

## Agenda



**AGENDA for a meeting of the HIGHWAYS CABINET PANEL in COMMITTEE ROOM B at County Hall, Hertford on WEDNESDAY, 7 MARCH 2018 at 10.00 AM**

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### **MEMBERS OF THE PANEL (12)** (Quorum 3)

P Bibby (Vice-Chairman), S B A F H Giles-Medhurst, S K Jarvis, J R Jones, J G L King, M B J Mills-Bishop, M D M Muir, R G Parker, R Sangster (Chairman), R H Smith, J A West, C B Woodward

Meetings of the Cabinet Panel are open to the public (this includes the press) and attendance is welcomed. However, there may be occasions when the public are excluded from the meeting for particular items of business. Any such items are taken at the end of the public part of the meeting and are listed under "Part II ('closed') agenda".

Committee Room B is fitted with an audio system to assist those with hearing impairment. Anyone who wishes to use this should contact main (front) reception.

**Members are reminded that all equalities implications and equalities impact assessments undertaken in relation to any matter on this agenda must be rigorously considered prior to any decision being reached on that matter.**

Members are reminded that:

- (1) if they consider that they have a Disclosable Pecuniary Interest in any matter to be considered at the meeting they must declare that interest and must not participate in or vote on that matter unless a dispensation has been granted by the Standards Committee;
- (2) if they consider that they have a Declarable Interest (as defined in paragraph 5.3 of the Code of Conduct for Members) in any matter to be considered at the meeting they must declare the existence and nature of that interest. If a member has a Declarable Interest they should consider whether they should participate in consideration of the matter and vote on it.

### **PART I (PUBLIC) AGENDA**

#### **1. MINUTES**

To confirm the Minutes of the meeting held on 31 January 2018.

#### **2. PUBLIC PETITIONS**

The opportunity for any member of the public, being resident in Hertfordshire, to present a petition relating to a matter with which the Council is concerned, which is relevant to the remit of this Cabinet Panel and which contains signatories who are either resident in or who work in Hertfordshire.

Members of the public who are considering raising an issue of concern via a petition are advised to contact their local member of the Council. The Council's arrangements for the receipt of petitions are set out in Annex 22 - Petitions Scheme of the Constitution.

If you have any queries about the procedure please contact Theresa Baker Democratic Services Officer, by telephone on (01992 556545) or by e-mail to [theresa.baker@hertfordshire.gov.uk](mailto:theresa.baker@hertfordshire.gov.uk).

At the time of publication of this agenda no notices of petitions have been received.

**3. A507 WEIGHT RESTRICTION PROJECT**

Report of the Chief Executive & Deputy Director – Environment (Highways)

**4. HIGHWAY SERVICE CONTRACT EXTENSIONS UPDATE:**

- (i) Extension to the Highways Service Term (Ringway) contract  
and
- (ii) Extension to the Client Support Term (Opus-Arup) contract

Report of the Chief Executive & Deputy Director – Environment (Highways)

**5. HIGHWAYS PERFORMANCE MONITOR**

Report of the Chief Executive & Deputy Director – Environment (Highways)

**6. LANE RENTAL CONSULTATION**

Report of the Chief Executive & Deputy Director – Environment (Highways)

**OTHER PART I BUSINESS**

Such Part I (public) business which, if the Chairman agrees, is of sufficient urgency to warrant consideration.

**PART II ('CLOSED') AGENDA**

**EXCLUSION OF PRESS AND PUBLIC**

There are no items of Part II business on this agenda. If Part II business is notified the Chairman will move:-

“That under Section 100(A) (4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item/s of business on the grounds that it/they involve/s the likely disclosure of exempt information as defined in paragraph/s ..... of Part 1 of Schedule 12A to the said Act and the public interest in maintaining the exemption outweighs the public interest in disclosing the information.”

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**The following Information Note has been issued to Panel Members since the last Panel meeting:**

**2017-18/02: INFORMATION NOTE: LED ILLUMINATION STRATEGY**

**If you require further information about this agenda please contact Theresa Baker, Democratic Services, on telephone no 01992 556545 or email [theresa.baker@hertfordshire.gov.uk](mailto:theresa.baker@hertfordshire.gov.uk)**

Agenda documents are also available on the internet at:  
<https://cmis.hertfordshire.gov.uk/hertfordshire/Calendarofcouncilmeetings.aspx>

# Minutes



To: All Members of the Highways Cabinet Panel, Chief Executive, Chief Officers, All officers named for 'actions'

From: Legal, Democratic & Statutory Services  
Ask for: Theresa Baker  
Ext: 26545

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## HIGHWAYS CABINET PANEL 31 January 2018

### ATTENDANCE

#### MEMBERS OF THE PANEL

P Bibby (Vice-Chairman), S B A F H Giles-Medhurst, S K Jarvis, J R Jones, J G L King, M B J Mills-Bishop, M D M Muir, R G Parker, R Sangster (Chairman), R H Smith, J A West, C B Woodward

#### OTHER MEMBERS IN ATTENDANCE

A Stevenson, D Andrews

Upon consideration of the agenda for the Highways Cabinet Panel meeting on 31 January 2018 as circulated, copy annexed, conclusions were reached and are recorded below:

*All Members who have a disclosable pecuniary interest arising from an allowance from the County Council, another local authority in Hertfordshire, or a body to whom they have been appointed by the County Council, have received a dispensation to allow them to participate in debate and vote on the Integrated Plan.*

*All Members have been granted a dispensation to participate in debate and vote in any business of the County Council relating to setting the council tax or precept when they would otherwise be prevented from doing so in consequence of having a beneficial interest in land which is within the administrative area of Hertfordshire or a licence (alone or jointly) to occupy such land.*

*Note: A conflict of interest was declared by a member of the Cabinet Panel in relation to the matters on which conclusions were reached at this meeting and are recorded at item 3.*

#### CHAIRMAN'S ANNOUNCEMENTS

After consultation the panel agreed that item 4 would be taken before item 3 to accommodate officers' diary commitments.

## PART I ('OPEN') BUSINESS

### 1. MINUTES

### ACTIONS

- 1.1 The Minutes Part I & Part II of the Cabinet Panel meeting held on 16 November 2017 were confirmed as a correct record and signed by the Chairman, subject to assurance that, in relation to 5.5 & 5.6 of the PART 1 minutes, members would be notified of the publication of the Integrated Works Programme (IWP) Forward Programme.

### 2. PUBLIC PETITIONS

The following petition was presented to the Cabinet Panel:

#### 2A PETITION IN RELATION TO WARE ROAD TRAFFIC AND PARKING STUDY

[Officer Contact: Trevor Brennan, Strategy & Programme Manager, East Herts & Broxbourne (Tel: 01992 658406)]

- 2.1 Karen Johns presented the petition below:

*"We the residents of Ware Road, Hertford and all roads in the surrounding area, request that East Herts District Local Planning Authority impose an immediate suspension on all planning decisions that involve parking provision, and call on Hertfordshire County Council Highways to complete their comprehensive traffic and parking study as soon as possible - to look in detail at the serious problems we are experiencing in relation to road safety, resulting from congestion, problem parking and speeding vehicles"*

The petition attracted 349 signatories verified as living or working in Hertfordshire.

The petitioner addressed the Panel on the subject of the petition, the text of which can be viewed at the link below:

[Highways Cabinet Panel- 31 January 2018 - Ware Road Traffic & Parking Study – Petitioner's Speech](#) .

The Chairman received the petition.

- 2.2 Members considered a report in relation to a petition received by East Herts District Council (EHDC) which requested suspension of planning decisions on development applications involving residential parking provision for Ware Road, Hertford in July 2017, until Hertfordshire County Council had completed a comprehensive traffic and parking study to investigate congestion,

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speeding and problem parking in the area.

- 2.3 Members noted the background to the study. There were no trends arising from the Personal Injury Collision data, whilst measurement of the mean speed on Ware Road and Stanstead Road revealed that there was no current requirement to change the speed limit or provide further traffic calming measures, the Local Member was however funding the installation of two Speed Indicator Devices from his Highways Locality Budget (HLB). The parking occupancy video survey had revealed that the majority of inconsiderate parking was attributable to residents in the area overnight and not to commuter or school traffic in the mornings.
- 2.4 On the basis of data analysis eight potential options were outlined to deal with the measured parking situation, the officer recommendation being option two 'Junction Protection 'i.e. double yellow lines at junctions and turning heads to improve driver visibility coming out of the junctions. This would have limited impact on on-street parking but would require public compliance and likely parking enforcement by the District Council.
- 2.5 The local member for Hertford All Saints thanked officers for producing the study and supported option two. He observed that the issue had arisen because the consequences on the highway of developing 150 homes at Liberty Rise and had not been considered; further to this congestion would increase with two further potential developments in the area.
- 2.6 Members variously :
- Suggested that funding for speeding issues could be sought from the Police and Crime Commissioner's Drive Safe Scheme to supplement the yellow lines;
  - Observed that the Highways Development Team should be proactive in securing funding for highways safety measures from developers of major sites;
  - Noted that in terms of responsibility the district councils were both the initiators and enforcers of parking schemes whilst the County Council was responsible for safety measures;
  - Observed that the District and Borough Councils should have greater concern for parking issues arising from developments and seek to recoup the associated costs from the developers.
- 2.7 Prior to reaching a conclusion the panel's attention was drawn to the standard recommendations to petitions which can be viewed at: [Highways Cabinet Panel- 31 January 2018 – Item 2A – Standard Recommendations for Petitions](#)

**Conclusions:**

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INITIALS**

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2.8 The Panel unanimously endorsed Option 2 (Junction protection measures) as set out in the Ware Road – Feasibility Study Stage 1 (December 2017).

**3. NEW RIVER BRIDGE (ESSEX ROAD, HODDESDON)**

[Officer Contact: David Burt, Project Sponsor, Major Projects Group, (Tel: 01992 X658177)]

*M B J Mills-Bishop declared a declarable interest in relation to item 3 of the agenda in view of the discussions between the County Council and Broxbourne Borough Council, as he is both the Leader of and a cabinet member of Broxbourne Borough Council. He left the room and did not participate in the discussion or vote.*

3.1 The panel received a report which sought Members' support for the proposal to seek Cabinet authorisation to proceed with all necessary statutory processes, including applying for Planning Permission, Side Road Orders and Compulsory Purchase Orders to enable delivery of the new river Bridge project at Essex Road, Hoddesdon. To incorporate such scheme alterations resulting from the pre-planning consultation process as deemed necessary.

3.2 Members heard that the Essex Road, including the bridge over the New River, was the main route providing access to the principal road network from the Hoddesdon Business Park, the latter having a Gross Value Added economic value of £0.8-£1.5m per day to Hertfordshire.

3.3 The physical issues of the bridge and consequences which would result from its closure, due to HGV breakdown on or collision with the bridge, were highlighted along with the development of the proposed scheme.

3.4 The panel heard that the Offline Option, i.e. a new access road over Woolens Brook and the New River to the south of the existing Essex Road was the preferred choice and, amongst other benefits, would be less disruptive to the users of Essex Road. They were also made aware of the recent pre planning consultation and proposed amendments to the scheme.

3.5 A successful funding bid had been made to the Hertfordshire LEP who had allocated £6.4m funding for the delivery of this scheme within their 2016-2021 Growth Deal to support their Strategic Economic Plan. This funding was supported by National Productivity Investment Funding (NPIF) and existing S106 funding

in the scheme locality.

3.6 There were no questions from the members of the panel.

**Conclusions:**

3.7 The Panel unanimously recommend to Cabinet that, at its meeting on 19 February, Cabinet authorise:-

- (i) the Chief Executive and Director of Environment, in consultation with the Executive Member for Highways, to proceed with all necessary statutory processes and to take all necessary steps, including the seeking of planning permission and Side Roads Orders to enable the delivery of the New River Bridge (Essex Road, Hoddesdon); and
- (ii) the Director of Resources , in consultation with the Executive Member for Resources, Property & the Economy, to acquire the land interests necessary for delivery of the New River Bridge (Essex Road, Hoddesdon) and to make compulsory purchase orders should they be necessary.

M Mills-Bishop returned to the room.

**4. HIGHWAYS PERFORMANCE MONITOR**

[Officer Contact: Steve Johnson, Head of Highways Contracts and Network Management (Tel: 01992 658126)]

4.1 The Panel received a report to enable review of the Highways service performance for the second quarter of the year (July-September 2017).

4.2 Members heard that this was the first presentation of the complete new style performance report to the panel. It now comprised 59 individual measures (contractual and non-contractual) grouped under 10 themes to demonstrate performance across the entire service, as opposed to measuring only contractor performance against performance indicators.

4.3 The panel welcomed the new style of report. The chairman observed that it focussed on areas of concern and gave greater transparency and detail; new measures could be added and those no longer appropriate removed as required.

4.4 Officers acknowledged the retroactive nature of the current process for dealing with dropped curbs installed without approval of the Highway Authority. After being made aware of the issue,



the majority of offending residents applied for a dropped curb. To assist in developing a proactive approach to this issue evidence was now being gathered on member and public reports of illegal dropped curbs, actions taken and the outcomes achieved.

- 4.5 A member observed that some District Councils had offered free hard standings and dropped curbs to council / housing association tenants and that expansion of such schemes could reduce construction of illegal dropped curbs at such properties. Members who were both County and District Councillors were asked to find out which councils offered such schemes.

Members
- 4.6 The panel heard that a number of test prosecution cases for illegal dropped curb installation were being worked on with the legal team to identify those most likely to result in a successful prosecution. Officers agreed to bring a progress report on the issue to the next panel.

S Johnson
- 4.7 Members observed potential ambiguity in the graph title 'VXO applications processed in 6 Weeks' (i.e. officer processing the initial application to determine if a resident could have a dropped curb, as opposed to the actual construction of the dropped curb which was on graph 7 in Appendix 2); low performance in both processing of applications and actual construction led to public discontent in those who paid in advance for their dropped curb. Officers reported that a recent change in subcontractor should improve overall delivery reliability.
- 4.8 Officers agreed in future to include the relevant numbers under the percentages in the Quarter 3 report (e.g. Appendix 6-Locality: 1. 'Response to member enquiries (within 5 working days)).

S Johnson
- 4.9 Members heard that both County Council and Borough councillors were included in the 'Member attendance at Highways Liaison Meetings' figures. The attendance figures for Q2 were based on only one meeting and this measure would in future cover all such meetings. A member suggested identification of those Boroughs with the weakest attendance.
- 4.10 To concerns around the discrepancy between public / member perception of the number of blocked gullies and the 99.58% achieved in the 'Gully cleaning programme conformance' measure, officer clarified that this related to whether Ringway had tried to attend to clean a particular gully as planned. This did not mean it had been cleaned since the gully may have been blocked or access prevented by parked cars. Measures were under development for how many gullies were cleaned, how many blocked and how many programmed for dig out and, when

available, would be included in future reports.

- |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |           |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 4.11 | Officers clarified that the number of gullies audited was dependent on the number reported as having been cleaned and officers agreed to check that the 10% audit sample was being achieved.                                                                                                                                                                                                                                                                                                                                                   | S Johnson |
| 4.12 | Members highlighted the seasonal nature of some performance data and the benefit of viewing long term trends. To enable inclusion of such data in the report officers requested that members establish what trends they were interested in.                                                                                                                                                                                                                                                                                                    | Members   |
| 4.13 | In line with this, officers agreed to provide the total figures for the previous 3 years for 'rejected insurance claims' in the next performance report.                                                                                                                                                                                                                                                                                                                                                                                       | S Johnson |
| 4.14 | Officers agreed to provide data on the response time to defective street lights on unclassified roads including how far outside the agreed response time the defect was. Members heard that reporting of these defects was via the fault reporting system with a target of 98% of these street lighting outages to be rectified within 20 working days. The contractor was being incentivised to deal with the remaining 2% within 40 working days but this could be hampered by 3 <sup>rd</sup> party faults e.g. UKPN power supply problems. | S Johnson |
| 4.15 | In relation to 'Stage 1 & 2 complaint investigations completed to agreed timescales (%)' officers commented that such complaints had to be dealt with within 10 working days, that the numbers of them had been reducing and agreed to provide the figures for the last 3 years.                                                                                                                                                                                                                                                               | S Johnson |
| 4.16 | Members heard that the Gazetteer detailed what roads the County maintained and that 'Gazetteer status' measured how up to date it was against the national standard, gold being the highest level. Members observed that it was no longer visible on the Members Information System (MIS).                                                                                                                                                                                                                                                     | S Johnson |
| 4.17 | Officers clarified that the reduction in the 'Network Management' performance measure, had resulted from a disproportionately large number of incidents in East Hertfordshire and Broxbourne where there was limited ITS apparatus (variable message signs, CCTV) to proactively manage these incidents. Redeployment of underutilised assets from other areas of the county to east and north Hertfordshire was being considered as a remedy.                                                                                                 |           |
| 4.18 | Members suggested a debate on investment in technology to remedy the general down turn in Network Management performance and limited ITS infrastructure across the county.                                                                                                                                                                                                                                                                                                                                                                     |           |

- 4.19 In terms of corporate risk to Highways, officers confirmed that if and when the Croxley Rail Link scheme was finally withdrawn a report on the financial, procedural and infrastructural impact on the County Council would be brought to the appropriate panels. Rob Smith
- 4.20 During discussion of obstruction to the highway by overhanging third party vegetation, officers clarified that data on letters delivered to offending property owners and follow up actions was being gathered and a measure to monitor this issue could be introduced. S Johnson
- 4.21 During discussion of Network Management and ‘Days occupation on the Highways’ officers observed that during the winter period there was typically an increase in emergency works by utility companies to repair damaged and leaking gas and water pipes, over which Highways had no control. In emergency situations the utilities attended as required, but only had to notify the County Council within two hours of starting works on site during normal business hours. Highways coordinated permits for planned works to help manage traffic flows, but one of the current challenges was extended works durations and sites with traffic management in place but no works happening. This was as a consequence of how repairs were now being carried out i.e. one team installing traffic management, a second team digging up the road and a third carrying out a repair.
- 4.22 With the agreement of the panel the chairman confirmed that a members working group would take place in the following months on future data and technology and how this could be used to deliver Network Management and then report back to the panel. R Sangster  
S Johnson

**Conclusions:**

- 4.23 The Cabinet Panel noted the report and commented on the performance monitor for the Highways service for Q2 2017-18.

**5. INTEGRATED PLAN 2018/19 - 2021/22**

[Officer Contact Mike Collier, Assistant Director (Environment)  
(Tel: 01992 555792)]

- 5.1 The Cabinet Panel received a report on the draft Integrated Plan (IP) in relation to the Highways Service, for comment and identification of any issues members felt that Cabinet should consider in finalising the Integrated Plan proposals.
- 5.2 Agenda Item 4(i) of the Cabinet Integrated Plan 2016/17 – 2019/20 was presented to Cabinet on 22 January 2018 and set

out the actions the County Council had taken to engage and consult primarily with the public, in particular raising awareness of the financial pressures faced by the County Council. The results of the consultations were summarised within the related report and appendices.

- 5.3 Members' attention was drawn to an error in Agenda Item 4(ii) of the Cabinet Integrated Plan 2018/19 – 2021/2022 where a reduction in Driver Training income (of £250k pa) had incorrectly been included in the Environment, Planning and Transport portfolio pages (p115, 116 and p122) instead of the Highways portfolio movement. Members were asked to include this item in their consideration of the IP proposals; amended versions of the incorrect pages, i.e. 129,130,138 and 139, for the Highways portfolio were tabled and can be viewed at [Highways Cabinet Panel - 31 January 2018 – Item 5: Appendix B-pages 129 -130 and Appendix C-pages 138-139](#).

The following issues were discussed in relation to the report to Cabinet of 22 January 2018, agenda item 4(ii): Integrated Plan 2018/19 -2021/22:

- 5.4 Re page 14 of 17, members highlighted the potentially misleading title of an item in Table v in relation to the Highways Locality Budget (HLB). It was agreed that the description would be adjusted.
- 5.5 Officers clarified that the £500,000 'Income' figure referred to in 'Analysis of Revenue Budget by Objective Areas', page 140; related to income from third parties as a result of accidents causing damage to the highway.
- 5.6 Re page 141, Members welcomed the New Capital Bid of £5m in 2018-19 and £8m in each of the following four years for carriage maintenance. It was clarified that in Hertfordshire's working model the percentage of A, B & C roads requiring improvement was 3-6%, and that the extra funding would be used to reduce, potentially by half, the 15-16% of unclassified roads currently requiring improvement. If approved, the funding would not be equally spread between divisions but would focus on those unclassified roads most in need of improvement as identified by technical analysis of the road system.
- 5.7 The new funding stream would be delivered by the Integrated Works Programme (IWP) and a separate schedule issued to identify which unclassified roads would be involved, enabling members to ensure their HLB commitments did not duplicate work covered by the programme. To aid with this Assistant Highway

R Smith

Assistant

Managers would check which roads were on the additional IWP and discuss with the Local Member.

Highways  
Managers

- 5.8 In relation to Revised Capital Bids – Annual Programmes (page 142) it was clarified that ‘traffic signals replacement’ also covered pedestrian crossings. Further to this, as there was already a programme of traffic signal refurbishment the additional funding would be directed to junctions.
- 5.9 Officers clarified that the revenue element of HLB not specifically mentioned in the ‘Analysis of Budget by Objective Areas’ on page 140 was included in the Traffic Management & Safety line.
- 5.10 In relation to Key Budget movements ‘Reduced Street Lighting Scouting Frequency’ (page 139), officers clarified that conversion of street lights to LED and in particular the introduction of a Central Management System (CMS) meant that scouting was unnecessary after conversion. However funds remained for this purpose and some scouting would continue for bollards and signage. It was highlighted that some street lights remained out after scouting due to UK Power Networks (UKPN) issues and were out of the control of the Council. Officers clarified that approximately £100,000 per year was spent on scouting of illuminated assets.
- 5.11 During discussion of the impact of the growth agenda on the highways, officers highlighted that the agenda to encourage modal shift already existed and, although the Local Transport Plan (LTP4) gave it greater emphasis, the approach to growth was changing and could result in greater pressure on the highways. The impact would be discussed with members as it was modelled.
- 5.12 During debate on the need to improve the Council’s funding response to medium sized development applications, members who served as both county council and district/borough councillors were encouraged to become involved with the campaign of the Executive Member for Environment, Planning and Transport (EPT) to ensure that the uplift in land values generated suitable levels of funding for Councils, as the consequence of development had impacts beyond the sites being developed. Emphasis was placed on highlighting to the District and Borough Councils that they were recovering insufficient funds to meet the costs of delivering the required infrastructure.
- 5.13 Furthermore, to enable the Council to bid for infrastructure funding via government funding streams for infrastructure issued at random and at short notice, the Executive Members for EPT and

Highways had required the preparation of impact assessments for varying sizes of development. This would also provide the District and Borough Councils with the information on how much they needed to raise from planning consents to support infrastructure.

- 5.14 Emphasis was placed on ensuring that the Council's Development and Management Team put the right information on planning applications and that the District and Borough Councils incorporated this in the planning conditions or as an informative.
- 5.15 In relation to the projected reduction of £250,000 in Driver Training income in 2018/19 officers clarified that the surplus income from Speed Awareness Courses for drivers in lieu of points and fines was applied to road safety. Data suggested that the decrease in the number of individuals attending the course and concomitant decrease in this income stream would continue into the next year. Some counties were observing a similar decline in the throughput whilst others were not and the police were assisting in understanding the reasons behind this.
- 5.16 Members heard that recent press reports on the number of unfilled potholes in Hertfordshire were likely not informed by the same database as the County Council's and as a result at variance. Strategic proactivity on potholes centred on the Asset Management approach to maintain the roads in best condition and stop them from deteriorating within the funding available and, as part of this, the proposed additional funding for unclassified roads would significantly reduce the number of potholes. The performance indicator of 'Carriageway Defects Reported by the Public and Attended Within the Prescribed Response Time', showed a 100% achieved rate in September 2017 which, alongside the Council's high repudiation rate for insurance claims relating to highway defects, further substantiated the service's high levels of performance in dealing with potholes within the intervention criteria. It was clarified that highway faults below the intervention criteria were not classified as potholes. Further to this, members' intervention in bringing the increased size of potholes previously categorised as below intervention level to the Highways Service's attention was constructive in getting them filled. On the need to ensure the quality of pothole repairs, comment was passed that in some cases, those now being undertaken appeared to last longer than the surrounding road.
- 5.17 During discussion of the need to widen the A1M between Welwyn and Stevenage to deal with the fact that it did not function appropriately between junctions 6 and 8 for large parts of the working day, officers highlighted that it was not appropriate for the County Council to fund works on another agencies' networks.

