Adults, Health and Well-being, the Gwynedd and Anglesey Community Safety Partnership Senior Operational Officer and the Assistant Manager for Safeguarding, Quality Assurance, Mental Health and Community Safety. Attention was drawn briefly to the following main points:

Members were reminded of the need to scrutinise the work of the Partnership in its entirety rather than focusing on any specific body or organisation.

It was explained that the partnership had been formed in line with the Crime and Disorder Act 1998 which placed a statutory duty on Local Authorities to work in partnership with the Police, Health Service, Probation Service and the Fire and Rescue Service to address the local community safety agenda. The main responsibilities of the partnership included: Crime and Disorder, Substance Misuse, Reducing Re-offending, reducing serious violence and establishing Domestic Homicide Reviews (DHR).

It was noted that the partnership did not have specific funding and relied on regional and national grants. It was explained that the only commissioning undertaken by the partnership was the Domestic Homicide Reviews. Unfortunately, it was explained that the partnership was working on 5 Domestic Homicide Reviews this year and it was noted that the work inevitably had significant and continuing implications on the partnership's resources.

It was recognised that the main challenge currently facing the partnership was the different types of crimes that occurred within our communities. It was detailed that technological developments had increased the opportunities where people could be exploited by Organised Crime Gangs. Furthermore, it was considered that the cost-of-living crisis contributed towards the figures of offences within the community safety field.

It was confirmed that the Partnership was operating in line with an annual plan, that was based on the priorities of the Safer North Wales Board Strategy. It was noted that the priorities for the 2023/24 annual plan were as follows:

- Prevent Crime and Anti-social Behaviour
- Tackle Violent Crime
- Tackle Serious Organised Crime
- Safeguard and build resilient communities and maintain public safety.

Reference was made to current crime figures noting that violence against the person offences had generally decreased in Gwynedd compared to the previous year. It was also noted that there had been an increase of 15.4% in 'Theft and handling' offences compared to last year, and it was considered that this was the result of more retail offences. It was explained that this followed the statistic that shoplifting had increased 43.2% this year in comparison to last year, with a general increase of 35% across the region. It was detailed that the cost-of-living crisis was being considered as one of the biggest driving forces behind this increase. It was recognised that retail offences were now a priority for the police and substantial work was underway to ensure that these figures improved. It was ensured that residents were informed of any support available, and local food banks where appropriate.

It was reported that several Gwynedd communities were under-reporting incidents within their communities. It was recognised that this was a challenge for the partnership

in many fields such as domestic violence, where several incidents occurred before victims sought support. It was emphasised that it was key that people reported incidents to the police by dialling 101 or completing an electronic form.

It was noted that anti-social behaviour had decreased by 12.6% this year but it was emphasised that this figure was measured on a regular basis as it was based on the number of calls that were being made to the police.

It was confirmed that focus had been placed this year on the Serious Violence Duty which had come into force in January 2023. It was explained that a regional approach had been adopted to address the expectations of understanding the local picture of serious violence in the form of a needs assessment and preparing a strategy in response. It was emphasised that these had been developed by the end of January 2023 and they were now in the hands of the Home Office. It was noted that there was a need to coordinate the operation of the strategy locally with partners. Reference was also made to the fact that the Partnership wished to use these duties to reintroduce educational programmes in schools.

Pride was expressed that the partnership had been successful in receiving funding from the Shared Prosperity Fund for the purpose of extending the CCTV system. It was explained that this coincided with one of the United Kingdom's Levelling Up Mission aims, namely that homicides, serious violence and neighbourhood crime would reduce by 2030. It was emphasised that locations had been identified where offences took place or where people did not feel safe, where additional CCTV could be introduced.

A member referred to the acquisitive crime data drawing attention to the fact that there was an increase in cases in Gwynedd, especially in the data of thefts with an increase of 60%. He highlighted that a reduction could be seen across North Wales under several headings. He suggested that the situation should be monitored with historical data in case a trend was developing. In doing so, they could examine the reasons for the increase and what could be done to prevent it from increasing further.

Concern was expressed on behalf of the partnership that domestic violence numbers were increasing and that frustrations arose when attempting to provide necessary support. It was explained that such support was funded under the mobile support work stream of the Housing Support Grant but its rates had not been amended to reflect inflation. It was confirmed that this matter was being prioritised by partnership boards and that regional and national discussions were being held about the matter.

It was explained that the Trading Standards service collaborated with North Wales Police on a project to prevent cold-callers for individuals who had been identified as potential targets or victims of cold-calling by leasing call blockers. It was recognised that approximately 10 victims had currently received call blockers but it was hoped that this support would increase in future.

In response to an enquiry, reference was made to a Private Leasing Scheme that was being developed by the Homelessness Team in the Housing and Property Department. It was detailed that the aim of the scheme was to bring in more private landlords to let their houses as an option to re-house those who were homeless and to reduce the use of Bed & Breakfast accommodation and the associated costs.

In response to an enquiry about the use of data gathered by rural insurance organisations, it was confirmed that the partnership did not receive this information. It was recognised that theft and rural matters were a priority for the partnership. It was agreed to provide the contacts of the Police's Rural Crime Team to members.

A member highlighted the need to differentiate between recent and historical sexual violence data in the report.

It was ensured that officers would contact the police to obtain more information about the following before reporting back to Members, after making enquiries:

- Whether the police compared the data of the number of anti-social offences with incidents under the influence of alcohol or drugs.
- Provide detailed figures for different areas in Gwynedd, if they were available.
- Receive information about the cross-section of offenders' ages in Gwynedd.

It was confirmed that this information would be included in next year's report.

RESOLVED:

- 1. To accept the report and the supporting documents, noting the observations made during the meeting.**
- 2. To support the priorities and the future direction of the work.**

6. LOCAL FLOOD STRATEGY

The report was presented by the Cabinet Member for Highways, Engineering and YGC, Steffan Jones (Head of Highways, Engineering and YGC Department), Rhydian Roberts (Chief Engineer) and Rob Williams (Water and Environment Service Manager). Attention was drawn briefly to the following main points:

Members were reminded that parts of the draft local flood strategy had been submitted to the Committee meeting on 30 November 2023. In response to the Committee's observations where it had been suggested that a risk from highway flooding could have a substantial impact on our communities and that the Strategy needed to address these risks sufficiently, attention was drawn to the fact that a new action had been added to the strategy, namely Action 2.3A. It was confirmed that a public consultation would be held on the Strategy for a six-week period, commencing on 26 February 2024. It was ensured that the department was in contact with the Communication service to ensure that as many people as possible responded to the consultation, in order to share local knowledge via a questionnaire or phone call. It was hoped that residents would see the consultation being advertised in their local newspaper and on social media; it would also be uploaded on the Members' website for them to share it with their electors.

It was explained that developing a Local Flood Strategy was one of the requirements of the Flood and Water Management Act 2010. It was also detailed that the strategy had to be consistent with the National Flood Strategy published by Welsh Government in 2023.

Members were reminded that the department had submitted the proposal of considering inland and coastal flood risks separately within the new Strategy, at the Committee meeting on 27 October 2022. It was explained that they were being considered separately due to:

- The nature of the risk and the ability to mitigate them.
- Difference in statutory and passive roles/responsibilities
- Policies and strategies along with differences in the project funding structure by Welsh Government.

Members were guided through the Strategy and attention was drawn to historical matters, area plans, the division of public bodies' responsibilities, actions, financial matters and the strategic objectives of improving understanding and awareness of flood risks.

It was reported that maintaining culverts and gullies was crucial to manage water levels near roads and properties. It was confirmed that it had been programmed to empty the culverts at least once a year with additional attention to locations where difficulties had appeared regularly in the past. It was detailed that culverts with flood risk management, located beyond highway areas, received attention every fortnight in winter and every 4 weeks in the summer. It was updated that two of the culverts were being monitored by installed cameras, which sent messages when water levels were raised and allowed them to receive timely attention. It was elaborated that this enabled the department to take timely and more specific action.

It was explained that the department had a specific e-mail address and a useful app to draw the department's attention to any problems relating to culverts and gullies locally. Consideration was given to the possibility of updating locations where the department had recently been working on a specific map on the Members' website, allowing them to see whether the problems in their areas had been resolved. It was noted that this had been developed for other services such as salt bin locations and the department would investigate to see if it would be possible to update it with this work. It was confirmed that the Department would share the culvert and gully cleaning work programme with the members.

In response to an enquiry, the Head of Highways, Engineering and YGC confirmed that a change would be made to sections 4.1.4 and 4.1.5 of the Local Flood Risk Management Strategy (Draft) to refer to the 'Current Plan' rather than specific local development plans to ensure that the report was up-to-date.

It was reported that the Department was collaborating with the Information Technology service on a sensors trial scheme. It was noted that there were currently five sensors in operation which monitored the change in water levels. It was confirmed that this allowed the Department to resolve problems as they arose, and that red dots appeared on a map when incidents were afoot. Pride was expressed that the Department had recently received a national award for this innovative scheme.

It was confirmed that a public consultation on the strategy was about to start and the responses of the consultation would be submitted to the Cabinet, along with the Committee's observations. It was ensured that Members would receive further information about local problems as the Department attended the Area Forums over the next few weeks.

RESOLVED

To accept the report and to recommend:

- **That more information is required about the maintenance work programme for gullies and culverts in the Strategy.**
- **Consideration should be given to adapting the document so that only the current information is noted about the Local Development Plans under points 4.1.4 and 4.1.5.**

7. GRASS CUTTING AND MAINTENANCE OF COUNTY ROAD VERGES

The report was presented by the Cabinet Member for Highways, Engineering and YGC, Head of Highways, Engineering and YGC and the Assistant Head of Department. Reference was made to the following main points:

Members were reminded that current arrangements were in place for grass cutting and maintenance of county road verges twice a year. It was noted that the Department operated in any area with a road restriction of up to 30mph and that external contractors operated in other areas of the county. It was detailed that this external contract would end within the year and the Department would be looking into renewing it.

Attention was drawn to several statutory duties to maintain and improve biodiversity and promote the resilience of ecosystems, noting the need for public authorities in Wales to meet them. Section 6 of the Environment (Wales) Act 2016 was mentioned, which placed a duty on public authorities to make biodiversity a natural and integral part of policies and projects. It was explained that the Department exceeded these requirements in ensuring that it sowed as part of biodiversity trials, as there was no requirement to do so.

It was reported that the Department had been collaborating with the Biodiversity Service to undertake trials along the A499 and A497 road verges in Dwyfor since October 2022. It was explained that the trials would continue in this area for three years to collect data. It was confirmed that the purpose of the trials was to ensure that changes were being made to encourage vegetation and biodiversity and to promote wildlife in the area. It was explained that the eight locations had been selected as they were straight, wide and long and that it was possible to receive and analyse rational data from the trials. It was assured that the results received so far were encouraging as well as the fact that the Department was receiving positive feedback from the public. It was emphasised that health and safety was a priority for the Department and, therefore, there would be no delay in grass cutting near any access or junction due to the trials as trial areas had been restricted to long, straight and wide roads. Members were invited to contact the department if concerns arose regarding any access or junction that needed to be cut more frequently than the current arrangement of twice a year.

It was confirmed that the trials continued to be held and they were growing. It was detailed that other areas in Gwynedd had been identified to extend the trials to Meirionnydd. Attention was drawn to the fact that other bodies adopted the same principles to comply with the statutory duties.

