



HILLINGDON

LONDON

RESIDENTS' AND ENVIRONMENTAL SERVICES POLICY  
OVERVIEW COMMITTEE

2007/08

*REVIEW OF HIGHWAYS MAINTENANCE*

Members of the Committee

Cllr Shirley Harper-O'Neill (Chairman)

Cllr Janet Duncan

Cllr Janet Gardner

Cllr Graham Horn

Cllr Allan Kauffman

Cllr Andrew Retter

Cllr Kay Willmott-Denbeigh



INVESTOR IN PEOPLE

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## Chairman's Foreword



This review is about a service that is often taken for granted but is vital to us as we walk, cycle or drive to work, school, the shops, hospital, etc – the maintenance of our roads and footways.

As a highways authority it is the Council's duty to maintain its highways network. It aims to do this to the best of its ability within available resources. Our review investigated three key aspects of this service: aims, performance and the potential for improvement. We also looked to a future of new recycled materials, such as the "Enviro kerb" currently on trial in Hillingdon which by using recycled plastic solves two problems – the weight of concrete and what to do with plastic waste.

I am pleased that we were able to conduct this review in parallel with a whole service review of the Environment and Consumer Protection Group. This gave us the opportunity to share evidence and ideas with that review and to carry out our role of policy overview in an integrated way.

I would like to thank the officers who assisted us, especially Jonathan Westell and Denis Chamberlin from Hillingdon, Gordon Prangnell from Hammersmith and Fulham and Dave Masters and John Greenfield from Harrow. I would also like to thank all residents who wrote or e-mailed in their views in response to an article in Hillingdon People and a survey on the Council website. From these contributions and our investigations, we have identified a number of potential improvements that we recommend to the Cabinet for consideration.

Cllr Shirley Harper-O'Neill

Carriageway resurfacing of The Brambles, West Drayton.



Town centre regeneration - Year 2 works in the High Street, Ruislip.

## 1. Conclusions and Recommendations

The Committee reviewed the duties, functions, performance of and potential for improvements in the service of Highways Maintenance in Hillingdon. A summary of the Committee's conclusions and recommendations are below. The evidence for these can be found in chapter 3 and the appendices.

### **The Committee concludes:**

#### **1. Safety has to remain the paramount aim for Highways Maintenance but preservation of highways and user satisfaction are also important**

The Committee endorses the three current aims that Highways Maintenance operates under:

- *Safety* – a statutory duty for local authorities under the Highways Act 1980 – which is the overriding aim
- *Maintenance of the fabric* - so as to preserve highways as an asset
- *Serviceability* - as measured by amenity value and user perception

#### **2. Highways improvements can lift a whole area or street and should be seen as integral parts of regeneration and street improvement. Where relevant s106 funds should be sought for highways improvements**

Residents' reactions and feedback to ward Councillors and officers indicates that highway improvements give a whole lift to an area or street, often making it seem cleaner, pleasant and more attractive to live in. Highways improvements need to be seen as a key part of regeneration and street improvement. They need to be well meshed into the Council's programmes in these areas. Where new developments are taking place, more consideration could be given to seeking section 106 funding from developers if these could create road improvements that will help bring this wider benefit.

#### **3. The Highways Maintenance service is to be congratulated on a 48% reduction in accidents over the last five years and a good performance on principal roads, but low spending on estate roads is holding down residents' satisfaction**

The Committee congratulates the Highways Maintenance service on a 48% reduction in reported accidents between 2001 and 2006 and for achieving 3<sup>rd</sup> best borough in London in terms of the condition of principal 'A' roads. These achievements are impressive as the borough is the second largest in area of all London boroughs, but has a roads maintenance budget similar to comparable near-neighbour councils with smaller road networks. The service has correctly given priority to safety and therefore concentrated on maintaining roads with high volumes of traffic. In a situation of financial pressure – reflecting the pressures on the Council as a whole – this has squeezed out funding for maintaining quieter estate roads, which is reflected in low satisfaction scores by residents in Council surveys.

### **The Committee recommends:**

***Recommendation 1: That the Cabinet consider ways of improving residents' satisfaction with roads maintenance. The Committee suggest below ways that this might be achieved and recommends that the Cabinet ask officers to progress those they support.***

These are ways the Committee identified that might improve residents' satisfaction:

**1.1 An injection of funding** for repairing or resurfacing the most damaged estate highways – officers advise that a programme of £500,000 per annum would cover 40 streets per year (depending on size). The Committee recommends that this increase is considered within the 2008/9 budget-setting process for the Council. The Committee understands that a capital bid has been submitted.

**1.2 Better communication** of achievements in reducing accidents and maintaining roads, e.g. through Hillingdon People, posters and local newspaper stories, and of new developments such as trials of the “Enviro kerb” – a plastic kerb made from recycled material which is lighter to lay.

**1.3 Greater clarity on decision-making for residents**, an example being a neighbouring borough's scheme that uses scorecards to deal with requests for highway repairs. This clear setting out of priorities and decision-making was credited with achieving greater acceptance of priorities and better understanding of timescales for repairs. The Committee suggest that officers investigate the most appropriate way of increasing the transparency of decision-making on requests for repairs and resurfacing.

**1.4 Moving to a “clearer highways” strategy** where there is less street furniture, fewer road markings and less signs (though still meeting safety considerations). This would simplify highway maintenance and reduce the time and cost required, so that more roads can be covered.

**1.5 Greater specialisation within highway maintenance services and use of the contact centre** so that Inspectors can spend more time assessing and commissioning and checking the quality of work and less time dealing with correspondence.

**1.6 Both residents and Councillors might help to feedback on quality of work and satisfaction.** The Committee suggests that officers investigate ways that residents and Councillors can help to check on acceptability and quality, e.g. through feedback surveys, forums, street champions, etc.

***Recommendation 2: That the Cabinet ask officers to report back with proposals for publishing an annual highways maintenance plan, starting in early 2008/9***

The Committee understand that work is well advance on an asset management plan and recommends that consideration is given to producing and publishing in 2008/9 a document that would give residents, partners and Councillors a better

understanding of priorities and plans for highways and possibly for all aspects of the street environment. The Committee recommends that the plan contain details of highways repaired or resurfaced and spending for the past three years, as well as plans for the future, so that achievements can also be seen.



Councillors examine an 'Enviro' Kerb, made from lightweight recycled plastic, on Weald Road, Hillingdon.

## **2. Background, Importance and Methodology**

### **Background**

This review is one of three chosen in June 2007/8 by the Residents' and Environmental Services Policy Overview Committee for 2007/8. The choice was made according to set criteria aimed at ensuring Policy Overview reviews focus on matters that are important locally and cover topics which the Committee can add value to and make an impact.

#### ***Aim of the review***

To review the provision of highways maintenance in Hillingdon against the aims of the service, to seek out best value and to inform future policy. To make recommendations to Cabinet which will improve the service and improve residents' satisfaction.

#### ***Terms of Reference (as agreed in July 2007)***

1. To confirm the Council's statutory duties for highways maintenance.
2. To review the range of functions this entails and how those duties are discharged, including how priorities are arrived at and how resources are allocated.
3. To review the methods of performance measurement applied to this area.
4. To review performance in this area over the last two years
5. To review what service improvements are being implemented and what improvements could be implemented, to improve performance still further and to address feedback issues.

### **Importance**

The Council's duty as a Highway Authority under the Highways Act 1980 is to maintain highways maintainable at public expense and to take such care as is reasonably required to secure the safety of the highway for traffic. As those responsible for maintaining the Borough's highways, the Highway Maintenance Section serves all the residents of the Borough, any visitor to the Borough and anyone traveling through it. They also serve local businesses, partners and key external organisations. The importance of this service to our residents and stakeholders is illustrated by the fact there are approximately 7000 Customer Contact Centre jobs dealt with annually by Highways Maintenance staff.

#### ***Reasons for the review***

This review will contribute to a Whole Service Review being carried out concurrently by the Environment & Consumer Protection Group. A Whole Service Review is a thorough look into the services provided by a department to find out what is working well and what could be done differently. The information and recommendations from this review will contribute to better services for our local residents and ways of improve value for money.



### ***Key questions for the review***

These were taken up in the Committee's enquiries:

1. What are the aims and purpose of Highways Maintenance?
2. How do we set out to achieve those aims? Including
  - How we determine priorities given the need to work within budgets and resources?
  - How are decisions made on whether to resurface or patch a road and the costs and pros and cons of resurfacing v. patching?
  - Evidence on what has been repaired in the last few years, and whether for structural or serviceability reasons?
  - Scope for tapping into additional funding streams?
3. How do we measure performance in Highways Maintenance?
4. What does our recent performance look like? Including
  - Evidence to show the value of extra money spent (i.e. what has been achieved)
  - What has happened to the backlog of repairs over recent years
  - How we measure residents' satisfaction with the service
5. What service improvements are planned for Highways Maintenance?

### **Methodology (documents, witnesses, consultation, visits)**

#### ***Documents referred to:***

- Streetscene Best Value Review (completed)
- Highways Maintenance Service Plan 2007/2010
- Environment & Consumer Protection Group Plan 2007/2010
- Highways Maintenance Overview & Scrutiny reviews by Leeds and Haringey Councils

#### ***Witnesses:***

- Philomena Bach, Group Director ECP, Hillingdon
- Jonathan Westell, Highways Maintenance Manager, Hillingdon
- Denis Chamberlin, Engineering Manager, Hillingdon
- Gordon Prangnell, Group Officer – Highways, Hammersmith and Fulham
- Dave Masters, Engineering Manager, and John Greenfield, Highways Team Manager, Harrow
- Norman Lindores, Street Champion

#### ***Consultation:***

- An item about the review appeared in the Council's household newspaper, "Hillingdon People" in October/November, inviting residents' views. An online survey was carried out via the Council's website. A total of 46 responses were received and considered by the Committee on 27<sup>th</sup> November 2007.

#### ***Visit:***

On 7<sup>th</sup> November 2007, the Committee visited eight sites across the borough with lead highways maintenance staff to examine road surfaces in need of repair and those recently repaired, resurfaced highways, tarmac laying, trials of a new plastic "Enviro kerb", high street regeneration involving highways work, patching with different materials and drainage work.

### 3. Summary of findings

1. This chapter explains the rationale behind the Committee's recommendations. It draws on the evidence presented to the review, some of which can be found in the appendices.

#### Highways Maintenance in Hillingdon

2. Highways maintenance is a statutory duty for this authority under the Highways Act 1980. The Highways Maintenance section carries out the following duties:

- road and footway resurfacing and repair
- drainage works connected to highways
- street furniture repairs and maintenance
- winter roads service
- enforcement and licensing duties of the Highways Act and London Local Authorities Act, including licensing of street traders, skips, scaffolds, events and activities; enforcement control of fly posting, vehicles for sale, unauthorised access, overgrown hedges and obstructions
- co-ordination, inspection, record keeping and enforcement duties for all Public Utility Company activities on the highway under the New Roads and Street Works Act
- maintenance of Public Rights Of Way.

3. The Committee decided to focus on road and footway resurfacing and repair and related duties such as drainage works and co-ordination and inspection of the activities of Public Utilities. These were felt to be the areas of greatest importance to residents.

#### The Highways Network

4. Hillingdon Council is responsible for maintaining 675km (approximately 387 miles) of roads. Hillingdon's responsibilities cover:

A (principal) roads	52km
B roads	18km
C roads	53km
Unclassified roads	553km
Public Rights of Way	110km

#### Aims and functions of the service

5. All three boroughs (Hammersmith & Fulham, Harrow and Hillingdon) examined by the Committee had very similar aims. In Hillingdon, Highways Maintenance has three aims:

- **Safety** – keeping the highways safe, a statutory duty under the Highways Act 1980
- **Fabric** – maintaining the highways as an asset for the borough, this is a financial duty that links back to safety
- **Serviceability** – preserving and improving the highways as amenities. This links to the users' perception of the highway, e.g. its appearance and comfort to drive or walk over.

6. Safety is the over-riding aim and duty of highways maintenance in this and other local authorities. In Hillingdon it is backed by a safety inspection regime that provides a defence in law should legal action be taken. Other actions contributing to safety include “responsive” maintenance when a caller presents a problem; removal of obstructions on the highways; a rapid response team for emergencies; an out-of-hours and winter service; and surveys of skid resistance.

7. Preserving the fabric of roads in the borough is vital to their long-term survival as an asset. The main means by which this is ensured is through structural surveys carried out by independent survey companies working to nationally agreed methods. These surveys give performance indicator results and provide the basis for priority lists for treatment, which in turn feed into capital maintenance programmes. In recent years, the aim has been to improve the highways after a long period in the 1990s of under-investment. Between 2002/3 and 2005/6, a PSA target to improve the roads by 3% over three years was achieved in two; the £2m budget was increased to £3m as the initiative was so popular. Successful bids to Transport for London and £500,000 revenue growth funding to carry out more responsive, “stitch in time” repairs, have also contributed to the improvement programme.

8. “Serviceability” addresses visual appearance, access and use issues. Actions include taking a “whole street approach”, where appropriate, so that the footways are repaired or replaced at the same time as roads are resurfaced; co-ordination of works on the highway, so as to minimise the digging up of roads; double cleansing of gullies, small drainage schemes, improved signage, dropped crossings, reducing street clutter and providing additional seating paid for out of the Leaders’ Initiative.

9. Highways being dug up by Water, Gas, Electricity, etc, are a common problem nationwide, even more so in urban areas due to the age of the roads and services beneath. The main approach adopted by officers from all three authorities (Hammersmith & Fulham, Harrow and Hillingdon) was to try to ensure work is well planned. In all three authorities, it was felt that the situation had improved in recent years as a result of longer-term planning by the utilities, although recognising that continued efforts are needed. Evidence given to the Committee indicated that action was taken when necessary in Hillingdon to fine utilities for overstaying – the council imposed £178,000 in fines in 2006/7.