However, Hertfordshire had lobbied Highways England (HE), via the Managed Motorways Scheme, to widen this stretch of road and had been advised that work would start in the 2019/20 calendar year.

- 5.18 Following concerns around the need for additional funding from HE for improvements to affected junctions to assist local traffic flows, members heard that the Strategy Document under development included A1M junctions 3 and 4. It would also establish the ability of the Highways Service to develop schemes to take advantage of any government funding and Local Enterprise Partnership monies that became available. To member observations that in the past feeder junctions had been funded by HE, officers commented that HE had recently taken a more enlightened approach to highway improvements and were taking complimentary measures to support associated junctions.

**Conclusions:**

- 5.19 1.The panel commented as above to Cabinet on the proposals in the Integrated Plan in respect of Highways;  
2. The panel identified issues as above that it felt Cabinet should consider in finalising the Integrated Plan proposals.

**6. OTHER PART I BUSINESS**

- 6.1 There was no other business.

**KATHRYN PETTITT  
CHIEF LEGAL OFFICER**

**CHAIRMAN** \_\_\_\_\_

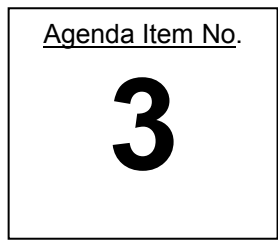
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**CHAIRMAN'S  
INITIALS**

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**HERTFORDSHIRE COUNTY COUNCIL**

**HIGHWAYS CABINET PANEL  
WEDNESDAY 7 MARCH 2018 AT 10.00AM**



**A507 WEIGHT RESTRICTION PROJECT**

*Report of the Chief Executive & Director of Environment*

Author: Trevor Brennan, Manager (ITP) (Tel: 01992 658406)

Executive Member: Ralph Sangster (Highways)

Local Members:- Jeff Jones – Buntingford  
Michael Muir – Baldock and Letchworth East  
Steve Jarvis – Royston West and Rural

Adjoining Members: Ken Crofton – Hertford Rural  
David Andrews – Ware North  
Fiona Hill – Royston East and Ermine  
Simon Bloxham – Letchworth North  
Terry Hone – Letchworth South  
Phil Bibby – St Nicholas (Stevenage)  
Adam Mitchell - Broadwater (Stevenage)  
Michael Hearn - Shephall (Stevenage)  
Robin Parker – Chells (Stevenage)  
Richard Thake – Knebworth and Codicote  
Graham McAndrew – Bishop’s Stortford Rural

**1. Purpose of report**

1.1 To set out the key elements of a Project Plan to devise and evaluate an optimum scheme of enforceable Weight Limits to channel Heavy Goods Vehicles onto the most appropriate routes, avoiding A507 between Baldock and Buntingford.

**2. Summary**

2.1 Following the recommendations of the June 2017 Highways Cabinet Panel, a Project Plan has been developed to devise and evaluate an optimum scheme of enforceable Weight Limits to channel Heavy Goods Vehicles onto the most appropriate routes, avoiding A507 between Baldock and Buntingford.

**3. Recommendations**

3.1 The Panel is asked to note this Project Plan.



## **4. Background**

4.1 Following a petition from the 'A Safer A507 Campaign Team' and the December 2016 Highways Cabinet Panel initial consideration, the June 2017 Panel endorsed the proposal to:

- i) Initiate a project to develop and consult upon a 7.5t weight limit proposal on the A507 funded by the 2018/19 Integrated Plan and submit for future consideration by the Panel
- ii) Not proceed with a re-classification of the A507 at this stage, but ensure that the issues were considered within the Local Transport Plan 4 (LTP 4) process.
- iii) Investigate whether funding could be secured for the Police to enforce weight limit restrictions.

4.2 It was also acknowledged at the Panel meeting that the further study would include:

- i) Extension of the weight restriction from the Baldock Road to Buntingford to stop HGV traffic coming down the A507 and thus cover farm traffic which used it in preference to the bypass
- ii) Extension of the weight restriction from Radwell Services to the A10 to protect Baldock railway bridge

4.3 The strategic impact of east – west movements across northern Hertfordshire and beyond is being recognised within LTP 4 and joint working with neighbouring authorities is being initiated to develop a cohesive transport strategy for the corridor.

## **5 Project Plan**

5.1 The overall aim of the Plan is to develop an optimum scheme of enforceable Weight Limits to channel Heavy Goods Vehicles onto the most appropriate routes, avoiding the A507 between Baldock and Buntingford

5.2 This scheme will then be evaluated by comparing and contrasting the:

- i) Benefits and dis-benefits to communities and road users between A507 between Baldock and Buntingford
- ii) Benefits and dis-benefits to communities and road users on the wider network

5.3 The communities within the following Divisions are likely to benefit from a weight restriction to some degree

- Buntingford
- Baldock and Letchworth East
- Royston West and Rural

5.4 However, the communities within the following Divisions are likely to dis-benefit to some degree as a result of both formal and informal re-routing of HGVs

- Hertford Rural
- Ware North
- Royston East and Ermine
- Letchworth North
- Letchworth South
- St Nicholas (Stevenage)
- Chells (Stevenage)
- Shephall (Stevenage)
- Broadwater (Stevenage)
- Knebworth and Codicote
- Bishop's Stortford Rural

5.5 This will allow final recommendations to be presented to the Highways Cabinet Panel on how to proceed in the light of the likely consequences of the various options.

5.6 The key components of the project are set out below:

#### 5.7 **Rerouting of Traffic**

- The effect rerouted traffic will have on other roads and on towns and villages such as Stevenage and Hooks Cross on the A602 route and Royston and Buckland on the A10/A505 route.
- What might the relative impact on residential properties on those alternative routes be and how might it compare to the current impact on such properties on the A507?
- Further work to confirm modelling of numbers of HGVs expected to be rerouted and how effective a weight restriction might be at changing HGV route patterns with different levels of enforcement.

#### 5.8 **Enforceability**

- Options for funding Police enforcement.
- The potential use of other technologies such as Automatic Number-Plate Recognition (ANPR) camera options will be explored.
- What is the experience or level of compliance of other weight restrictions elsewhere within or outside the county?

## 5.9 Designing the Proposed Weight Limit

- i) Understand and determine the options for the extent and type of the proposed weight limit.
- ii) Undertake a study of existing weight restrictions in the vicinity of the recognised alternative routes, including the A507, and their likely impact on the A507 weight limit proposals

### 5.9.1 Wider Implications

- i) Understand the effect of the proposed weight limit on the highway network in adjacent authorities (including Highways England).
- ii) Understand the wider effect on Hertfordshire's network, given the A507 is a well-used east-west cross county route that is also used as a signed diversion route. If a weight restriction was introduced this would hinder the use of the A507 as a diversion route without the suspension of the weight restriction by means of a Temporary Traffic Regulation Order (TTRO).

### 5.9.2 Policy and Strategy Implications

- i) Initial assessments suggest that the alternative routes would typically increase the length of each diverted trip by around 10 miles with the associated air quality, carbon, congestion and productivity implications.
- ii) This increased trip length needs to be considered in the context of the duty placed upon Hertfordshire County Council by the Traffic Management Act to help ensure the expeditious movement of people and goods.

## 6. Project Plan Timeline

- 6.1 **Phase 1:** Data Gathering and Analysis (March – June 2018) to gather any additional data required including informal stakeholder consultations, undertake agreed modelling and analysis work and provide initial conclusions and options for consideration.
- 6.2 **Phase 2:** Outline Report (July – September 2018) considering options and making recommendations prepared for onward reporting to September Highways Cabinet Panel
- 6.3 **Phase 3:** Detailed design and formal public consultation on preferred option (Autumn/ Winter 2018/19)
- 6.4 **Phase 4:** Evaluate consultation and make final recommendations to January / February 2019 Highways Cabinet Panel.

6.5 **Phase 5:** Implementation of chosen scheme during 2019/20.

## **7 Financial implications**

7.1 Funding for project development in 2018/19 and potential implementation in 2019/20 has been allocated within the Integrated Programme.

7.2 The potential for funding Police enforcement shall be investigated as part of the project development.

## **8. Equality Impact Assessments (EqIAs)**

8.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.

8.2 Rigorous consideration will ensure the proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.

8.3 The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to:

- (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- (c) foster good relations between persons who share a relevant, protected characteristic and persons who do not share it.

8.4 The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.

8.5 There are no equalities implications arising because of this report and an Equality Impact Assessment (EqIA) has not been undertaken.

### ***Background papers***

[22 June 2017- Highways Cabinet Panel-Proposed Actions Following the 'A Safer 507' petition \(and associated maps\)](#)

**HERTFORDSHIRE COUNTY COUNCIL**  
**HIGHWAYS CABINET PANEL**  
**WEDNESDAY 7 MARCH 2018 AT 10.00AM**

<u>Agenda Item</u> <u>No.</u> <b>4</b>
----------------------------------------------

**HIGHWAY SERVICE CONTRACT EXTENSIONS UPDATE:**

- (i) Extension to the Highways Service Term (Ringway) contract  
and**
- (ii) Extension to the Client Support Term (Opus-Arup) contract**

Report of the Chief Executive & Director of Environment

Author: Steve Johnson, Head of Highways Contracts and Network  
Management (01992 658115)

Executive Member: Ralph Sangster, Highways

**1. Purpose of report**

The purpose of this report is to:

- Provide the Highways Cabinet Panel with a summary of the changes secured as part of the extension for both the Highways Service Term (HST) and Client Support Term (CST) Contracts.

**2. Summary**

- 2.1 At the Highways Cabinet Panel on 16 November 2017 a report was presented on the proposal to extend both the HST and CST contracts for a period of 5 years. Cabinet, at its meeting on 18 December 2017, agreed to extend both contracts by 5 years.
- 2.2 At the Panel meeting the chairman clarified that should the contract be extended, a further report would be brought to the panel outlining the changes made and improvements secured through the contract extension agreement.
- 2.3 This report sets out the changes made and improvements secured.

**3. Recommendation**

- 3.1 The Highways Cabinet Panel is requested to note the contents of the report.

## **4 Background**

- 4.1 The highways service is delivered via a mixture of in house teams and external providers. Each provider is engaged through a contractual process and these contracts have a finite life, although the main ones can be extended.
- 4.2 The two main contracts under the highway service are:
  - i. The Highway Service Term (HST) contract – delivered by Ringway;
  - ii. The Client Support Term (CST) contract – delivered by Opus-Arup;
- 4.3 Both contracts started on 1 October 2012 and were for an initial 7 year term with an option to extend by up to a further 5 years.
- 4.4 In November 2017 a report was presented to the Highways Cabinet Panel setting out the proposal to extend both contracts for a period of 5 years.
- 4.5 The Panel was requested to recommend to Cabinet that:
  - a. The Client Support Term contract with Opus International Consultants (UK) Limited and Ove Arup and Partners Limited is extended in accordance with the contract for a period of up to 5 years;
  - b. The Highways Service Term Contract with Ringway Infrastructure Services Limited is extended in accordance with the contract for a period of up to 5 years;
  - c. The decision to agree the final terms of the above extensions, including the contractual documentation and any necessary notices or other documents required, is delegated to the Deputy Director of Environment in consultation with the Executive Member for Highways and the Chief Legal Officer.
- 4.6 As part of the process both Ringway and Opus-Arup were invited to submit proposals on what they could deliver as part of a contract extension, if the County Council were minded to offer an extension.
- 4.7 Council officers also engaged with both providers setting out areas of the service that they wanted to evolve, following feedback received during the Highway Service Review.
- 4.8 Appendix A sets out the Changes included in the extended CST contract.
- 4.9 Appendix B sets out the Changes included in the extended HST contract.

## **5. Financial Implications**

- 5.1 The financial implications of the extensions were included in the PART 1 and the confidential PART II Highways Service Review Reports presented to Highways Cabinet Panel on 16 November 2017.

## **6. Equality Impact Assessments**

- 6.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.
- 6.2 Rigorous consideration will ensure the proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.
- 6.3 The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to:

- (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;

and

- (c) foster good relations between persons who share a relevant, protected characteristic and persons who do not share it.

The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.

- 6.4 No equalities implications have been identified in relation to this report, although any changes to the service as a result of the review may have equality implications which will need to be considered.

### *Background Information*

[Highways Cabinet Panel-16 November 2017-Highways Service Review \(HST&CST\) Contracts](#)





## APPENDIX A

### **SUMMARY OF CHANGES MADE AND SERVICE IMPROVEMENTS SECURED THROUGH THE EXTENSION OF THE CST CONTRACT**

Below is a summary of the changes being made and improvements secured through the extension of the CST contract:

#### **1. Improving member and customer engagement by:**

- a. Incorporating a contract performance indicator on Opus-Arup (OA) to respond to all member enquires received via the Highways Member Enquires email account, within 5 working days;
- b. Incorporating a contract performance indicator on OA to respond to all customer enquires received via the Customer Service Centre (excluding formal complaints and faults logged on Hertfordshire County Council's fault reporting system), within 10 working days;
- c. Incorporating a contract performance indicator on OA to respond to all formal complaints within 10 working days;
- d. Provision of robust, reliable and timely information including:
  - i. Design programmes for CAT 3 and 4 works;
  - ii. Costs estimates;
  - iii. Pre works communications;

#### **2. Internal service improvements:**

- a. Providing timely and accurate information on costs forecasts, works delivery and design programmes;
- b. Agreements on transfer of data and records at end of contract life;
- c. Enhanced management information particularly in relation to the monthly payment applications;
- d. Allow the Whole Client Service (WCS, which is the Hertfordshire County Council and OA team) to use Opus licenced software to help keep costs down;
- e. Joint training to promote a one team approach and keep costs down;

- f. Agreement to target timelines between S38 (section 38 of the Highways Act 1980) agreements and adoptions;

**3. Contract updates:**

- a. Inclusion of the latest Construction Design and Management (CDM) regulations;
- b. Inclusion of the new General Data Protection Regulations (GDPR);
- c. Updates on how data should be managed and stored to comply with the GDPR;
- d. Inclusion of a contract exit strategy;
- e. Allowance for potential changes to the car parking at County Hall.

**4. Service Improvements and cost savings/investments as part of the OA offer:**

- a. Reduction in remote working costs;
- b. Appointment of an Intelligent Mobility lead and development of a future transport strategy;
- c. Investment in an organisational review;
- d. Investment in business case developments to support future funding opportunities;
- e. Lead a data, IT systems and software review;
- f. Development of a collaborative approach to Integrated Transport Project (ITP) delivery;
- g. Investment in leadership development across the client team;
- h. Investment in technical expert and specialist support for the service to deliver innovation;
- i. Investment in external support and training to help improve communications across the service;
- j. Investment in benchmarking and networking with other organisations to share innovation and improve the service;
- k. Investment in evolving the development management service and with potential opportunities for further income:

- l. Investment in reviewing current highway charges and costs to identify potential income streams;
- m. The total value of the investments offered by OA and agreed by Hertfordshire County Council as part of the extension agreement were included in the confidential PART II report presented to the Highways Cabinet Panel on 16 November 2017.
- n. The total value of savings offered by OA and agreed by Hertfordshire County Council as part of the extension agreement were included in the confidential PART II report presented to the Highways Cabinet Panel on 16 November 2017.



## APPENDIX B

### **SUMMARY OF CHANGES MADE AND SERVICE IMPROVEMENTS SECURED THROUGH THE EXTENSION OF THE HST CONTRACT**

Below is a summary of the changes being made and improvements secured through the extension of the HST contract:

#### **1. Improving member and customer engagement by:**

- a. Incorporating a contract performance indicator on Ringway to respond to all member enquires received via the Highways Member Enquires email account, within 5 working days;
- b. Incorporating a contract performance indicator on Ringway to respond to all customer enquires received via the Customer Service Centre (excluding formal complaints and faults logged on Hertfordshire County Council's fault reporting system), within 10 working days;
- c. Incorporating a contract performance indicator on Ringway to respond to all formal complaints within 10 working days;
- d. Provision of robust, reliable and timely information including:
  - i. Provision of grass cutting plans to all members;
  - ii. Provision of gully cleaning plans to all members showing cleaning frequency etc.
  - iii. Provision of real time information on when Ringway's planned works actually start and finish on site – via roadworks.org;
  - iv. Provision of 'live' bulletins on congestion on the highway network during normal operational hours;
  - v. Provision of CAT 2 works programmes and works lists to help members identify potential CAT 3 candidates;
- e. Improvements to Ringway works communication letters by ensuring these are checked by the communications manager before being issued;
- f. Changes to fault reporting including:
  - i. Updating the standard list of closedown comments and keeping these under regular review;

- ii. Placing signs on columns to indicate where a street lighting outage is the cause of a third party (i.e. UKPN issue);
- iii. Developing the fault reporting system to include photos of defects;
- g. Better visibility of works programmes especially CAT 5 (cyclical maintenance programmes);
- h. Improving the use of social media to make customers aware of highway works and impacts;
- i. Provision of CAT 3 delivery programmes;
- j. Further enhancements to the highways web pages;
- k. Changes to the dropped kerb communication and programme process to ensure customers notified in a timely way and programme over runs avoided;
- l. Engagement with the Customer Service Centre/staff training to improve first time handling of enquiries;
- m. Changes to the street lighting performance monitoring to ensure customer reported defects that go beyond the 20 working day target repair timeframe aren't then ignored or forgotten about. The proposal agreed is to incentivise Ringway to repair these street lights by increasing the amount of money deducted for each additional 20 working days they go beyond the original target repair time;
- n. A similar mechanism has been agreed for street lights on 'traffic routes' which aren't customer reported;

**2. Internal service improvements including:**

- a. Providing timely and accurate information on costs forecasts, works delivery and design programmes;
- b. Agreements on transfer of data and records at end of contract life;
- a. Provision of CAT 2 programme data and target delivery timeframes;
- b. Set timeframes for inventory updates – i.e. new street light installed set target timeframe for updating asset inventory to include this;
- c. Requirement that yellow/white lines are reinstated within set timeframe (to be agreed) where patching or surfacing carried out;

- d. Ringway to pay for additional audits if failure rate exceeds set level;
- e. Specification for verge reinstatement updated;
- f. Provision of programme information and sharing amongst teams to enhance one and done, improve works co-ordination (traffic management sharing) and reduce costs;
- g. Ringway to collect asset and network intelligence and use it to assist in programming.
- h. Enhancements to the traffic signal service such as optimising the phasing of each traffic signal installation on a regular basis and creating a contractual KPI;
- i. Aligning the reporting of green claims income (claims associated with third party damage to the highway) and signal bagging (the temporary covering up of traffic signs whilst a third party such as a developer undertakes works on the highway) income with financial year reporting cycle. At present it's based on contract year;
- j. Formalise Ringway's enforcement role (initial letter);
- k. Real time vehicle tracking and provision of information for gritting service;

### **3. Contract Changes**

- a. Inclusion of the latest CDM regulations;
- b. Inclusion of the new GDPR;
- c. Updates on how data should be managed and stored to comply with the GDPR;
- d. Inclusion of a contract exit strategy;
- e. Allowance for potential changes to the car parking at County Hall.

### **4. Service Improvements and cost savings/investments as part of the Ringway Offer:**

- a. Investment to support Hertfordshire County Council in the development of their Asset Management Approach;
- b. Improving communications across the service;

- c. Investment in developing a single programme viewer using Geographic Information System (GIS);
- d. Investment in development a co-ordinated programme and reporting system for all works;
- e. Investment in developing effective management of Hertfordshire County Council's CONFIRM system;
- f. Investment in equipment to help site based staff collect data more effectively;
- g. Investment to support Hertfordshire County Council in developing a future depot strategy;
- h. Investment in supporting and driving ongoing improvements in highways customer services;
- i. Investment to introduce an innovation award scheme to promote innovation across the service;
- j. Improve the delivery of ITP projects helping to reduce costs;
- k. Investment in a lean working review to identify future improvements and potential cost savings across the service;
- l. Evolving the Integrated Transport Control Centre to provide improvements in information on how the network is operating, thus improving journey time reliability;
- m. Reinvestment of £100,000 of Ringway's gain share back in to the service each year;
- n. Improvements in the provision of real time works information on key routes to help keep the county moving;
- o. The total value of investments offered by Ringway and agreed by Hertfordshire County Council as part of the extension agreement were included in the confidential PART II report presented to the Highways Cabinet Panel on 16 November 2017.



**HERTFORDSHIRE COUNTY COUNCIL**

**HIGHWAYS CABINET PANEL  
WEDNESDAY 7 MARCH 2018 AT 10.00 AM**

**HIGHWAYS PERFORMANCE MONITOR**

Agenda Item No.

**5**

*Report of the Chief Executive & Director of Environment*

Author: Steve Johnson, Head of Highways Contracts and Network Management (Tel: 01992 658126)

Executive Member: Ralph Sangster, Highways

**1. Purpose of report**

1.1 To allow the Panel to review the performance of Highways service for the third quarter of this year (September-December 2017).

**2. Summary**

- 2.1 This report (Appendix A attached) summarises the performance of the Highways service for the third quarter of 2017/18.
- 2.2 The report comprises 60 individual measures which have been grouped under 10 themes designed to demonstrate the overall performance of the highway service.
- 2.3 Each of these themes has an overall 'score', showing its health this quarter, with performance indicated via a Red (failing) - Amber (review) - Green (performing) (RAG) evaluation system.
- 2.4 Overall performance for this quarter was given a score of 2.05 with a RAG rating of 32 Green measures, 18 Amber, and 10 Red.

**3. Recommendation**

3.1 The Cabinet Panel is invited to note the report and comment on the performance monitor for the Highways service for Q3 2017-18.

**4. Service Performance Summary**

- 4.1 Overall performance is marginally down, with a score of 2.05 compared to 2.14 for Q2.
- 4.2 Of the 10 themes 2 have improved (Network Management and People) 5 have remained stable (Asset condition, Data Management & Systems Development, Efficiency and Value for Money, Financial and Network

Safety) and 3 have reduced (Customer Journey, Locality and Operational Delivery).

- 4.3 The main reasons for score reduction in the 3 themes above were:
1. Customer Journey – the percentage of stage 1 complaints upheld increased in Q3 compared to Q2 (8 out of 13 in Q3 and 4 out of 13 in Q2);
  2. Locality – the percentage of member enquiries responded to in time dropped below the target;
  3. Operational Delivery – a reduction in process application audit scores where operatives aren't closing down defects correctly on the system.
- 4.3 The reasons behind these falls in performance have been investigated and actions taken to address them. These measures will be monitored to ensure improvements during Q4.
- 4.4 A notable improvement in performance has been recorded in our ability to respond to exposed electrical wiring within 2 hours, which finished this quarter at target level after falling performance was identified as a concern in the Q2 report.
- 4.5 Due to the commencement of the Winter Service during Q3, measures relating to the salting of routes and filling of salt bins are reported for the first time in 17/18, both showing the Winter Service to be performing well.

## **5. Financial Implications**

- 5.1 There are no financial implications arising from this report.

## **6. Equalities Implications**

- 6.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equality implications of the decision that they are making.
- 6.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EQiA) produced by officers.
- 6.3 The Equality Act 2010 requires the County Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and

civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.