In response to an enquiry about the public's awareness of new risks that could arise such as ticks, it was confirmed that this was beyond the Department's remit but officers would contact the Public Protection Service for additional information.

It was recognised that litter thrown onto road verges continued to be a challenge. It was noted that arrangements were in place to ensure that the grass cutting teams shared their work programmes with the cleaning teams to ensure that litter was picked up as soon as possible. It was elaborated that the department was collaborating with the street cleaning service to try to prevent people from throwing litter from their vehicles.

A member suggested that collaboration should be undertaken with community centres and examine the possibility of creating wildlife meadows.

The officers were thanked for their work noting that it improved the morale of public transport users as well as improving the environment.

RESOLVED

- 1. To accept the report, noting the observations made during the discussion.**
- 2. That the Committee receives an update in a year's time.**

8. COMMUNITIES SCRUTINY COMMITTEE FORWARD PROGRAMME 2023/24

The report was presented by the Scrutiny Adviser noting the following main points:

Members were reminded that the Communities Scrutiny Committee's Amended Forward Programme for 2023/24 had been adopted at the Committee's meeting on 30 November 2023.

It was detailed that the 'Article 4 Direction - Public Consultation' item had been programmed for the 18 April 2024 meeting. It was emphasised that it was necessary to consider what was intended to be scrutinised as the meeting would be held during the period prior to the election of Police and Crime Commissioner, which would be held on 2 May 2024. It was confirmed that the Monitoring Officer had given guidance that the matter should not be scrutinised during the period prior to the election due to the nature of the discussion in relation to introducing an Article 4 Direction.

It was explained that a date had been noted within the draft 2024/25 committees' calendar, which would provide an opportunity for timely scrutiny before the Cabinet reached a decision on the matter. It was noted that it was intended to hold the meeting on 16 May 2024, but it was explained that this depended on the Full Council's decision at its meeting on 7 March 2024, when Members would consider the committees calendar.

As a result of this change, it was confirmed that the Scrutiny Adviser had consulted with the Chair to reprogramme the 'Highway Maintenance Manual' item from this meeting (22 February 2024), to the meeting that would be held on 18 April. It was explained that this would provide an opportunity to give fair attention to the items as three items had been programmed for each meeting.

Due to the lack of time between meetings on 18 April and 16 May 2024, it was proposed that the Chair and Vice-chair identified items for discussion as well as the 'Article 4 Direction - Public Consultation' item at the meeting in May, at their contact meetings with the relevant Heads of Department and Cabinet Members. It was explained that this would ensure sufficient time for the Departments to prepare the reports. It was noted that a report would be submitted to the Committee on 18 April 2024, to confirm the items to be scrutinised in the May meeting.

Members were reminded of the opportunity to prioritise items to be scrutinised for the remaining meetings in 2024/25 at the Committee's Annual Workshop.

RESOLVED

- 1. To adopt an amended work programme for 2023/24.**
- 2. Confirm arrangements to identify items to be discussed at the Committee meeting in May 2024.**

The meeting commenced at 10.30am and concluded at 12.45pm.

CHAIR

Committee	Communities Scrutiny Committee
Date	18th April 2024
Title	Gwynedd and Anglesey Public Services Board delivery arrangements
Cabinet Member	Cllr Dyfrig Siencyn
Purpose	To review the delivery arrangements of the Public Services Board and monitor the progress in implementing the 2023-2028 Well-being Plan.

1.0 Introduction and context

1.1 We present the delivery arrangements of the Gwynedd and Anglesey Public Services Board (PSB) for 2024- 2025 based on the 2023-28 Well-being Plan.

1.2 The [Well-being of Future Generations \(Wales\) Act 2015](#) places a duty on public bodies to improve the social, economic, environmental and cultural well-being of Wales. The act is based on the principle of sustainable development and places a duty on public bodies to set and publish well-being objectives and to take all reasonable steps to achieve those objectives. The Act also established Public Service Boards with representation from key public and voluntary bodies. Every five years the Public Services Boards must prepare and publish an assessment of the state of economic, social, environmental and cultural wellbeing in their areas and use this as the basis of the Wellbeing Plan for the following five years.

1.3 One of the main challenges for the PSB is to establish where we can add the most value and make a difference as together, with the limited resources and capacity available to us. In developing the Well-being Plan, we had conversations about where we can make the biggest contribution without duplicating the good work that is already underway in other partnerships and organisations. The PSB has learned from experience and changed its approach over the previous period.

1.4 The 2023-28 Wellbeing Plan Objectives:

The Gwynedd and Anglesey PSB's Well-being Plan for 2023-2028 was published in May 2023. **It has three overarching Well-being Objectives:**

- We will work together to mitigate the effect of **poverty** on the well-being of our communities.
- We will work together to improve the well-being and achievement of **our children and young people** to realise their full potential.
- We will work together to support our services and communities to move towards **Zero Net Carbon**

1.5 The **Welsh Language** is a permanent priority for the Gwynedd and Anglesey PSB and is promoted in all areas of the Boards' work.

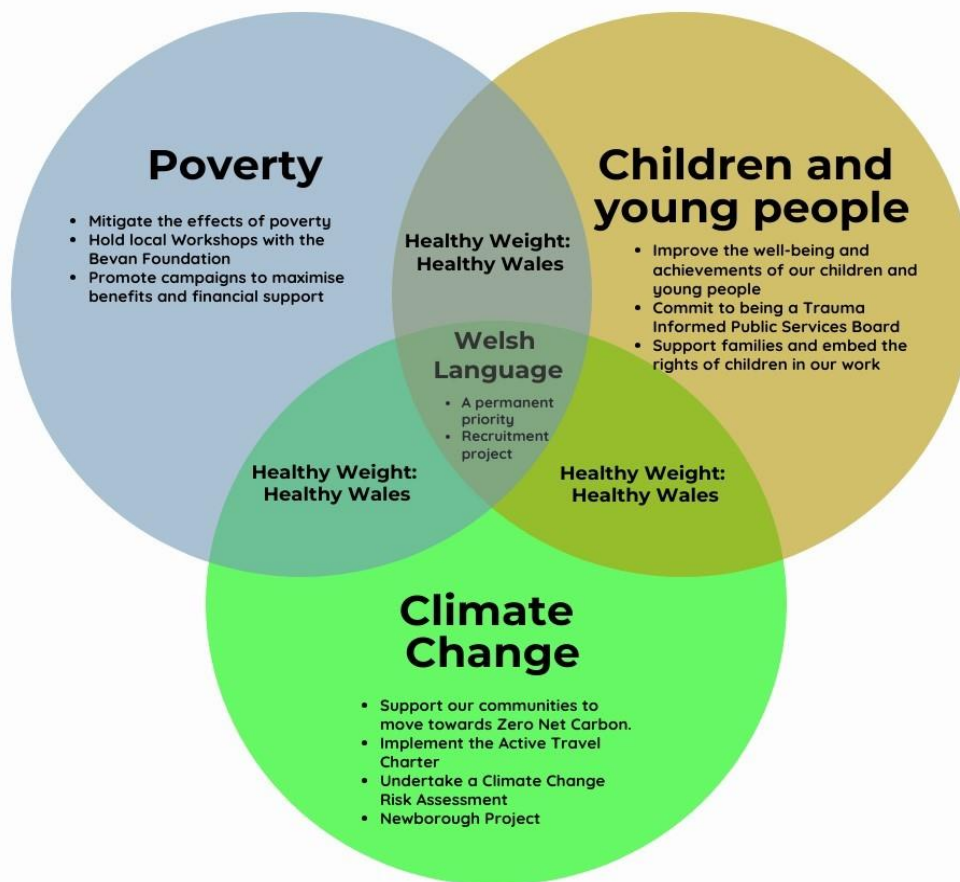
1.6 The Whole System Thinking and Healthy Weight: Healthy Wales methodology has been adopted as a golden thread throughout this work. Healthy Weight: Healthy Wales (HWHW) is the Welsh Government's long term strategy to prevent and reduce obesity in Wales through a whole system approach. Launched in 2019, this 10-year strategy has a core focus of leadership and enabling change through a systems-based approach that will focus on local leadership, collaboration and involvement and enabling local action. In this context, taking a whole system approach means working collectively with everyone (professionals and local communities) who

can influence the flow of affordable, healthy food options and create opportunities for people to move more. By working in this way we can simultaneously work to reduce health inequalities and climate change.

2.0 The 2024-2025 Delivery Plan:

Instead of detailing a 5-year work plan, PSB Members agreed to press ahead with annual Delivery Plans for the Well-being Plan. The diagram below shows how the Board will prioritise delivering the objectives for the 2024/2025 period.

Delivering the Well-being Plan 2024/25



This Delivery Plan will be subject to ongoing review by the PSB to ensure progress. The following arrangements have been put in place:

- 2.1** Due to the previous successes and ongoing focus of the Welsh Language Sub-group, the PSB agreed that it should continue in its current form – chaired by Dr Lowri Hughes of Bangor University. Following an independent academic assessment of the effectiveness of other PSB sub-groups it was decided to proceed with the recommendation to set up more operationally focussed Task and Finish groups for each objective.

2.2 Therefore, each of the prioritised actions under the three main objectives will be implemented by a Task and Finish Group with operational staff from PSB member organisations collaborating to achieve the short-term goal. The overarching methodology to support the work will be The Whole Systems Approach to Healthy Weight: Healthy Wales with input from Public Health Wales colleagues.

2.3 The Task and Finish Groups already in place for the 2024 – 2025 Delivery Plan include:

Objective/Action (refer to Venn diagram above)	Delivery by
Poverty Objective:	
<ul style="list-style-type: none"> • <i>Bevan Foundation Workshops</i> 	<i>Task and Finish Operational Group</i>
<ul style="list-style-type: none"> • <i>Promote campaigns to maximise benefits take up</i> 	<i>Coordinated by support team</i>
Children and Young People Objective:	
<ul style="list-style-type: none"> • <i>Becoming a Trauma Informed PSB</i> 	<i>Task and Finish Operational Group</i>
<ul style="list-style-type: none"> • <i>Embedding the rights of children into PSB member organisations</i> 	<i>Task and Finish Operational Group</i>
Climate Change Objective:	
<ul style="list-style-type: none"> • <i>Implement the Active Travel Charter</i> 	<i>Task and Finish Operational Group</i>
<ul style="list-style-type: none"> • <i>Undertake a high-level Climate Change Risk Assessment on the PSB footprint</i> 	<i>Task and Finish Operational Group supported by National Resources Wales</i>
<ul style="list-style-type: none"> • <i>The Newborough Hackathon -Trialling a different, collaborative approach to tackling a significant but common issue at a specific community level (Regional funds allocated to fund pilot).</i> 	<i>Task and Finish Operational Group – mainly IOACC, NRW and PSB officers.</i>
Welsh language Priority:	
<p>The Welsh centre for language planning (IAITH cyf) has been commissioned to research the challenges and successes of bilingual workforce planning among organisations that make up the three North Wales Public Service Boards. It was requested that IAITH explore why public organisations across north Wales are struggling to recruit staff to Welsh-speaking roles, and whether the answer lies within the recruitment processes themselves.</p> <p>Project completion date: 30/04/24</p>	The Welsh language Sub-group

3.0 Monitoring

The sub-groups noted above are accountable to the Public Services Board in relation to delivering any commissioned work. The sub-groups will update the Board on progress every quarter, and their submitted progress reports will be challenged and discussed at Board meetings. The Board's support team also has a role to play between Board meetings to support and maintain the work of the sub-groups. In addition, the annual report summarising progress is published by the Board as it works towards achieving its strategic aims.