10. In conclusions, the Committee agrees that safety has to be an overriding priority and that the other two aims add value by ensuring that key functions of highways maintenance are not overlooked.

## **Performance**

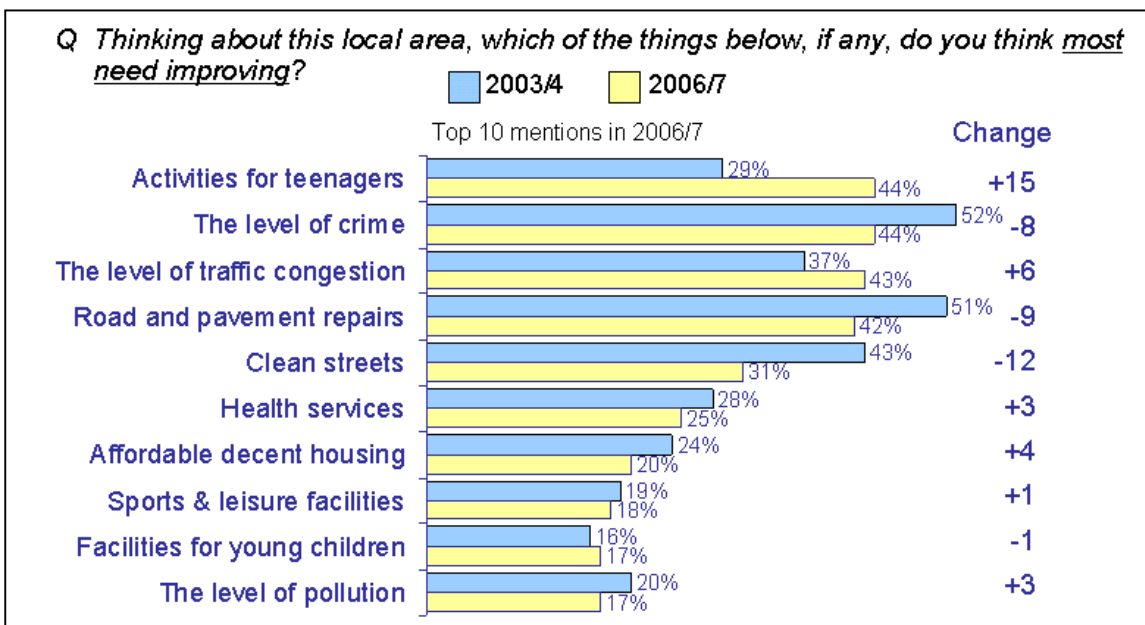
9. As mentioned already, the highways had suffered during the 1990s in Hillingdon due to a long period of under-investment. In recent years, the performance of Hillingdon’s highways maintenance service has improved markedly for some types of roads. This has contributed to:

- A reduction of 48% in reported accidents: down from 702 (2001) to 367 (2006)
- An improvement in reported hazardous defects being repaired within 24hrs: up from 94.5% (02/03) to 99.4% (06/07).

10. Measures of performance in maintaining the fabric of the roads in Hillingdon also show improvement. The condition of principal “A” roads is now the 3<sup>rd</sup> best in London. The relevant best value indicator, BV223, showed in 2006/7 that only 8% of principal roads needed major repair in Hillingdon (this compares, for example, with 10% in Harrow and 17% in Hammersmith and Fulham). On class “B and “C” roads, Hillingdon’s performance has also improved – the % of these roads needing repair is now 10%, compared with 37% in 2002/3. On “B” and “C” roads, Hillingdon was 4<sup>th</sup> best in London in 2006/7.

11. The condition of “estate roads” – these are the many quieter residential roads in the borough – has also improved, but the picture shows room for further improvement. Estate roads in need of repair have reduced by a third as a result of the injection of funds a few years ago. However the latest BVPI statistics (for 2006/7) show 15% of estate roads are in need of repair. Pan-London figures are not yet available for the year 2006/7 but in 2005/6 the Council’s score was 18%, which put Hillingdon at 21 out of 33 London authorities. In a value for money analysis, Hillingdon emerges as a “stripped down service” – low cost but relatively low performing compared with near neighbours and all of London.

12. As witnesses confirmed to the Committee, all Councils across London face pressure for extra road maintenance and have to prioritise aspects of highways maintenance above others as a result. In this situation, it makes sense for resources to be allocated so that safety takes priority, and the most used roads are therefore maintained at the expense of lesser-used roads. However, the condition of estate roads is linked to residents’ satisfaction – they are the roads that residents live in and are most aware of. The impact is seen in Council surveys of things that residents’ feel most need improving in their local area. Dissatisfaction with highways has decreased but remains high in relation to some other services:



### **Highways Improvements can be key to Regeneration**

13. As Highways officers confirm and the Committee was able to see first-hand, highways improvements can lift a whole area or street. Residents' reactions and feedback to ward Councillors and officers following highway improvements indicate that residents feel the area or street seems cleaner, pleasant and more attractive to live in. This is particularly the case where footway and carriageway improvements are combined. This is now Hillingdon practice where appropriate. Highways improvements therefore should be seen as part of regeneration and need to be well meshed into related Council programmes, for example, on street cleanliness. Where new developments are taking place, more consideration could be given to seeking Section 106 funding from developers to create road improvements that will help bring wider benefit, although Section 106 funding cannot be used to provide routine highways maintenance.

### **Comparisons with neighbouring Local Authorities**

14. The Committee heard evidence from highways managers at Hammersmith & Fulham and Harrow, both West London boroughs with some of the same problems as Hillingdon and relatively high rankings in terms of all London borough performance on highways maintenance. This gave the Committee opportunity to make useful comparisons.

15. Summaries of the evidence given by officers from this and other boroughs are attached as appendices in a separate volume. Practice in planning and carrying out highways maintenance emerged as very similar in all three boroughs – Hammersmith & Fulham, Harrow and Hillingdon. All use similar inspection, assessment and risk assessment methods. IT systems are very similar and in that context, the Committee commended officers in Hillingdon on the award given recently from the Exor Corporation and the Surveyor Magazine for innovative use of technology that benefits the people served.

16. Points of comparison and learning that the Committee particularly noted are:

- **Resources:** whilst having smaller road networks to maintain, both Hammersmith & Fulham and Harrow had similar resources for spending on highways maintenance and a ratio of reactive (operational) to planned spending (capital) that was weighted more towards planned than reactive maintenance (see the statistics summary in Annex 1). The Committee were advised that higher levels of historical capital investment leads to highway networks in better structural condition and consequently a reduced need for ad hoc safety repairs from revenue funds. The advice was that greatest efficiency and value are obtained when programmes can be planned well ahead (several years ahead ideally). The Committee noted that Harrow had been able to adopt a policy of “first time, one time” repairs, as a result of their level of capital resources, and felt this was attractive.
- **Communication and transparency:** much of Hillingdon's practice and performance on roads maintenance is very good, but it seems to be less transparent to Councillors and residents than in the comparison boroughs.

In Hammersmith & Fulham, a recent innovation has been the publication of a **highways maintenance plan** setting out for Councillors and residents the Council's plans, priorities and operations in respect of highways maintenance. This is based on a framework developed by consultants for Westminster City Council and made available to all London boroughs to help others produce such plans. The framework sets out the aims, inspection frequencies, defect investigations, risk assessments and repair response time of the service. A further example of greater communication is the **project scoring system** designed, tested and used in Harrow. This system enables a Councillor or resident to be told how jobs are scored, what priority work is given and when it is likely to be done. Whilst this information may not always be what the resident wants (most people want their repair done as quickly as possible) the explanation this system provides seems to boost confidence. An open system can also guard against accusations of unfair allocation of spending. The Committee felt these examples had merit and recommend them for the Cabinet's consideration.

- **Feedback:** both Hammersmith & Fulham and Harrow carry out feedback surveys on a proportion of highways resurfaced during the year and the Committee was provided with examples of the survey forms delivered. Whilst the response rate can be low, both boroughs felt that the surveys had merit in communicating work done, indicating satisfaction levels and raising any issues that may need to be brought to contractors' notice. The Committee recommends that consideration be given to involving residents and ward Councillors more in feeding back on the quality of work. The expansion in numbers of Street Champions within Hillingdon offers a unique opportunity to develop interaction with the Council on the quality of the borough's highways.
- **Innovation:** all three boroughs demonstrated a positive attitude to progress and innovation in highways maintenance management. All three boroughs encourage contractors to recycle road and footway material. In Hillingdon, experimentation is taking place with lightweight plastic kerbing, made from recycled materials which while slightly more expensive is much easier and safer for contractors to lay. The Committee were able to see this kerbing in situ and to talk to a resident with this kerbing outside their property who confirmed that they had noticed no difference in colour or performance.
- **Clearer highways:** all three boroughs are moving to more streamline repairs and renovations – few street signs, less clutter, etc. This might be developed further, subject to the over-riding consideration of safety factors, for example, by considering whether pavement-parking lines need to be replaced when new pavement is laid.
- **Inspection:** new contracts, such as Hillingdon's contract with Accord, who are also the principal contractors at Harrow, appear to be working well. However, if contracts are to provide the benefits sought, inspection and monitoring regimes need to be good. The Committee observed tarmac

laying, which while good had a few faults in the treatment of the underlying surface that an inspector should pick up and ensure correction. To ensure that this expertise is available and used to best effect the Committee have suggested that the Group examine the handling of administrative work and use of the Contact Centre to see whether more time can be freed for inspection work.

### **Carriageway resurfacing 2002-2007**

17. The Committee requested, and was provided with, details of the spending and roads covered by resurfacing in Hillingdon. The details were presented by ward so that the Committee could see the spread of activity across the borough. The full details of these results are included in the separate appendices to this report.

18. The extent to which roads can be resurfaced in any year is determined by:

- i. The budget available for resurfacing, which comes out of the £1,561,000 available for capital maintenance in 2007/8. This budget also has to cover footway reconstruction, highway drainage and street furniture.
- ii. The three aims of highway maintenance: safety of the highway; maintenance of the fabric as an asset; and serviceability (i.e. the amenity value to residents).

19. In the five years 2002-2007, a total of 254 roads were resurfaced. The distribution by ward is as shown in the table on the next page. The Committee was advised that variation in spend and roads covered between wards is to be expected because:

- i. Wards are of different sizes and have different lengths of road network.
- ii. Roads in the borough were built to differing standards depending on when they were built. Newer roads will be better able to withstand demands on them by today's levels of traffic than older roads.
- iii. In any case, the age of roads varies and consequently they are in varying states of deterioration.
- iv. Demands on the roads, in terms of wear and tear by traffic, will vary and some roads will deteriorate faster than others.
- v. Local climatic conditions mean greater deterioration due to freeze/thaw cycles in some places.
- vi. Local geological factors mean parts of the borough are founded on clay and others on sand and gravel. Clay is more subject to swelling & shrinkage (when there are heavy rains and drought), which disrupts the road structure.

**Carriageway resurfacing 2002-2007 by ward, Hillingdon – Non-principal Classified and Unclassified Roads**

<b>Ward</b>	<b>No. of Roads</b>
Townfield	26
Pinkwell	22
Eastcote & E.R.	21
Hillingdon East	16
Manor	14
Botwell	14
Harefield	13
Ickenham	13
Brunel	12
Barnhill	11
Uxbridge North	11
West Ruislip	11
West Drayton	10
Northwood Hills	10
Uxbridge South	9
South Ruislip	9
Cavendish	7
Yiewsley	7
Northwood	6
Charville	5
Heathrow Villages	5
Yeading	2
<b>Total</b>	<b>254</b>

20. In the Committee’s view the advice and information given by officers presented an appropriate programme of maintenance across the borough, given the resources available.

**Residents’ views**

21. The Committee consulted residents in three ways:

- Via an article in the October/November 2007 edition of the Council’s bi-monthly newspaper “Hillingdon People”. This explained the purposes of the review and invited residents to send in comments.
- Via an online survey on the Council’s website during October and November 2007.
- By inviting a Street Champion to attend the Committee’s meeting on 16<sup>th</sup> October 2007 to hear and comment on evidence to the Committee and on



his experience of becoming a Street Champion.

22. A total of 46 responses were received to the article in Hillingdon People and the online survey. Many people commented on the need for repairs to their road or footway. Policy Overview and Scrutiny committees in all Councils are barred by statute from taking up individual complaints, but replies that fell into this category were passed to appropriate officers for investigation. The Committee noted some themes from the replies:

- Many mentioned street cleanliness alongside the need for repairs – this is an issue that the Committee will be examining in a further review this year.
- Many suggested more resurfacing and less patching – this is an aim of highways maintenance, where appropriate, although in some cases it makes better economic and practical sense to patch, for example if a resurface is planned for a future date. The Committee's recommendation about resources would help towards more resurfacing.
- Accessibility of pavements, roads and parking bays to those with limited mobility is important. The Council's policy is to facilitate this by, for example, installing dropped kerbs where appropriate and resources allow. The Committee supports this approach.
- Opinions (from a small sample) were divided in the online survey over whether tarmac footways are preferable to flagstone footways in residential roads outside of shopping centres or conservation areas. The advantages of tarmac footways are that they are easier to keep in a safe condition and less prone to damage from vehicles or tree roots. Residents who do not wish to have them gave reasons relating to the physical appearance of tarmac. The Committee decided to make no recommendation on this issue.