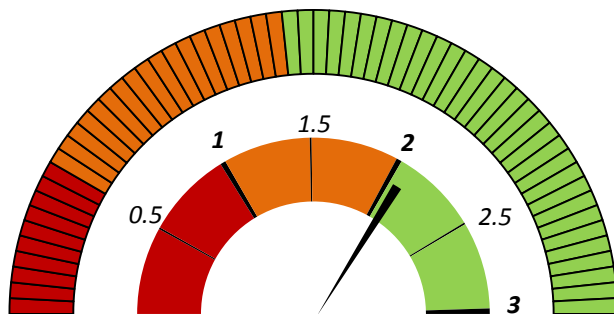
- 6.4 No equality implications have been identified in relation to this report although Panel will not make a decision in respect of its contents.

# Appendix A - Q3 2017/18 Performance Report

## Executive Summary:

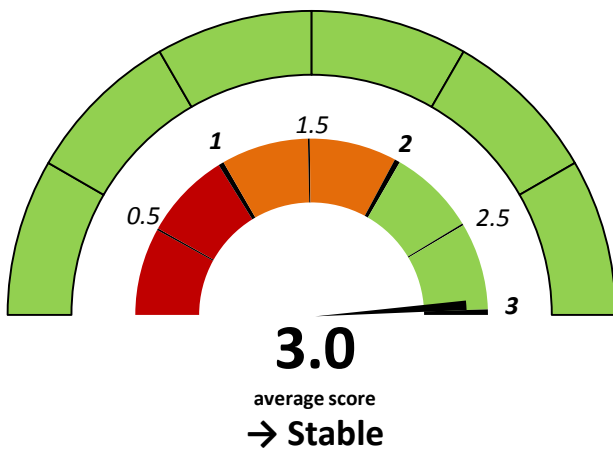
- Overall performance is down, at 2.05 compared to 2.14 in Q2. Of 60 measures, 32 are Green, 18 Amber and 10 are Red.
- Improving performance:** 'Exposed electrical wiring made safe within 2 hours'. Has seen significant improvement this quarter following an emerging negative trend being identified in the Q2 report. 'Routes completely salted to time' and 'Salt Bins filled' are reported for the first time in 17/18 due to the start of the Winter Service, and are both comfortably above target level.
- Decreasing performance:** 'Response to member enquiries' fell below target level for the first time this year, in part due to a 40% increase in correspondence received in December. 'Process application audit', measuring the accuracy with which site staff close Cat 1 & 2 defects, also fell this quarter. Ringway are aware of the reasons behind this and are taking steps to address it.
- Overall:** The slight dip in servicewide performance can be attributed to relatively isolated measures in the Customer Journey, Locality and Operational Delivery themes. Where this is the case the reasons are understood, actions are being taken and performance will continue to be monitored to ensure improvements for Q4.

## Overall service performance



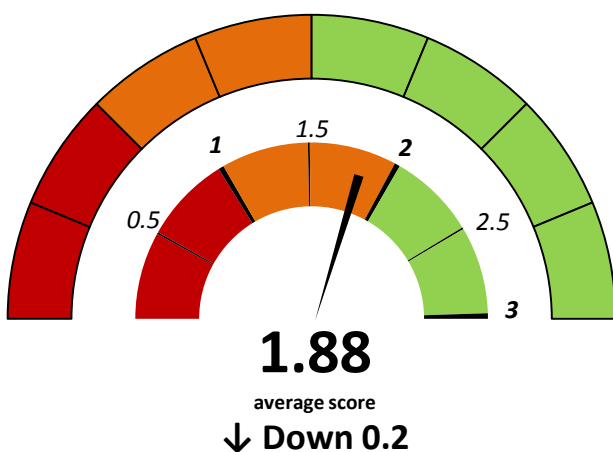
**Green**  
**2.05**  
average score

↓  
**Down 0.09**  
Q2 17/18 score of 2.14



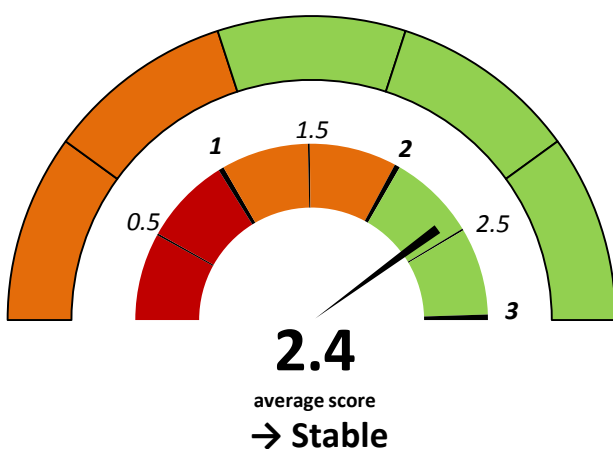
### 1. Asset Condition – See Appendix 1 (page 4)

- Of 6 measures, 6 are Green.
- No change from Q2, all 6 Measures continue to be comfortably at or above target.



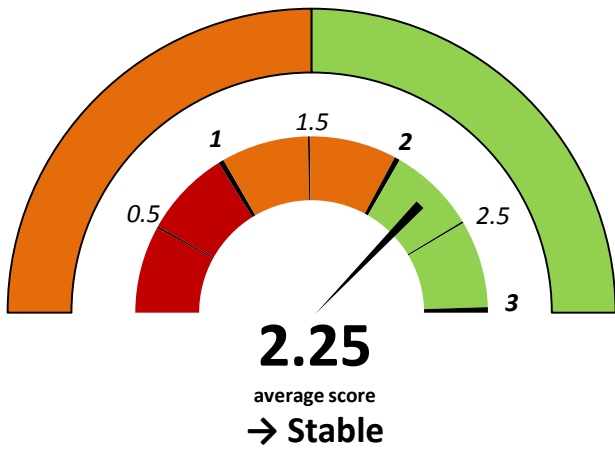
### 2. Customer Journey – See Appendix 2 (page 5)

- Of 8 active measures, 4 are Green, 2 are Amber and 2 are Red.
- 'VXOs constructed in 8 weeks' remained Red this quarter, however increased from 13% at close of Q2 to 41% at close of Q3. As this remains below target level, it is being continually monitored to ensure it achieves a more stable level of performance.
- 'Stage 1 complaints upheld/partially upheld', saw a significant increase in complaints upheld with an average of 61.5% upheld this quarter, albeit from a very low volume of complaints overall (13 Stage 1 complaints across Q3).



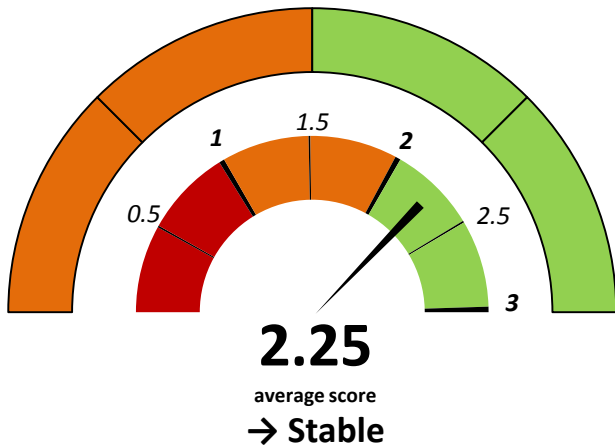
### 3. Data Management & Systems Development – See Appendix 3 (page 7)

- Of 5 active measures, 3 are Green, 2 are Amber.
- No notable changes from Q2.



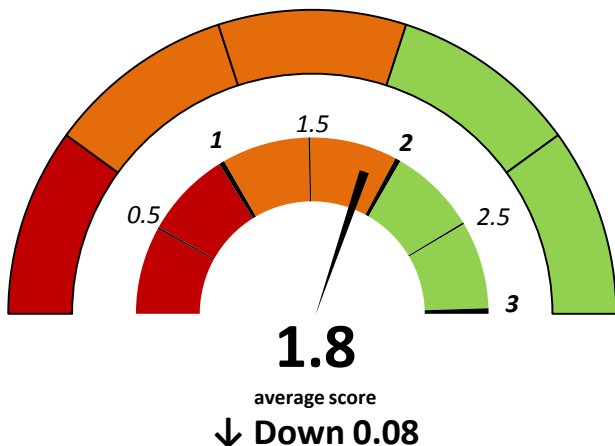
#### 4. Efficiency and Value for Money – See Appendix 4 (page 8)

- Of 2 active measures, 1 is Green and 1 is Amber.
- **‘Channel shift – providing online services’** remains Amber this quarter, primarily due to a greater proportion of contacts coming in via the Customer Service Centre, and fewer being made via email as a result.
- Trends in both faults reported and VXO applications made online are positive, however, indicating that overall our approach to channel shift is broadly working.



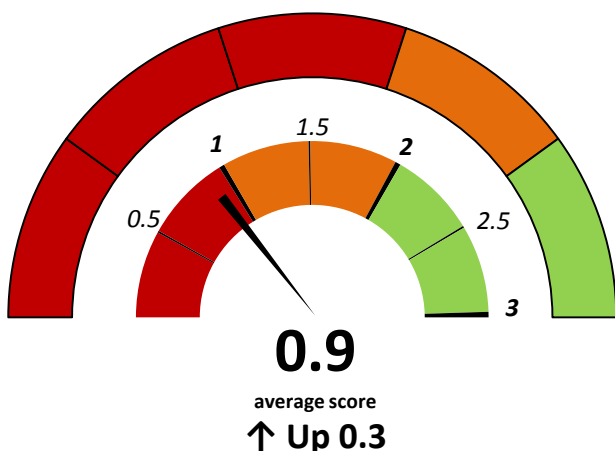
#### 5. Financial – See Appendix 5 (page 9)

- Of 4 active measures, 2 are Green and 2 are Amber.
- **‘Income from NRSWA fines’** is Green this quarter for the first time in 17/18, with the NRSWA service achieving 98% of its projected income. This is largely due to greater income from Section 74s than originally projected, offsetting a comparable lack of income from Fixed Penalty Notices.



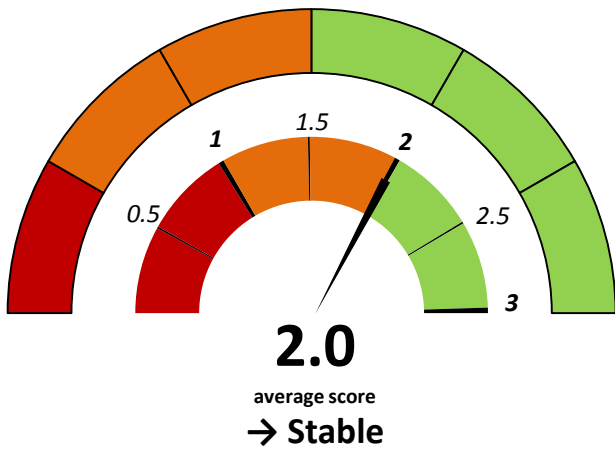
#### 6. Locality – See Appendix 6 (page 10)

- Of 4 active measures, 2 are Green and 2 are Amber, and 1 is Red.
- **‘Response to Member enquiries’** within 5 working days fell below target level for 2 out of 3 months this quarter, putting it in the Amber zone, in part due to a significant rise in correspondence. In December 2016 there were 62 enquiries compared to 106 this year, representing a rise of approximately 40%. Nonetheless, it is worth noting that it finished this quarter only slightly below its target level of 95%.
- **‘Member bulletins issued by 15<sup>th</sup> of the month (%)’** has been added this quarter, and is Green for Q3.



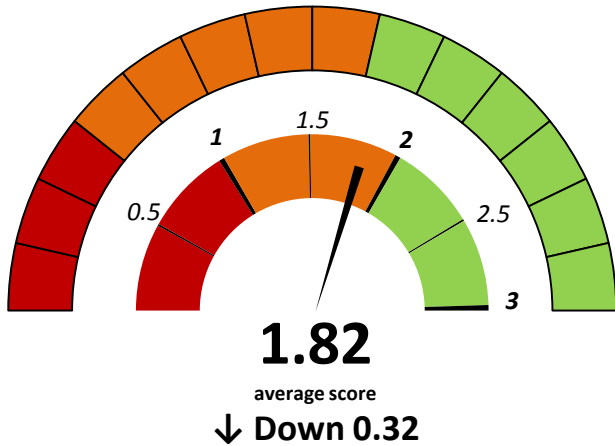
#### 7. Network Management – See Appendix 7 (page 11)

- Of 5 active measures, 1 is Green, 1 is Amber, and 3 are Red.
- **‘ITCC network interventions’** is Red this quarter, albeit with a slight increase in incidents where the Integrated Transport Control Centre was able to proactively intervene – from 30% to 43%. For the second quarter running, this is due to an disproportionately large number of incidents in East Herts and Broxbourne, where our Intelligent Transport Systems (Variable Message Signs, CCTV) provision is limited, in turn limiting the ITCC’s capacity to manage incidents in these districts.
- The overall score for the Network Management theme continues to be in the Red zone, primarily due to high demand. To better measure pressures on the service, more refined targets for 18/19 will be developed once a full year’s worth of data has been collected for 17/18.



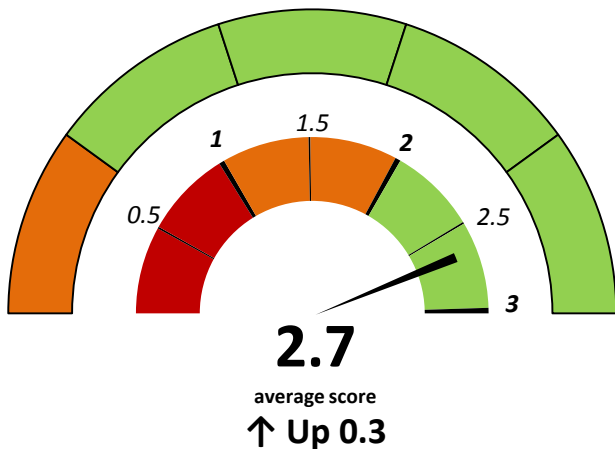
## 8. Network Safety – See Appendix 8 (page 13)

- Of 6 active measures, 3 are Green, 2 are Amber and 1 is Red.
- **‘Routes completely salted to time and Salt Bins filled to programme’** are both reported for the first time this year due to the commencement of the Winter Service, with both comfortably above their target level of 95%.
- **‘Average amount paid for insurance claims’** continues to be Red in Q3. These figures will change as more cases from 16/17 are settled, however it continues to be the case that 16/17 will be a costly year for insurance claims.



## 9. Operational Delivery – See Appendix 9 (page 15)

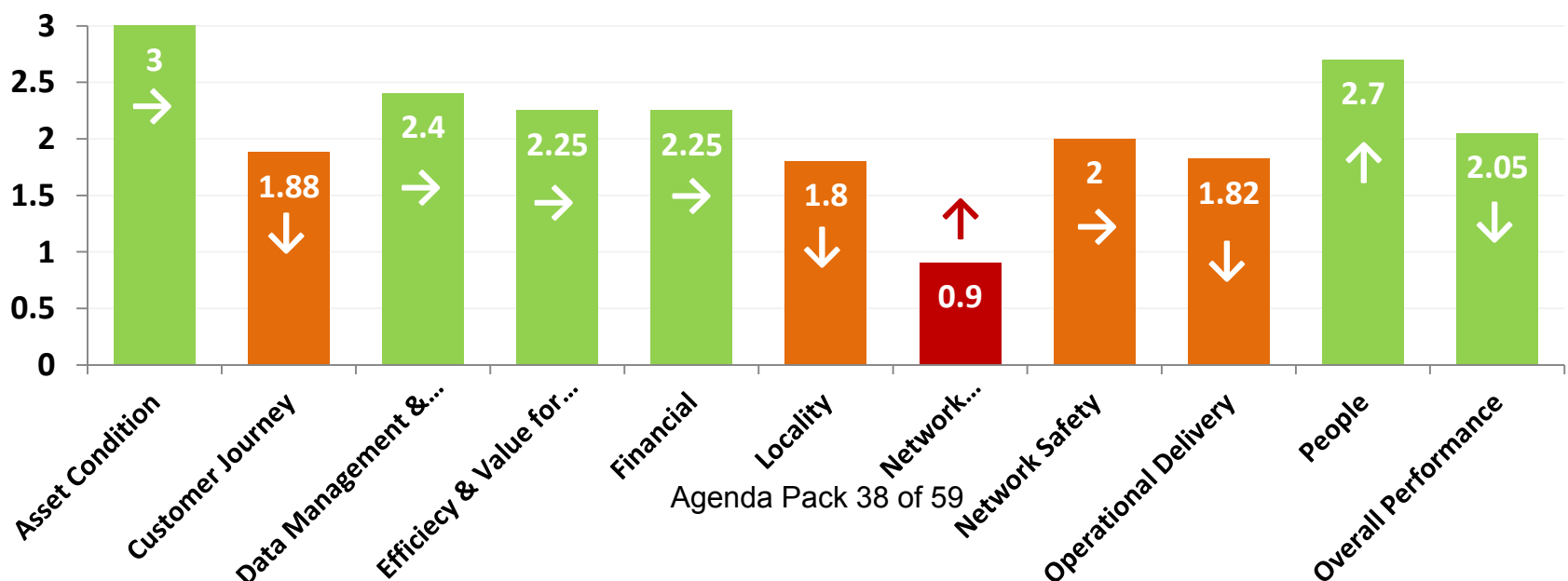
- Of 14 active measures, 6 are Green, 5 are Amber, and 3 are red.
- **‘Exposed electrical wiring made safe within 2 hours of receiving the alert’**, was trending negatively in Q2 however following this being highlighted in the Q2 report, this trend has reversed and will finish in Q3 at 100%.
- **‘Process application audit’**, measuring the accuracy with which site staff close down defects is Red for both Cat 1 and Cat 2 this quarter, with a particularly large drop in performance for Cat 1 recorded.
- Ringway are addressing this by re-educating site staff on closing down defects accurately and making changes to their handheld devices to encourage the right behaviours.



## 10. People – See Appendix 10 (page 18)

- Of 5 active measures, 4 are Green and 1 is Amber.
- **‘Staff turnover’** continues to fall across HCC and OpusArup. Significantly, HCC’s staff turnover is now within target levels, and at the lowest level seen this year. Previous years’ data suggests that this may be seasonal, however on a like-for-like basis it is ultimately lower than levels seen in 16/17.