4.0 Scrutiny arrangements

The work of the Public Services Board is subject to scrutiny by the designated Scrutiny Committees of both Gwynedd and Anglesey local authorities. The Well-being of Future Generations Act and associated national guidelines note three roles for scrutiny committees of Local Authorities when providing democratic accountability for the Public Services Board:

- Reviewing the governance arrangements of the PSB
- Statutory consultee on the Well-being Assessment and the Well-being Plan
- Monitoring progress of the efforts of the PSB in the implementation of the Well-being Plan

5.0 Equality Impact Assessments

The Public Services Board's support team has considered and identified the need for impact assessments (e.g., Language and Equality) and assessments are developed and used when the Board engages with our communities on specific points and to update the Well-being Assessments.

Agenda Item 6

Committee	Communities Scrutiny Committee
Date	18 April, 2024
Title	Highways Maintenance Manual
Aelod Cabinet	Councillor Berwyn Parry Jones
Author	Steffan Jones, Head of Highways, Engineering and YGC
Purpose	Update Members on the Highways Maintenance Manual

1. Introduction

- 1.1 Local highway authorities have a specific duty under the Highways Act 1980 to maintain their adopted highways as maintainable at public expense and to keep them same for public use.
- 1.2 Various national codes of practice have been issued over the years to encourage best practice and to adopt asset management procedures that take a more holistic approach to maintaining the highway network and thus defend authorities from claims or legal action.
- 1.3 In line with the recommendations in the prevailing code of practice 'Well-maintained Highways, Code of Practice for Highway Maintenance Management 2005', the Council published its Highways Asset Management Plan (HAMP) in July 2010. Gwynedd's HAMP was considered to be comprehensive and few other highway authorities had adopted a similar plan at the time.
- 1.4 The HAMP has served its purpose over the years, not only as a daily guide to how to maintain the county's highways but also to protect the Council against third party claims and court cases. Between the 1st of April 2016 and the 1st of April this year, the Council has received 343 third party claims and has been able to successfully defend 294 of them; a success rate of almost 86% This compares very favorably with other highway authorities and the Risk Co-ordinator and Insurance Manager attributes this to the robustness of the Plan.
- 1.5 A new code of practice was introduced in 2016, namely '*Well-managed Highway Infrastructure: A Code of Practice*'. The new code promoted the adoption of an integrated asset management approach to highway maintenance based on the establishment of local levels of service through risk-based management.
- 1.6 In order to ensure that all local authorities in Wales complied with the requirements of the new code, the County Surveyor's Society Wales (CSSW) commissioned specialist consultants to formulate a nationally consistent approach to the new guidelines. Consequently, rather than have one Highway Asset Management Plan to define how they managed their road networks (similar to the Council's existing HAMP), CSSW recommended that each authority publish a suite of documents that support their method of managing their highway asset. The Highway Maintenance Manual is one of these documents.

- 1.7 Highway Maintenance Manuals set out how councils meet their duties as the highway authority; confirm the methods used to ensure that the risk to users of the highway network is appropriately monitored and managed and ensure consistency in how standards are implemented.

In order to achieve all of these, CSSW proposed that authorities undertook the following:

- establish a network hierarchy
- establish an inspection regime
- establish a repair procedure
- use risk to influence how the budget is allocated

- 1.8 The Council already had a network hierarchy, inspection regime and repair procedure in place, and the standards and practices in its HAMP were largely risk based. However, they were probably not entirely consistent with the requirements of the new code and CSSW's recommendations. Consequently, the Department reviewed its existing arrangements (hierarchy, inspection and repair) and established standards that were the same, if not better, than those proposed by CSSW. These are the standards included in the Council's new Highway Maintenance Manual (see Appendix 1).

2. Adopting the Manual

- 2.1 The Department submitted the new Highway Maintenance Manual to the Cabinet in July, 2023 for its full adoption.

- 2.2 The adoption of the new manual ensured that:

- the Council's highway asset maintenance procedures comply with current national guidelines
- the delivery of a safe and well-maintained highway network
- that appropriate maintenance standards are implemented consistently throughout Gwynedd
- that the Council's standards and approach to implementation are consistent with other highway authorities within Wales.
- that the Council will continue to be able to defend third-party claims and legal action by individuals
- that future highway maintenance budget allocations are influenced by risk rather than by other factors.

3. Next Steps

- 3.1 By introducing the changes referred to above, we also adopted a new regime for responding to safety defect along with making use of the asset management system (WDM) to identify and prioritise the planned structural capital works programme.

Safety Defect

- 3.2 Clause 7.1 of the manual identifies our defect categories and are contained within (table 2):

- Critical defect
- Safety defect
- Maintenance defect

- 3.3 Since adopting of the new manual, and as part of the changes the safety defect response has now changed to a response by the end of the next working day.
- 3.4 This change has allowed us to programme work more effectively seeing packages of work being prepared.
- 3.5 To date, no concerns have been identified since the new procedure was introduced, however we will continue to monitor the situation over the coming months. The following graph provides information on the number of safety defects reported on an area basis.

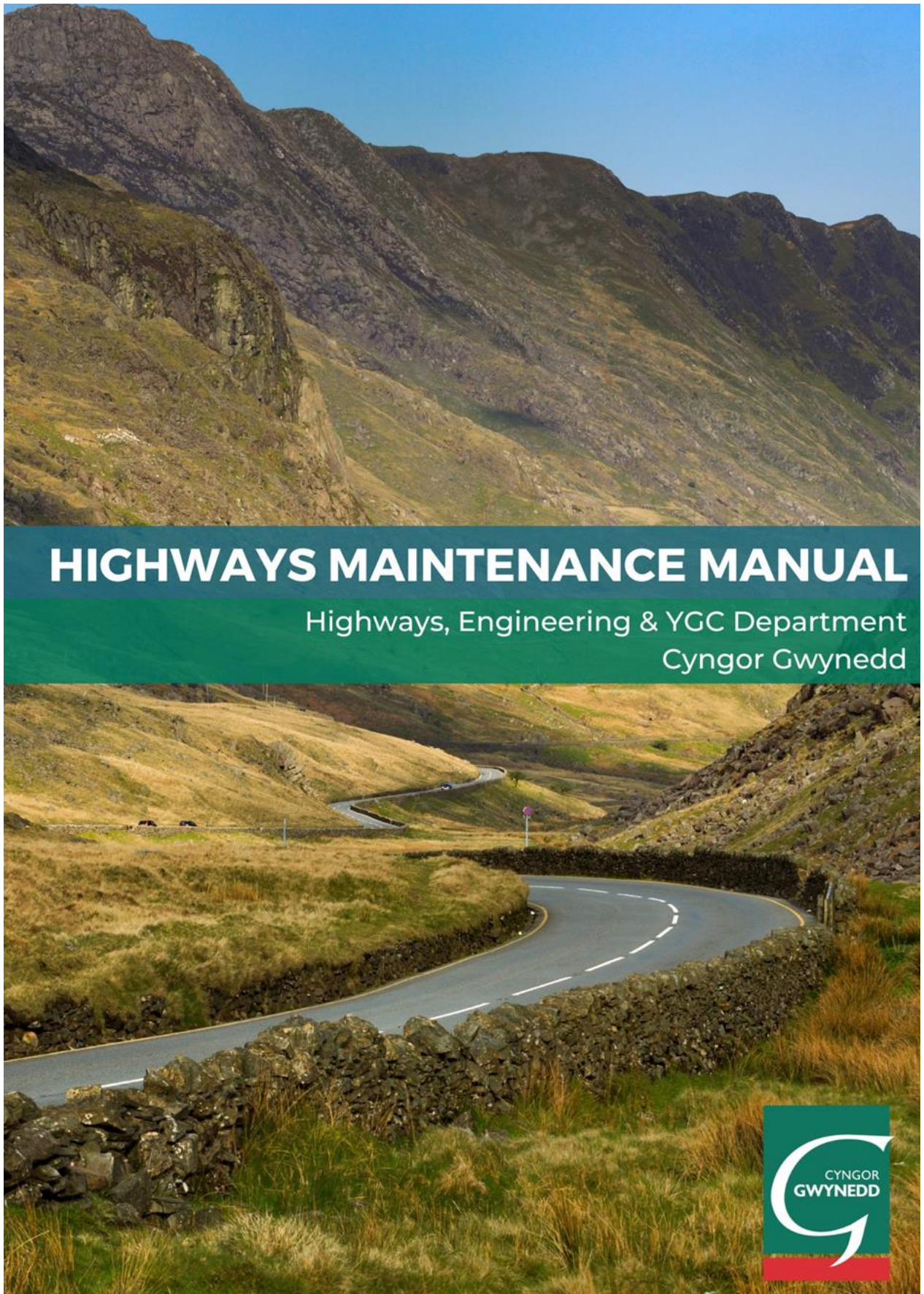


Capital Work Programme/WDM Asset Management System

- 3.6 Our capital works programme will use the following categories to identify the roads to be treated:
- Hierarchy (traffic/usage)
 - Scanner data (rutting, texture, road profile) RCI
 - Visual condition (video survey analysis) CVI data updated annually
 - Area and local network priorities
 - Deficit levels – 3 year deficit history/aggregate score/km
 - Age of construction
- 3.7 We are currently in the process of preparing the programme of works based on the above information which will reflect the real priority of roads that need attention and on a Gwynedd-wide basis. This programme will be shared with all Gwynedd Councillors within the next few weeks.

4. Conclusion

- 4.1 It will take some time to fully assess the impact of the changes but to date, no concerns have been raised. On the contrary, being able to respond to safety defects by the end of the next working day has certainly improved our on-the-ground work arrangements.
- 4.2 There are significant pressures on the Highway Maintenance budget and provision of Gwynedd's priority-based programme of work will evidence which road is to be prioritised.





Document control

Version number	Amendments made	Date
V.1.0	Nil - Original	
V.1.1	Steffan Jones	21.06.23
V.1.2	New procedure responding to safety defect implemented.	06.02.24
Next review due:		

Council Approval

Version number	Council Committee	Date
V.1.1	Cabinet	11.07.23

Responsibility for the manual

The responsibility for the delivery and updating of this plan are shown below.

Council Officer	Responsible for
Steffan Jones – Head of the Highways, Engineering and YGC Department.	Setting direction and strategy for the Highways Maintenance Service to support compliance with, and the implementation of, the standards of the maintenance manual.
Meirion Williams – Assistant Head of the Highways, Engineering and YGC Department.	
Osian Elis – Executive Officer, Corporate Leadership Team	Preparing Cyngor Gwynedd’s Highway Maintenance Manual.