**Annex 1: Summary statistics on highways maintenance – 3 Boroughs compared**

		2007/8		
		Hammersmith & Fulham	Harrow	Hillingdon
<b>Operational Budget for highways maintenance (reactive repairs)</b>		£1.540m	£1.001m	£2.905m
Capital maintenance budget (planned maintenance)	Non-principal roads	£2.826m	£3.310m	£1.698m
	Principal roads	£0.411m (from TfL)	£0.810m (from TfL)	£0.816m (from LIP)
Road network	Non-principal roads	195.4km	410.8km	623.2km*
	Principal roads	31.3km	45.0km	51.6km
Population		179,900 (in 2005)	214,600	250,000 (2006 est)
Costs of road surfacing	1km estate road (5m wide, 40mm depth)	£90k (average)	£61k minimum (for 35mm depth)	£75k minimum
	1km main road (7.3m wide, 40mm depth)	£139k (average)	£90k minimum (for 35mm depth)	£110k minimum
	1km main road (7.3mm wide, 100mm depth)	£212k Minimum	£200k minimum	£198k minimum

\*Latest figure (due to improvements in mapping) is now 618.7km



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RESIDENTS' AND ENVIRONMENTAL SERVICES POLICY  
OVERVIEW COMMITTEE

2007/08

*REVIEW OF HIGHWAYS MAINTENANCE*

Appendices

Appendix 1. Evidence to the Committee from Gordon Prangnell, Hammersmith and Fulham, and from Denis Chamberlin, Hillingdon.

Appendix 2. Evidence to the Committee from John Greenfield and Dave Masters, both from Harrow.

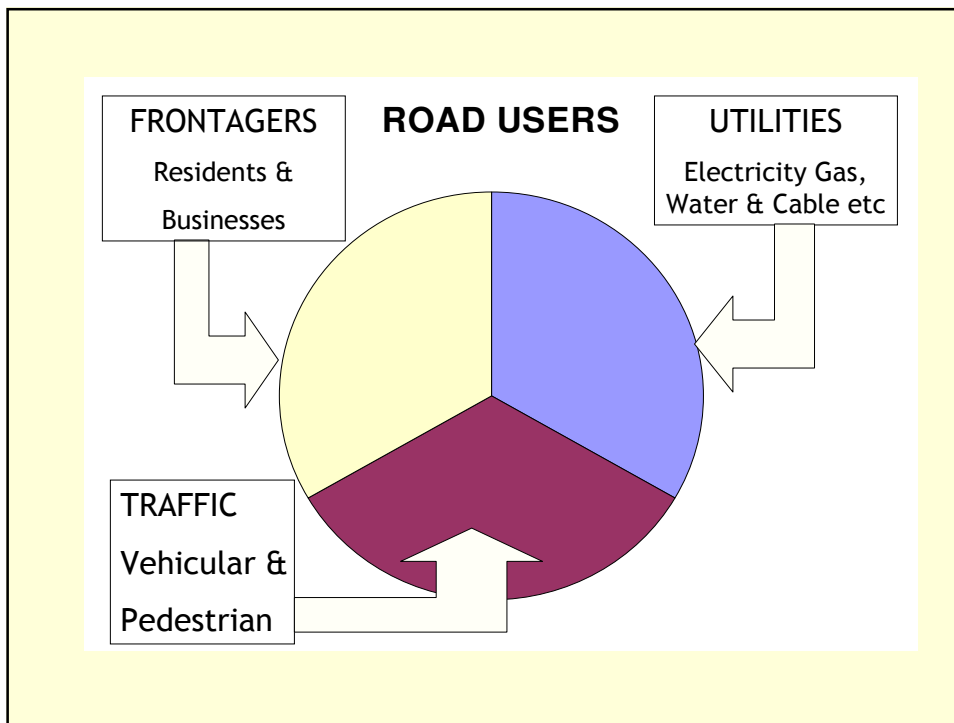
Appendix 3. Carriageway resurfacing 2002-2007, spending and roads covered by ward, Hillingdon.

Appendix 4. Summary of responses to the consultations with residents.



INVESTOR IN PEOPLE

Gordon Prangnell  
Group Officer  
Hammersmith and Fulham  
Residents' and Environmental Services  
Policy Overview Committee  
5<sup>th</sup> September 2007



## Role of the Highway Authority

- Customer Service
- Fiduciary Duty
- Statutory Duty

## Customer Service

- Streetscape environment
  - Amenity and Visual impact
  - Clean/green
  - Litter/graffiti
- Congestion
  - Journey time
  - Disruption
- Ride quality
- Safety & Reduced crime
- Value for money
  - sustainability
- Good service
  - Complaints



# Fiduciary Duty

- Asset Management
- Financial management
- Procurement
- Performance & planning
- Whole life costs
- Treatment selection
- Quality Management
- Sustainability
- Local Agenda 21



# Statutory Duty Highways Act 1980

S41 Duty to maintain

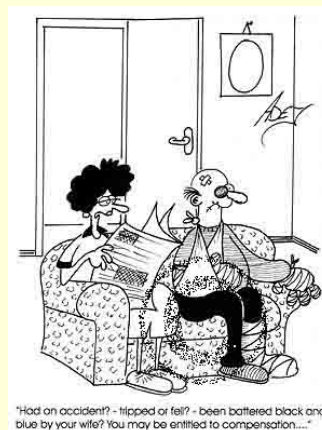
- safe & fit for ordinary traffic

S58 Defence

- To have taken such care as in all the circumstances was reasonable

Compensation

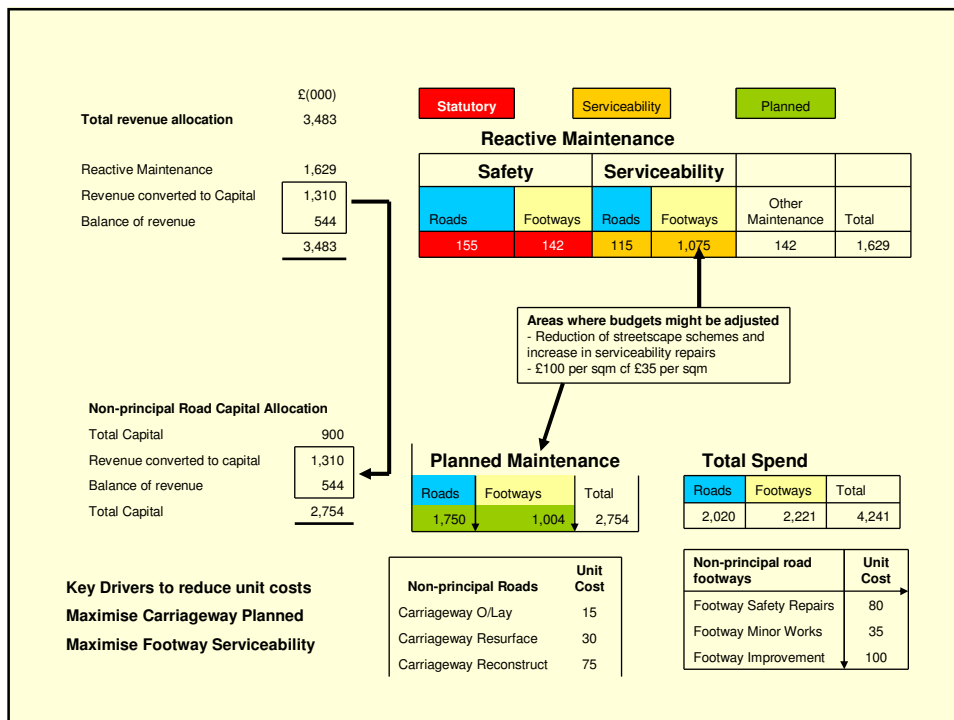
- Litigious public
- 'No win – no fee'



# 1. Priorities vs Resources

## 1. Highway Maintenance Strategy

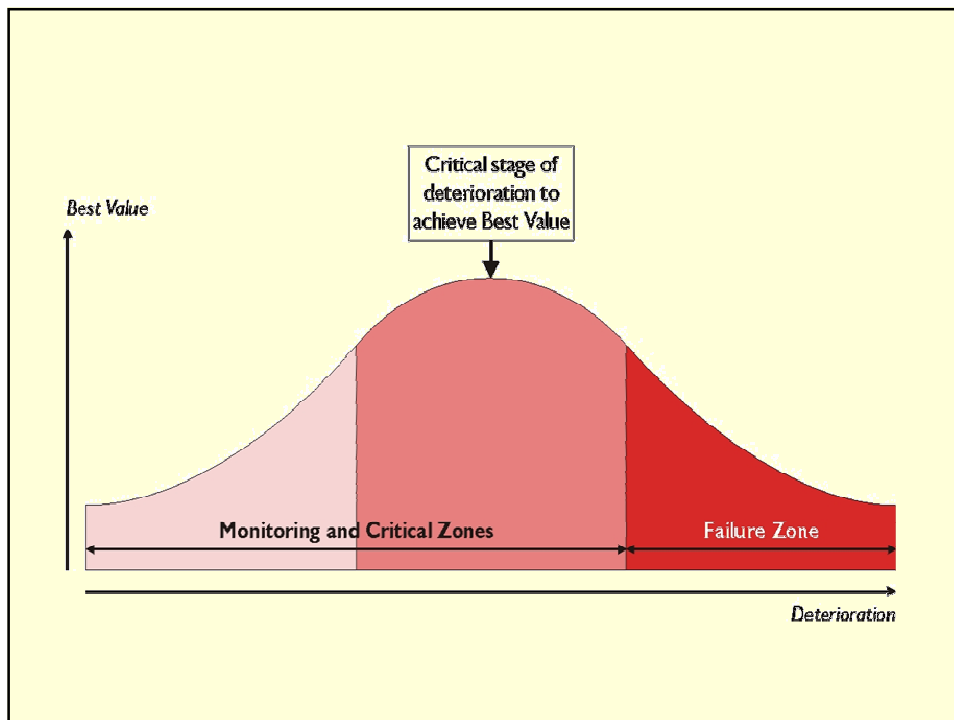
- **Policy** - Member buy in & officer implementation
- **Reactive Work** – Safety & Serviceability
  - Highway Maintenance Plan
  - Optimise unit costs
  - Risk-based inspections
- **Planned Work** -
  - Priority Listing from Annual Condition Surveys
  - Maximising lowest unit cost expenditure



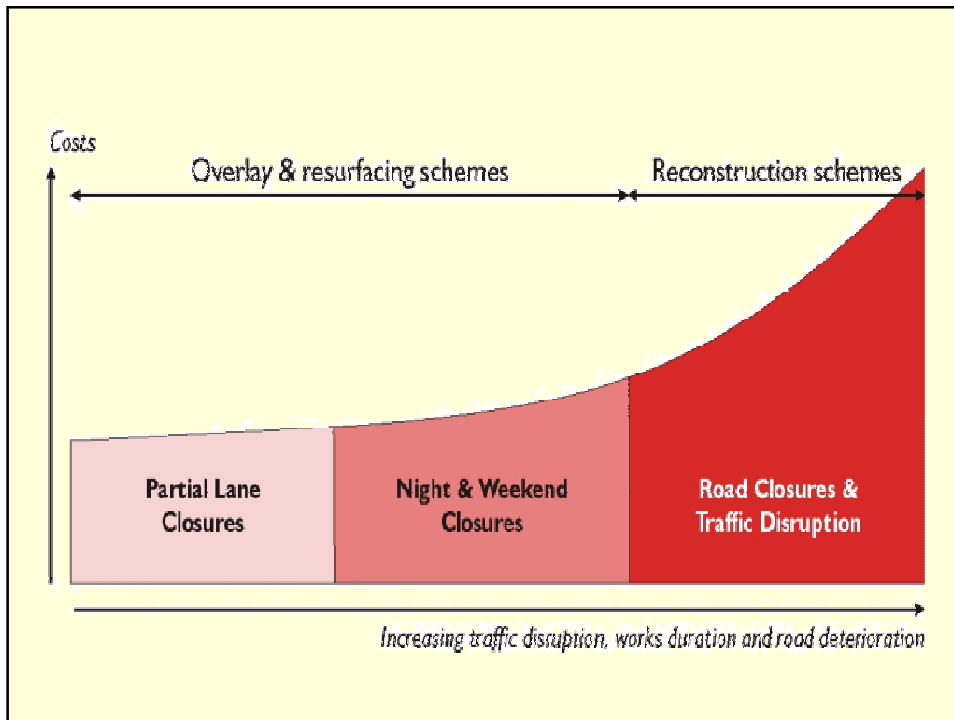
## 2. Treatment Options

2. How do you decide whether to resurface or patch a road?

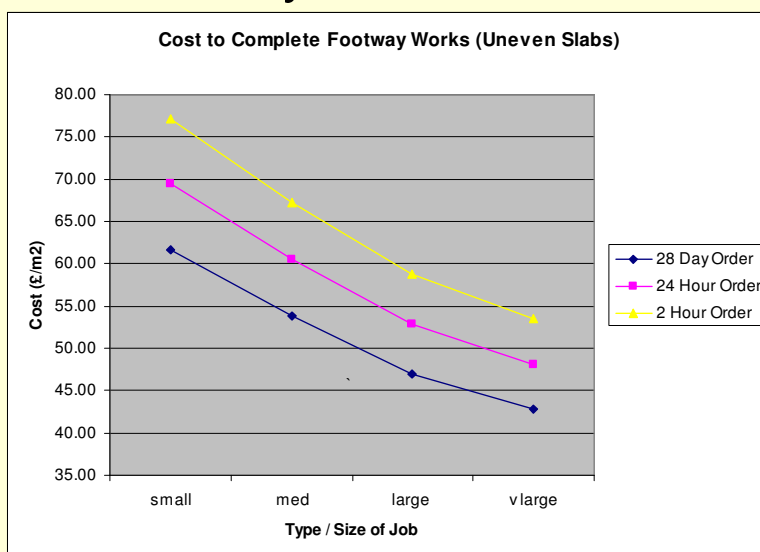
- Whole life costs
- Stitch in time
- Unit repair costs
- Inventory/Condition Surveys
- Treatment options
- Overlay example