## Performance summary

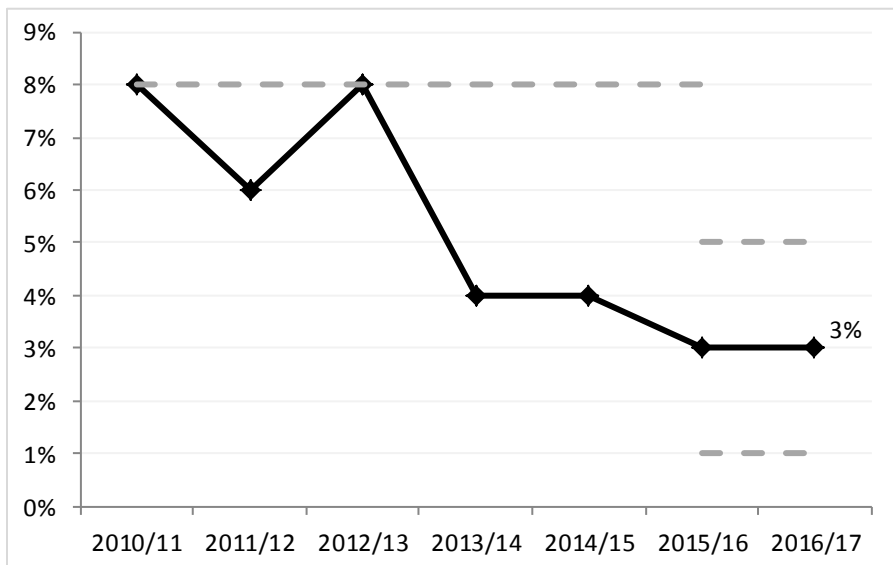


# Appendix 1 – Asset Condition

## 1. A-roads where maintenance should be considered (%)

RAG is Green

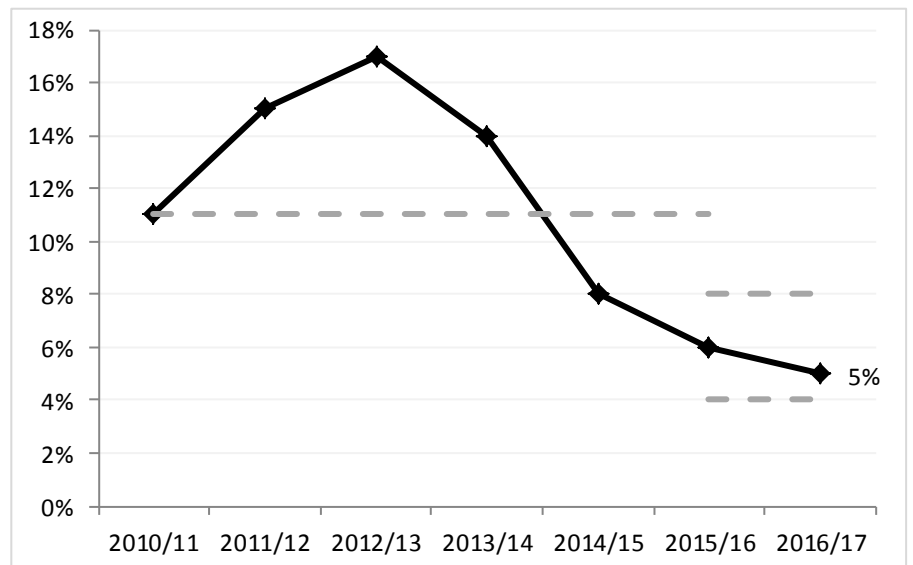
Target is between 1-5%



## 2. B- & C-roads where maintenance should be considered (%)

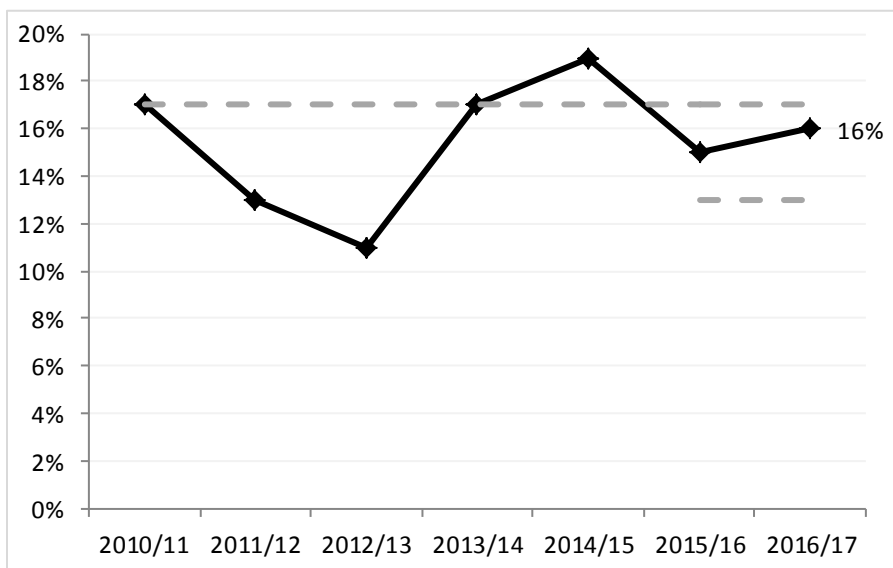
RAG is Green

Target is between 4-8%



## 3. Unclassified roads where maintenance should be considered (%) - RAG is Green

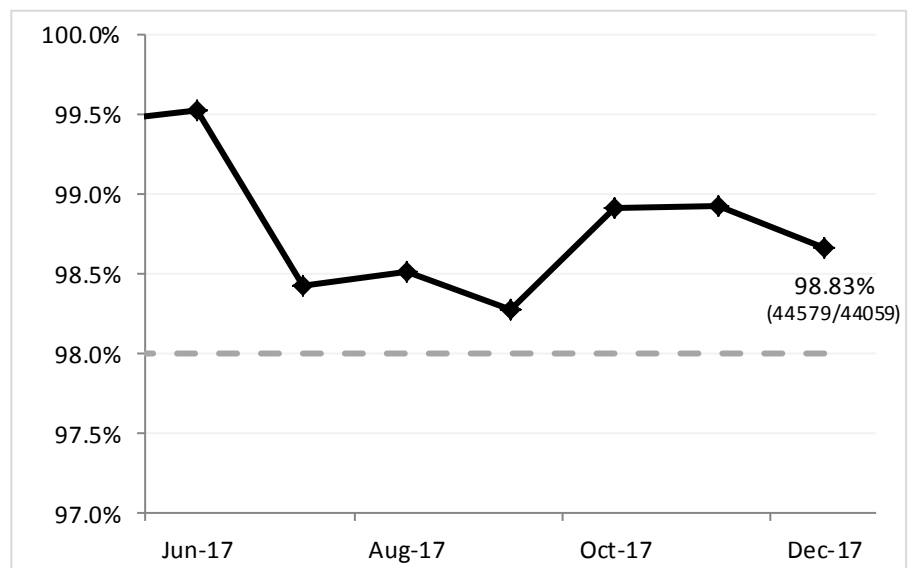
Target is between 13-17%



## 4. Streetlights working as planned on A, B and C roads (%)

RAG is Green

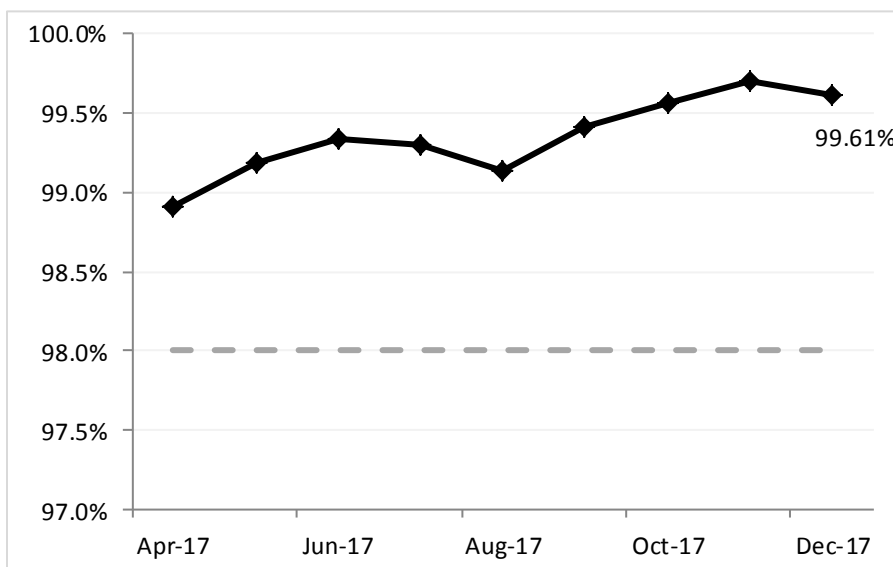
Target is at or above 98%



## 5. Traffic signal availability (%) (Up to August)

RAG is Green

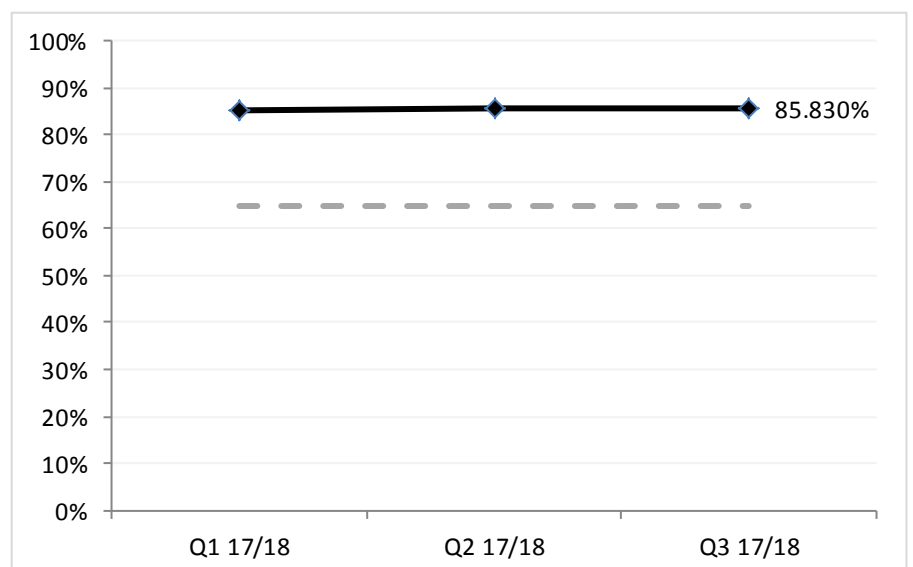
Target is at or above 98%



## 6. Bridge condition score (%) [Composite of two scores]

RAG is Green

Target is at or above 65%

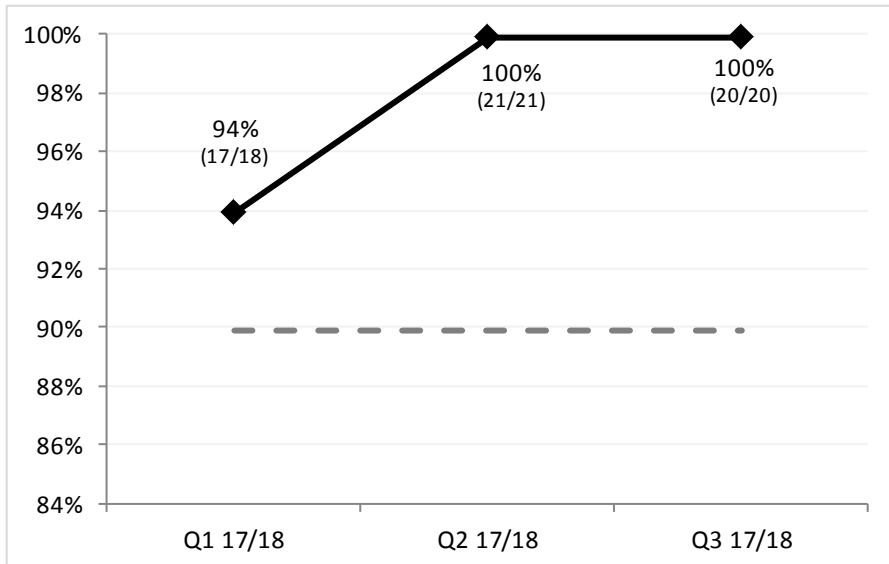


### Unreported this quarter:

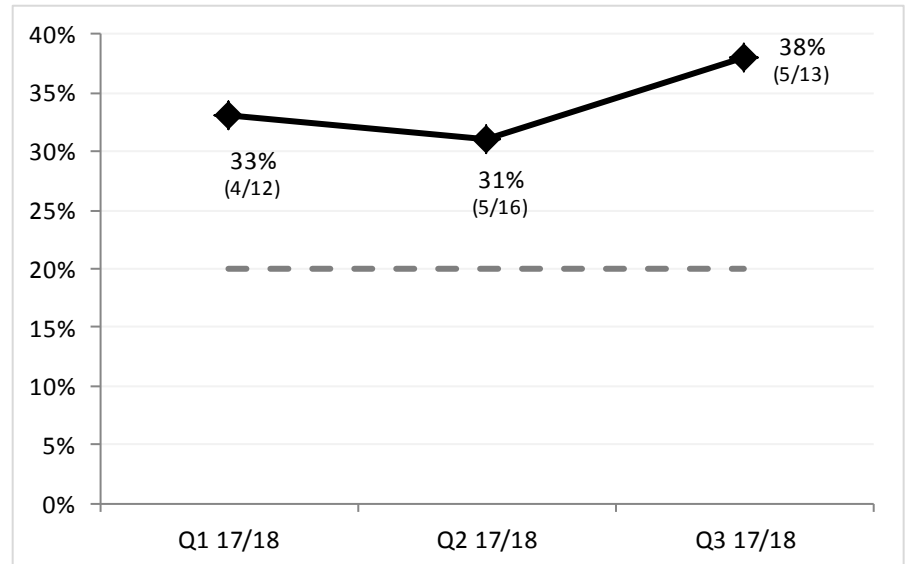
- Average condition of the highway network – In development within AM team
- Footway maintenance score – In development within AM team

# Appendix 2 – Customer Journey

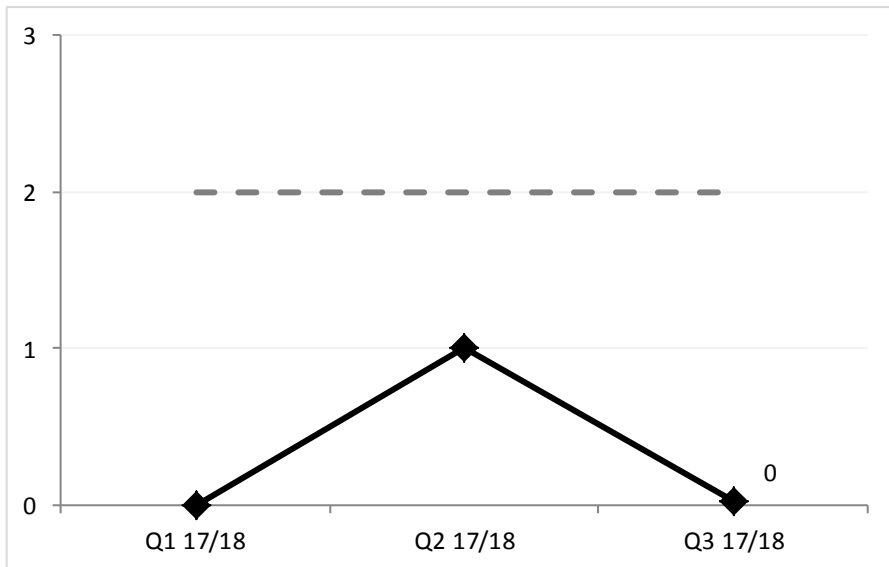
**1. Stage 1 & 2 complaint investigations completed to agreed timescales (%) – RAG is Green**  
 Target is at or above 90%



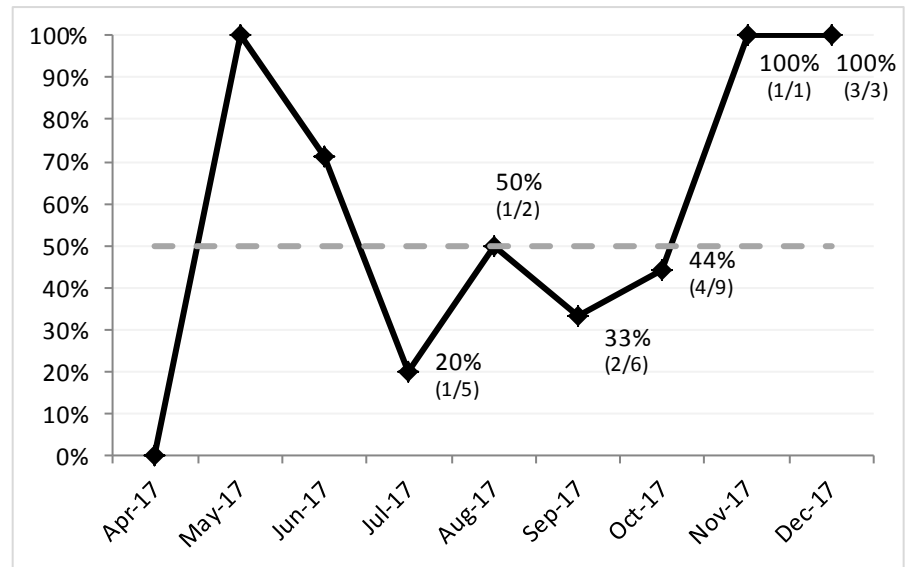
**2. Complaints escalated beyond stage 1 (%)**  
 RAG is Amber  
 Target is at or below 20%



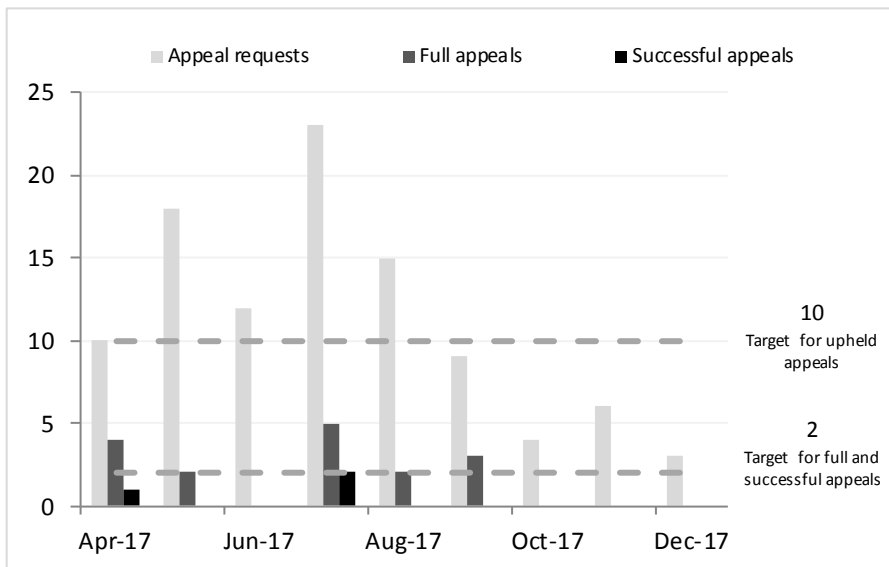
**3. Number of final ombudsman decisions**  
 RAG is Green  
 Target is at or below 2 decisions



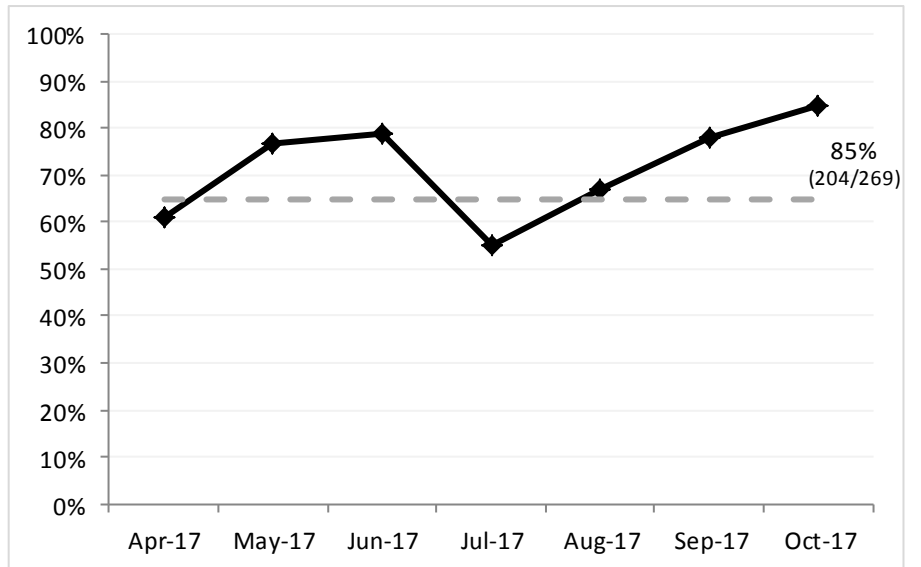
**4. Stage 1 complaints upheld/partially upheld (%)**  
 RAG is Red  
 Target is at or below 50%



**6. Number of VXO appeals**  
 RAG is Green  
 Target is at or below 10 appeal requests, 2 for successful appeals



**5. VXO applications processed in 6 weeks**  
 RAG is Green  
 Target is at or above 65 %

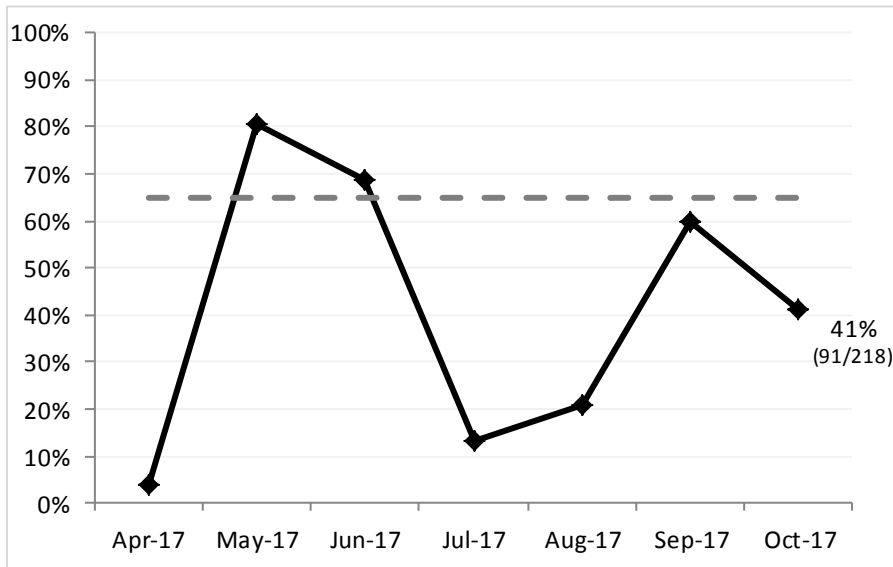




**7. VXOs constructed in 8 weeks (%)**

**RAG is Red**

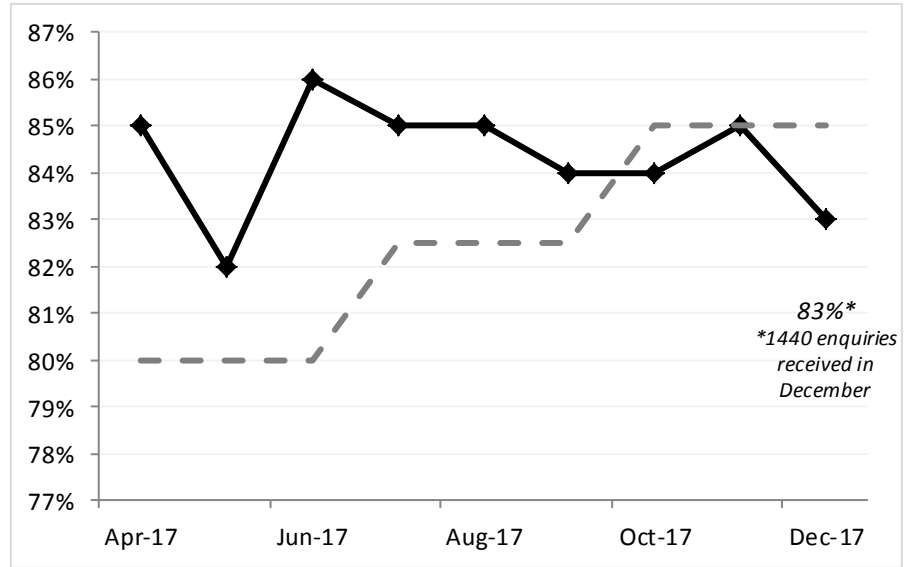
Target is at or above 65%



**8. Responses to public correspondence (%)**

**RAG is Amber**

Agreed target would increase by 2.5% starting at 80% until reaching 90% at the end of the first year.



**Unreported this quarter:**

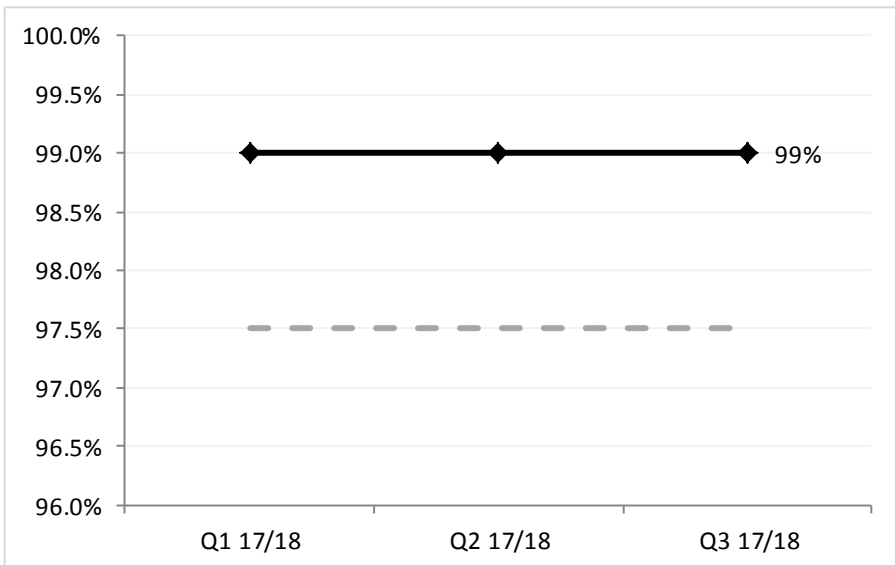
- Delivering network management to timescale – BST Officer pulling together necessary data sources to make this possible

# Appendix 3 – Data Management & Systems Development

## 1. WCS PMNet data management and integrity (%)

RAG is Green

Target is at or above 97.5%



## 2. Progress with system development

RAG is Amber

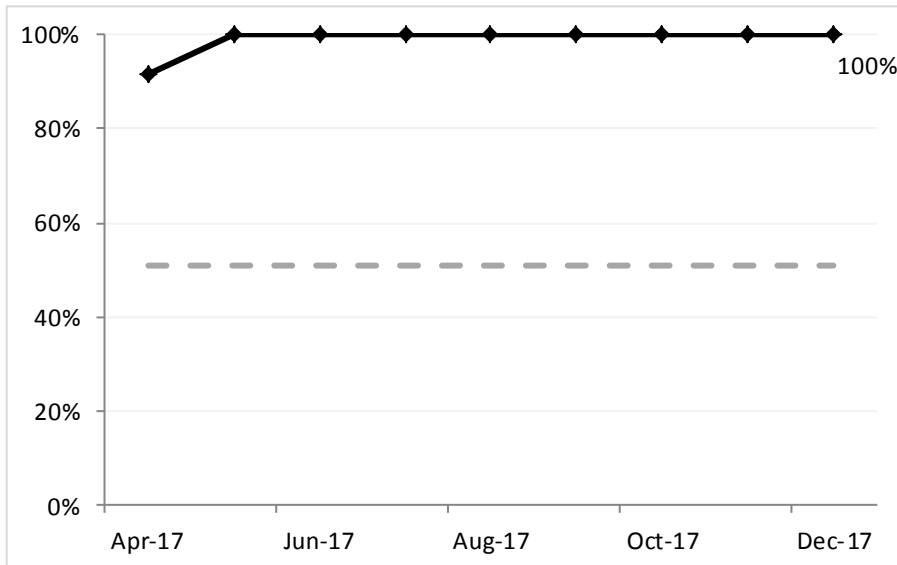
'Greener' RAG rating is better

Project	RAG Q1	RAG Q2	RAG Q3
Confirm v17	Green	Amber	Amber
Fault reporting	Green	Amber	Amber
Windows 10	Green	Amber	Amber
Hardware	Green	Amber	Amber
Data strategy	Green	Green	Green
<b>Overall</b>	<b>Green</b>	<b>Amber</b>	<b>Amber</b>

## 3. Gazetteer status – Proportion of criteria gold or silver (%)

RAG is Green ([Click here to access the Gazetteer](#))