Table of content

1. Introduction	6
1.1. Purpose.....	6
1.2. Scope	6
1.3. Legal Requirements	6
1.4. National Guidance	7
1.5. Council Documents.....	7
2. Roles, Responsibilities and Competencies	8
2.1. Competencies and training.....	8
3. Highway Maintenance and Risk Management	9
3.1. Well-managed Highway Infrastructure: A Code of Practice (2016).....	9
3.2. Risk Reviews	9
4. Asset Register and Inventory of Highway Assets	10
4.1. Asset Register	10
4.2. Inventory	10
5. Network Hierarchy	10
5.1. Establishing the Network Hierarchy	11
5.2. Network Hierarchy Categories	11
5.3. Regional Consistency	11
5.4. Update and Review	11
6. Inspection Regime	12
6.1. Routine Inspections	12
6.2. Inspection Tolerances.....	12
6.3. Inspection Schedule.....	13
6.4. Reactive Inspections.....	13
6.5. Inspected Assets.....	13
6.6. Inspection recording.....	14
6.7. Condition Assessments.....	14



Cyngor Gwynedd Highway Maintenance Manual

6.7.1.	Carriageways	14
6.7.2.	Footways	14
6.7.3.	Structures.....	14
6.7.4.	Street Lighting	15
7.	Highway Repair Regime	15
7.1.	Defect Categories.....	15
7.2.	Defect Types and Interventions Levels.....	16
7.3.	Emergency Service	17
7.4.	Works Ordering	17
7.5.	Recording of Repair Records	17
8.	Cost Recording	18
9.	Procurement.....	18
10.	Budget allocation.....	19
10.1.	Annual Budget Setting	20
11.	Customer enquiries	20
11.1.	Customer Relationship Management System (CRMS).....	20
11.2.	Scheme Notification and Feedback.....	21
11.3.	Roadwork's Reports	21
12.	Statutory Undertaker Activity.....	21
12.1.	Procedures	21
13.	Claims by Third Parties	22
13.1.	Processing the Claims of Third Parties.....	22
13.2.	Reporting Claims Outcomes.....	22
14.	Traffic Management	23
14.1.	Traffic Manager	23
14.2.	Traffic Disruption.....	23
14.3.	Policies and Objectives	23
14.4.	Traffic Sensitive Streets.....	23



Cyngor Gwynedd
Highway Maintenance Manual

15. Routine Cyclic Planned Maintenance	23
16. Highway Works Scheme Prioritisation Regime	25
16.1. Scheme Prioritisation	25
17. Performance	25
17.1. Operational Performance Measures	25
17.2. Benchmarking.....	26
Appendix A: Asset Hierarchy Categories.....	27
Appendix B: Frequency of Inspections	30
Appendix C: Defect Types and Intervention Levels	34



1. Introduction

1.1. Purpose

The purpose of this manual is to outline the methods and standards used by Cyngor Gwynedd for managing the maintenance of highway assets (the highway infrastructure, including roads, footways, streetlights, street furniture, gullies, drains, trees, signs, road markings, bridges and other structures). The manual outlines how the Council will comply with its duties as a highway authority, ensuring that the risks to users are appropriately monitored and managed.

1.2. Scope

This manual outlines how Cyngor Gwynedd maintains the highway assets under its control. It details the procedures used to plan and execute all work associated with managing, operating and maintaining highway assets, including how activities are monitored to ensure compliance with the Council's policies and statutory obligations.

1.3. Legal Requirements

As a highway authority, Cyngor Gwynedd must comply with statutory duties, including the following legislation:

- **The Highways Act 1980:** This places a duty on highway authorities to maintain highways adopted as maintainable at public expense, and to keep them safe for public use.
- **New Roads and Street Works Act 1991:** This places a duty on highway authorities to co-ordinate all highway works for the purpose of ensuring safety, minimising inconvenience to highway users, and protecting the highway and apparatus in it.
- **The Traffic Management Act 2004:** This places a duty on highway authorities to ensure effective movement of traffic on the road network of the highway authority as well as the networks of surrounding authorities.
- **Well-being and Future Generations (Wales) Act 2015:** This requires public bodies in Wales to think about the long-term impact of their decision, to work better with people, communities, and each other, and to prevent persistent problems such as poverty, health inequalities and climate change.



- **Environment (Wales) Act 2016:** This requires local authorities to secure healthy and resilient eco-systems for the future whilst meeting the challenges of creating jobs, housing and infrastructure.

1.4. National Guidance

In 2016, the UK Roads Liaison Group produced a new code of practice for managing highway assets. It recommended that highway authorities adopt a risk-based approach to how they maintain their roads. In response to this new code of practice, the County Surveyors' Society, Wales (CSSW) created a risk-based management method for use by highway authorities in Wales.

Current national guidance considered by this manual is found in the following documents:

- UK Roads Liaison Group – *Well-managed Highway Infrastructure: A Code of Practice*, UK Roads Liaison Group (2016).
- CSSW – *Nationally Consistent Response to the Code of Practice, 2016* (2019).
- CSSW – *Highway Asset Management Planning: Risk-based approach – Method Summary* (2019).

1.5. Council Documents

This manual is part of a suite of documents produced by Cyngor Gwynedd which support and outline the Council's approach to the management of its highway assets. The Council's initial approach to highway asset management was outlined in its *Highway Asset Maintenance Plan, 2010 (HAMP)*. This manual contains revisions of relevant sections of the HAMP which reflect the national guidance specified above.

This manual supports other departmental policies which address highway asset maintenance.

Relevant documents include:

- Cyngor Gwynedd – *Highways, Engineering and YGC Departmental Plans*.
- Cyngor Gwynedd – *Highways, Engineering and YGC Environmental Policy*.
- Cyngor Gwynedd – *Winter Maintenance Service Plan*.



2. Roles, Responsibilities and Competencies

The roles, responsibilities and competencies required of those involved in the management of Cyngor Gwynedd’s highway assets are specified below:

Role:	Responsible for:
Cabinet	Approving the use of this document as policy.
Councillors	Approving the use of this document as policy.
Corporate Leadership Team	Ensuring that the Council’s services meet the maintenance standards of this manual.
Head of the Highways, Engineering and YGC Department.	Ensuring that the Highways Maintenance Service implements the asset maintenance standards of this manual. Monitoring results. Undertaking biennial risk assessments.
Assistant Head of the Highways, Engineering and YGC Department.	
Area Engineers	
Highway inspectors	Undertaking inspections in line with the inspection regime. The appropriate data is recorded for input into the asset management systems.
Work gangs	Carrying out repairs in line with the repair regime. The appropriate data is recorded for input into the asset management systems.
Contractors.	Carrying out repairs as instructed. Recording the appropriate data for input into the asset management system.

Table 1. Roles and Responsibilities

2.1. Competencies and training

CSSW manages a competency confirmation scheme for highway inspectors involved in highway maintenance (Highway Inspection Competency Scheme). The objective of the scheme is to ensure that highway inspections are completed according to the standards specified in this manual. The training addresses visual condition assessments of carriageways and footways. Relevant officers in the Council will have received the appropriate training to attain the CSSW accreditation.



3. Highway Maintenance and Risk Management

The risks associated with maintaining highway assets are managed using the methods set out below. This includes how the Council makes use of a risk-based management approach as required in the new code of practice.

3.1. Well-managed Highway Infrastructure: A Code of Practice (2016)

A revised code of practice for highway maintenance was published in October 2016 by the UK Roads and Liaison Group. It provides guidance that highway authorities are expected to utilise when formulating their approach to highway maintenance management. Highway authorities may use this guidance when defending against third party claims.

The most significant change proposed in the new code of practice is the requirement of a risk-based approach to all decision-making regarding the maintenance of highways.

CSSW developed a risk-based management method that it recommends highway authorities in Wales adopt. It proposes recommended minimum standards for inspection frequencies and defect repairs, and calls on the highway authority to establish:

- A network hierarchy.
- An inspection regime.
- A repair regime.
- Budget allocation according to risk.

The network hierarchy, inspection regime, and repair regime adopted by Cyngor Gwynedd – and where they meet and/or exceed CSSW recommended standards – are outlined in this manual.

The approach allows inspectors to use their discretion when judging the appropriate response to repairing a defect (see Section 6. Inspection Regime).

3.2. Risk Reviews

To verify the effectiveness of the risk-based approach and the appropriateness of the network hierarchy, inspection regime and repair regime adopted by Cyngor Gwynedd, a review of this



manual will occur every 2 years. These reviews will draw upon the CSSW method outlined in: *CSSW Highways Asset Management Framework Recommended Practices - Task 4 Annual Performance & Risk Review*.

4. Asset Register and Inventory of Highway Assets

The Asset Register provides a definitive list of the highway assets that fall under the jurisdiction of, and are maintained by, the Council. The inventory of highway assets is based on the Asset Register and contains detailed information on the items held by each highway asset.

4.1. Asset Register

The National Street Gazetteer is the definitive dataset of public roads and streets that highway authorities are responsible for maintaining. The part of the National Street Gazetteer covering Gwynedd is included in the Council's WDM Highway Integrated Asset Management System (WDM) and Mayrise Street Lighting Asset Management System.

4.2. Inventory

Inventories of the Council's highway assets are held in multiple asset management systems. Asset information is handled continuously and updated as required. The assets are held on the following management systems:

- Carriageways and footways – WDM
- Structures – BridgeStation, Advanced Bridge Management Systems
- Street lighting and traffic signals – Mayrise

5. Network Hierarchy

Highway assets have been divided into network hierarchy categories which reflect the relative significance of their use and function. This ensures that the inspection and repair regimes are proportionate to the risks posed by each category.

The Council has separate network hierarchies for carriageways and footways.



5.1. Establishing the Network Hierarchy

Cyngor Gwynedd has employed a network hierarchy for many years. In line with the creation of this manual, the hierarchy has been revised in accordance with the recommendations in the CSSW document: *Nationally Consistent Response to the Code of Practice, 2016*. The revised network reflects the risks associated with each public highway based on traffic volume, other hazards and local knowledge from the Council's engineers and inspectors.

5.2. Network Hierarchy Categories

A description of the relative significance of the use and function of each hierarchy category is outlined in Appendix A. Documented evidence of how the revised network has been established, and how the highway categories have been assigned, is available on the following spreadsheet: *Cyngor Gwynedd - RP1 Annual Highway Asset Risk Review*.

5.3. Regional Consistency

To achieve regional consistency, CSSW recommends that neighbouring highway authorities agree on common hierarchy categories for assets which cross authority boundaries.

Cyngor Gwynedd neighbours the counties of Conwy, Denbighshire and Powys and has highway assets which connect with the highway networks of these other three counties. All assets maintained by Cyngor Gwynedd are classified with the same carriageway hierarchy as the neighbouring authorities. These assets are found in: *Carriageway Hierarchy – Neighbouring Authority.xlsx*.

5.4. Update and Review

The network hierarchy is reviewed on a continuous basis, and formally at least every 2 years, to reflect any significant changes in the use of any highway asset, e.g. changes in the volume of traffic).



6. Inspection Regime

To monitor the repair needs and condition of highway assets, Cyngor Gwynedd uses a regime of inspections of varying types and frequencies. This includes the following inspection types:

- **Reactive Inspections:** Inspections undertaken in response to a notification to the Council of a potential defect.
- **Routine Inspections:** A regime of planned inspections to identify defects that have the potential to cause harm to users and to assist in choosing or confirming a repair intervention to prevent further deterioration and increased future maintenance needs that could otherwise be avoided.
- **Condition Surveys:** Where the condition of the components of the highway assets are surveyed so that a renewal programme can be derived. Condition surveys can be visual- or machine-based and may include testing where appropriate for the asset type.