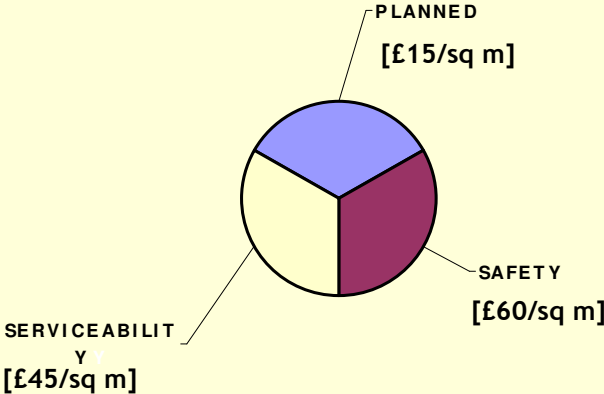




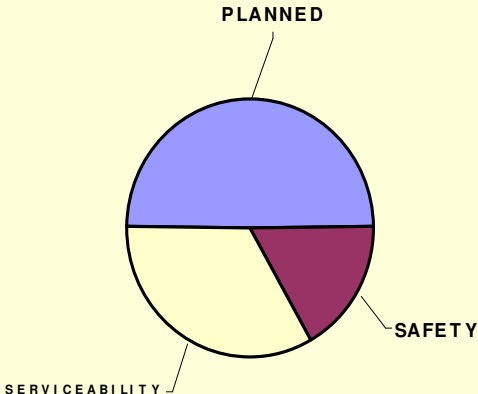
## Footway Unit Costs



### MAINTENANCE CATEGORIES




### MAINTENANCE CATEGORIES



## 3. Customer Satisfaction

### 3. How do you measure the satisfaction of residents with highways work?

- Good news log
- Service Requests
- Complaints
- Member Enquiries
- Feedback questionnaires




## HIGHWAYS

# PROBLEM IN YOUR STREET?


This is a quick and simple way for you to report any problem on the highway so that we can put it right as quickly as possible.

The problem may not be the council's responsibility and this leaflet gives you the information you need to report the problems you find either to ourselves or the appropriate organisation.

Highways Division  
Environment Department  
London Borough of Hammersmith & Fulham



Serving our Community



2003-2009  
Improving Urban Green Spaces  
2003-2004  
Street and Highway Works

Designed by Environment graphics June 2003

### PLEASE USE THIS CARD TO REQUEST SERVICE

Tick appropriate circle

<p><input type="radio"/> GM Bollard</p> <p><input type="radio"/> EN Fly-posting</p> <p><input type="radio"/> SL Graffiti</p> <p><input type="radio"/> SL Street nameplate</p> <p><input type="radio"/> GM Street bench</p> <p><input type="radio"/> SL Illuminated bollard</p> <p><input type="radio"/> GM Broken manhole cover</p> <p><input type="radio"/> GM Pot-hole</p> <p><input type="radio"/> SL Road markings</p>	<p><input type="radio"/> SL Gully/road drain (next to the kerb)</p> <p><input type="radio"/> SL Street sign</p> <p><input type="radio"/> EN Footpath obstruction (due to shop owners, builders, utilities etc)</p> <p><input type="radio"/> GM Guardrail</p> <p><input type="radio"/> GM Pavement/kerb</p> <p><input type="radio"/> GM Litterbin</p> <p><input type="radio"/> IT Tree</p>	<p><input type="checkbox"/> SL Lamp column &amp; column number (no. located facing the road approx. 2m from ground)</p> <p><input type="checkbox"/> PC Abandoned vehicle <input type="checkbox"/> taxed <input type="checkbox"/> untaxed Registration number _____</p> <p><input type="checkbox"/> Other (please specify) _____</p>
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LOCATION street name, number of nearest property etc. (block capitals)

\_\_\_\_\_

\_\_\_\_\_

Give details and additional information

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date seen \_\_\_\_\_

YOUR NAME & ADDRESS\*

no. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone \_\_\_\_\_ E-mail \_\_\_\_\_

\*Your name, address and telephone number will allow the council to send you a reply to your request, or contact you for clarification if necessary.

## USEFUL INFORMATION

### Utilities

Every year we receive many complaints about 'holes in the road' for which we are not responsible. Most road works are made by utility companies. Last year they were responsible for over 10,000. All of these sites should have an information board telling the public why the work is being carried out, who is responsible and a contact telephone number. If you would like to contact the companies their details are listed to assist you. Please contact them direct as follows:

<p><b>Transport for London</b> Road Network If your enquiry relates to the following roads: Westway, Great West Road, Hammersmith Flyover, Talgarth Road, West Cromwell Road or A3220 (formally M41 West Cross Route) web site address <a href="http://www.tfl.gov.uk">www.tfl.gov.uk</a> customer services 020 7343 5000</p> <p><b>Traffic Signals</b> If you encounter a faulty traffic signal in the borough or in London, you can report it directly to Transport for London web site address <a href="http://www.tfl.gov.uk/streets">www.tfl.gov.uk/streets</a> telephone 020 7941 2345 facsimile 020 7941 2303</p> <p><b>London Borough of Hammersmith &amp; Fulham</b> <b>Highway Enquiries</b> telephone 020 8753 1081 facsimile 020 8753 3048</p> <p><b>Highway Emergencies</b> duty officer 020 8748 8588 (out of office hours only, after 5pm, before 9am)</p> <p><b>Cleansing Services</b> If your enquiry relates to the following: refuse collection, fly-tipping, street cleansing, graffiti, or weed growth please contact the Council's Direct Services. 020 8753 1100 telephone</p>	<p><b>Transport for London - Street Management</b> <a href="http://www.tfl.gov.uk">www.tfl.gov.uk</a> 020 7343 5000</p> <p><b>Highway Emergency Services</b> 020 8748 8588 (out of office hours only, after 5pm, before 9am)</p> <p>If your enquiry relates to the following: refuse collection, fly-tipping, street cleansing, graffiti, or weed growth please contact the Council's Direct Services. 020 8753 1100</p>	<p><b>Water and public sewers/drains</b> web site address <a href="http://www.thames-water.com">www.thames-water.com</a> customer services 08459 200 800</p> <p><b>Electricity</b> web site address <a href="http://www.24sevenet.com">www.24sevenet.com</a> customer services 08457 959 774</p> <p><b>Gas</b> web site address <a href="http://www.transco.uk.com">www.transco.uk.com</a> customer services 08456 056 677 emergency gas escapes 0800 111 999</p> <p><b>Telecommunication</b> web site address <a href="http://www.bt.com">www.bt.com</a> customer services 0800 309 409</p> <p><b>Cable</b> web site address <a href="http://www.ntl.com">www.ntl.com</a> customer services 0800 052 2000</p> <p><b>Cable</b> web site address <a href="http://www.cw.com">www.cw.com</a> customer services 0800 092 5002</p> <p><b>Cable</b> web site address <a href="http://www.51deg.com">www.51deg.com</a> customer services 0800 801 659</p> <p><b>Cable</b> web site address <a href="http://www.colt.net">www.colt.net</a> customer services 0800 358 8820</p> <p><b>Cable</b> web site address <a href="http://www.thus.co.uk">www.thus.co.uk</a> customer services 0141 566 3953</p>	<p><b>Thames Water Utilities</b> <a href="http://www.thames-water.com">www.thames-water.com</a> 08459 200 800</p> <p><b>24 Seven</b> <a href="http://www.24sevenet.com">www.24sevenet.com</a> 08457 959 774</p> <p><b>Transco</b> <a href="http://www.transco.uk.com">www.transco.uk.com</a> 08456 056 677 0800 111 999</p> <p><b>British Telecom</b> <a href="http://www.bt.com">www.bt.com</a> 0800 309 409</p> <p><b>NTL</b> <a href="http://www.ntl.com">www.ntl.com</a> 0800 052 2000</p> <p><b>Cable and Wireless</b> <a href="http://www.cw.com">www.cw.com</a> 0800 092 5002</p> <p><b>51</b> <a href="http://www.51deg.com">www.51deg.com</a> 0800 801 659</p> <p><b>Colt</b> <a href="http://www.colt.net">www.colt.net</a> 0800 358 8820</p> <p><b>Thus</b> <a href="http://www.thus.co.uk">www.thus.co.uk</a> 0141 566 3953</p>
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Information and telephone numbers correct at time of going to press

## RESURFACING QUESTIONNAIRE

# QUEENS CLUB GARDENS



BUSINESS REPLY SERVICE  
London No SW 1480/01

2

Highways & Engineering  
Environment Department  
London Borough of Hammersmith & Fulham  
Town Hall Extension  
King Street  
Hammersmith, London W6 9JU

**Hammersmith & Fulham**  
Serving our Community



**WE HAVE RECENTLY RESURFACED YOUR ROAD  
AS PART OF OUR PLANNED MAINTENANCE  
PROGRAMME**

**Planned Maintenance Programmed Resurfacing**  
To maintain the Boroughs' footways and carriageways a number of streets are selected each year for major rehabilitation. To ensure an unbiased approach to the selection of roads to be treated, an independent consultant is employed to prioritise the Borough's roads in order of condition and other factors such as traffic flow and new developments.

To have the work carried out, the Council administers competitively tendered term contracts. In this instance the work was carried out by the Council's contractor Colas Limited.

**Your Views**

We are interested in your views to assist us in improving the service we offer to the community.

The information collected from completed questionnaires will be used to identify areas for improvement.

Thank you for taking time to complete the questions opposite.

**SURVEY**

Please fill in the questionnaire, tear off and return to the Highways Division. No stamp required.

- 1 Were you satisfied with
- A The advance notification that the works were to take place  
Yes  No
- B The information provided about the works  
Yes  No
- C Measures taken to minimise the disruption caused by the works  
Yes  No
- D Cleanliness of the site after the work was finished  
Yes  No
- E The signing, barriers and access during the works  
Yes  No
- F The response by the Council to any complaints made  
Yes  No
- G Do you feel that the work has made improvements to your street  
Yes  No
- 2 Are there any positive aspects of the way the project was carried out that you wish to bring to our attention?
- 3 Are there any negative aspects of the way the project was carried out that you wish to bring to our attention?

Please provide your address

Please detach and post back to Highways Division

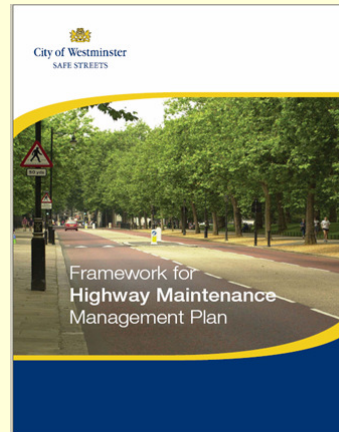
## 4. Recent Improvements

4. What improvements have you been able to make to your highways maintenance operations in recent years?

- Highway maintenance Plan
- Risk Based Inspections
- Partnering with neighbouring authority
- Lead Borough Initiatives – Road 2000

# Maintenance Management

- Hierarchy
- Inspection frequency
- Defect investigation
- Risk Assessment
- Repair response time



## RISK MATRIX

probability → impact ↓	very low (1)	low to medium (2)	medium to high (3)	very high (4)
Low (1)	<u>1</u> Priority 4	<u>2</u> Priority 4	<u>3</u> Priority 4	<u>4</u> Priority 4
noticeable (2)	<u>2</u> Priority 4	<u>4</u> Priority 4	<u>6</u> Priority 3	<u>8</u> Priority 3
high (3)	<u>3</u> Priority 4	<u>6</u> Priority 3	<u>9</u> Priority 2	<u>12</u> Priority 2
very high (4)	<u>4</u> Priority 4	<u>8</u> Priority 3	<u>12</u> Priority 2	<u>16</u> Priority 1

# RISK PRIORITIES



# Risk Register

Item	Defect	Detail/Information	Location	Extent	Impact	Probability	Risk Factor	Priority Response
Footway	Trip Pothole "bubbled" mastic tree root damage sunken covers/ coal plates etc rocking slab/ block	prestige walking zone: • Lower risk areas • Vulnerable areas	whole width	20mm	4	4	16	2
					5	5	25	1
		primary walking route: • Lower risk areas • Vulnerable areas	whole width	20mm	4	4	16	2
					5	5	25	1
		secondary walking route	general	20mm	4	4	16	2
			vulnerable user	20mm	4	5	20	2
			general	30mm	4	5	20	2
			vulnerable user	30mm	5	5	25	1
		link access footway	general	20mm	4	3	12	3
			vulnerable user	20mm	4	4	16	2
			general	30mm	4	4	16	2
			vulnerable user	30mm	5	5	25	1
		local access footway	general	20mm	4	3	12	3
			vulnerable user	20mm	4	4	16	2
			general	30mm	4	4	16	2
			vulnerable user	30mm	5	5	25	1

## 5. Concrete Repair Options

5. How do you deal with concrete road surfaces in need of repair?
- Road importance – hierarchy/disruption
  - Identify the Defect Type
    - Fretting/spalding
    - Construction Joint Defect
    - Foundation problem - surface settlement
  - Analyse repair option – unit costs
  - Research – alternatives?