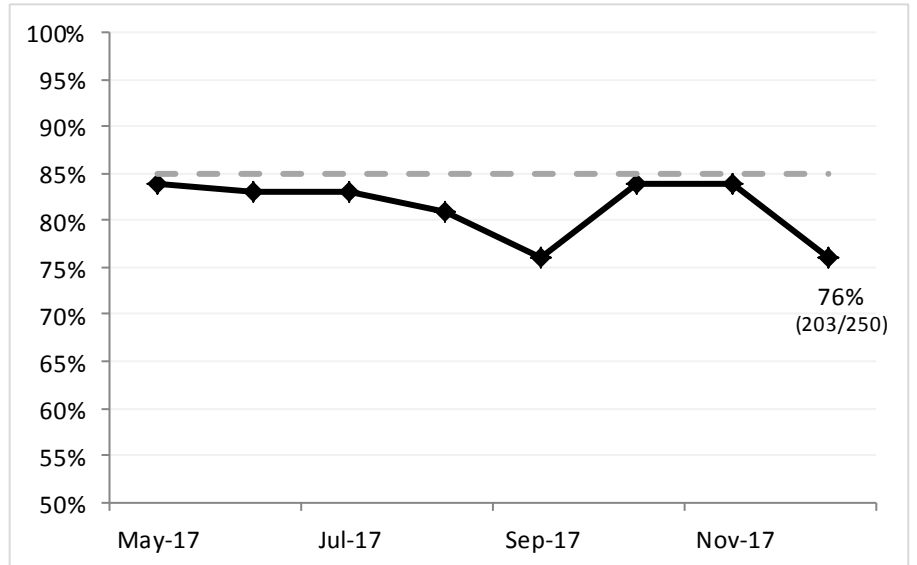
Target is at or above 51%



## 4. Programmed traffic counts achieved (%)

RAG is Amber

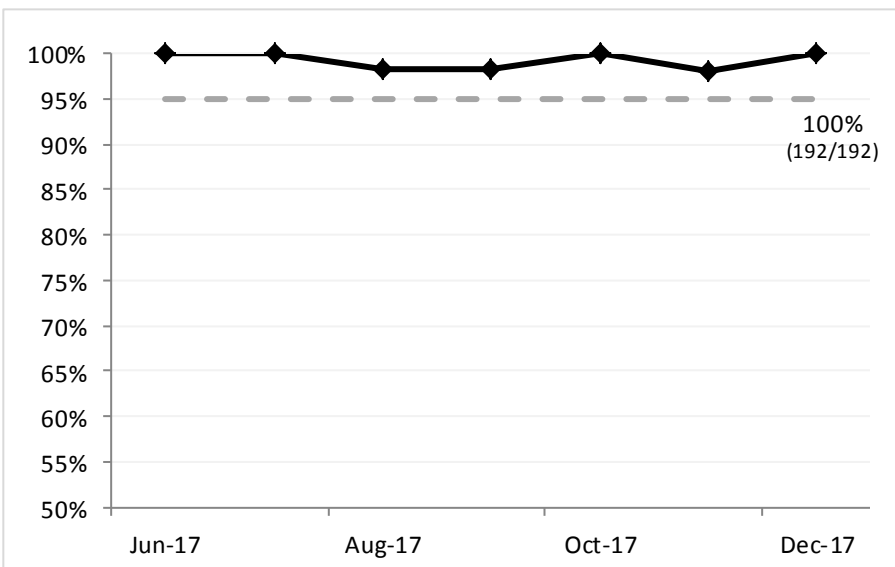
Target is at or above 85%



## 5. Data requests responded to within 3 working days (%)

RAG is Green

Target is at or above 95%



Unreported this quarter:

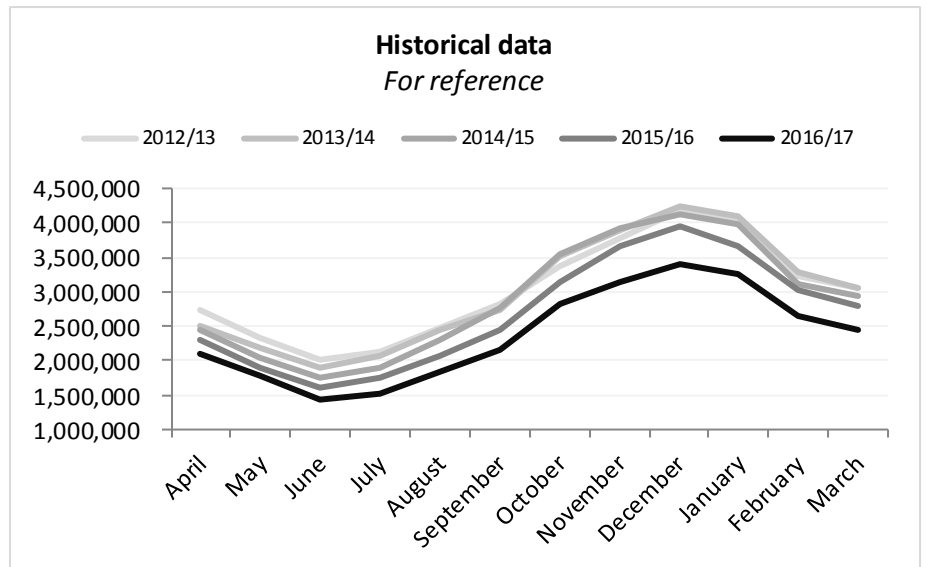
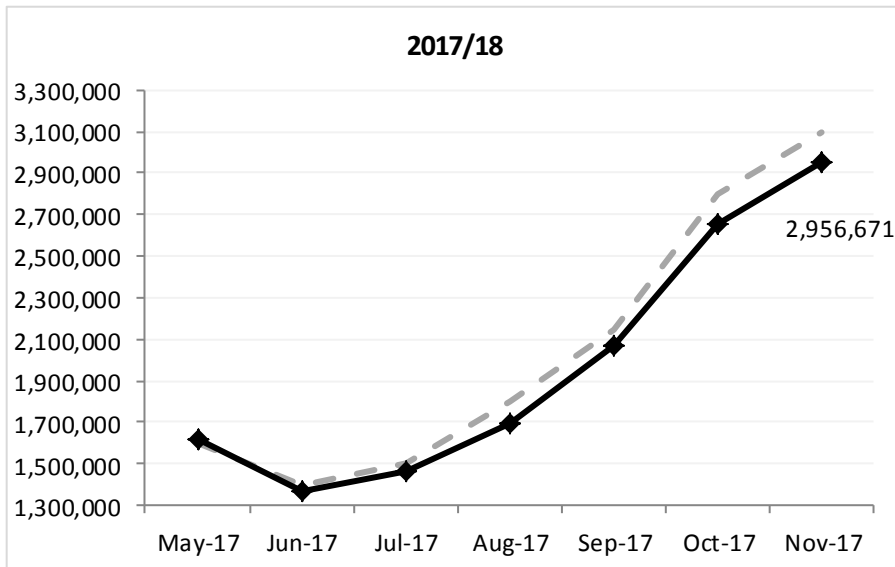
- Asset inventory updates – In development within AM team

# Appendix 4 – Efficiency & Value for Money

## 1. Street lighting energy usage (KWh)

RAG is Green

Target changes monthly, aim is to be below monthly target

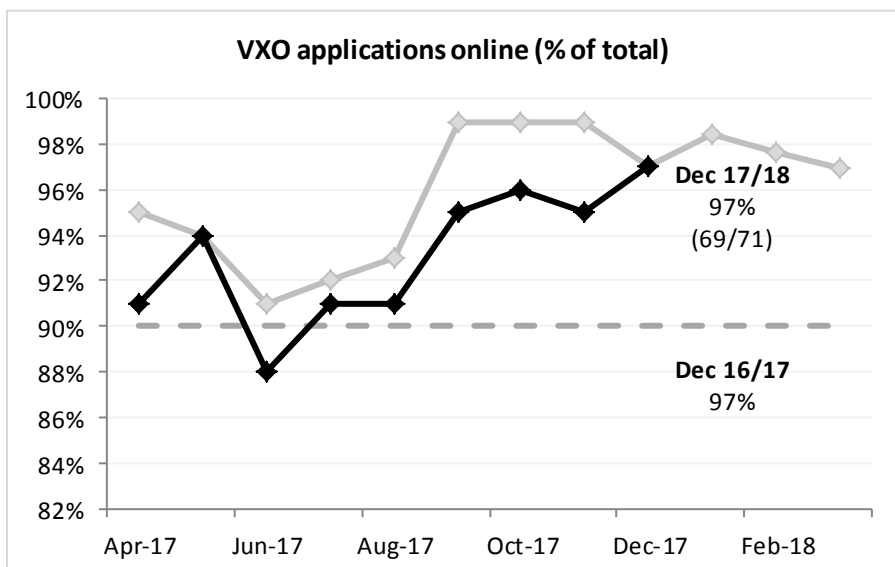
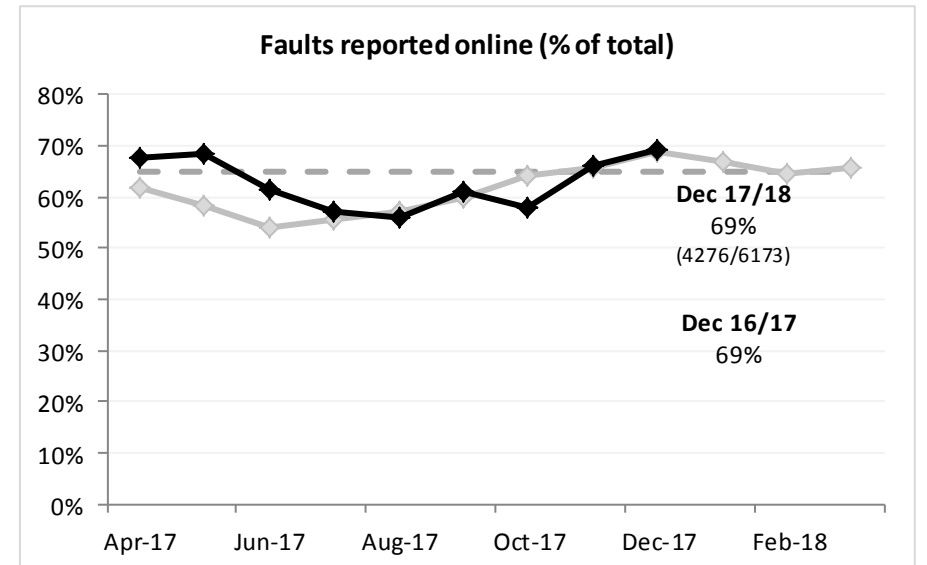
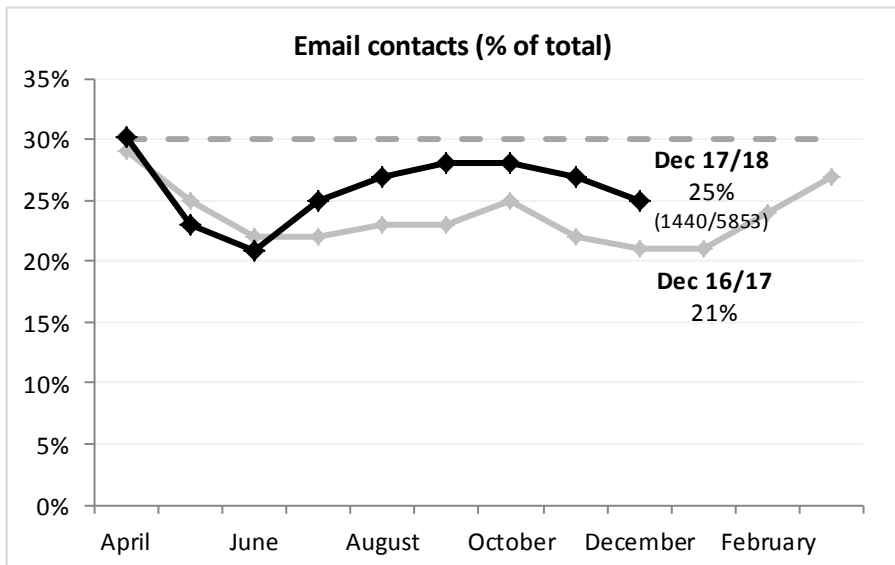


## 2. Channel shift – providing online services

RAG is Amber

This is an aggregate of three sub-measures. In all cases, aim is to be at or above target level as depicted in graphs.

Please note: The grey, unbroken line shows the scores for 16/17 as a comparison.



**Unreported this quarter:**

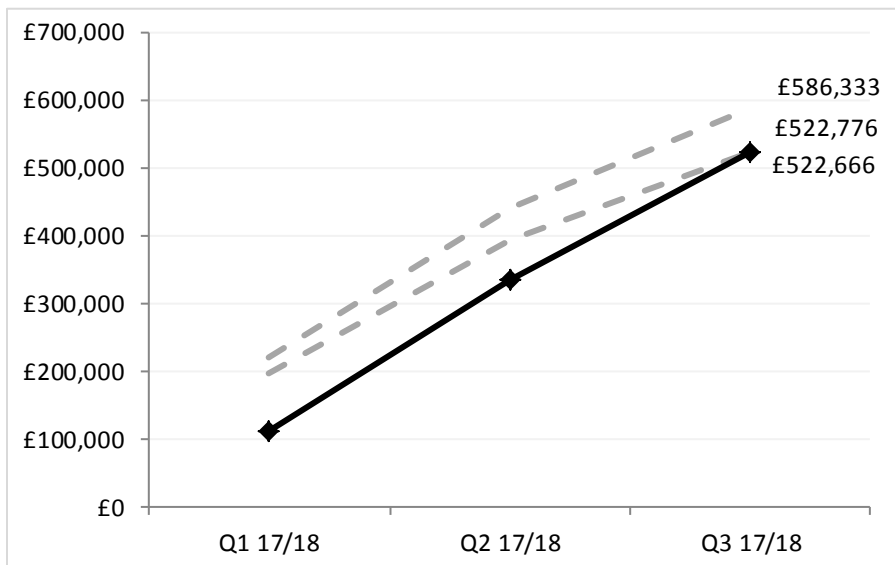
- Efficiencies Panel – Data, RAGs to be agreed
- Works cost per m<sup>2</sup> of surfaced treatment – In development within AM team

# Appendix 5 – Financial

## 1. Income from NRSWA fines YTD (£)

RAG is Green

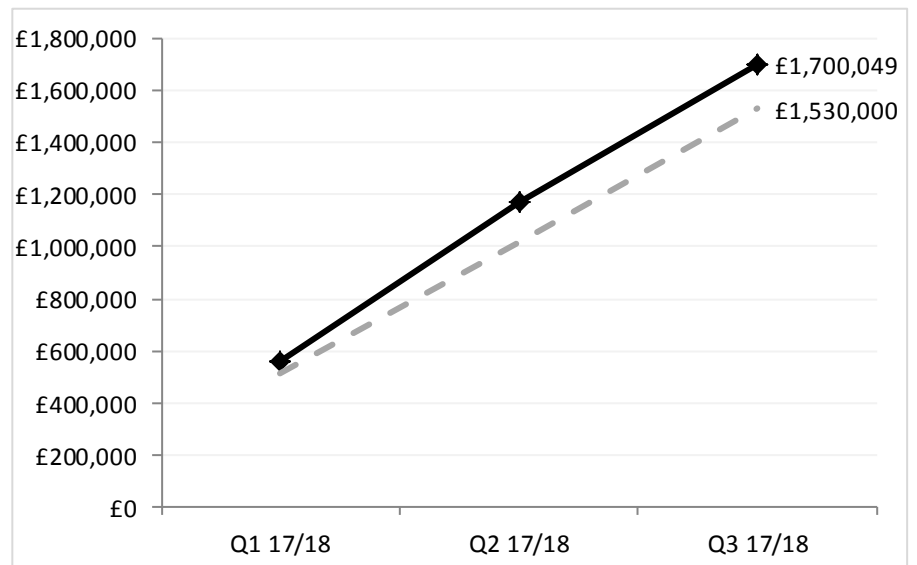
Target is £522,666 (i.e. 98% of projected income)



## 2. Income from permitting YTD (£)

RAG is Green

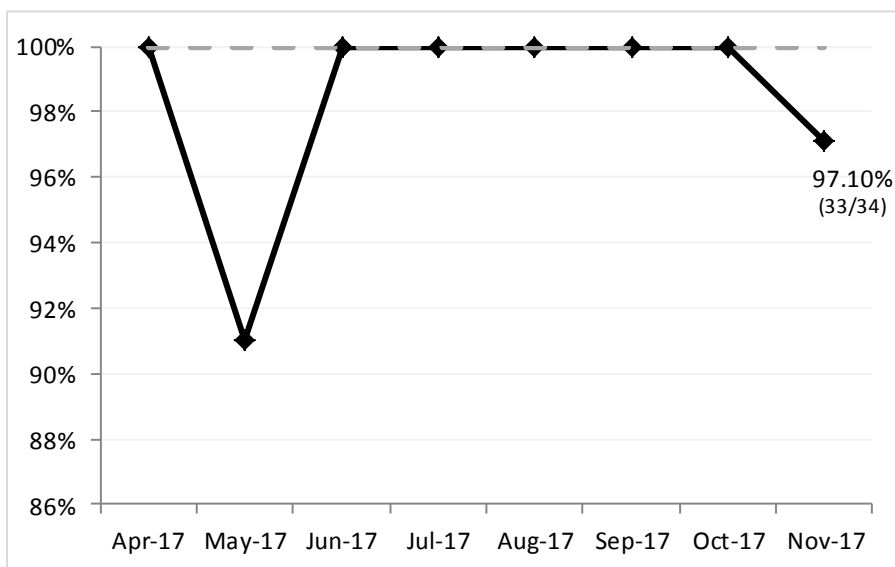
Target is at or above £1,530,000 (i.e. £170,000 per month)



## 3. Number of budget reports completed (%)

RAG is Green

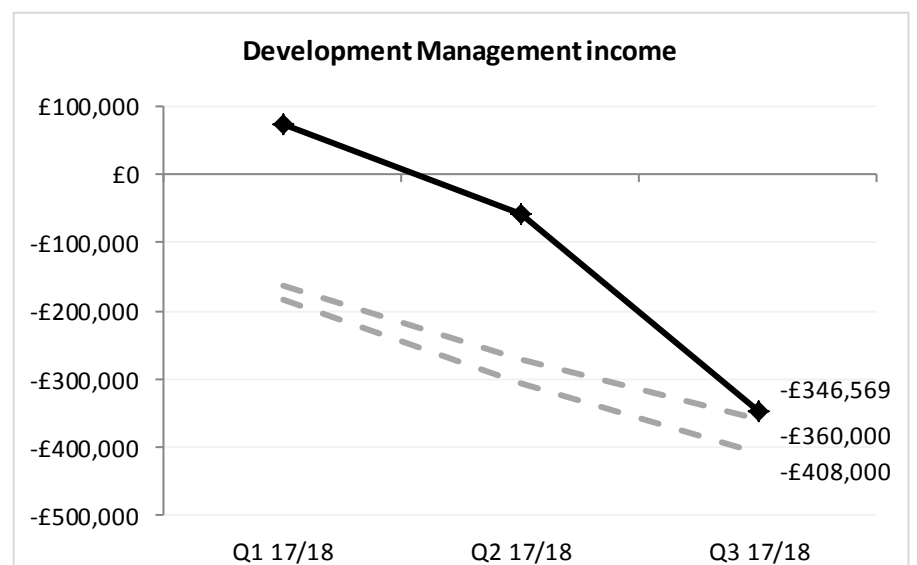
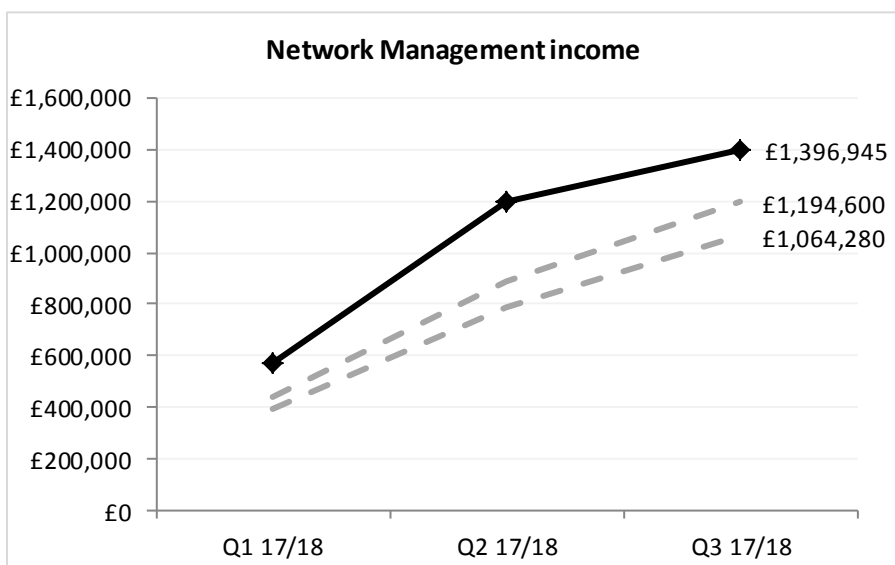
Target is 100%



## 4. Highways income – Network Management and Development Management income YTD

RAG is Amber

This is an aggregate of two sub-measures. In all cases, aim is to be within limits as set out by the TMA, as depicted in graphs.