6.1. Routine Inspections

Routine Inspection frequencies are based on the network hierarchy. These frequencies were established according to the CSSW Highway Asset Risk Review method. Appendix B provides the routine inspection frequencies along with the CSSW minimum recommended standards. Planned routine inspections are a combination of:

- **Driven Inspections:** Inspections of carriageways by a driver and a highway inspector/competent officer in a slow-moving vehicle. Refer to table 1 in Appendix B.
- **Walked Inspections:** Inspections undertaken by a highway inspector/competent officer on foot at a walking pace on the footway.

6.2. Inspection Tolerances

Due to adverse weather, sickness or leave, it is possible that the specified frequencies cannot be met in some circumstances. For this reason, the frequencies have been assigned a tolerance – either 5 or 10 working days. The tolerances for each routine inspection frequency are specified in Appendix B.



6.3. Inspection Schedule

The WDM asset management system contains information on all previous inspections and the inspection regime. At the beginning of each month, highway inspectors/competent officers are assigned assets for inspection by the WDM system. The inspectors/officers decide on the scheduling of the inspections and consider the use and character of the asset to ensure that the time and date of the inspections are appropriate e.g. to avoid periods with higher numbers of parked cars or increased traffic. This minimises disruption and better ensures that inspections are effective and safe.

6.4. Reactive Inspections

When a defect is notified to the Council by a third party, an inspection will be undertaken at a time deemed proportionate to the suggested severity of the issue and the hierarchy category assigned to the asset. Remedial action, if required, will be undertaken as per the Council's repair regime outlined in 7.0 below.

6.5. Inspected Assets

Assets inspected during routine inspections include, but are not limited to, the elements below:

- Carriageways;
- Footways;
- Covers, gratings and frames (inc., statutory undertakers' apparatus);
- Kerbs, edgings and channels;
- Drainage;
- Guardrails, fencing and restraint systems;
- Verges, trees, and hedges;
- Road studs and markings;
- Signage;
- Street lighting;
- Traffic systems, controlled crossings, illuminated bollards and cabinets;
- Cleanliness and weed growth.



6.6. Inspection recording.

Data and information collected from inspections and subsequent observations are recorded in real time on the WDM system via mobile devices.

6.7. Condition Assessments.

The following types of condition assessments on assets are undertaken:

6.7.1. Carriageways

- SCANNER (Surface Condition Assessment of the National Network of Roads). SCANNER is a machine condition survey used from a vehicle moving at traffic speed. The results of the surveys are held offsite by WDM and accessed via the WDM/WIP interface.
- Griptester measures wet road skidding resistance. Data is kept by Ymgynghoriaeth Gwynedd Consultancy (YGC).

6.7.2. Footways

- Walked safety inspections are conducted on urban footways. Driven safety inspections are conducted on rural roads in slow-moving vehicles.

6.7.3. Structures

Structures are inspected using two levels of inspection:

- General Inspections (GIs): GIs are visual inspections, possibly with some basic hands-on assessments e.g. hammer tapping and measurements. It involves the recording of the extent and severity of observed defect. The data is then entered into the Council's Bridge Management System - BridgeStation. GIs are undertaken on all bridges every 2 years in accordance with the inspection programme.
- Principal Inspections (PIs): PIs are detailed visual inspections with hands-on assessments on most elements as well as more high-tech assessments e.g. hammer tapping, half-cell, chloride measurements etc. It involves the creation of a detailed report alongside the recording of data. The results of these inspections are entered into the Council's Bridge Management System - BridgeStation. PIs are undertaken on structures which are large enough to warrant a PI or on other special structures such as half-joints.



- **Special Inspections (SIs):** SIs are inspections which look at a particular element or problem with a structure that might occur at any moment. SIs are undertaken by qualified engineers and can be part of a monitoring regime. The results may be kept as a project file, on specialist software, or on the Bridge Management System – BridgeStation.

6.7.4. Street Lighting

The condition of street lighting assets is assessed as follows:

- **Visual Condition:** Visual condition assessments are undertaken during maintenance visits on an *ad hoc* basis. Poor conditions and defects are recorded and actioned accordingly.
- **Electrical Safety:** Electrical testing is carried in-house by Cyngor Gwynedd. The results of the electrical testing are entered into the Mayrise asset management system.

Lighting Column Structural Testing: A programme of structural testing is delivered on all lighting columns using an external contractor. Results of structural testing provide the following condition ratings

- **Red:** Programmed for removal (normally within 4 hours).
- **Amber:** Retest within 6 months.
- **Green:** Retest within 5 years.

The results of the structural testing are entered into the Mayrise asset management system. The frequencies with which these condition assessments are used are found in Appendix B.

7. Highway Repair Regime

Defects identified via inspection or by third party notification are prioritised for repairs based on the risk they pose to users. The methods used to do this are outlined below.

7.1. Defect Categories

The data and information recorded during inspections are used to determine the category of the defect. A defect is classified according to its severity and nature, with critical defects being the most severe. The most severe defects are prioritised for repairs. The response times adopted by Cyngor Gwynedd for each defect category are specified as follows:



Defect Categories:	Description:	Response Time:
Critical Defect	A situation where the inspecting officer considers the risk to safety high enough to require immediate action e.g., collapsed cellar, missing utility cover, fallen tree, unprotected opening	2 Hours.¹
Safety defect (formerly Category 1).	Service requests or defects requiring a response as soon as possible to remove a potential risk of injury to users	By the end of the next working day.²
Maintenance defect (formerly Category 2.1).	Other defects that warrant treatment in order to prevent them deteriorating into a safety defect prior to the next scheduled inspection	1 month (CHSR, CH1 and CH2 roads). 3 months (CH3 and CH4 roads).
Safety defects on CH5 roads	It will be the duty of the inspector to assign an appropriate response to each defect based on the type of road, its size, location and the level of use.	

Table 2. Defect Categories

7.2. Defect Types and Interventions Levels

A list of defect types and the dimensional criteria assigning them to each of the four defect categories is provided in Appendix C. Inspectors can exercise discretion in deciding which defect category is suitable to a defect. The dimensional criteria provide a minimum standard according to which a defect category is assigned. However, where circumstances specific to the defect – e.g., location, importance to the delivery of public services, and the potential to deteriorate in future – are judged to be such as to warrant a higher defect category, the inspector can do so.

¹ The response time for critical defects refers to the time to attend the site. The repairs and/or works to make the site safe will happen as soon as possible afterwards.

² Particular attention will be given to defects that arise on Fridays, over the weekend or on bank holidays since there is the possibility that they could be left until late Monday (or Tuesday in the case of bank holidays) until they receive attention (by the end of next working day). Consequently, if a safety defect is identified on a Friday, over the weekend or on a bank holiday, the highway inspector/competent officer will undertake a dynamic risk assessment of the circumstances to determine whether it will be safe to leave it unattended until the following Monday (or Tuesday in the case of bank holidays). If there is any doubt about the safety risk the defect could present to the public, then it will be attended to as soon as is reasonably practicable.



This ensures two things: that the risk-based approach applied in this manual is not too heavily prescriptive, and that the defect categories assigned are appropriate to the specific conditions of each individual defect.

7.3. Emergency Service

Cyngor Gwynedd operates an emergency highways maintenance service. This service can be accessed 24 hours a day by calling: 01766 771000.

Incidents are reported directly to the duty officers and a response is provided proportionate to the circumstances.

This service provides an immediate and co-ordinated response to maintain highway safety. Hazards dealt with include problems such as flooding, ice and snow, unsafe street works, traffic signal failure, electrical danger at street lighting installations, and clearing of the highway following a road traffic incident.

A log of calls is kept by the Duty Officer. When actions can be safely deferred, this log is used to initiate any additional action required in respect of incidents on the next working day.

7.4. Works Ordering

Following the input of inspection records into Cyngor Gwynedd's WDM asset management system, work orders are generated automatically. Critical defects are reported immediately to the Works Unit who will receive a confirmation WDM Emergency Order via email.

7.5. Recording of Repair Records

On completion of repair works, details on the type of work undertaken, the materials used and, on occasion, the dimensions of the repair, are passed to the business support team. The business support team updates the WDM system with the supplied information. The defect is only be deemed 'fully repaired' once all records have been entered into WDM.



8. Cost Recording

The cost of the activities required to maintain highway assets are recorded to enable them to be monitored and managed. The coding used to record costs is shown below.

Highway maintenance costs are allocated to one of the following categories.

Cost Category	Activity
Planned Maintenance – (Preventative)	Planned maintenance activities that are designed to ensure that more expensive future repairs may not be needed.
Planned Maintenance – (Corrective)	Planned maintenance activities that correct the condition of the asset and which would not cost significantly more if delayed.
Routine Cyclic Maintenance	Scheduled works consisting of activities that are based on a prescribed time interval.
Routine – Reactive Maintenance (Emergency)	Reactive repair of potentially dangerous defects identified from inspection or customer complaint / notification.
Routine - Reactive Maintenance (Non-Emergency)	Other less urgent minor repairs
Routine – Inspection and Survey	Cost of specialist inspection and surveys
Operating Costs	Costs of operating elements of the asset
Overhead	Internal costs associated with the management of the asset. It is accepted that these costs may not be available at an asset group level
Loss	Money expended that is effectively “lost” to the Council from which no benefit to the asset or user is gained.
Improvements	Works that add new infrastructure to the asset.

Table 3. Cost Recording

9. Procurement

Maintenance is delivered through a mixture of in-house and procured services. Day-to-day highway maintenance services are primarily delivered by in-house Council resources. Where specialist skills are required, external contractors are employed.

The balance between in-house and procured services for each asset is outlined below.



Asset	Work Type	In-house or contractor	Contracts details
Carriageway	Routine and Reactive	In-house	
	Planned	Resurfacing – Contractor	Surfacing framework
		Surfaces dress / In-house and Contractor	
Footways	Routine and Reactive	In-house	
	Planned	Reconstruction - Contractor	Surfacing framework
		Resurfacing - Contractor	Surfacing framework
		Slurry Seal – Contractor	Tender process
Street Lighting	Routine and Reactive	In-house	
	Planned	Column (New / Replacement) – In-house	
		Luminaire (New / Replacement) – In-house	
Highway Structures	Routine and Reactive	In-house and Contractor	
	Planned	In-house and Contractor	
Traffic Signals	Routine and Reactive	Repairs/maintenance – Contractor	Tender process
	Planned	Annual inspection – Contractor	Tender process

Table 4. In-house and/or procured delivery

10. Budget allocation.

The budget for highway maintenance is set annually by Cyngor Gwynedd. Status reports are provided to assist the Council in establishing the overall budget. The highway maintenance budget is allocated between asset groups and work types in accordance with the method set out below.



10.1. Annual Budget Setting

The highway maintenance budget is split between routine and planned works. The routine budget is allocated to Gwynedd's three operational areas – Arfon, Dwyfor and Meirionnydd – and is based on the proportion of the highway network located within each area. The planned structural capital works budget is allocated in line with our scheme prioritisation system for Gwynedd.

The Area Engineers are responsible for spending their respective budgetary allocations within the four categories specified below:

- Structural Capital Maintenance, 52% +/- 5% (Listed carriageway treatment and new provision).
- Structural Current Maintenance, 13% +/- 2% (Programmed service maintenance).
- Routine Current Maintenance, 20% +/- 3% (Cyclical maintenance, reactive maintenance).
- Current Winter Maintenance (15%).

11. Customer enquiries

Cyngor Gwynedd welcomes communications from the public in relation to highway matters. As well as helping to identify specific defects, they assist with determining aspects of the highway network that may need to be improved.