## 6. Maintenance Developments

6. Are there technological developments that you expect to make an impact on highways maintenance in the near future?
- Adoption of Codes of Practice
  - Asset management plans
  - Budget projections and scenarios
  - Euro-codes
  - London-wide specification
  - Gershon agenda



## Codes and Standards

- Maintaining a Vital Asset
- Framework for Highway Asset Management
- Codes of practice Well-maintained Highways
- Footway and Cycle Route Design, Construction and Maintenance Guide



## 7. Ward Councillor Involvement

7. Re the involvement of ward Councillors:  
are they involved in deciding your priorities, or in assessing the quality of work afterwards? How are ward Councillors informed of forthcoming repairs in their areas?
- Contribute to identifying need
  - Key link to local residents/businesses
  - Local Liaison – implementation/feedback

**Appendix 1  
RESPOC – REVIEWS IN 2007-08**

**ANSWERS TO QUESTIONS AND COMPARISON WITH  
LONDON BOROUGH OF HAMMERSMITH & FULHAM  
Supplied by Denis Chamberlin**

**5 September 2007**

**HF / LBH Comparison**

LBH also follow HF policy on Safety, Fabric, Serviceability, Customer Service and Statutory duty in determining reactive and planned highways maintenance programmes.

HF base their safety inspection strategy on 'Risk Assessment', based on new systems adopted by their neighbouring authority, Royal Borough of Kensington & Chelsea. LBH policy is set on rigid 'response times / intervention level' strategy, although we are looking at the risk assessment policy as a possible alternative.

Like HF, LBH undertake condition surveys on all Borough roads for Performance Indicator reporting and priority lists that help to determine planned maintenance programmes.

HF & LBH both work to the 'stitch in time' policy of treating roads at an early stage to minimise more costly work later on and to minimise traffic congestion, but this policy is dependent on available funding.

HF carry out a higher proportion of spend on footway renewal schemes than LBH, where over the last five years in particular, more emphasis has been made on resurfacing carriageways. This is mainly due to capitalising on the improvement in Performance Indicators for the condition of roads following the PSA injection of £3m from 2002 to 2006. However, LBH & HF both now follow a policy of 'Whole Street' repair (roads/footways/streetscene) wherever possible.

Both HF & LBH operate on historical budgets rather than 'needs based'. HF has the flexibility to transfer revenue and capital expenditure during the financial year where LBH do not.

Neither HF or LBH do much in the way of on-site recycling road surfacing materials due to high cost, but both confirmed that their contractors ensure that old road surface materials are used in other ways (temporary roads/footways/fill material) rather than taken away to a landfill site.

Both HF & LBH have their planned maintenance programmes approved by Cabinet/Cabinet Member.

HF has no access to s106 funding for highways maintenance purposes. LBH have had limited access in the past but both feel that more s106 funding should be ring-fenced for highways maintenance and renewal.

HF has more highway inspectors per km than LBH. HF 4 highways inspectors to LBH 6, where HF road network is approx 250km compared with LBH 675km. LBH inspectors are also required to share inspection duties with enforcement issues.

Both HF and LBH agree that longer term budget strategies would be more beneficial than year-on-year policy.

HF has post-works feedback questionnaires in place where LBH do not. However, LBH have new contract arrangements in place to measure performance issues.

HF has a properly accepted 'Highway Maintenance Plan' in place where LBH do not. Although this is something that has been planned for the future.

HF acts as lead Borough for the 'Road 2000' initiative for assessing the condition of classified roads across the whole of London. LBH use these results to prioritise planned works programmes.

HF is in partnership with a neighbouring authority, Royal Borough of Kensington & Chelsea over a number of functions, sharing a combined management structure. Like HF, LBH officers attend LoTAG (London Technical Advice Group) meetings with neighbouring Boroughs to share views on highways maintenance strategy & procedures.

HF & LBH both adopt codes of practice common throughout England. Information is freely available via the internet. As lead Borough for London, HF closely monitors developments on Euro-codes, London-wide specification and Gershon agenda. LBH pick up information via LoTAG feedback.

HF & LBH are both formulating 'Asset Management' framework via computerised highways management systems.

HF & LBH both have 'Standard Construction Details' for new developments, the construction processes are monitored at each stage of work.

The question of 'Overlays' was raised by the committee. These are where new surfaces are laid on top of existing surfaces. Both HF & LBH thought that they were appropriate as 'stitch in time' measures, but many road surfaces had deteriorated so much that the only option was to remove the old road surface before resurfacing. The committee should note that overlays would result in reduced kerb heights in most cases, thus making it easier for vehicles to mount the kerbs or park on footways.

In HF, ward Councillors contributed to identifying the need. There is a key link to local residents and businesses and local liaison is used on implementation and feedback issues. LBH use member's enquiries via the Contact Centre as one method of assessing and prioritising sites for planned maintenance. LBH have invited ward Councillors to participate in the design of some major projects, e.g. High Street, Ruislip, by attending meetings of the project design team. It is desired practice for officers to notify ward councillors prior to the commencement of major works but it is acknowledged that sometimes this has not happened in the past.

## **LBH answers to Questions**

### **1. How do you determine priorities for highways maintenance, given the need to work within budgets and resources?**

Revenue budget – mostly reactive work arising from defect reports via the Contact Centre and routine safety inspections. Also some small schemes may arise from

these inspections. A proportion of the revenue budget is used for major planned works.

Capital budget – four main categories - Carriageways, footways, drainage and street furniture (street lighting and highway structures dealt with outside Highways Maintenance Section).

No specific formula to appropriate budgets within the respective functions.

Carriageway allocation will be based on the results of annual condition assessments, based on Safety, Fabric, Serviceability criteria, the need to improve performance indicators, links with other initiatives such as traffic calming, regeneration projects etc. – normally has the biggest allocation.

Footway allocation – try to link with carriageway resurfacing for ‘whole street’ approach.

Highway drainage – can vary from year to year. Floods and other seasonal rainfall will determine priorities throughout the year – some schemes can be expensive.

Street Furniture – linked to Streetscene – now has a separate allocation. Schemes may link to member’s initiatives such as more highway seats, shopping centre improvements, upgrading of street nameplates / pedestrian guardrails / fences & barriers / bollards etc.

Continue to seek external / alternative funding e.g. s106, bus priority, traffic congestion mitigation.

Officers meet on a regular basis throughout the year, but particularly – before start of financial year (analyse condition assessments), end of 3<sup>rd</sup> quarter (phase 2 resurfacing), July – LIP bids to TfL

## 2. How do you decide whether to resurface or patch a road?

No measurables used – but highway engineer has to assess –

1. Ratio of defects against the condition of the surrounding areas – if patch area is small and areas are good then patching appropriate. If defects are large and surrounding areas considered poor then option is to resurface.
2. Surface now to prevent high costs at a later date.
3. Prior to an extensive remarking scheme (traffic/parking).

## 3. How do you measure the satisfaction of residents with highways work?

Citizens panel surveys

Street Champion questionnaires

Reduction in number of complaints via the Contact Centre

New contract arrangements – PI’s for performance

## 4. What improvements have you been able to make to your highways maintenance operations in recent years?

- In house condition assessment for Serviceability priorities not identified by approved national structural condition surveys (United Kingdom Pavement Management System)
- Tighter highways inspection procedures – 100 compliant with s58 Highways Act (able to defend claims) – commended by insurers and legal advisors – benchmark for other Authorities
- ‘Rapid response’ mobile unit for attending to urgent repairs (1 hour)
- Attending to more drainage fabric repairs rather than before – specialist drainage engineer recruited
- Ditch capacity restoration programme – digging out to restore former capacity rather than just clean out – helps to prevent flooding
- Pumping Stations – more reliability due to annual maintenance inspection & works programme
- Now 100% compliant for BVPI 165 – improvements in dropped kerbs and blister paving to required specification at controlled pedestrian crossings – plan to extend to non controlled crossing points and road junctions in future programme
- Improvements in carriageway Performance Indicators – due to annual condition assessments now in place & participation in London wide ‘Road 2000’ initiative
- Whole-street approach to renewal schemes (carriageways, footways and street furniture) – Ruislip High Street, Crowland Avenue – this year, Manor Way, Belmont Road.

#### 5. How do you deal with concrete road surfaces in need of repair?

Almost all of Hillingdon’s concrete roads have been resurfaced over the years with a thin layer of ‘tarmac’ material. This prevents the concrete surface ‘wearing away’ and provides a good ‘skid resistant’ surface. This surface layer will probably last between ten to twenty years, depending on the treatment used and volume of traffic.

Over the years, this material will gradually wear away until ‘delamination’ occurs, i.e. small patches of surfacing break away. Due to the thin surface and weak surrounding areas, patching is not really effective and the only option is to resurface the road.

Another problem with concrete carriageways is that sometimes vibrations are caused by heavy vehicles driving over defective cross-road joints, causing noise and other inconveniences to residents. The maintenance option here is to repair the joints.

Other more serious defects are the problems with voids (holes) that can appear underneath the concrete slabs that can result in the sinking of the slab, or worse, major subsidence. Such repairs can be extremely costly where whole bays have to be broken out and totally reconstructed.

Another form of repair can involve a programme of sealing the joints to prevent weed growth.

6. Are there any technological developments that you expect to make an impact on highways maintenance in the near future?

- Recent purchase of new computerised Highways Maintenance Management system – Highways Asset Management Plan – help to identify funding needs and substantiate bids for funding
- Investigate options for ‘Rhinopatch’ – proprietary treatment for patching involving recycling of existing material – trials have been carried out
- Trials using various construction methods and treatments to withstand suction sweeping on paved areas.
- Thin surfacings in place of traditional dense macadams – quieter & less surface spray
- Joint treatment prior to resurfacing using proprietary recess joint repair methods.
- Proprietary ‘Shimpac’ fabric boards for bedding gully and manhole frames.
- ‘Drainmaster’ heavy duty repairs around manhole, gullies and inspection covers.
- Insitu recycling – WRAP (Waste and Resources Action Programme) initiatives – discussing with the industry – looks expensive for individual authorities but could work better with joint Borough working.
- Heavy-duty surfacing materials for use in Bus Lanes (Hardicrete) e.g. recent works in Vine Street, Uxbridge
- Use of ‘Portable Grip Tester’ laser machine for determining skid resistance on road surfaces
- Health & Safety ‘Manual handling’ requirements – purchase of specialist lifting equipment for operatives
- Use of plastic kerbs for domestic vehicular crossovers – ease of manual handling & cost effective
- Invited to participate in workshops involved formulating new UK codes of practice for patching thin surfaces.
- Better instant patch repair treatments used by rapid response and standby crews
- 1 man operated gritting machines instead of 2 man – potential savings
- Purchase of ‘mini gritting machines’ for use at width restrictions, cycleways, narrow roads etc.

- Review of winter service arrangements – improved forecasting and procedures

7. Re the involvement of ward Councillors: are they involved in deciding your priorities or in assessing the quality of work afterwards? How are ward Councillors informed of forthcoming repairs in their areas?

Generally not on reactive repairs, but feedback is welcomed to help achieve quality control objectives.

Major Works Programmes - Highway inspections and assessments only occur once a year so member's enquiries via the Contact Centre help to identify the early stages of failure in the interim period. Roads will then be individually assessed and prioritised along with other roads on priority lists.

Up to now members have not had a major say in deciding scheme priorities, as these are done mainly on engineering criteria, although with more and more schemes being prioritised on 'Serviceability' issues, members could have more involvement.

For major refurbishments e.g. Ruislip High Street, ward Councillors have attended meetings of the project design team together with other stakeholders such as residents association and local businesses, and have contributed to the successful progress of the project.

It is our normal practice to include ward Councillors on pre works notification although it is accepted that this has not always happened in the past.

Denis Chamberlin  
Engineering Manager – Highways Maintenance  
7 September 2007

## **Appendix 2: Hillingdon Residents & Environmental Services Policy Overview Committee**

### **Evidence from John Greenfield and Dave Masters, London Borough of Harrow, 16 October 2007**

#### **Hillingdon and other Local Authority Officers questions:**

- 1) *How does your authority determine priorities for highways maintenance given the need to work within budgets and resources?*
  - A) Harrow use the annual Ukpms surveys to determine general need and identify sections of streets in need of repair. 50% of the Classified and Unclassified streets are surveyed each year. In addition to this all other sources of information (residents contact, Harrow staff contact, Cllr's and businesses) regarding street condition are considered and assessed using appropriate Ukpms standards. From this list a "wish list" is produced and each scheme scored against a "scheme weighting score sheet" (See example at Appendix 1). This is used to priority works against available budgets with the highest scoring schemes taking priority. This process is encompassed in Harrows emerging Highways Asset Management Plan as the way forward in managing the highway network.
  
- 2) *How do you decide whether to resurface or patch a road?*
  - A) Harrow uses several criteria to determine the correct solution. These include :-
    - Location of site, category of road, type of traffic usage, ongoing programme of works, utility programme, do kerbs /footway require prior works.
    - Size of defects, compare costings, type of material to use, which method would produce the best quality finish.
    - Method of work, how to reduce disruption to traffic, length of time to complete works.
    - How urgent is the work, can it be included with other programmed works, can a smaller holding patch be carried out while a larger area is placed on a programme of works.
    - Safety issues, is work actually needed or is it a cosmetic issue.
    - Look at the bigger picture, outside the immediate area, how long will the surface last until failure occurs.
    - What is the present financial position. ...the ideal solution may not be affordable !
  
- 3) *How do you measure the satisfaction of residents with Highway works?*
  - A) The Harrow AccordMP partnership sends out questionnaires on completion of schemes asking residents a series of questions regarding the works. (See typical example at Appendix 2). The responses are reviewed to assess satisfaction and to see where the service can be improved.
  