### Unreported this quarter:

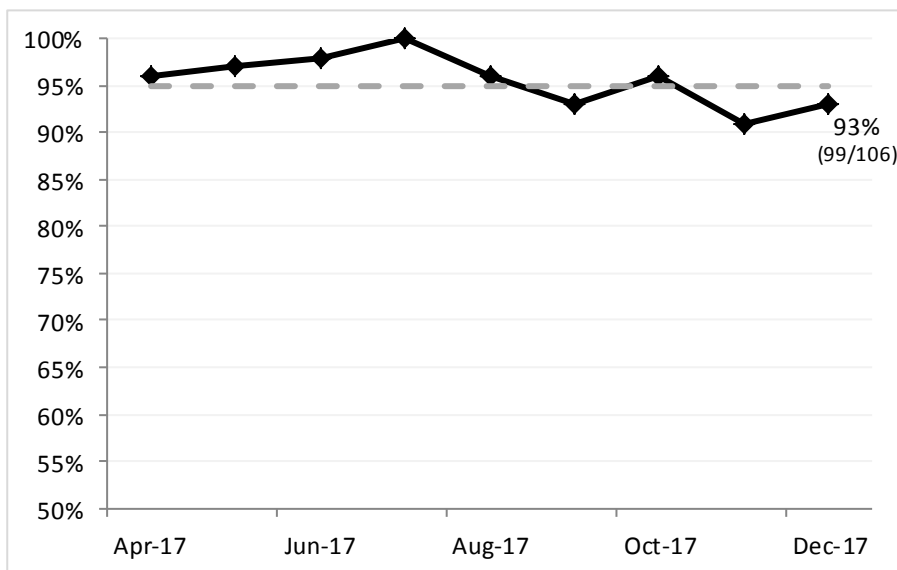
- Payment submissions and processing time – In development within CPD
- Provision of final outturns and accuracy – In development within CPD

# Appendix 6 – Locality

## 1. Response to member enquiries (within 5 working days)

RAG is Amber

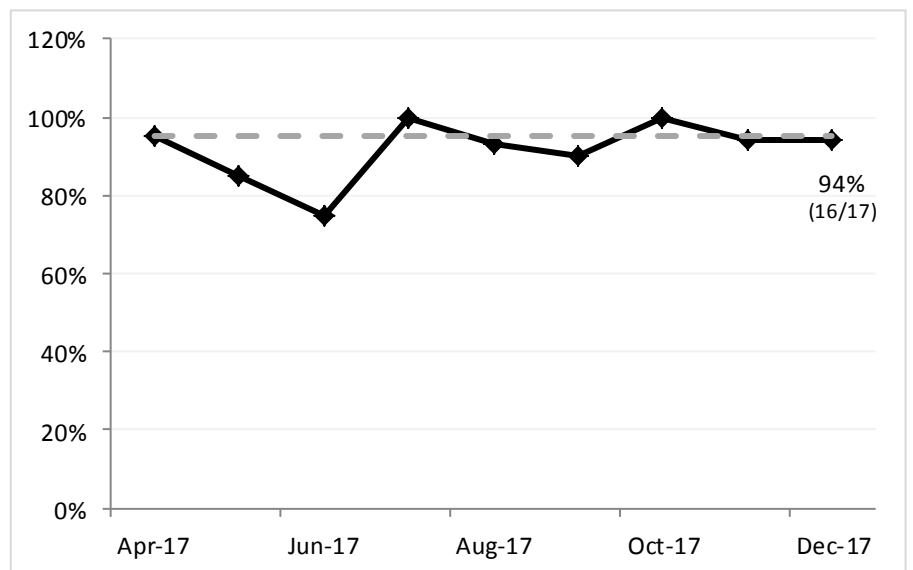
Target is at or above 95%



## 2. Response to MP enquiries in time (within 10 working days)

RAG is Green

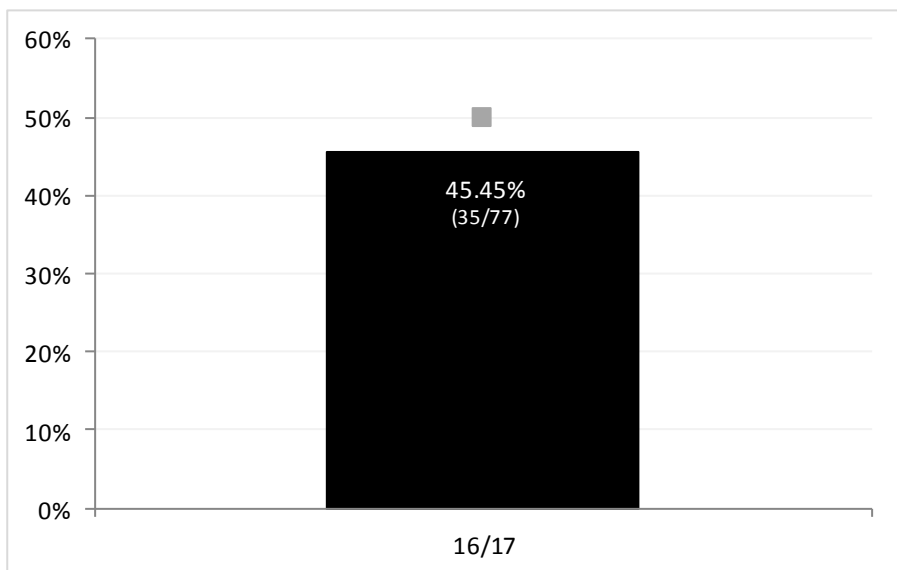
Target is at or above 95%



## 3. Member surveys completed (%)

RAG is Amber

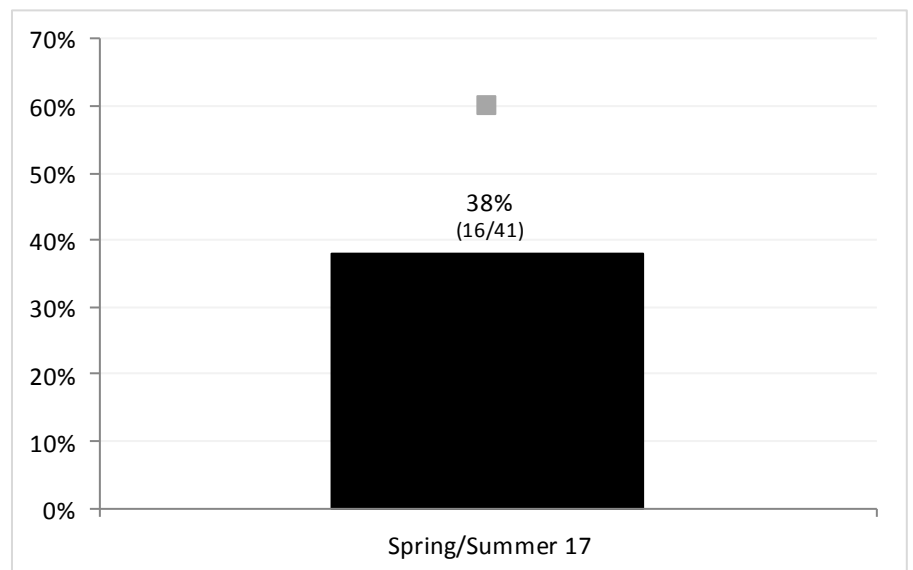
Target is at or above 50%



## 4. Member attendance at Highways Liaison Meetings (%)\*

RAG is Red

Target is at or above 60%

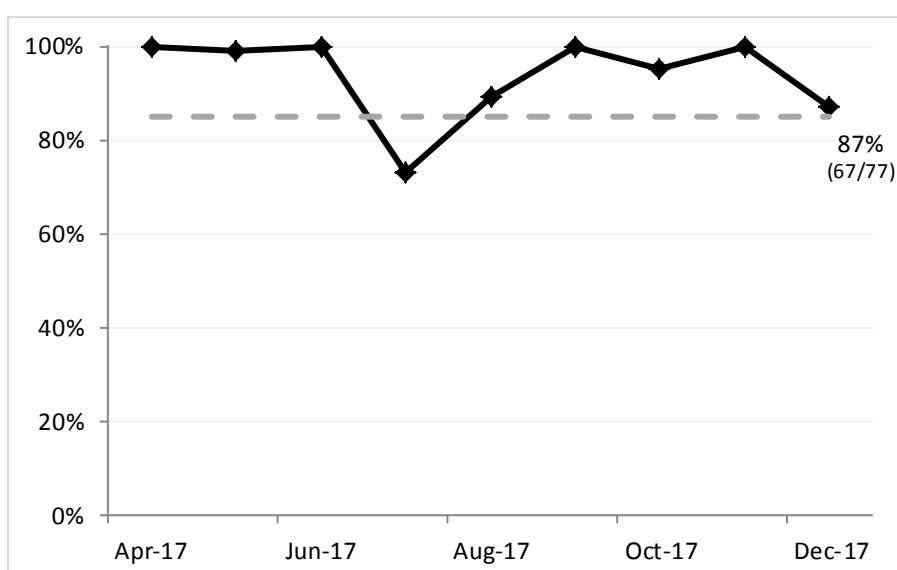


\*Spring/Summer 2017 – Stevenage District only due to other districts' Highways Liaison Meetings not being held

## 5. Member bulletins issued by 15<sup>th</sup> of the month (%)

RAG is Green

Target is at or above 85%



### Unreported this quarter:

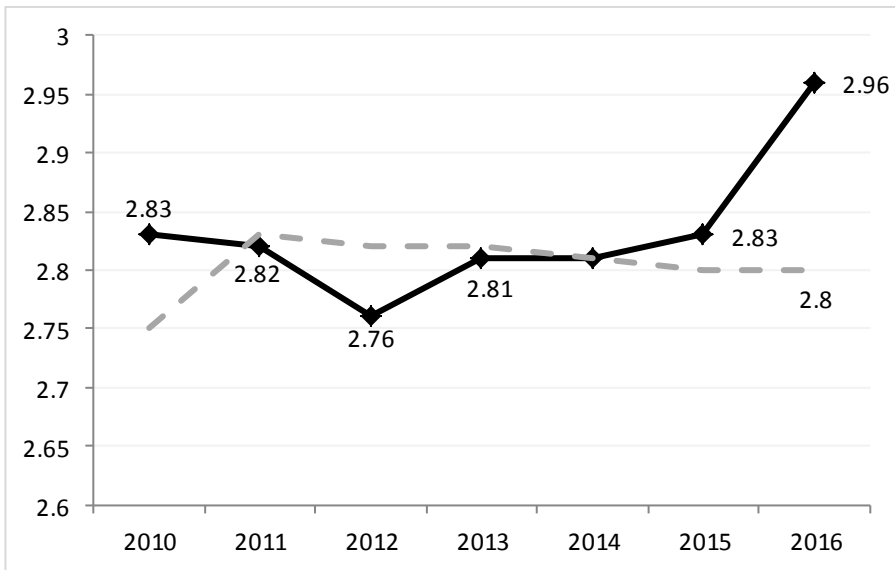
- Phase 1 quotes provided to time (%) – Existing measure in review
- HLB accounts complying with end Feb Phase 1 allocation milestone (%) – Existing measure in review
- HLB accounts complying with end Sept Phase 2 allocation milestone (%) – Existing measure in review

# Appendix 7 – Network Management

## 1. Average journey time during morning peak (minutes per mile)

RAG is Red

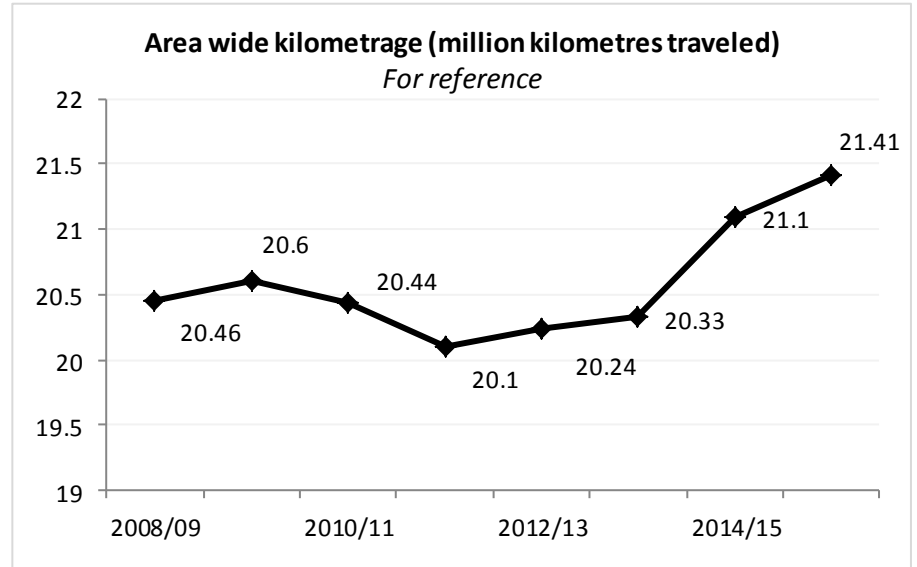
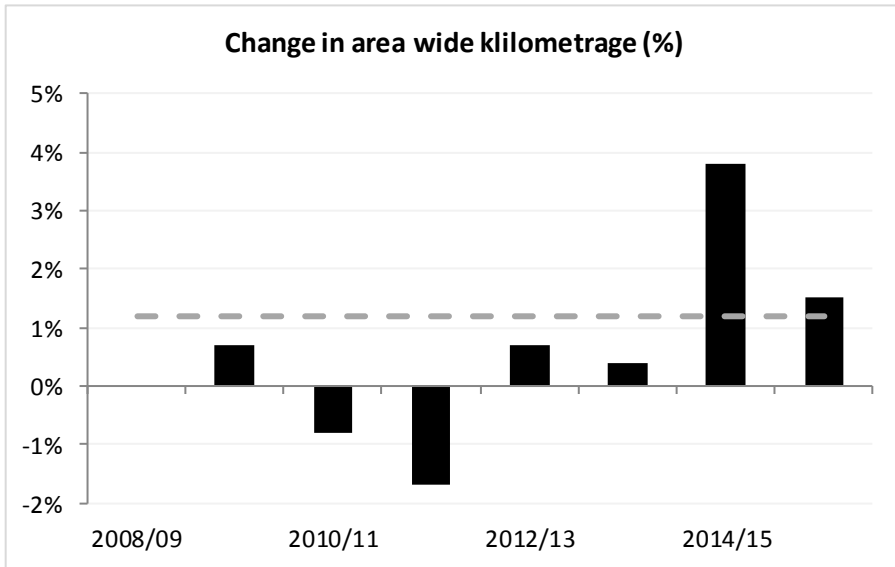
Target for 2016 is at or below 2.8 minutes per mile



## 2. Change in area wide kilometrage

RAG is Amber

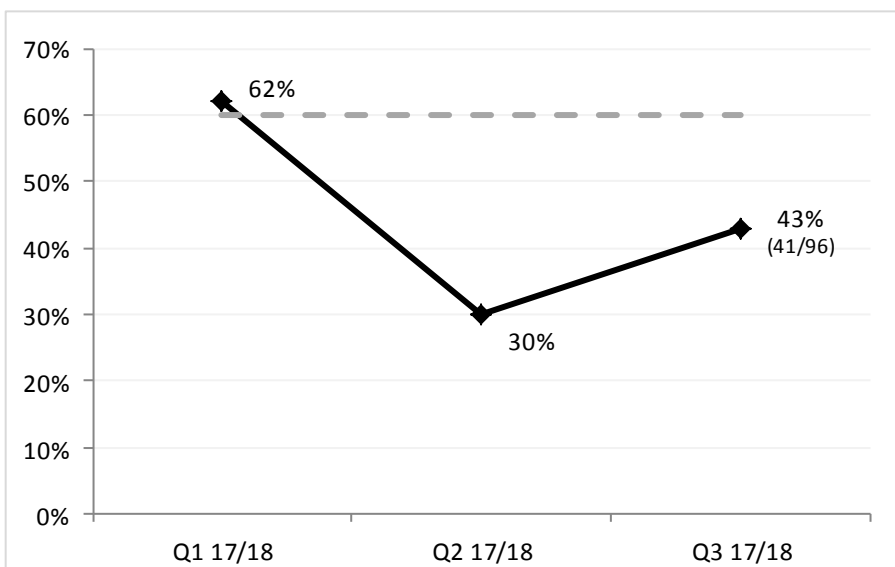
Target is at or below annual growth of 1.2%



## 3. ITCC network interventions (%)

RAG is Red

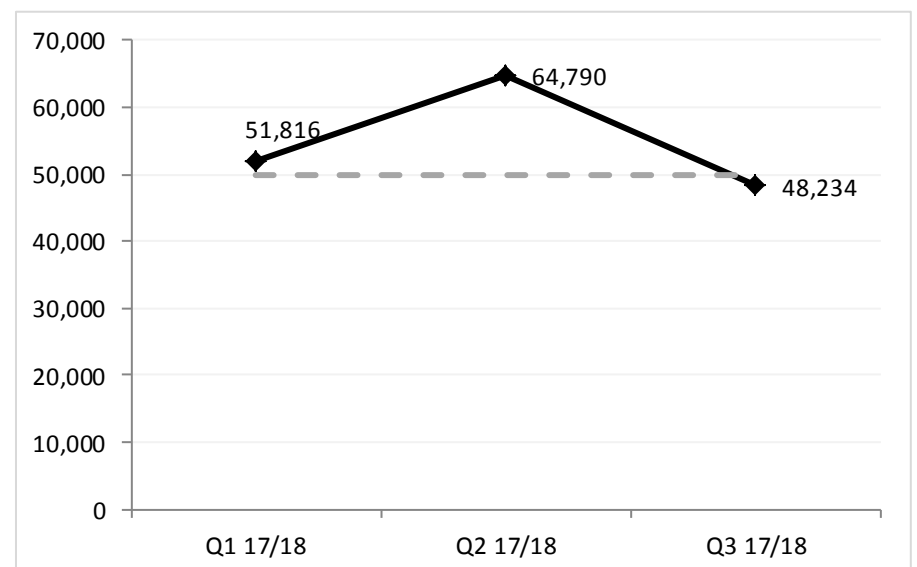
Target is to proactively manage above 60% of incidents



## 4. Days occupation on the Highway

RAG is Green

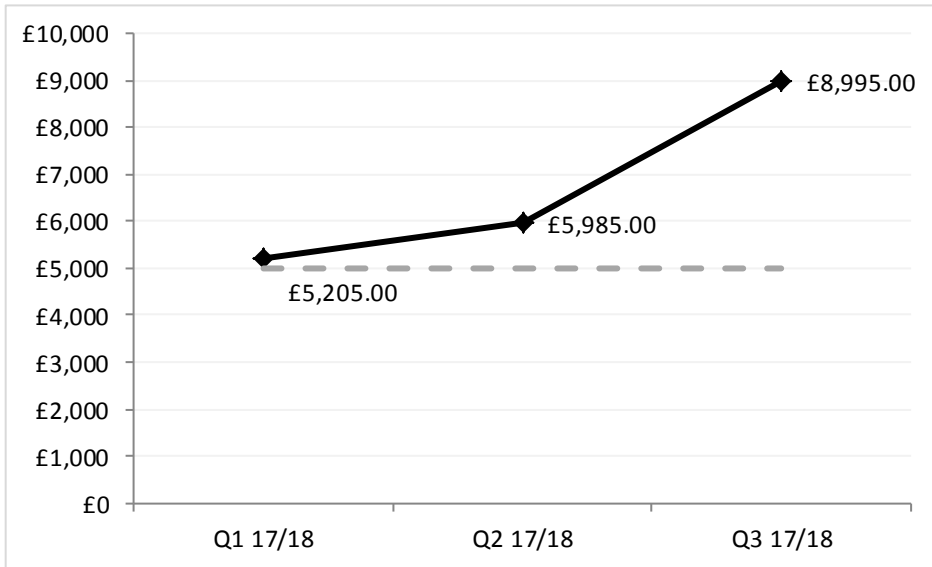
Target is at or below 50,000 days



## 5. Value of deemed permits (£)

RAG is Red

Target is at or below £5,000



### Unreported this quarter:

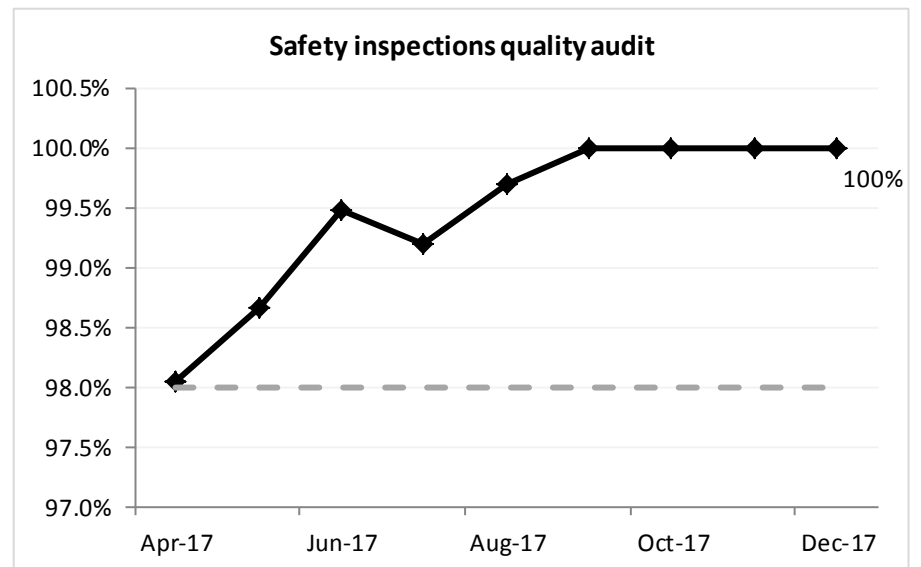
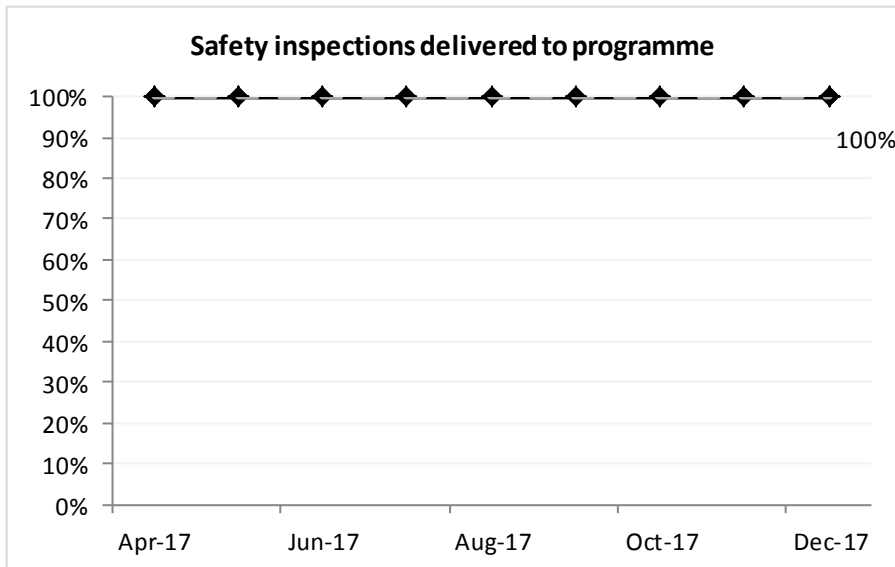
- Abnormal loads – Data behind this not fully agreed yet, but in development with Network Management
- Citizens making journeys of less than one mile on foot (%) – Looked at within TARs as part of KPI review
- Citizens making journeys of less than three miles on foot (%) – Looked at within TARs as part of KPI review

# Appendix 8 – Network Safety

## 1. Safety Inspections

RAG is Green

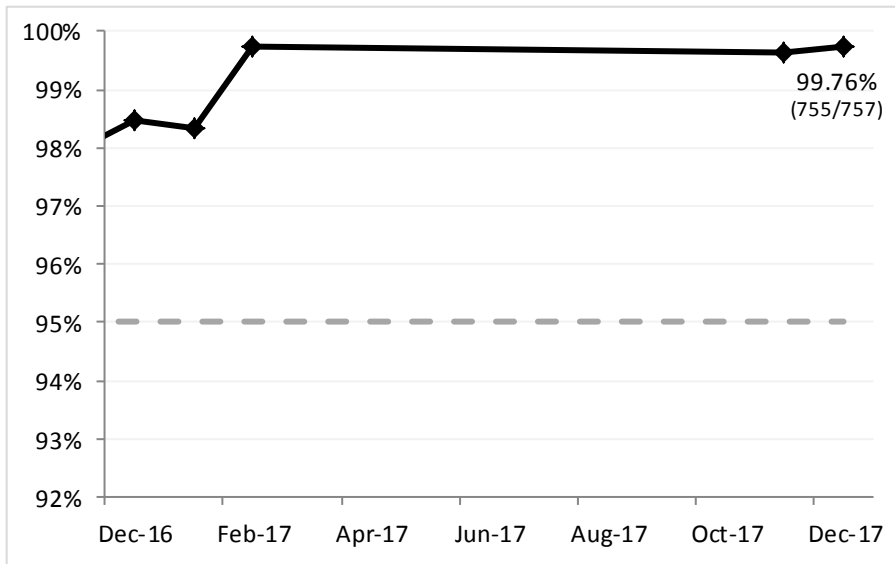
This is an aggregate of two sub-measures. In all cases, aim is to be at or above target level as depicted in graphs.