Cyngor Gwynedd gains customer feedback on the highway service through its online public interface system and its call-centre (Galw Gwynedd). The online public interface system can be accessed online. Information about Galw Gwynedd is also available online.

11.1. Customer Relationship Management System (CRMS)

When a problem on the highway network is reported by the public – either through Galw Gwynedd or the online public interface system – a notification is sent to the responsible officer or team via the Council's CRMS, known as FFOS.

If maintenance is required to address the issue reported by the customer, a works order is directly linked to the customer service request. This allows the lifecycle of the request to be captured at every stage. When the matter has been addressed, the customer is notified of the action undertaken and the request is closed in the CRMS.



11.2. Scheme Notification and Feedback

For all major planned works undertaken on the highway, the Highways Maintenance Service distributes a pre-works notification to all properties affected by the works. The notification asks for information on issues anticipated by users and residents that may arise to help mitigate disruption as far as possible prior to and during the works.

11.3. Roadwork's Reports

Public frustration can stem from delays caused by roadworks. To provide the public and others with information on where disruption to road traffic might be expected, a weekly Roadworks Report is circulated to the major motoring organisations, local media, and emergency services. Information on pre-planned roadworks is available online.

The weekly report includes confirmation of roadworks undertaken on all classified routes, including the nature and anticipated duration of the works and the methods of traffic management being employed. Additionally, publicity is provided where exceptionally severe traffic delays are likely. This includes social media, local radio and tv services, as well as local newspapers.

12. Statutory Undertaker Activity

The condition of highway assets can be impacted by the work of third parties. The role of third parties in street works is addressed by the New Roads and Street Works Act 1991. The Act requires Cyngor Gwynedd to ensure coordination of all street works, including those delivered by third parties, to ensure safety, the minimisation of inconvenience to people using the street, and the protection of highway assets.

12.1. Procedures

The procedures used by Cyngor Gwynedd to comply with its duties as per the New Roads and Street Works Act 1991 are as follows:

- **Street works license:** The license that statutory undertakers must apply for to work on public highways within Gwynedd
- **Street works register:** The register kept by the Council that records where and when utilities are working on the highway



- **Notices of works:** The notices that must be issued prior to the commencement of works and that should be issued by the organisation that is carrying out the works.
- **Restrictions on works:** Preventing works undertaken on roads that have been recently resurfaced for a period after the completion of those works
- **Co-ordination of works:** Co-ordinating works in an appropriate sequence and at appropriate intervals where more than one organisation needs to work on the same street
- **Designation of protected streets:** Where the Council can assign a protection on specific streets being used by utilities
- **Standards of re-instatement:** The Council's specification for what the standards of reinstatement should be on categories of road, including materials and depths etc.
- **Apparatus affected by highway works:** Where the Council notified utility organisations of planned roadworks to ensure that provision is made for the protection or diversion of the existing utility apparatus.

13. Claims by Third Parties

Third party claims are made against Cyngor Gwynedd when members of the public believe that negligence on the part of the Council has resulted in injury or property damage.

13.1. Processing the Claims of Third Parties

Details about the Council's handling process for claims by third parties can be acquired by emailing: insurance@gwynedd.llyw.cymru.

The Risk Coordinator and Insurance Manager receives an annual report from the insurance team. The report covers:

- The number of claims;
- A breakdown of the type of claim (e.g., personal injury or property damage);
- The asset to which it refers;
- The specific details of the claim, and
- Whether the claim was successful or repudiated.

13.2. Reporting Claims Outcomes

The Risk Coordinator and Insurance Manager reviews the information and includes a summary of the claims data.



14. Traffic Management

As a highway authority, Cyngor Gwynedd has a duty to manage its road network to ensure the effective movement of traffic and to facilitate the same on the networks of surrounding highway authorities. These derive from the Traffic Management Act 2004, and the arrangements put in place by Cyngor Gwynedd to meet these duties are outlined below.

14.1. Traffic Manager

The Council has appointed a Traffic Manager to undertake such tasks as the authority considers necessary to perform its network management duties.

14.2. Traffic Disruption.

Cyngor Gwynedd has processes for ensuring that the authority identifies causes or potential causes of road congestion and other disruption, and acts in response to, or in anticipation of, anything so identified.

14.3. Policies and Objectives

Cyngor Gwynedd has policies and objectives in relation to different roads or classes of roads and has procedures in place to monitor the effectiveness of decision-making processes, the implementation of these decisions, and to assess their performance in managing the network.

14.4. Traffic Sensitive Streets.

Gwynedd contains several streets that, due to the amount or make-up of traffic that uses them, have been designated as traffic sensitive and have working time restrictions placed upon them. A list of traffic sensitive streets is found in the following Excel Spreadsheet: *RP1 Highway Asset Risk Review*.

15. Routine Cyclic Planned Maintenance

Cyclic maintenance activities include gully emptying and verge maintenance. The frequencies which Cycle Maintenance activities are conducted are shown below.



Activity	Frequency
Gully Cleansing	
Standard Gullies	Once per year
Priority Gullies	Frequency increased at known trouble spots
Drainage channels, grillages to culvert inlets	Regular cleaning at known trouble spots.
Grass Cutting	
Designated areas of the verge are identified and exempted from the annual grass cutting regime to protect wildflowers. Where rare flowers exist in the verge, cutting is delayed until after the seeds have set.	
Urban Roads	Arfon – 5 annual cuts Dwyfor – 5 cuts Meirionnydd – 5 cuts
Rural Roads	1st cut, June – July 1m swathe increasing in width to incorporate visibility splays, forward visibility around bends, lay-bys, junctions and in front of signs. Cuts around signposts and other street furniture. For narrow rural lanes: One swathe at earth banks where the verge is less than 1m width extended to 2/3 swathe height at dangerous and narrow bends.
	2nd cut, September – October As first cut but increase in width to include flat areas of verge. The area beyond the flats to the highway boundary may be cut every 3 years to prevent overgrowth if practicable
Weed Removal	
Weed Spraying	2 times per year
Noxious Weed Removal	Ragwort removal in late July annually and other cuts dependant on type
Thorough Cleansing	Defined Urban Centre – 12 per annum Other Urban Areas – 6 per annum Rural Principal Roads – 2 per annum Class 3 Rural and Unclassified – 1 per annum



Table 5. Routine Cyclic Planned Maintenance

16. Highway Works Scheme Prioritisation Regime

Assets identified as needing repairs or replacement are included on a works programme. The work needed to fix the assets are conducted on a prioritisation basis.

16.1. Scheme Prioritisation

The WDM asset management system provides a list of works for completion and the SCANNER data identifies the more severe defects. However, these methods do not provide a prioritisation list for work orders and inspections. The work orders and inspections are prioritised at the discretion of the relevant highway maintenance staff.

This list contains more schemes than it is possible to fund. Consequently, a list of reserve sites is produced to be used if work orders on the originally selected sites cannot be undertaken due to unforeseen circumstances.

17. Performance

To ensure that operational performance complies with the standards specified in this manual, the Council operates the monitoring regime outlined below.

17.1. Operational Performance Measures

Cyngor Gwynedd has multiple performance measures to monitor the operational effectiveness of its highway maintenance services. The table below contains our performance measures and targets.

Performance Measure Title	Target
% A, B, C roads in good condition	11.2%
% General structural inspections completed on programme	80%
% Highway inspections completed on time	100%
% Critical defects, identified on inspection, made safe within 2 hours	100%
% Safety defects, identified on inspection, made safe by the end of the next working day	95%



% Maintenance defects (CHSR, CH1 and CH2 roads) identified on inspection, made safe within 1 month.	95%
% Maintenance defects (CH3 and CH4 roads) identified on inspection, made safe within 3 months.	95%
% Streetlamp failures repaired within 5 working days	80%

Table 6. Performance Measures

The satisfaction/dissatisfaction of service-users as well as the number of complaints are also captured.

Performance next to these measures is reported to the Corporate Directorship team of Cyngor Gwynedd. These reviews are conducted on a tri-annual basis and are designed to enable the Council and service managers to take corrective action if performance deteriorates.

17.2. Benchmarking

Cyngor Gwynedd welcomes benchmarking activities to measure relative performance. Benchmarking is facilitated via the CSSW project. However, highway authorities present and collect performance data differently, meaning any comparison of the performance of Cyngor Gwynedd with other highway authorities may not always be accurate or appropriate. Where circumstances are similar allowing for accurate comparison of performance, Cyngor Gwynedd works to share and learn good practice.



Appendix A: Asset Hierarchy Categories

Carriageways		
Category	Description / approximate daily traffic volume	Roads
CHSR	<p>Strategic routes. These are generally principal routes connecting primary locations. Routes for fast-moving long-distance traffic where speed limits are generally more than 40mph.</p> <p>Example traffic volume > 20,000.</p>	<p>A4087 A4212 A496 A497</p>
CH1	<p>Main distributors. Routes between strategic routes and linking urban centres to the strategic network. In urban areas, the speed limits are usually 40mph or less.</p> <p>Example traffic volume > 10,000 – 20,000.</p>	<p>A4085 A4086 A4087 A4244 A493 A496 A497 A4971 A498 A499 A5 B4405</p>
CH2	<p>Secondary distributors. Located in rural areas, these roads generally link the larger villages to the strategic and main distributor routes.</p> <p>Example traffic volume > 5,000 – 10,000.</p>	<p>B4354 B4366 B4391 B4401 B4404 B4407 B4409 B4410 B4411 B4412 B4413 B4415 B4416 B4417 B4418 B4419 B4501 B4547</p>
CH3	<p>Local roads. Located in rural areas, linking smaller villages to the distributor roads. The speed limits are usually 30mph or less.</p>	<p>B4402 B4403 B4410</p>



	Example traffic volume > 1,000 - 5,000.	B4573
CH4	Local access roads. These roads serve small settlements with very few properties. Example traffic volume > 200 – 1,000.	<i>All remaining roads in class C or unclassified</i>
CH5	Generally unmetalled roads. In rural areas, these roads serve very few properties and can be unsuitable for general vehicles. Example traffic volume < 200.	

Footways	
Category	Description - approximate daily footfall
FH1	Footways within urban shopping areas and defined town or village centres (example daily footfall 5,000 – 10,000)
FH2	Footways feeding into primary routes and adjoining carriageway categories CHSR, CH1 and CH2 (example daily footfall 1,000 – 5,000)
FH3	Footways adjoining carriageway category CH3 (example daily footfall 500 – 1,000)
FH4	Footways primarily on residential estates, and footways adjoining carriageway category CH4.

Structures	
Category	Description
Vital Structure	A structure that is vital to the network. If restricted or out of service, it would cause a very significant adverse effect such as major traffic delays and/or a lengthy diversion route with the potential to impact other important services or community severance.
Important Structure	A structure that is important to the functioning of the network, i.e., if restricted or out-of-service, it would have an adverse impact on the operation of the entire network.
Standard Structure	All other structures.



There is no hierarchy for street lighting assets managed by Cyngor Gwynedd. All assets are inspected at the same frequency and repaired within the same response time

Traffic Signals Hierarchy	
Category	Description
Vital Junction	A junction that is vital to the operation of the network, i.e., its failure would cause major traffic disruption
Important Junction	A junction that is important to the operation of the network, i.e., the failure of which would cause traffic disruption
Standard Junction	A signalised junction on the network
Pedestrian Crossing	A pedestrian crossing

Details of the hierarchy allocated to each individual asset are held in the asset management systems (WDM).