- 4) *What improvements have you been able to make to your highways maintenance operations in recent years?*



A)

- The new PR Construction Partnership has enabled improved response to emergency situations as resources and equipment are more readily available at short notice.
- Harrow have introduced a first time permanent repair procedure for potholes in all but emergency situations. No more temp repairs that fail in a few weeks.
- Introduction of Exor Maintenance Manager to control and manage the works ordering process and budgets.
- The development by the Partnership of a supply chain to deliver the service in a seamless, co-ordinated and time efficient manner.
- The adoption of a “Considerate contractor” scheme for all of the supply chain.
- The introduction of a site Health and safety Scheme.
- The development of forward programming and resource planning.
- The adoption of Asset Management principles and the development of an asset management plan.
- Huge investment in new plant. (through long term partnership)

5) *How do you deal with concrete road surfaces in need of repair?*

A) It depends on the thickness of any overlay and the extent of any failure or Delamination. For small areas of failure in overlays above 30mm patching is possible if a good bond coat is used but for thinner overlays patching is not practical. In such cases resurface is the only solution. For very thin overlays the problem is often more visual than a safety issue and Harrow often do nothing in these cases.

6) *Are there technological developments that you expect to make an impact on highways maintenance in the near future?*

A) The Harrow / AccordMP partnership is always looking at materials and processes to improve the service. The introduction of Exor Maintenance Manager to control the responsive maintenance and lighting works using GIS based processes has improved clarity and gives real time budget information. Through the supply chain, materials and site processes are continually reviewed and Partnership SIG's (Service Improvement Groups) have been set up to review each area of operation. The Partnership contract was designed to encourage innovation and efficiency. Gershon savings both cashable and non-cashable are a tendered item at around 2% per annum. Similarly benefits from innovation are shared by both partners. A register of savings and efficiencies are kept and methodologies are being developed to estimate the value of non-cashable savings. Open book accounting by Harrow, AccordMP and the supply chain is central to the success of this element.

7) *Re the involvement of ward Councillors: are they involved in deciding your priorities, or in assessing the quality of work afterwards? How are ward councillors informed of forthcoming repairs in their areas?*

Notifications of defects on the highway are received from many sources including Ward Cllrs. All Members are signed up to the principals of Harrows Asset Management system and the project “scoring” process that assesses a number of key but carefully weighted factors in determining priorities.

Members appreciate that there are these factors that influence the years programme and as many of their observations are around aesthetics rarely will they make the programme on this basis alone.

Asset Management determines the years programme, on a worst score basis, all reports and schemes are scored in the same manner and the Portfolio Holder approves the programme at the year start on the understanding that of course there is a need to retain some flexibility etc.

## Comparison Questions

- 1) *How often do you carry out gully cleaning? Would a gully full of silt be picked up in any type of routine inspection?*
- A) All gullies are inspected and cleaned on an annual cycle. A gully full of silt or showing any other type of defect would be picked up by highway inspectors during their normal safety inspections.
- 2a) Revenue budget for routine and responsive highway maintenance 2007/08 is £1,001,750.
- 2b) Capital maintenance budget 2007/08 for non principal roads is £3,310,000.
- 2c) Capital maintenance budget 2007/08 for principal roads is £0 from Harrow and £810,000 via TfL principal roads maintenance bid.
- 2d) Network lengths :-
- Classified – 23384m
  - Unclassified – 387417m
  - Footpaths – 16842m
- 2e) Principal network length 44995m
- 2f) Harrow population is 214,600.

## Costs

### Cost of road resurfacing

1km of Unclassified Road 5.0m wide	35mm depth	£61k min
1km of Main Road 7.3m wide	35mm depth	£90k min
1km of Main Road 7.3m wide	100mm depth	£200k min

### Cost of Footway reconstruction (excluding Kerbs)

500m of ASP on CBM3	2.0m wide	£49k min
500m of modular paving on CBM3	2.0m wide	£57k min

## **Performance**

BV223 for 2005/06 = 13%

BV223 for 2006/07 = 10%

Harrow have the 5<sup>th</sup> best score in London.

BV224a for 2005/06 = 4%

BV224a for 2006/07 = 7%

Harrow have the second best score in London.

BV97b (224b) for 2005/06 = 13%

BV97b (224b) for 1006/07 = 12%

Harrow are in the lower (good) VFM quadrant for Nearest Neighbours.

Appendix 1 – Typical score sheet (Excel)

Appendix 2 – Typical questionnaire.

Submission prepared by :-

John Greenfield

Highways Team Leader

L..B..Harrow

Community & Environment Services

Contact 020 8424 1416

**Appendix 3**  
**Residents' and Environmental Services Policy Overview Committee**

**Evidence presented by Jonathan Westall, Highways Maintenance Manager, Hillingdon on 16<sup>th</sup> October**

**Carriageway resurfacing 2002-2007 by spend and number of roads, by ward**

The attached tables and charts show the spending on and number of roads dealt with by roads resurfacing in Hillingdon during the years 2002-2007.

The extent to which roads can be resurfaced in any year is determined by:

1. The budget available for resurfacing, which comes out of the £1,698,000 available for capital maintenance in 2007/8. This budget also has to cover footway reconstruction, highway drainage and street furniture.
2. The 3 aims of highway maintenance: safety of the highway; maintenance of the fabric as an asset; and serviceability (i.e. the amenity value to residents).

Variation in resurfacing spend and roads covered between wards is to be expected because:

1. Wards are of different sizes & they have different lengths / areas of road network
2. Roads in the borough are built to differing standards depending on when they were built. Newer roads will be better able to withstand demands on them by today's levels of traffic than older roads.
3. In any case, the age of roads varies & consequently they are in varying states of deterioration.
4. Demands on the roads, in terms of wear & tear by traffic, will vary and so some roads will deteriorate faster than others.
5. Local climatic conditions mean greater deterioration due to freeze/thaw cycles in some places.

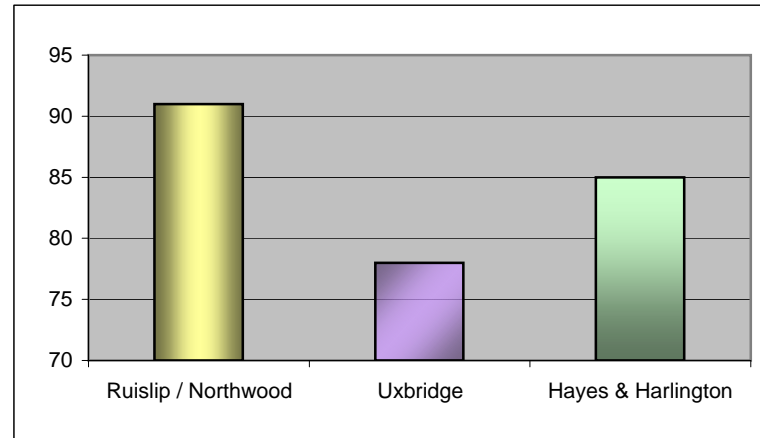
Local geological factors mean parts of the borough are founded on clay and others on sand & gravel. Clay is more subject to swelling & shrinkage (when there are heavy rains & drought), which disrupts the road structure.

**Highways Maintenance**

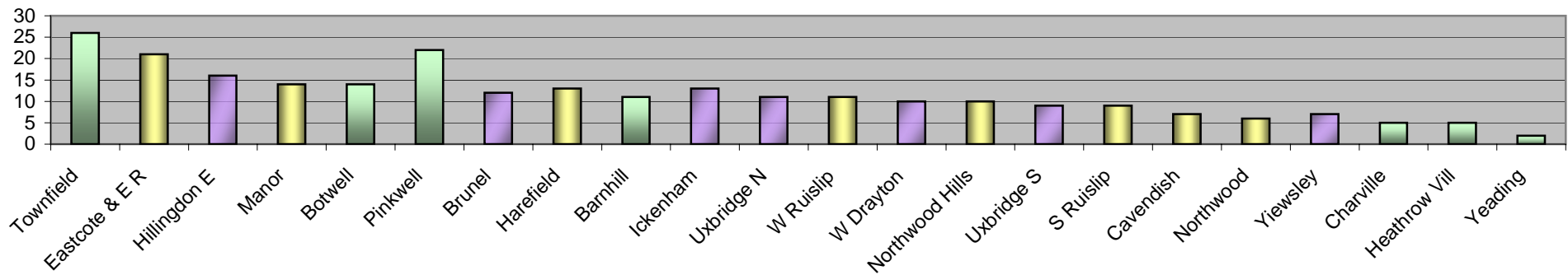
Ward	No. of Roads	Constituency
Townfield	26	HH
Eastcote & E R	21	RN
Hillingdon E	16	U
Manor	14	RN
Botwell	14	HH
Pinkwell	22	HH
Brunel	12	U
Harefield	13	RN
Barnhill	11	HH
Ickenham	13	U
Uxbridge N	11	U
W Ruislip	11	RN
W Drayton	10	U
Northwood Hills	10	RN
Uxbridge S	9	U
S Ruislip	9	RN
Cavendish	7	RN
Northwood	6	RN
Yiewsley	7	U
Charville	5	HH
Heathrow Vill	5	HH
Yeading	2	HH

254

Totals	
Ruislip / Northwood	91
Uxbridge	78
Hayes & Harlington	85
254	

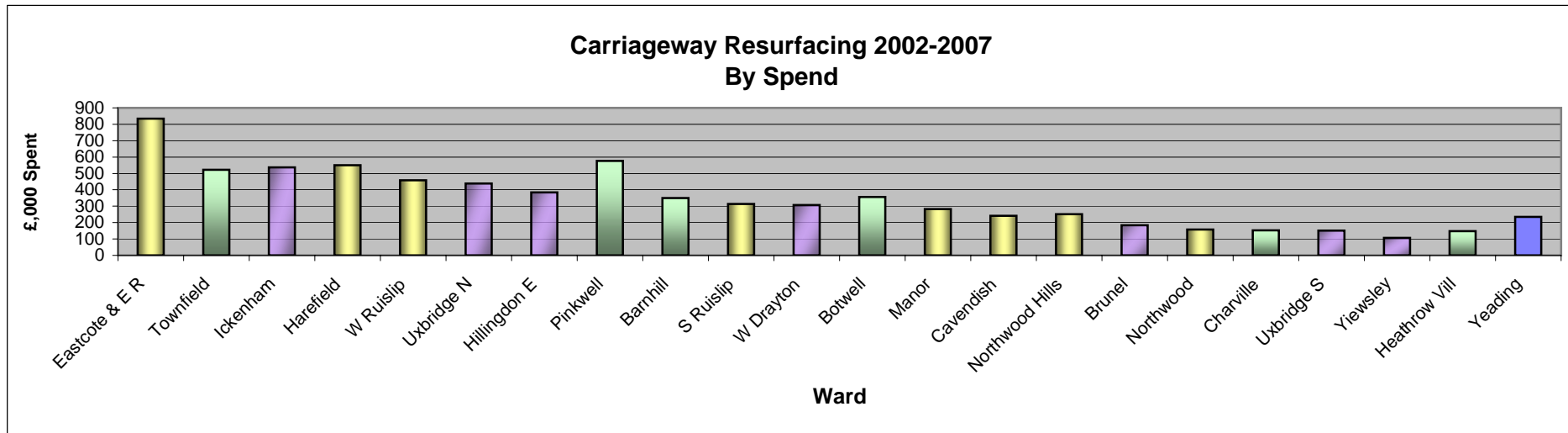
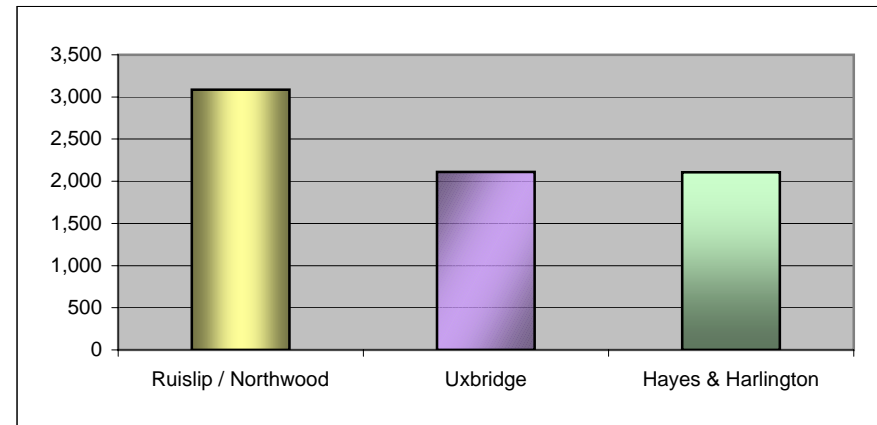
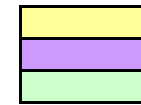


**Carriageway Resurfacing 2002-2007 - Non-principal Classified and Unclassified Roads  
By Number**



Ward	£k Spent	incl. 2007-08	Constituency
Eastcote & E R	834		RN
Townfield	522		HH
Ickenham	537		U
Harefield	550		RN
W Ruislip	458		RN
Uxbridge N	438		U
Hillingdon E	385		U
Pinkwell	576		HH
Barnhill	350		HH
S Ruislip	313		RN
W Drayton	307		U
Botwell	357		HH
Manor	282		RN
Cavendish	241		RN
Northwood Hills	252		RN
Brunel	184		U
Northwood	158		RN
Charville	152		HH
Uxbridge S	151		U
Yiewsley	107		U
Heathrow Vill	148		HH
Yeading	235		HH

Totals		incl. 2007-08	Increase £k
Ruislip / Northwood	3,088	0	
Uxbridge	2,109	0	
Hayes & Harlington	2,105	0	