## 2. Routes completely salted to time (%)

RAG is Green

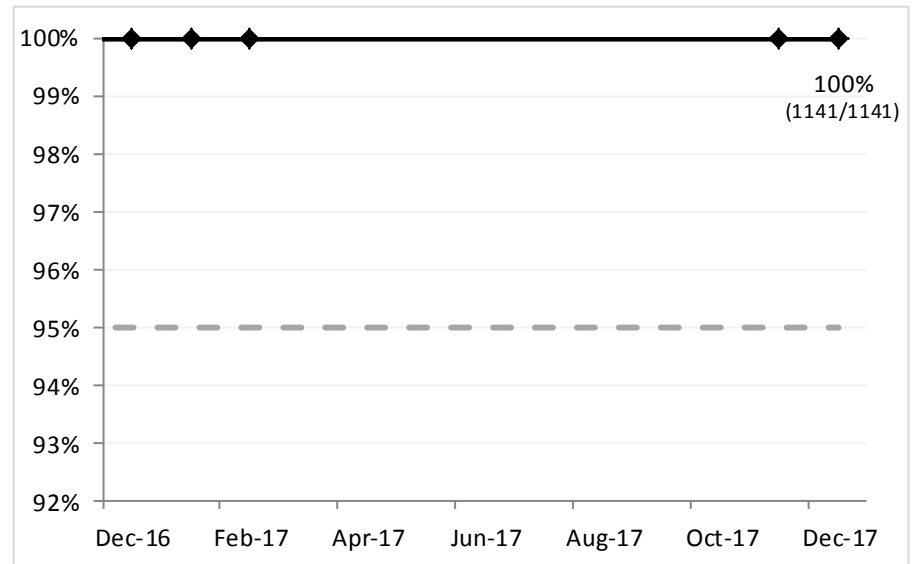
Target is at or above 95%



## 3. Salt bins filled to programme (%)

RAG is Green

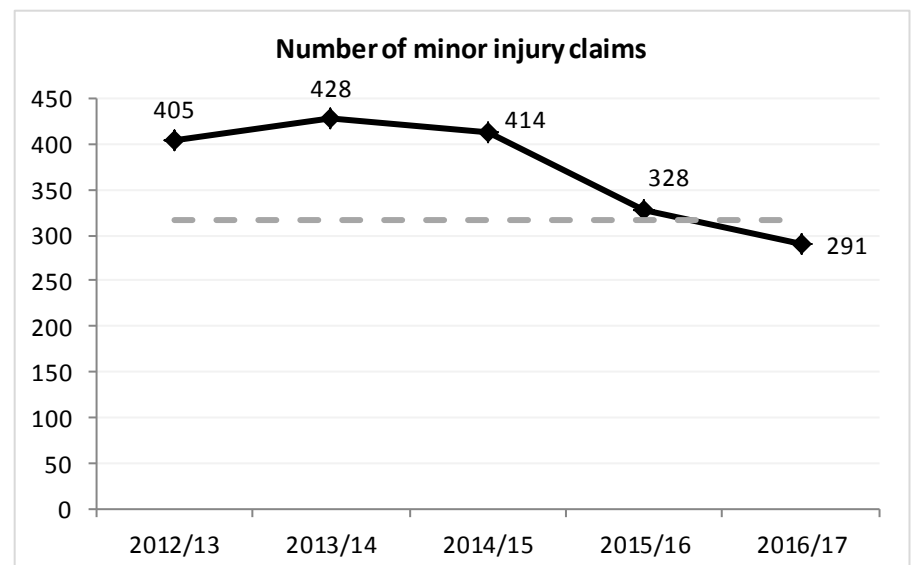
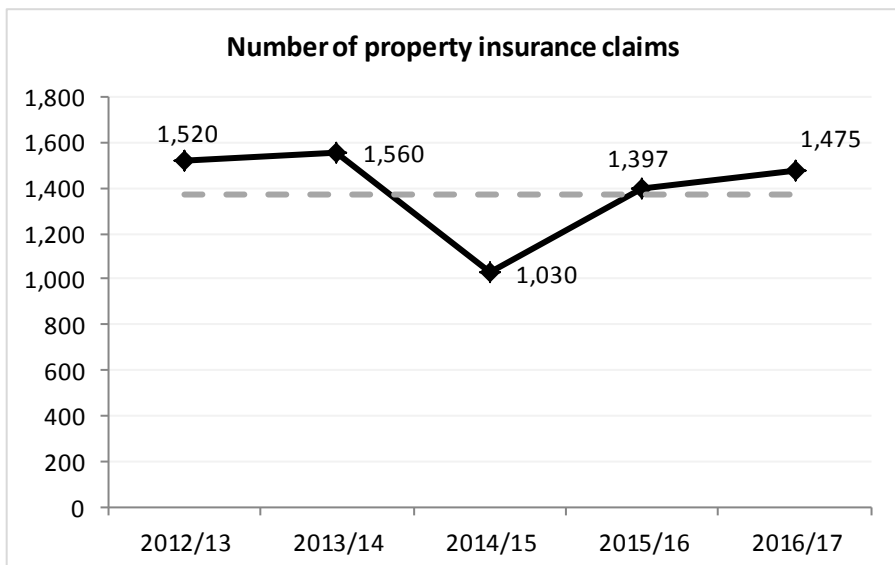
Target is at or above 95%



## 4. Number of insurance claims (up to the value of £50,000)

RAG is Amber

This is an aggregate of two sub-measures. In all cases, aim is to be at or below target level as depicted in graphs. **Please note:** These figures, particularly for 16/17, are likely to change retroactively as claims that are currently open are settled.

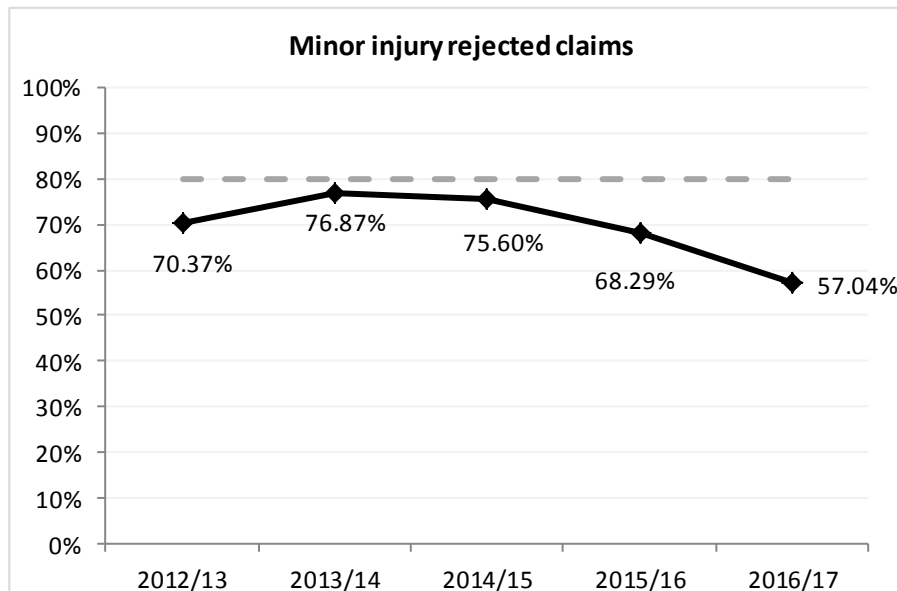
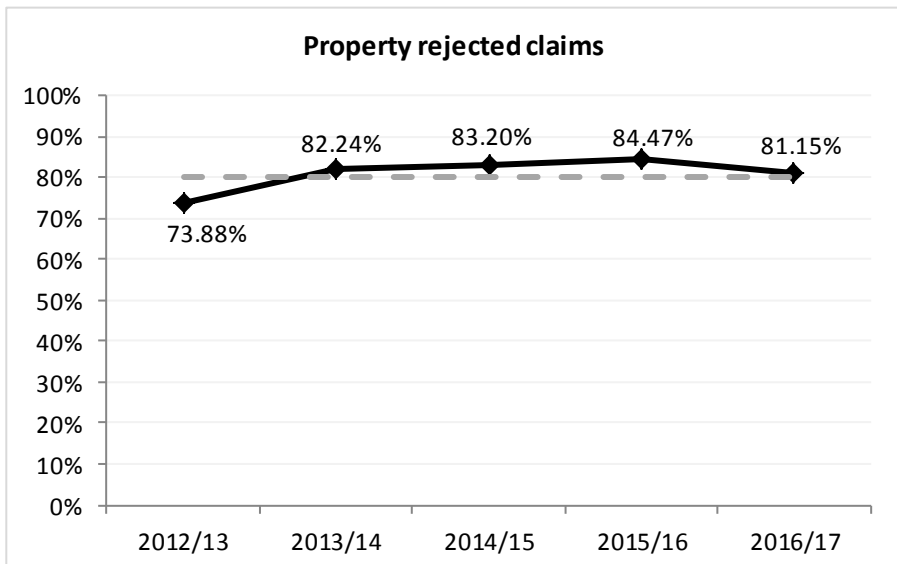




**5. Rejected insurance claims (as % of total claims)**

**RAG is Amber**

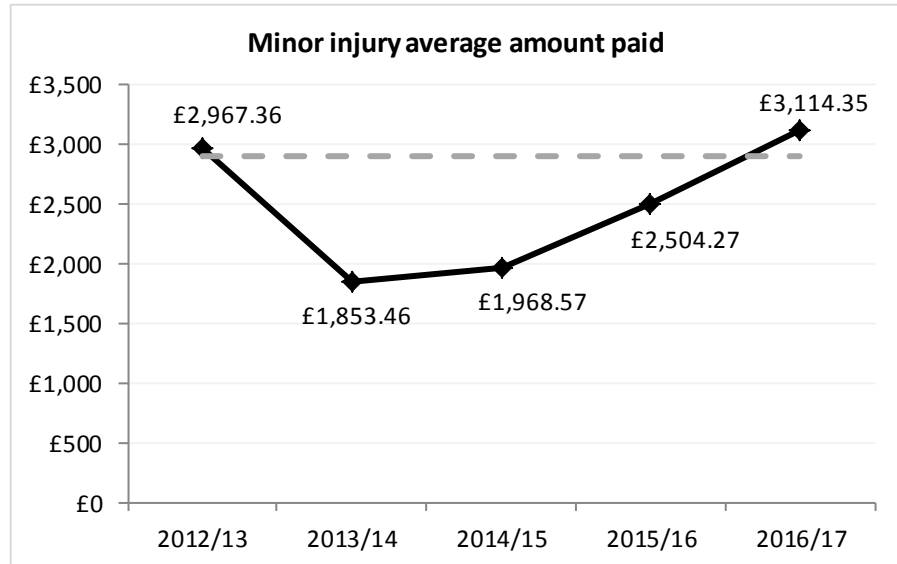
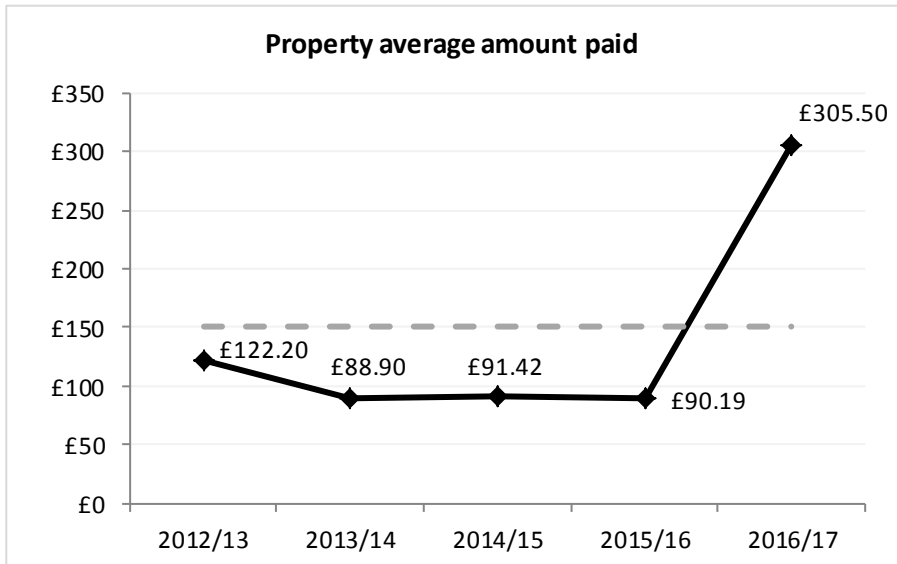
Target is at or above 80%. *Please note: These figures, particularly for 16/17, are likely to change retroactively as claims that are currently open are settled.*



**6. Average amount paid for insurance claims**

**RAG is Red**

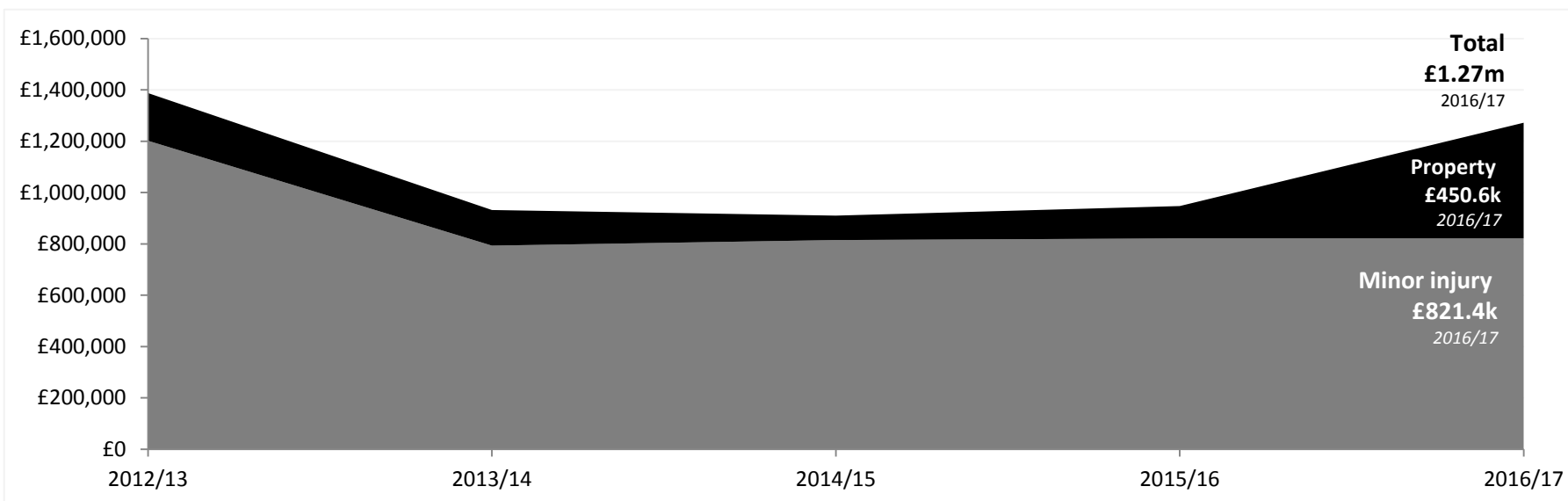
This is an aggregate of two sub-measures. In all cases, aim is to be at or below the target level as depicted in graphs. *Please note: These figures, particularly for 16/17, are likely to change retroactively as claims that are currently open are settled.*



**Total cost incurred by insurance claims**

**No RAG applied – For information only**

*Please note: These figures, particularly for 16/17, are likely to change retroactively as claims that are currently open are settled.*



Unreported this quarter:

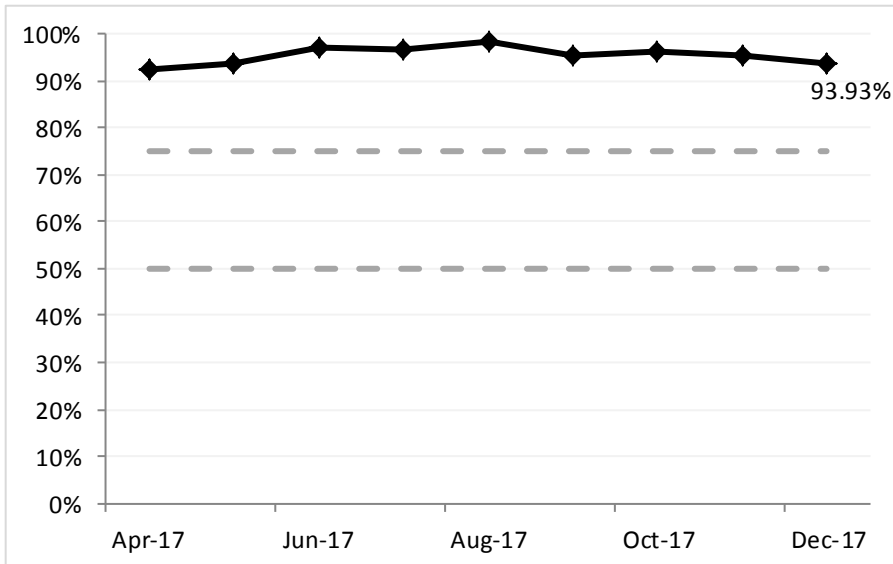
- Speed limit compliance – Discussions over to whether to include due to being primary responsibility of Herts Police

# Appendix 9 – Operational Delivery

## 1. Overall Ringway Performance Score (%)

RAG is Green

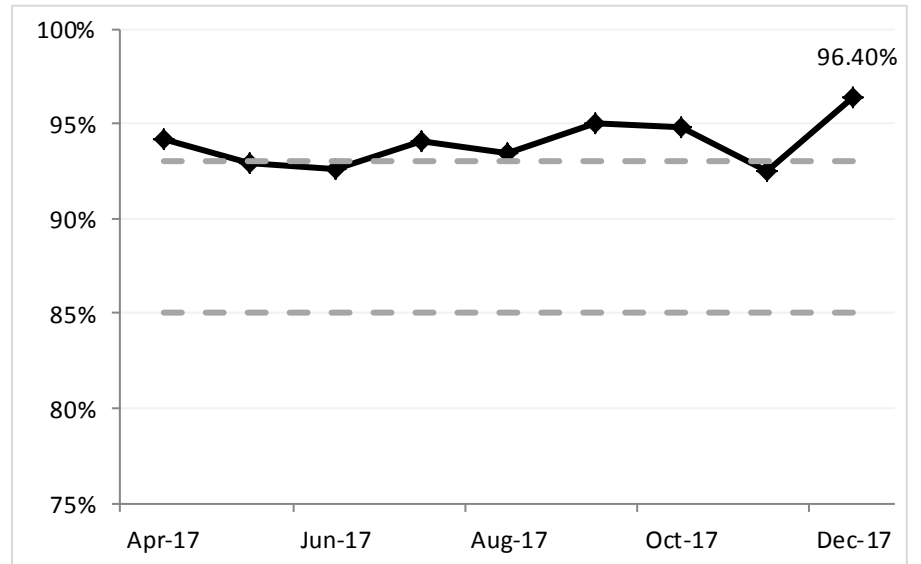
Target is at or above 75%, review below 50%