Appendix B: Frequency of Inspections

Cyngor Gwynedd’s routine inspection frequencies for carriageways and footways are outlined in the tables below, along with the CSSW minimum recommended standards.

1. Carriageways: Routine Inspection Frequencies				
Carriageway Hierarchy	Inspection frequency	Number of officers	Inspection Frequency Tolerance	CSSW Recommended Minimum Standards
CHSR	Monthly driven	2	5 working days	Monthly
CH1	Monthly driven	2	5 working days	Monthly
CH2	Monthly driven	2	5 working days	Every 3 Months
CH3	Driven every 3 Months	1	10 working days	Every 6 Months
CH4	Driven every 6 Months	1	10 working days	Annually or 2 yearly dependent on condition
CH5	Reactive.	Dependent on circumstances and the risk assessment	N/A	Reactive Only



2. Footways: Routine Inspection Frequencies				
Footway Hierarchy	Inspection frequency (urban)	Inspection frequency (rural)	Inspection frequency tolerance	CSSW Recommended Minimum Standards
FH1	Monthly walked	N.A.	5 working days	Monthly
FH2	Walked every 3 months or driven in a slow-moving vehicle.	Driven every 3 months.	10 working days	Every 3 months
FH3	Walked every 6 months or driven in a slow-moving vehicle.	Driven every 6 months.	10 working days	Every 3 months
FH4	Walked every six months or driven in a slow-moving vehicle.	Driven every 6 months.	10 working days	Every 6 months

Condition Assessments

Carriageways

The SCANNER and Griptester assessments are undertaken at the following frequencies

Carriageway Annual Inspection Coverage		
Road Class	SCANNER	Griptester
A Roads	100% (one direction)	33% (one direction)
B Roads	100% (one direction)	33% (one direction)
C Roads	10% (one direction)	

Visual condition assessments for carriageways are undertaken at the following frequencies.



Carriageway Category	Survey Coverage
CHSR	100% annually
CH1	100% annually
CH2	100% annually
CH3	100% annually
CH4	100% annually
CH5	Reactive

Footways

Visual condition assessments for footways are undertaken at the following frequencies.

Footway Category	Survey Coverage
FH1	100% annually
FH2	100% annually
FH3	100% annually
FH4	100% annually

Structures

Condition assessments are undertaken at the following frequencies:

Inspection Type	Survey Coverage
General Inspection	100% Every 2 Years
Principal Inspection	100% Every 6 Years (where required*)

*For smaller structures with easy access a General Inspection is considered sufficient without the need for a Principal Inspection to be undertaken.



Lighting

Condition assessments are undertaken at the following frequencies.

Inspection Type	Survey Coverage
Electrical	100 % Every 6 Years
Column Structural Test	As per result of previous test (3 or 6 years)
Visual	Ad hoc (during each maintenance visit)

Appendix C: Defect Types and Intervention Levels

The following is a list of examples of defect types and intervention levels used within the authority.

Critical Defects

Asset Type	Defect	Magnitude	Hierarchy	Road Character	Response Time
All	A situation where the inspecting officer considers the risk to safety high enough to require immediate action, typically include items such as: Carriageway / footway / cycleway collapse with high risk of accidents / loss of control; Critically unstable overhead wires, trees or structures; Exposed live wiring; Isolated standing water with high risk of loss of control; Missing or seriously defective ironwork with high probability of injury to highway users.	Not Applicable. Critical defects are defined by their potential to cause immediate injury not by defect size	All	Not Applicable. Critical defects are defined by their potential to cause immediate injury not by defect size	2 hours

The response time for a critical defect is the time until the site is made safe. This may be achieved by closing all or part of the road, or by coning off the hazard. In some instances, repairs will occur immediately. In other instances, these will be later.



Safety Defects (Category 1 response): By the end of the next working day

Asset Type	Defect Type	Hierarchy	Dimensions Criteria		CSSW National Minimum Standard		
			Depth/Height	Extent	Hierarchy	Depth/Height	Extent
Carriageways	Pothole impacting vulnerable users, e.g., pelican crossings or bus stops etc	All categories (urban).	>20mm	>150mm	CHSR, CH1 and CH2.	>50mm	Maximum horizontal dimension greater than 150mm
	Pothole	CHSR (urban and rural), CH1 (urban and rural), CH2 (urban and rural), CH3 (urban).	>40mm	>150mm			
	Pothole	CH3 (rural), CH4 (urban and rural).	>60mm	>150mm	CH3, CH4 and CH5.	>75mm	Maximum horizontal dimension greater than 150mm.
	Trip or other abrupt level differences	CHSR (urban and rural), CH1 (urban and rural), CH2 (urban and rural), CH3 (urban).	>40mm	N/A	<i>No CSSW minimum standard.</i>		



	Trip or other abrupt level differences	All categories (urban and rural).	>60mm	N/A	
	Slippery surface	All categories (urban and rural).	N/A	N/A	<i>No CSSW minimum standard.</i>
	Standing water	CHSR (rural), CH1 (rural), CH2 (rural), CH4 (rural).	>20mm	>20% of lane	<i>No CSSW minimum standard.</i>
	Mandatory signs/white lines which are missing, broken, eroded and/or faded.	All categories (urban and rural).	N/A	N/A	<i>No CSSW minimum standard.</i>
	Warning signs completely unserviceable	All categories (urban and rural).	N/A	N/A	<i>No CSSW minimum standard.</i>
	Major debris or spillage	All categories (urban and rural).	N/A	N/A	<i>No CSSW minimum standard.</i>
	Serious leaf fall	CHSR (rural) and CH1 (rural).	N/A	N/A	<i>No CSSW minimum standard.</i>
	Damaged and/or exposed electrical wiring	All categories (urban and rural).	N/A	N/A	<i>No CSSW minimum standard.</i>
	Missing or defective barrier	All categories (urban and rural)	N/A	N/A	<i>No CSSW minimum standard.</i>
	Unstable embankments or cuttings	CHSR (urban), CH1 (urban), CH2 (urban).	N/A	N/A	<i>No CSSW minimum standard.</i>



	Unstable trees or broken branches	All categories (urban and rural).	N/A	N/A	<i>No CSSW minimum standard.</i>		
	Sight line obscured by trees and/or shrubs	CHSR (urban), CH1 (urban), CH2 (urban).	N/A	N/A	<i>No CSSW minimum standard.</i>		
	Broken or missing ironwork	All categories (urban and rural)	N/A	N/A	<i>No CSSW minimum standard.</i>		
	Damaged or loose roadstuds	All categories (urban and rural)	N/A	N/A	<i>No CSSW minimum standard.</i>		
Footways	Pothole	FH1 (urban and rural)	>20mm	>75mm	All categories	>40mm	Maximum horizontal dimension greater than 75mm.
		All categories (urban and rural)	>40mm	>75mm			
	Gap or crack	FH1 (urban and rural)	>20mm	>20mm	All categories	>40mm	Maximum horizontal dimension greater than 75mm.
	Gap or crack	All categories (urban and rural)	>40mm	>40mm			
	Trip and other abrupt level difference	FH1 (urban and rural)	>20mm	N/A	All categories	>40mm	Maximum horizontal dimension



	Trip and other abrupt level difference	All categories (urban and rural)	>40mm	N/A			greater than 75mm
	Slippery surface	All categories (urban and rural)	N/A	N/A	<i>No CSSW minimum standard.</i>		
	Major debris or spillage	All categories (urban and rural)	N/A	N/A	<i>No CSSW minimum standard.</i>		
	Damaged or exposed electrical wiring	All categories (urban and rural)	N/A	N/A	<i>No CSSW minimum standard.</i>		
	Missing or defective barrier	All categories (urban and rural)	N/A	N/A	<i>No CSSW minimum standard.</i>		
	Unstable embankments or cuttings	FH1 (urban and rural), FH2 (urban and rural), and FH3 (urban and rural).	N/A	N/A	<i>No CSSW minimum standard.</i>		
	Unstable trees and broken branches	All categories (urban and rural)	N/A	N/A	<i>No CSSW minimum standard.</i>		
	Broken or missing ironwork	All categories (urban and rural)	N/A	N/A	<i>No CSSW minimum standard.</i>		



Maintenance Defects, High (Category 2.1 response): 1 month (CHSR, CH1 and CH2) and 3 months (CH3 and CH4).

Asset Type	Defect Type	Hierarchy	Dimensions Criteria		CSSW National Minimum Standard		
			Depth/Height	Extent	Hierarchy	Depth/Height	Extent
Carriageways	Pothole	CHSR (urban and rural), CH1 (urban and rural), and CH2.	>20mm	>150mm	CHSR, CH1 and CH2	>40mm	Maximum horizontal dimension greater than 150mm.
	Pothole	CH3 (rural) and CH4 (urban and rural)	>40mm	>150mm	CH3, CH4 and CH5	>50mm	Maximum horizontal dimension greater than 150mm.
	Trip or other abrupt level differences	CHSR (urban and rural), CH1 (urban and rural), CH2 (urban and rural)	>20mm	N/A			
	Trip or other abrupt level differences	CH3 (rural) and CH4 (urban and rural).	>40mm	N/A			



	Serious leaf fall	CHSR (urban), CH1 (urban), CH2 (urban and rural), CH3 (urban and rural), CH4 (urban and rural).	N/A	N/A	<i>No CSSW minimum standard.</i>		
	Unstable embankments or cuttings	CHSR (rural), CH1 (rural), CH2 (rural), CH3 (urban and rural), CH4 (urban and rural).	N/A	N/A	<i>No CSSW minimum standard.</i>		
	Sight-lines obscured by trees and shrubs	CHSR (rural), CH1 (rural), CH3 (rural).	N/A	N/A	<i>No CSSW minimum standard.</i>		
	Missing roads studs and/or white-lines	All categories (urban and rural)	N/A	N/A	<i>No CSSW minimum standard.</i>		
Footway	Pothole	FH2 (urban and rural), FH3 (urban and rural).	>20mm	N/A	All categories	25mm - 40mm	Maximum horizontal dimension greater than 75mm.
	Trip or other abrupt level differences	FH2 (urban and rural), FH3 (urban and rural).	>20mm	N/A	All categories	25mm - 40mm	Maximum horizontal dimension greater than 75mm.



	Gap	FH2 (urban and rural), FH3 (urban and rural).	>20mm	>20mm	All categories	25mm - 40mm	Maximum horizontal dimension greater than 75mm.
	Standing water	FH1 (urban and rural)	>20mm	>20mm	<i>No CSSW minimum standard.</i>		
	Serious leaf fall	FH1 (urban and rural), FH2 (urban and rural), FH3 (urban and rural).	N/A	N/A	<i>No CSSW minimum standard.</i>		
	Unstable embankments or cuttings	FH4 (urban and rural)	N/A	N/A	<i>No CSSW minimum standard.</i>		



Maintenance Defects, Low (Category 2 response): Response at the discretion of the inspector.