**Highways Maintenance Planned Carriageway Works - 2002-07**

Year	Road	Constituency	Ward	£k
1	0304 Yeading Lane	HH	Barnhill	109
2	0304 Edmunds Close	HH	Barnhill	4
3	0304 Warley Road	HH	Barnhill	17
4	0405 Shakespeare Avenue, (part)	HH	Barnhill	10
5	0405 Errol Gardens	HH	Barnhill	6
6	0405 Barnard Gardens	HH	Barnhill	5
7	0405 Henderson Road	HH	Barnhill	12
8	0506 Attlee Road	HH	Barnhill	5
9	0506 Gledwood Drive	HH	Barnhill	25
10	0506 Glencoe Rd	HH	Barnhill	112
11	0506 Greenway	HH	Barnhill	45
<b>11</b>			<b>Barnhill Total</b>	<b>350</b>
1	0203 Botwell Crescent	HH	Botwell	8
2	0405 Botwell Lane (Pump Lane to Nield Road)	HH	Botwell	37
3	0405 Judge Heath Lane	HH	Botwell	85
4	0405 Lime Grove	HH	Botwell	12
5	0405 Cromwell Road	HH	Botwell	26
6	0506 Church Close	HH	Botwell	5
7	0506 St Anselms Road	HH	Botwell	21
8	0506 Trevor Road	HH	Botwell	25
9	0506 Dawley Road	HH	Botwell	48
10	0506 Nield Road	HH	Botwell	22
11	0607 York Avenue	HH	Botwell	21
12	0607 Kingsway	HH	Botwell	20
13	0607 Keith Road	HH	Botwell	17
14	0607 Albert Road	HH	Botwell	10
<b>14</b>			<b>Botwell Total</b>	<b>357</b>
1	0203 Colham Green Road	U	Brunel	18
2	0304 Church Road (Robbie Bell Bridge to New Peachy Lane)	U	Brunel	15
3	0405 Moorfield Road	U	Brunel	19
4	0405 Nine Elms Avenue	U	Brunel	7
5	0405 Southfield Close	U	Brunel	7
6	0405 The Greenway (part)	U	Brunel	35
7	0405 Maygoods Drive	U	Brunel	9
8	0405 Green Lane	U	Brunel	15
9	0405 New Road	U	Brunel	15
10	0405 Nellgrove Road	U	Brunel	6
11	0506 Colham Road	U	Brunel	29
12	0607 St Peter's Road	U	Brunel	9
<b>12</b>			<b>Brunel Total</b>	<b>184</b>
1	0203 Queens Walk	RN	Cavendish	58
2	0405 Torcross Road	RN	Cavendish	46
3	0405 Southbourne Gardens	RN	Cavendish	45
4	0506 Myrtle Avenue	RN	Cavendish	22
5	0506 Oak Grove	RN	Cavendish	17
6	0506 Elm Avenue	RN	Cavendish	17
7	0506 Victoria Road (Part)	RN	Cavendish	36
<b>7</b>			<b>Cavendish Total</b>	<b>241</b>
1	0203 Kingshill Avenue	HH	Charville	90
2	0203 Hoppner Road	HH	Charville	10
3	0203 Romney Road	HH	Charville	10
4	0405 Charville Lane (Hoppner Rd to Bury Av)	HH	Charville	34
5	0405 Yeading Lane (service road)	HH	Charville	8
<b>5</b>			<b>Charville Total</b>	<b>152</b>
1	0203 Field End Road (High Rd, Eastcote to Bridle Road)	RN	Eastcote & East Ruislip	69
2	0203 Midcroft (part)	RN	Eastcote & East Ruislip	5
3	0203 Meadway	RN	Eastcote & East Ruislip	10
4	0304 Park Avenue	RN	Eastcote & East Ruislip	40
5	0304 Field End Road (High Road to Bridle Road)	RN	Eastcote & East Ruislip	40
6	0304 Bridle Road	RN	Eastcote & East Ruislip	29
7	0304 The Broadwalk	RN	Eastcote & East Ruislip	20
8	0304 Abbotsbury Gardens	RN	Eastcote & East Ruislip	13
9	0304 Deane Croft Road	RN	Eastcote & East Ruislip	16
10	0304 Devonshire Road	RN	Eastcote & East Ruislip	7
11	0405 Eastcote Road	RN	Eastcote & East Ruislip	105
12	0405 Eastcote Road (Windmill Hill to High Road)	RN	Eastcote & East Ruislip	103
13	0405 Kent Gardens	RN	Eastcote & East Ruislip	15
14	0405 Lime Grove	RN	Eastcote & East Ruislip	32
15	0405 Windmill Hill	RN	Eastcote & East Ruislip	66
16	0405 Park Avenue	RN	Eastcote & East Ruislip	44
17	0405 Warrender Way	RN	Eastcote & East Ruislip	18
18	0405 Highgrove Way	RN	Eastcote & East Ruislip	17
19	0506 Cuckoo Hill (Part)	RN	Eastcote & East Ruislip	27
20	0506 High Road, Eastcote (Part)	RN	Eastcote & East Ruislip	62
21	0506 North View	RN	Eastcote & East Ruislip	96
<b>21</b>			<b>Eastcote &amp; East Ruislip Total</b>	<b>834</b>

### Highways Maintenance Planned Carriageway Works - 2002-07

1	0203	Harvil Road (New Years Green Lane to Priory Av)	RN	Harefield	45
2	0203	Moorhall Road (Harvil Road to B/B)	RN	Harefield	44
3	0203	Lovett Road	RN	Harefield	5
4	0304	Breakspear Road North (Breakspear Road South To Gilbert Road)	RN	Harefield	158
5	0405	Northwood Road (part)	RN	Harefield	35
6	0405	Rickmansworth Road (part)	RN	Harefield	12
7	0506	Church Hill	RN	Harefield	62
8	0506	Northwood Way	RN	Harefield	88
9	0506	New Years Green Lane	RN	Harefield	45
10	0607	Broadwater Gardens	RN	Harefield	12
11	0607	St Mary's Road	RN	Harefield	21
12	0607	Vernon Drive	RN	Harefield	14
13	0607	St Anne's Road	RN	Harefield	9
<b>13</b>				<b>Harefield Total</b>	<b>550</b>
1	0203	Old Bath Road	HH	Heathrow Villages	28
2	0304	West End Road	HH	Heathrow Villages	17
3	0405	Bomer Close	HH	Heathrow Villages	4
4	0405	Doghurst Drive	HH	Heathrow Villages	5
5	0607	Bath Road	HH	Hillingdon Villages	94
<b>5</b>				<b>Heathrow Villages Total</b>	<b>148</b>
1	0203	Snowden Avenue	U	Hillingdon East	16
2	0304	Ryefield Avenue	U	Hillingdon East	76
3	0405	Long Lane (service road Clifton Gardens to The Larches)	U	Hillingdon East	26
4	0405	Oakleigh Road	U	Hillingdon East	15
5	0405	Lynhurst Road	U	Hillingdon East	15
6	0405	Floriston Avenue	U	Hillingdon East	15
7	0405	Berkeley Road	U	Hillingdon East	21
8	0405	Victoria Ave	U	Hillingdon East	18
9	0506	Grosvenor Crescent	U	Hillingdon East	66
10	0506	Merton Avenue	U	Hillingdon East	20
11	0506	Merton Way	U	Hillingdon East	20
12	0506	Richmond Avenue	U	Hillingdon East	20
13	0506	Victoria Avenue	U	Hillingdon East	20
14	0506	Mellow Lane West	U	Hillingdon East	9
15	0607	Floriston Avenue	U	Hillingdon East	8
16	0607	Lynhurst Crescent	U	Hillingdon East	20
<b>16</b>				<b>Hillingdon East Total</b>	<b>385</b>
1	0203	Swakeleys Round About	U	Ickenham	62
2	0203	Swakeleys Road (Long Lane to Breakspear Road)	U	Ickenham	99
3	0203	Swakeleys Road / Harvil Road Roundabout	U	Ickenham	20
4	0203	Swakeleys Road / Breakspear Road Roundabout	U	Ickenham	12
5	0304	Swakeleys Road ( Breakspear Road to Long Lane)	U	Ickenham	78
6	0304	Thornhill Road	U	Ickenham	41
7	0405	Swakeleys Road	U	Ickenham	26
8	0405	St Georges Avenue	U	Ickenham	20
9	0405	Greenacres Avenue	U	Ickenham	20
10	0405	Harvil Road (Swakeleys Rd to Skip Lane)	U	Ickenham	115
11	0506	Woodland Close	U	Ickenham	15
12	0607	Milverton Drive	U	Ickenham	10
13	0607	Austins Lane	U	Ickenham	19
<b>13</b>				<b>Ickenham Total</b>	<b>537</b>
1	0203	Shenley Avenue	RN	Manor	31
2	0203	Whitby Road	RN	Manor	19
3	0304	Eversley Crescent	RN	Manor	10
4	0304	Shenley Avenue	RN	Manor	31
5	0405	College Drive, Ruislip	RN	Manor	22
6	0405	Cranley Avenue	RN	Manor	12
7	0405	Grovenor Vale	RN	Manor	6
8	0405	Courtfield Gardens	RN	Manor	6
9	0506	Beechwood Avenue	RN	Manor	30
10	0506	Crosier Way	RN	Manor	20
11	0506	Herlwyn Avenue	RN	Manor	30
12	0506	Roxburn Way	RN	Manor	20
13	0506	Westfield Way	RN	Manor	30
14	0607	Sidmouth Drive (Part)	RN	Manor	15
<b>14</b>				<b>Manor Total</b>	<b>282</b>



### Highways Maintenance Planned Carriageway Works - 2002-07

1	0203 Knoll Crescent	RN	Northwood	9
2	0304 Reginald Road	RN	Northwood	18
3	0304 Green Lane, Northwood (Rickmansworth Road To Eastbury Road)	RN	Northwood	70
4	0304 Copse Wood Way	RN	Northwood	35
5	0405 Acre Way	RN	Northwood	13
6	0405 Sandy Lodge Way	RN	Northwood	13
<b>6</b>			<b>Northwood Total</b>	<b>158</b>
1	0203 Oakdale Avenue	RN	Northwood Hills	10
2	0203 Potter Street Hill	RN	Northwood Hills	14
3	0304 Joel Street (Pinner Road to Norwich Road)	RN	Northwood Hills	44
4	0304 Potter Street (part)	RN	Northwood Hills	7
5	0405 Neal Close	RN	Northwood Hills	20
6	0405 Gatehill Road	RN	Northwood Hills	12
7	0506 Chamberlain Way	RN	Northwood Hills	40
8	0506 Harlyn Drive	RN	Northwood Hills	45
9	0506 Tolcarne Drive	RN	Northwood Hills	40
10	0506 York Road	RN	Northwood Hills	20
<b>10</b>			<b>Northwood Hills Total</b>	<b>252</b>
1	0203 Shepiston Lane (Fire Station to Cherry Lane Cemetery)	HH	Pinkwell	76
2	0203 Carnarvon Drive	HH	Pinkwell	17
3	0304 Shepiston Lane	HH	Pinkwell	23
4	0304 Station Road	HH	Pinkwell	47
5	0405 Bedwell Gardens	HH	Pinkwell	27
6	0405 Colbrook Avenue	HH	Pinkwell	16
7	0405 Pinkwell Lane	HH	Pinkwell	65
8	0405 Cleave Avenue	HH	Pinkwell	16
9	0405 Dawley Road	HH	Pinkwell	49
10	0405 Skipton Drive	HH	Pinkwell	18
11	0506 Woodhouse Close	HH	Pinkwell	8
12	0607 Crowland Avenue	HH	Pinkwell	29
13	0607 Mildred Avenue	HH	Pinkwell	44
14	0607 Coronation Road	HH	Pinkwell	34
15	0607 Station Road (Slip Road)	HH	Pinkwell	20
16	0607 Northfield Park	HH	Pinkwell	9
17	0607 Waltham Avenue	HH	Pinkwell	13
18	0607 Wavebley Close	HH	Pinkwell	8
19	0607 Repton Avenue	HH	Pinkwell	7
20	0607 Oakington Avenue	HH	Pinkwell	7
21	0607 Rutlands Road	HH	Pinkwell	10
22	0607 Station Road	HH	Pinkwell	33
<b>22</b>			<b>Pinkwell Total</b>	<b>576</b>
1	0203 Victoria Road (Long Drive to Anselm Road)	RN	South Ruislip	23
2	0304 Victoria Road (Long Drive to Field End Road)	RN	South Ruislip	97
3	0405 Victoria Road	RN	South Ruislip	73
4	0405 Wingfield Way	RN	South Ruislip	28
5	0405 Field End Road (service Road 575 to 665)	RN	South Ruislip	12
6	0405 Field End Road (Victoria Road to Malvern Av)	RN	South Ruislip	30
7	0405 Field End Road (Somervell Rd to Rabournead)	RN	South Ruislip	13
8	0506 Braintree Road S	RN	South Ruislip	16
9	0506 Angus Drive	RN	South Ruislip	21
<b>9</b>			<b>South Ruislip Total</b>	<b>313</b>
1	0203 East Way	HH	Townfield	8
2	0203 Pump Lane (Coldharbour La to Car Park)	HH	Townfield	30
3	0203 Birchway	HH	Townfield	13
4	0203 Minet Drive	HH	Townfield	13
5	0203 Springfield Road	HH	Townfield	52
6	0203 Central Avenue (part)	HH	Townfield	18
7	0304 Coldharbour Lane	HH	Townfield	47
8	0304 Springfield Road	HH	Townfield	40
9	0304 Central Avenue (part)	HH	Townfield	24
10	0304 Addison Way	HH	Townfield	19
11	0304 Townfield Road	HH	Townfield	19
12	0305 Beaconsfield Road	HH	Townfield	35
13	0405 East Avenue (Colharbour Lane to Glebe Road)	HH	Townfield	15
14	0405 Hemmen Lane	HH	Townfield	33
15	0405 Hesa Road	HH	Townfield	16
16	0405 Mount Road	HH	Townfield	19
17	0405 Rectory Road	HH	Townfield	8
18	0405 Stirling Road	HH	Townfield	12
19	0405 Townfield Road	HH	Townfield	7
20	0405 Central Avenue (part)	HH	Townfield	13
21	0405 Hunters Grove	HH	Townfield	30
22	0405 East Walk	HH	Townfield	8
23	0405 West Walk	HH	Townfield	8
24	0405 Halsway	HH	Townfield	7
25	0405 Halsend	HH	Townfield	7
26	0506 Little Road	HH	Townfield	21
<b>26</b>			<b>Townfield Total</b>	<b>522</b>