Asset Type	Defect Type	Hierarchy	Dimensions Criteria		CSSW National Minimum Standard			
			Depth/Height	Extent	Hierarchy	Depth/Height	Extent	
Carriageways	Pothole	CH4 (urban and rural), CH5 (urban and rural).	>20mm	N/A				
	Trip or other abrupt level difference	CH4 (urban and rural), CH5 (urban and rural).	>20mm	N/A				
	Standing water	CH5 (urban and rural).	>20mm	>20mm				
	Information signs completely unserviceable	All categories (urban and rural)	N/A	N/A				
	Sightlines obscured by trees and/or shrubs.	CH4 (urban and rural), CH5 (urban and rural).	N/A	N/A				
Footways	Pothole	FH4 (urban and rural).	>20mm	N/A				
	Trip or other abrupt level difference	FH4 (urban and rural).	>20mm	N/A				
	Standing water	FH2 (urban and rural), FH3 (urban and rural), FH4 (urban and rural).	>20mm	>20mm				<i>No CSSW minimum standard.</i>
	Serious leaf falls	FH4 (urban and rural).	N/A	N/A				<i>No CSSW minimum standard.</i>

Committee	Communities Scrutiny Committee
Date	18 April 2024
Title	Streetscene Service
Aelod Cabinet	Councillor Berwyn Parry Jones
Author	Steffan Jones, Head of Highways, Engineering and YGC

1. Introduction

- 1.1 The Council appreciates the importance of creating a sense of local pride by ensuring that Gwynedd's communities are clean and tidy. Having a poor-quality local environment can have far-reaching and negative effects. It can affect wellbeing, deter people from using green spaces and is also associated with higher rates of crime and anti-social behaviour. In addition, it can adversely affect the local economy and tourism.
- 1.2. In an effort to achieve our goal of Clean and Tidy Communities throughout Gwynedd, we have now incorporated the following services within one new Service, the Streetscene Service, to enable a focus on the appearance and image of our roads and streets:
- Street Cleansing
 - Street Enforcement
 - Tîm Tacluso (Ardal Ni)
- 1.3. It is therefore timely to update members on progress in consolidating these services and share the Department's vision for improving the cleanliness and tidiness of our towns and villages into the future (one of the Council's priority aspirations for the next 5 years).

2. Background and Current Situation

- 2.1 Following the restructuring of the Environment and Highways and Municipal Departments in 2022, we took the opportunity to undertake a high-level review of the Street Cleansing Service to establish whether there were any barriers preventing the Service from working effectively and efficiently.
- 2.2 As a result of the review, it became clear that it would be beneficial to incorporate the Street Cleansing, Street Enforcement and Tim Tacluso services within a single Streetscene Service as this would provide a joined-up approach to keeping our communities clean and tidy for our residents. To this end, a Streetscene Service Manager was appointed in November last year and a Task Group was established to act on the recommendations / improvements arising from the review.

2.3 This report focuses primarily on the progress of the Streetscene Service in realising the recommendations within the review. It also provides a broad overview of the work and performance of the Street Enforcement Team, Tim Tacluso as well as the Smart Bin Trials.

3. New Arrangements / Procedures

Street Cleansing

3.1 The review highlighted a number of situations where improvements were required. However, ten main issues were highlighted as requiring prompt attention. The recommendations to overcome these issues, as well as progress to date on them, are as follows:

Recommendation	Progress	Completion date / end target
1. It is recommended that all Risk Assessments and Safe Operating Procedures be reviewed and reissued to the workforce	All Risk Assessments and Safe Operating Procedures have now been reviewed, updated, and reissued to the workforce. These documents have been audited and approved as part of an audit by the BSI into the Department's 45001 accreditation.	20.10.23
2. Guidance should be provided to the workforce confirming their start times	The workforce has now received guidance and instructions to standardise their working hours. The arrangements have been working more effectively since then.	27.10.22
3. It is recommended to appoint a Manager and establish a new structure	The Streetscene Service Manager has been appointed and a draft structure developed.	01.09.23
4. It is recommended to review existing cleansing routes to establish whether they are fit for purpose	It has already been recognised that the existing cleaning routes need to be completely updated. To this end, the Department has nearly completed the evaluation process on specialist IT systems for route optimisation and the successful company will be appointed in due course.	30.04.24

5. A full review of the Service's overtime is recommended	The initial priority will be to continue to maintain the current level of service that includes overtime commitments. Over time, it is anticipated that new technology, route reconfiguration and shift pattern will improve the effectiveness of the Service.	September 2024
6. Fleet Review	The intention is to modernise the Street Cleansing fleet in line with the principles of the Council's Green Fleet Plan. A task group has been formed to assess long-term hire vehicles and to formulate a strategy in relation to sustainable fleet arrangements for the future. However, it is only after the route review has been completed that we can properly determine the type and number of vehicles required to maintain an effective and efficient service. Any decisions made will be made with the assistance of the fleet manager.	Permanent with progress review in 2024
7. Conduct a full workforce job description review	Meetings took place with the workforce during 2023 to gain a better understanding of their roles and ensure that their job descriptions reflected their true circumstances. The revised job descriptions were submitted for re-appraisal in November last year. There was no change to their pay scales. However, the unions are eager for us to revisit the situation and this will be carried out in due course.	04.03.24
8. Transfer of administrative responsibilities	The administrative arrangements previously operated by the Refuse Collection and Recycling Service have now been transferred to the Highways, Engineering and YGC Department's Business Unit.	01.02.24
9. Raising public awareness of all the good work done by the Service	A series of social media posts highlighting the work of the Street Cleansing Service have recently been released. This will continue and include updates on best practice and innovation.	04.10.23 and permanent

<p>10. Follow-up consultation in relation to the Tidying Teams within the next 12 months to determine if our residents have seen an improvement in the look and neatness of the County</p>	<p>The Service proposes to produce an online stakeholder survey in the near future. This consultation will monitor progress, satisfaction levels and consider further developments and ongoing improvements into the future.</p>	<p>September 24</p>
--	--	---------------------

- 3.2 Following on from recommendation 9 above, the good work carried out by the street cleansing teams has tended to be unnoticed due to their limited visibility since they start their work very early in the morning, before the majority of the public have gone about their daily routines. To this end, the Department submitted a bid for revenue funding last year for the realisation of a Town Centre Pilot Scheme that would make them more visible.
- 3.3 We can confirm that the bid has been successful and arrangements for establishing town cleaners with litter carts / electric sweepers will commence in due course. The plan is to locate the cleaners in selected urban areas in all three operational areas and change their working hours from between 05:00 - 13:00 as present, to 08:00 - 16:00 so that they are visible to the public.

Street Enforcement

- 3.4 Additional wardens were appointed to address problems that had arisen since the pandemic period which saw more litter being created, bins filling up faster and dog fouling problems increasing. Our wardens have been busy raising awareness and patrolling problem areas across the County.
- 3.5 Keep Wales Tidy carries out an independent review of the standard of street cleanliness on an annual basis. Here are their key findings from their 2023 review:
- The overall cleanliness of Gwynedd's streets has seen a slight improvement this year.
 - There is a consistent pattern to litter distribution in Gwynedd, with streets with terraced housing in more urban settings more likely to have litter problems.
 - There has been an increase in the number of drinks containers, excluding cartons and fast-food cups, on our streets since last year.
 - Dog fouling has decreased slightly from the previous year.
- 3.6 The review declared that cleanliness checks were carried out on 141 intersections on various streets within the county and that 95% of streets inspected received a Grade B or above, which are streets considered to have an acceptable level of sanitation by the public. We are pleased to report that our performance this year exceeds the Wales' average.

3.7 Since the Service combined with the Street Cleansing Service and Tîm Tacluso, collaboration and resource sharing has strengthened. Their work is often interlinked; therefore, it is hoped that the combination of services will lead to higher levels of cleanliness and tidiness within the County whilst also achieving our goal of creating clean and tidy communities and a sense of local pride.

Tîm Tacluso (Ardal Ni)

3.8 Since the Teams were established, their work has contributed significantly to improve the look and image of our streets and we are happy to report that they have received very positive feedback from Members and Community/Town Councils as well as residents.

3.9 A hub has been developed within the Member's Portal so that Members are able to connect with the teams. The information below can be accessed via the hub:

- Digital form (application for work)
- Teams' routes on an interactive map
- Customer satisfaction questionnaire
- Photos/details of the teams' latest work.

3.10 It is intended to provide access to community and town councils to allow them to submit applications for work and share feedback. A message will be sent out in due course to inform them of this development. The Department will also offer to visit the Area Forums, Community and Town Council Meetings etc. to remind them of the set-up and to promote the principles of the teams with an emphasis on collaboration.

3.11 The Teams continue to be very busy and recent successes include a close focus on the look of Upper Bangor, street washing and chewing gum removal in Dolgellau, Blaenau Ffestiniog and Bangor City centre.

4. Smart Bin Trials

4.1 Since the start of the summer season last year, the Department has been trialling 5 smart bins in busy locations throughout the County (Bangor, Caernarfon, Llanberis and Pwllheli). Due to a compression device within these bins, the bin capacity is between 7 and 10 times as large as a normal bin.

4.2 The bins are completely green and use solar energy to recharge the battery.

4.3 These bins can communicate with the back office, including messages confirming that the bin is full or requires service. This work continues to develop.

4.4 The result so far is that the Council has not received complaints about overflowing bins where these have been set up in very busy locations.

4.5 The future aim is a further increase in the number of smart bins in a busy tourist area.

5. The Next Steps

5.1 Below is a summary of the Streetscene Service's top priorities:

a - Street Cleansing	<p>We will continue with the work of fully realising the recommendations of the Street Cleansing review and see the optimisation system as being crucial to this end.</p> <p>Realisation of the Town Centre Scheme locating cleaners in selected urban areas in all three operational areas.</p>
b - Street Enforcement	<p>The Welsh Government is likely to release a National Litter and Tipping Prevention Plan during the next 12 months which means that the Department will have to update its Code of Practice.</p> <p>This work is anticipated to be a priority for the Street Enforcement Team.</p>
c - Tim Tacluso	<p>We aim to strengthen the Tim Tacluso's relationships by working with local organisations/communities with particular attention to public open areas.</p>
d - Smart Bins	<p>We intend to add to the number of smart bins through the UK Government's local and community prosperity investment programmes.</p>

5.2 Following the submission of this report to the Communities Scrutiny Committee, any comments Members may have will be brought to the attention of the Council's Cabinet on 27 May 2024.



MEETING	COMMUNITIES SCRUTINY COMMITTEE
DATE	18 April 2024
TITLE	Items of the Next Meeting
PURPOSE OF THE REPORT	To confirm the items to be scrutinised at the Committee's meeting on 16 May 2024
AUTHOR	Bethan Adams, Scrutiny Advisor

1. At the Committee's meeting on 22 February 2024, it was agreed that the Chair and Vice-chair in their contact meetings with the relevant Heads of Department and Cabinet Members, would identify items to discuss alongside the 'Article 4 Direction - Public Consultation' item at the 16 May 2024 meeting.
2. One additional item was identified in the contact meetings to be discussed at the May meeting, namely, 'Ash Dieback Disease'.
3. The matter is included on the Highways, Engineering and YGC Department's risk register. The Council has a work programme to identify Ash Dieback Disease in trees and to treat it. The following could be scrutinised:
 - The extent of the problem and the progress made in terms of Ash Dieback Disease.
 - The cost of dealing with the disease thus far and the future anticipated costs.
4. There will be an opportunity for Committee members to prioritise items to be scrutinised at the other four meetings in 2024/25 at the Annual Workshop.
5. **The Communities Scrutiny Committee is asked to confirm the items to be scrutinised at the committee's meeting on 16 May 2024.**