### Highways Maintenance Planned Carriageway Works - 2002-07

1	0203 Harefield Road (Gravel Hill To Cambridge Road)	U	Uxbridge North	13
2	0304 Belmont Road	U	Uxbridge North	41
3	0304 Harefield Road	U	Uxbridge North	78
4	0304 Wilmar Close	U	Uxbridge North	6
5	0304 Fairfield Road	U	Uxbridge North	24
6	0405 Heron Close	U	Uxbridge North	2
7	0405 Court Drive	U	Uxbridge North	37
8	0405 Long Lane (service road Crescent Parade to Misbounne Rd)	U	Uxbridge North	25
9	0506 Honeycroft Hill	U	Uxbridge North	100
10	0506 Freezeland Way	U	Uxbridge North	65
11	0607 High Street, Uxbridge (Part)	U	Uxbridge North	47
<b>11</b>			<b>Uxbridge North Total</b>	<b>438</b>
1	0203 Glebe Road	U	Uxbridge South	7
2	0203 Westcott Way	U	Uxbridge South	7
3	0405 Alexandra Road	U	Uxbridge South	6
4	0405 Cleveland Road	U	Uxbridge South	46
5	0405 Station Road	U	Uxbridge South	35
6	0405 Gravel Hill	U	Uxbridge South	6
7	0405 Clammas Way	U	Uxbridge South	15
8	0405 St Johns Close	U	Uxbridge South	9
9	0506 Orchard Drive	U	Uxbridge South	20
<b>9</b>			<b>Uxbridge South Total</b>	<b>151</b>
1	0203 Bellclose Road	U	West Drayton	13
2	0203 Frays Close	U	West Drayton	7
3	0405 Church Road (part)	U	West Drayton	11
4	0405 Horton Road (part)	U	West Drayton	68
5	0405 Laurel Lane	U	West Drayton	35
6	0405 Station Road	U	West Drayton	90
7	0405 Harmondsworth Road	U	West Drayton	43
8	0405 Oak Avenue	U	West Drayton	9
9	0506 Warwick Road	U	West Drayton	31
10	0506 Cherry Lane	U	West Drayton	
<b>10</b>			<b>West Drayton Total</b>	<b>307</b>
1	0203 High Road, Ickenham (Swakeleys Road to Ickenham Close)	RN	West Ruislip	59
2	0203 Ladygate Lane	RN	West Ruislip	46
3	0304 Ickenham Road	RN	West Ruislip	42
4	0405 Hill Lane, Ruislip	RN	West Ruislip	35
5	0405 Hill Rise	RN	West Ruislip	10
6	0405 Marlborough Avenue	RN	West Ruislip	20
7	0405 Station Approach	RN	West Ruislip	82
8	0405 Sharps Lane	RN	West Ruislip	27
9	0405 Kingsend	RN	West Ruislip	65
10	0506 Wood Lane	RN	West Ruislip	48
11	0607 The Oaks	RN	West Ruislip	24
<b>11</b>			<b>West Ruislip Total</b>	<b>458</b>
1	0607 Glencoe Road	HH	Yeading	8
2	0607 Yeading Lane	HH	Yeading	227
<b>2</b>			<b>Yeading Total</b>	<b>235</b>
1	0203 High Street	U	Yiewsley	9
2	0203 Violet Avenue	U	Yiewsley	22
3	0405 Rosemary Close	U	Yiewsley	6
4	0405 Wimpole Road	U	Yiewsley	8
5	0607 Colham Avenue	U	Yiewsley	34
6	0608 West Drayton Rd	U	Yiewsley	8
7	0607 Fairfield Road	U	Yiewsley	20
<b>7</b>			<b>Yiewsley Total</b>	<b>107</b>
			<b>Grand Total (£k)</b>	<b>7537</b>

**Appendix 4**  
**Residents' and Environmental Services Policy Overview Committee**

**Highways Maintenance Review**

1. The first table summarises responses to an article in October/November 2007 issue of 'Hillingdon People' asking for residents' views on road maintenance and street/park cleaning services. Twenty-four people e-mailed or wrote in.
2. The second report summarises responses to an online survey on 'Roads Maintenance' on the Council website in October and November 2007. Twenty-two respondents completed the survey. However due to some incomplete questionnaires, not all of the response totals in the summary add up to this number.

## 1. Responses to article in 'Hillingdon People'

	Location					
1	Hawthorn Avenue, Eastcote	Storm drains not cleared	Broken Paving stones replaced by tar, uneven.	Overgrowing weeds collecting god excrement	Commendation on maintenance of Warrender Park	
2	Warrender Way, Eastcote	Abundance of litter near Bishop Ramsey school	Chewing gum on pavements around Bishop Ramsey	Graffiti in alleyways near Bishop Ramsey School.	Warrender/Highgrove Way in poor state of repair	Commendation on maintenance of Warrender Park, but issue with youths drinking there.
3	Seaton Gardens, Ruislip Manor	Potholes, poor surface quality of Seaton Gardens				
4	Deane Croft Road, Eastcote	Poor road surface of Rushdene Road				
5	Chichester Avenue, Ruislip	Unnecessary repaving of Ruislip High Street	Poor road surface of Chichester Avenue			
6	Thornton Avenue, West Drayton	Poor road surface of Thornton Avenue				
7	Wentworth Crescent, Hayes	Poor road surface of Wentworth Crescent	Cracked Pavement Stones	Overgrown trees		
8	Meadow Close, Ruislip	Poor road surface of Meadow Close	Old lamppost stripped of lighting and wiring by the Council, but left in the ground.	Request for new style road name sign.		
9	Grooms Drive, Eastcote	Dropped kerbs not installed as standard alongside disable parking bays in Field End Road, Eastcote				
10	Meadow Close, Ruislip	Poor quality of road and pavement surface, Meadow Close.	Request for new style road name sign			
11	Halford Road, Ickenham	Poor quality of road surface, Halford Rd.	Blocked drains causing flooding	Lack of litter bins outside Hillingdon Station		

12	The Greenway, Ickenham	Request for repavement of footpaths in The Greenway				
13	Hilliard Road, Northwood	Poor quality of road surface, Hilliard Rd	Road gutters are not cleaned properly, Hilliard Rd.	Constant road works in the Northwood area	Poor traffic light planning in Northwood and near Mount Vernon	End of Hilliard Road blocked by lorries parked outside the hire shop and plumbing merchants
14	Campion Close, Hillingdon	Poor quality of road surface, Campion Close.				
15	Valley Close, Pinner	Cracked and uneven pavements, Valley Close.				
16	Clovelly Close, Pinner	Poor quality of pavement, full of potholes and cracks, overgrown grass, Clovelly Close.				
17	Heath Road, Hillingdon	Poor quality of road surface, Heath Rd.				
18	Sullivan Crescent, Harefield	Road access ramps are too steep for 'mobility buggies', especially Gilbert Rd and Northwood Rd.	Road access ramps not always opposite each other			
19	Selby Chase, Ruislip Manor	Weeds growing through paving slabs	Recent repair work has left a 'tarmac dam' that presents rainwater from running off			
20	Victoria Road, Ruislip	Area of Victoria Rd between the Library and Torrington Rd roundabout needs resurfacing	Subsequently called to commend the Council for resurfacing the road.			
21	Beech Avenue, Eastcote	Beech Avenue road surface a 'disgrace'	Beech Avenue grass verges cut poorly	Footpaths very badly neglected with litter	Litter left behind after children's football games	

22	Milton Court, Ickenham	Commendation on regular cutting of the grass	Poor maintenance of street corners, neglected rose bushes are a haven for foxes.			
23	Gilbey Close, Ickenham	Road surface damaged and potholed.	Footpath is unsuitable, multicoloured and patched.	Has been in contact with the Council since 2002 trying to rectify these issues.		
24	The Ridgeway, Ruislip	Due to the heavy use of The Ridgeway by motorists and pedestrians there is a great deal of litter on the road, pavement and in residents' gardens.	Request for road sweeping on an allotted day where cars can be parked elsewhere to allow full access to the pavement and kerbs.			

## 2. Online Roads Maintenance Survey (22 respondents)

### Q1. How much of a problem are potholes and uneven roads to you?

Very big problem	8
Fairly big problem	10
Not very big problem	4
Not a problem	0

### Q2. How well do you feel Hillingdon deals with potholes and uneven roads?

Very well	1
Fairly well	4
Not very well	8
Not at all well	9

### If you said not very well or not at all well, why is that?

- Money wasted filling potholes when the whole road needs resurfacing
- Potholes all over the place
- Complete failure to survey roads appropriately
- Roads in Hayes are in a terrible state. When it rains the drains overflow around roundabouts.
- Lack of interest by the politicians
- Patching up is a waste of time and money, cracks/potholes reappear in winter.
- Road surfaces are poorly maintained, usually the result of bad repairs following roadworks.
- The roads are in a terrible state.
- Botwell Ward: some roads haven't been repaired for 15-25 years, especially Holmbury Gardens and East Avenue
- Council fails to repair the roads, condition of roads visibly deteriorate.
- Many problems remain outstanding for some time, generally poor road surfaces.
- No inspection system in place, left to residents to report. Filling in pot holes is not a solution.
- The road between Harefield and Three Rivers is narrow and rutted. Three Rivers have repaired their section, Hillingdon has not.
- Holes still exist after repairs are meant to have been carried out.

**Q3. Did you know you could report potholes and damaged road surfaces to the council by:**

	Yes	No
Phoning the council's contact centre:	14	7
Filling in a card in a library	7	13
Emailing the Council	16	5

**Q4. Have you reported problems with road surfaces to the council in the last 3 years?**

Yes 11  
No 11

**Q5. If Yes, how satisfied were you with the response from the council?**

Very satisfied 2  
Fairly satisfied 2  
Not very satisfied 2  
Not at all satisfied 4

**If you were not very satisfied or not at all satisfied, why was that?**

- Nothing was done about the resurfacing request over a year ago.
- No action taken
- Reply from an office worker who had little knowledge of the roads or problem
- No action taken
- There is not always a follow up when a problem is reported.
- Slow response time. Patches are only a temporary measure.



**Q6. Tarmac footways are easier to keep in safe condition than flagstone footways, because they are less prone to damage from vehicles or tree roots. In residential roads outside shopping centres or conservation areas would you be in favour of a gradual replacement of flagstone footways with tarmac ones?**

Yes 10

No 9

**If not, please say why you would not favour this?**

- Flagstones give a better impression
- Flagstone looks nicer, tarmac looks cheap
- Not if it means narrowing roads and restricting flow of traffic.
- They would look ugly. Areas such as Ruislip and Ickenham have been ruined by signage.
- Does not look pretty. The Council has just repaved Ruislip High St, example of what can be done.
- It would look awful.
- Tarmac never looks very good. Individual flagstones can be easily replaced.
- Paving looks better. Weeds can still grown through tarmac if not controlled.
- Flagstones add character. No checks to prevent unlawful parking on flagstones.
- In older areas it is important to maintain the character of the area.

## **Q7. Do you have any suggestions for changing the way we maintain the road surfaces and footways?**

- Footways are bumpy, difficult to negotiate with a pushchair
- Council should recruit local residents/businesses as local contact points for the referral of problems
- More resurfacing, less patching up of potholes. Council concentrates on high profile roads, neglecting residential roads. Commendation on replacing flagstones with tarmac, as it is less slippery for pedestrians.
- Not allowing contractors to dig up roads and do a poor repair job to the surface.
- More political will needed from politicians.
- Regular drive through of roads, preventative maintenance needed. Improve traffic flow at bottle necks, improve storm water drainage at crossings
- Spend more of the Council budget on it. Pavements cracked and left broken for years.
- Consider where manhole covers are placed when carrying out repairs
- If a problem is reported, something should be done immediately.
- Spend more money and have a quicker response to complaints. Spend less money on stupid things like putting coffee bars in libraries and changing the Council logo.
- Check up on what private contractors do. Recent paving work in West Drayton looks awful and is very uneven.
- Quicker action on resurfacing.
- 'Abysmal' resources allotted to maintenance.
- Work should not be stopped half completed, for example Shakespeare Avenue, Hayes.
- Do not rely on the word of utility companies that roads have been repaired. Involve residents in the inspection process.

**Q8. Which ward in the borough do you live in?**

Northwood	1
Northwood Hills	3
Harefield	2
Ickenham	2
West Ruislip	1
Eastcote & East Ruislip	2
Ruislip Manor	1
Cavendish	
South Ruislip	
Uxbridge North	1
Uxbridge South	2
Brunel	1
Charville	1
Barnhill	
Yeading	2
Yiewsley	
West Drayton	1
Botwell	1
Townfield	
Pinkwell	1
Hillingdon East	
Heathrow Villages	
Total	22