## 2. Planning consultations responded to within district timescales (%) - RAG is Red

RAG is Red

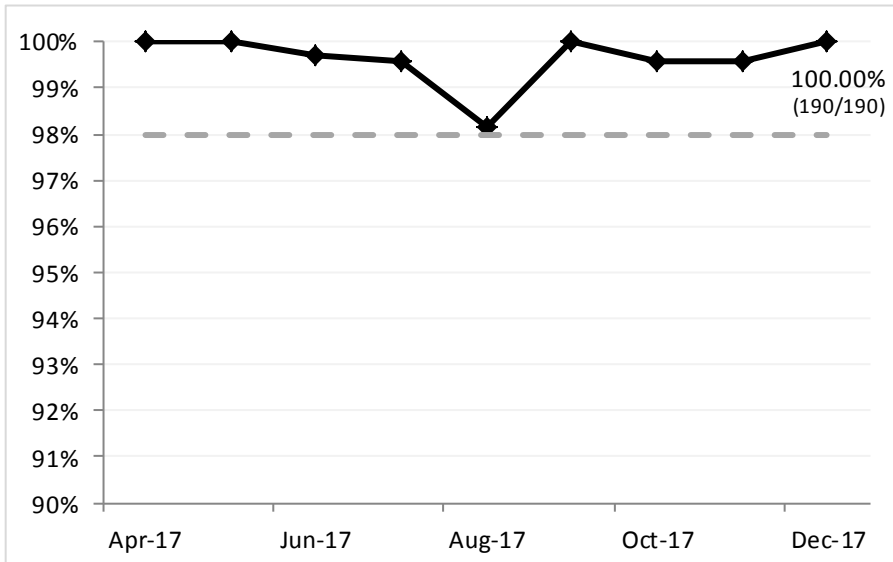
Target is to be between 85-93%



## 3. Carriageway defects reported by the public attended within the prescribed response times (%) - RAG is Green

RAG is Green

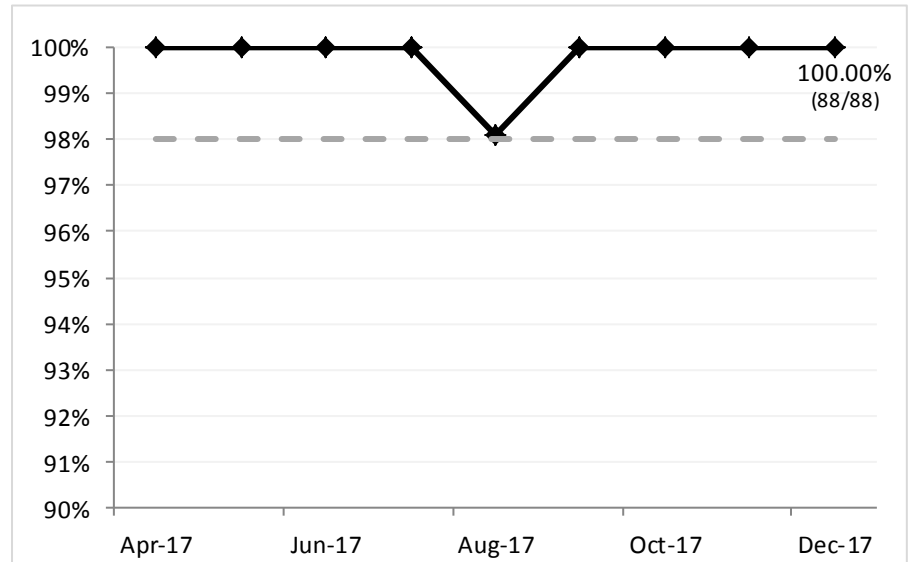
Target is at or above 98%



## 4. Footway defects reported by the public attended within the prescribed response times (%) - RAG is Green

RAG is Green

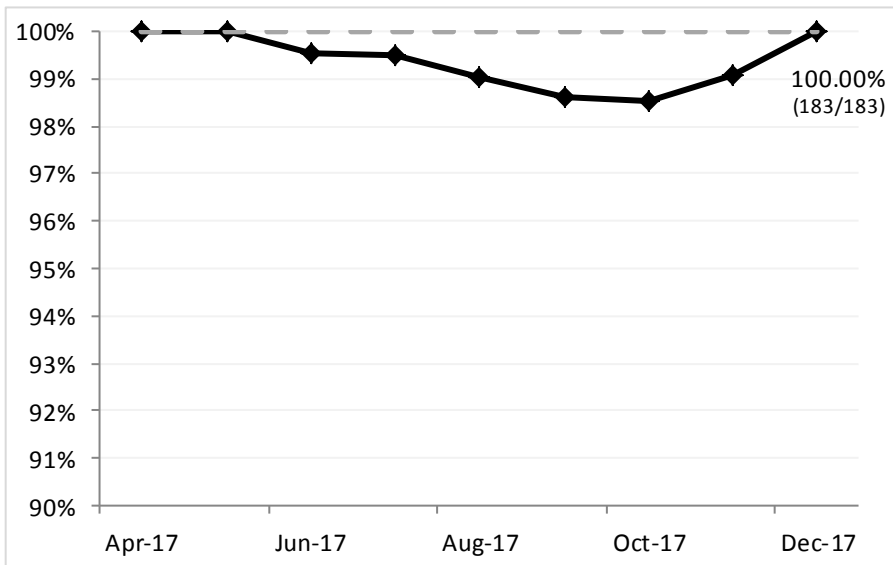
Target is at or above 98%



## 5. Exposed electrical wiring made safe within 2 hours of receiving the alert (%) - RAG is Amber

RAG is Amber

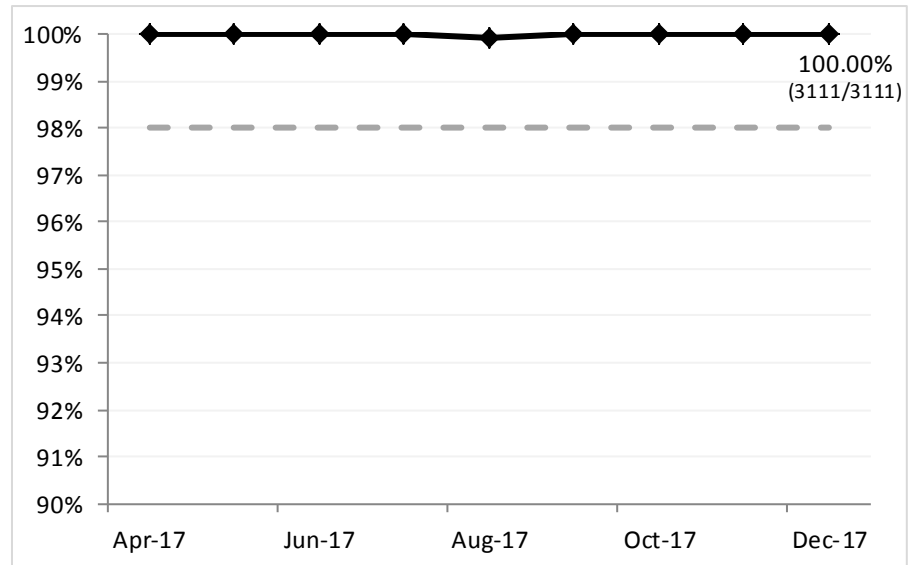
Target is 100%



## 6. Non-emergency street lighting defects rectified within the prescribed response times (%) - RAG is Green

RAG is Green

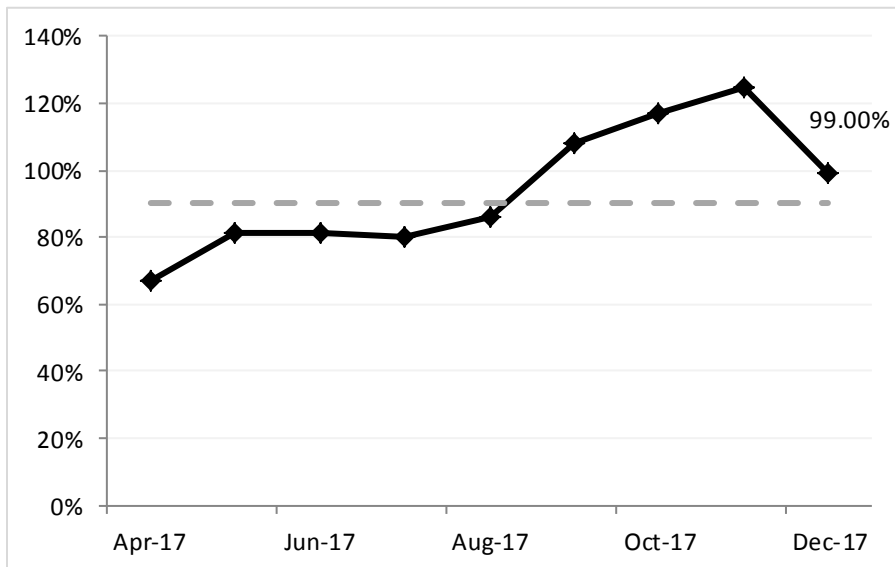
Target is at or above 98%



**7. Schemes delivered against those planned in the IWP (%)**

**RAG is Green**

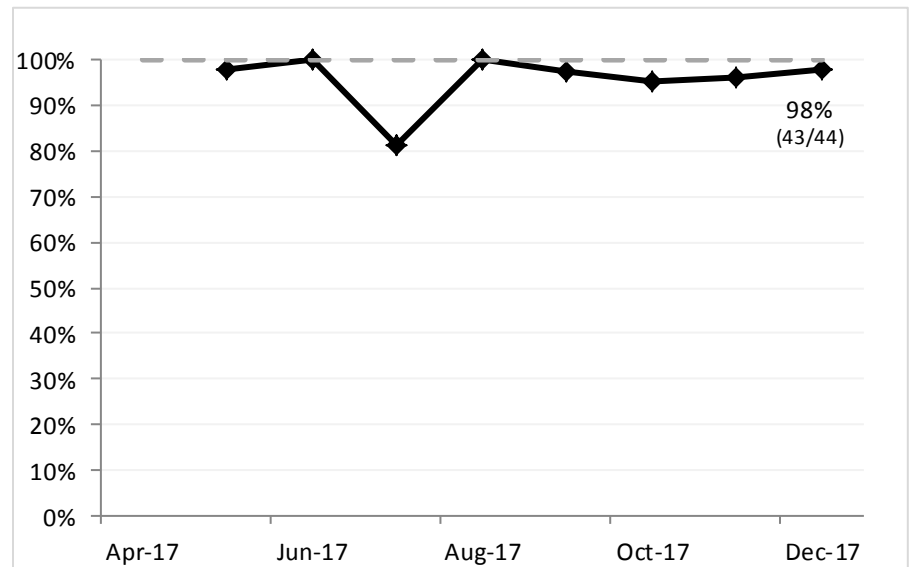
Target is at or above 90%



**8. Grass cuttings performed to spec (%)**

**RAG is Amber**

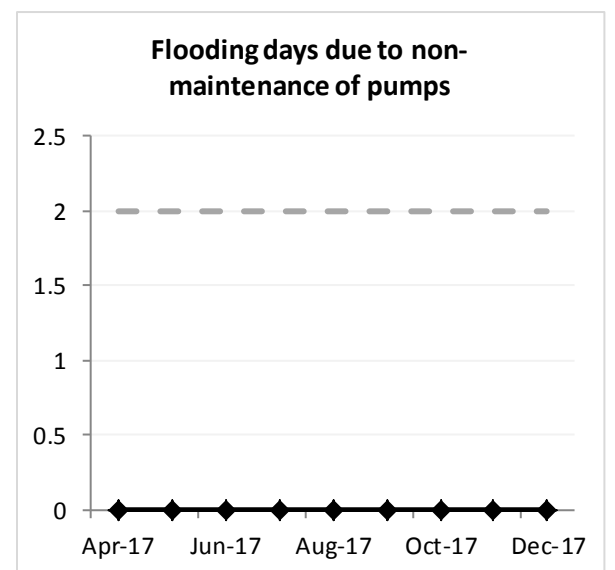
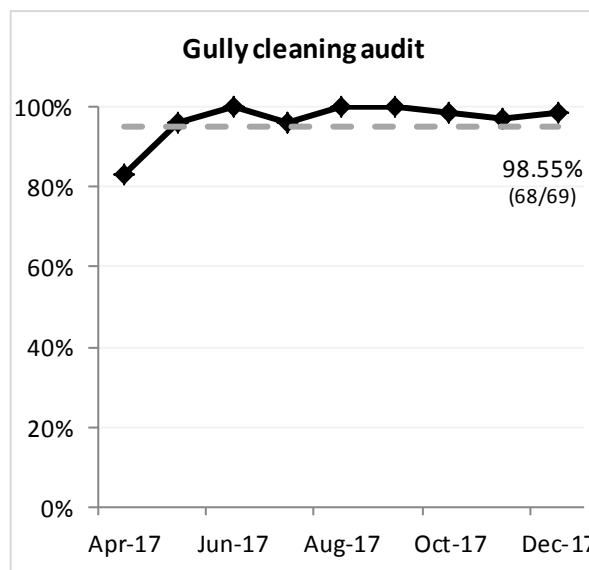
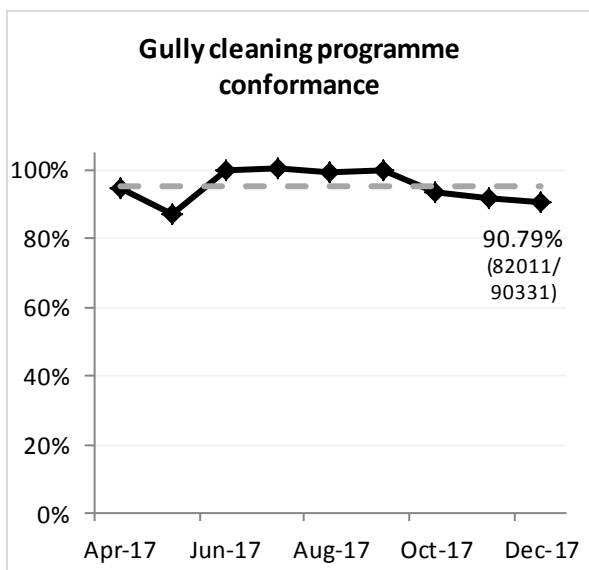
Target is 100%, 40-50 cuts audited per month



**9. Gully cleaning and flooding due to non-maintenance of pumps**

**RAG is Amber**

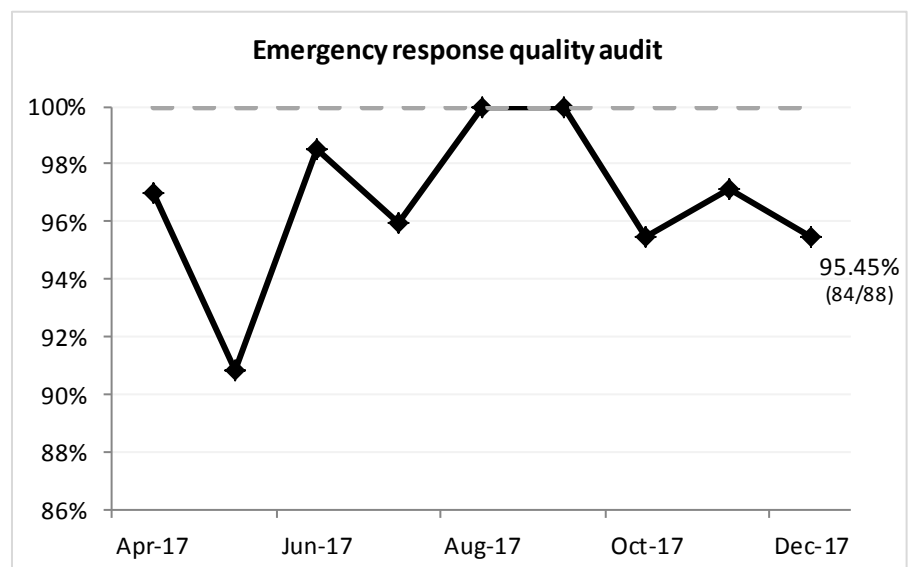
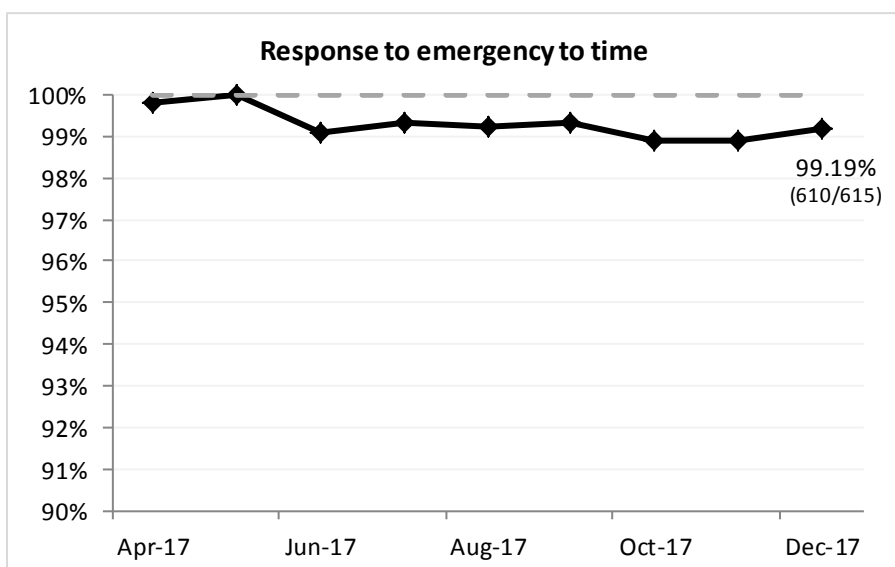
This is an aggregate of three sub-measures. In all cases, aim is to be at or above target level as depicted in graphs



**10. Response to emergency**

**RAG is Red**

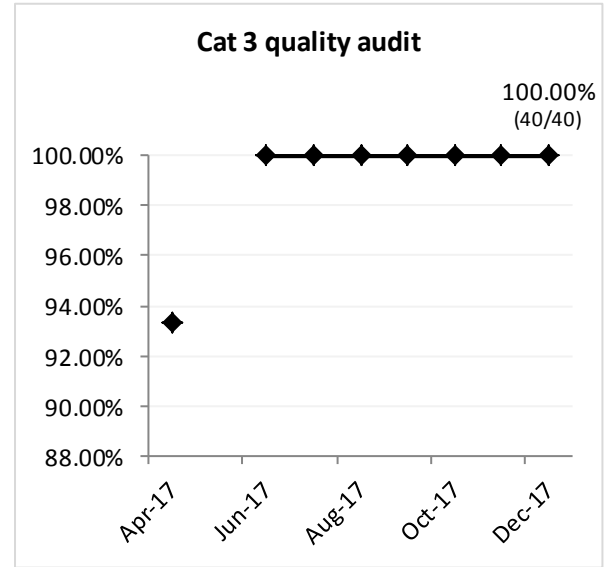
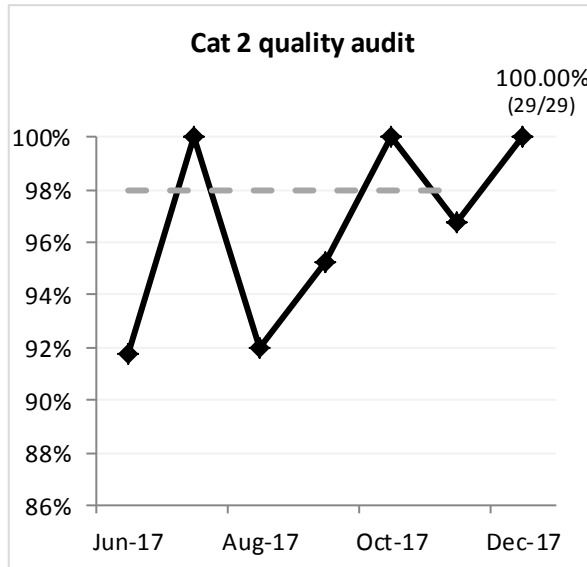
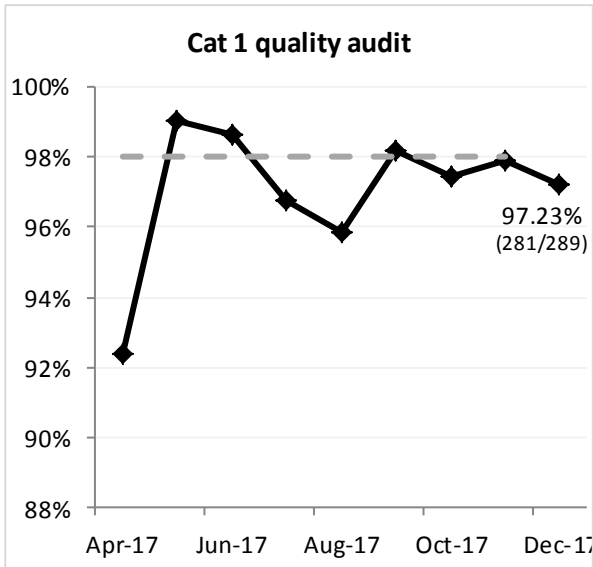
This is an aggregate of three sub-measures. In all cases, aim is to be at or above target level as depicted in graphs



**11. Quality audit**

**RAG is Amber**

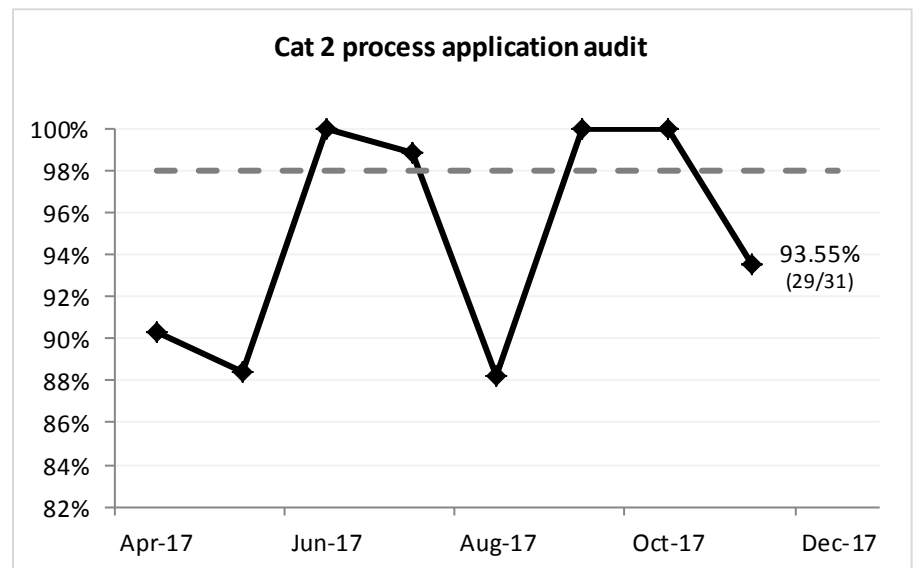
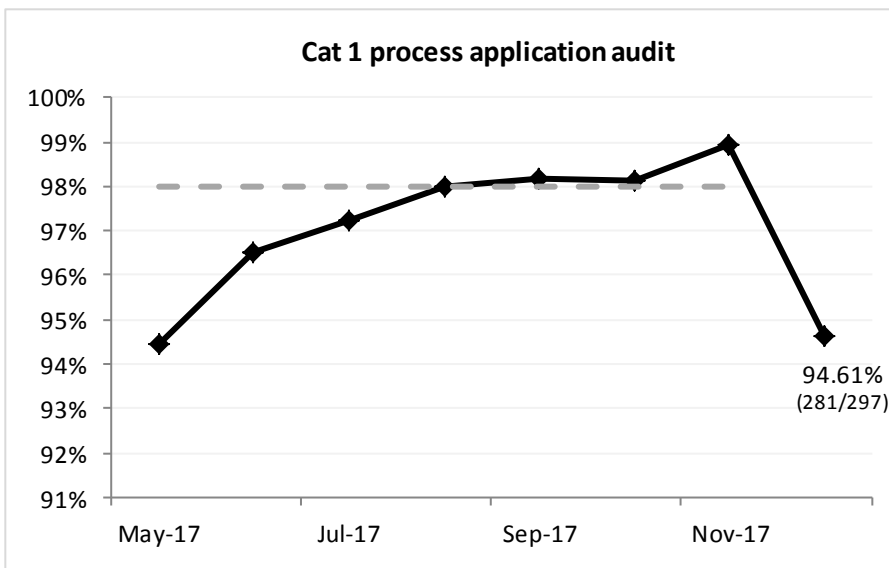
*This is an aggregate of three sub-measures. In all cases, aim is to be at or above 98%.*



**12. Process application audit**

**RAG is Red**

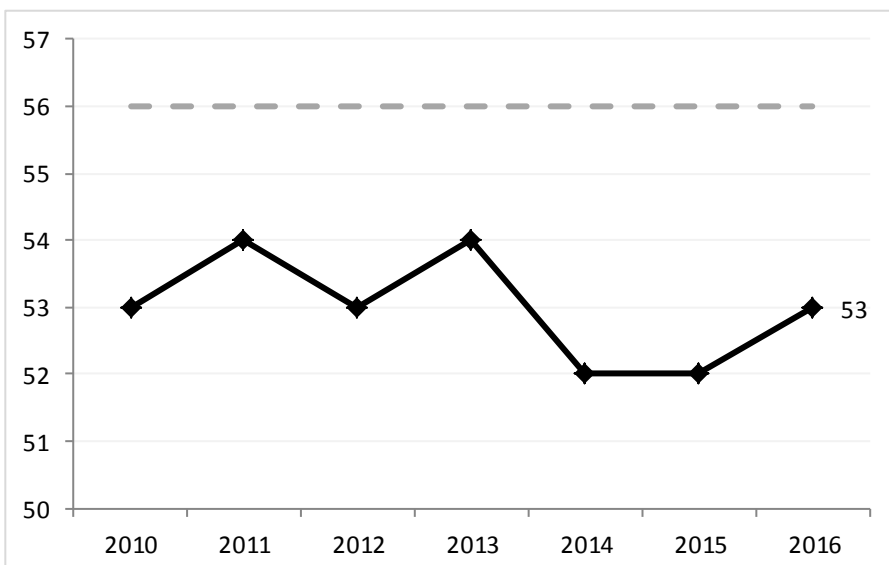
*This is an aggregate of two sub-measures. In all cases, aim is to be at or above 98%.*



**13. HCC NHT survey score**

**RAG is Amber**

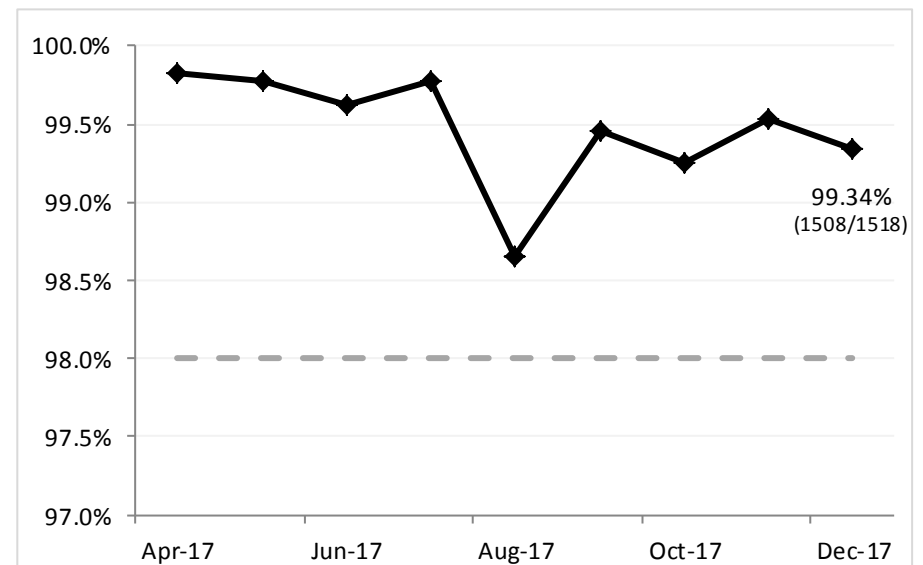
*Target is at or above 56*



**14. Response to Cat 1 score (%)**

**RAG is Green**

*Target is at or above 98%*



Unreported this quarter:

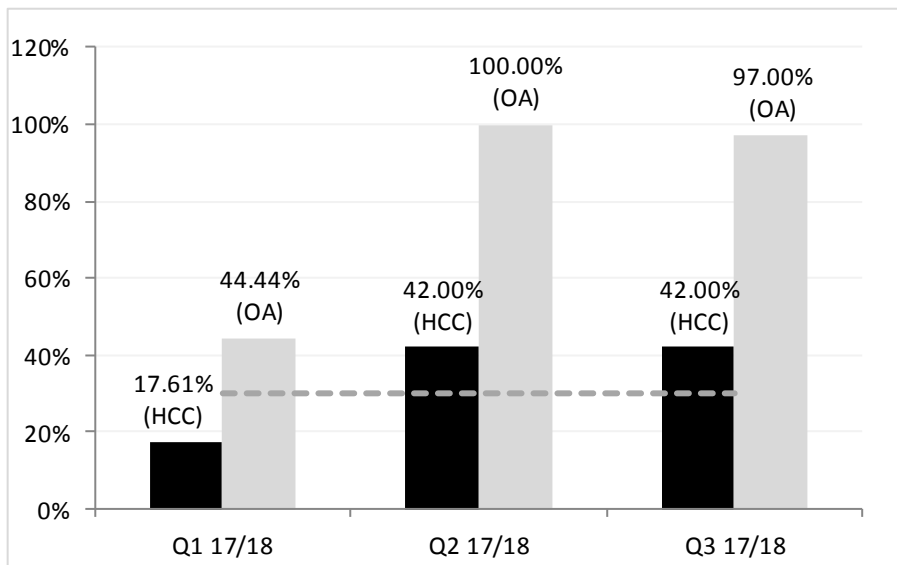
- S278 performance indicator – Measure still in development, parameters and RAG to be agreed with DM group

# Appendix 10 – People

## 1. Staff attended course places (OpusArup and HCC) (%)

RAG is Green

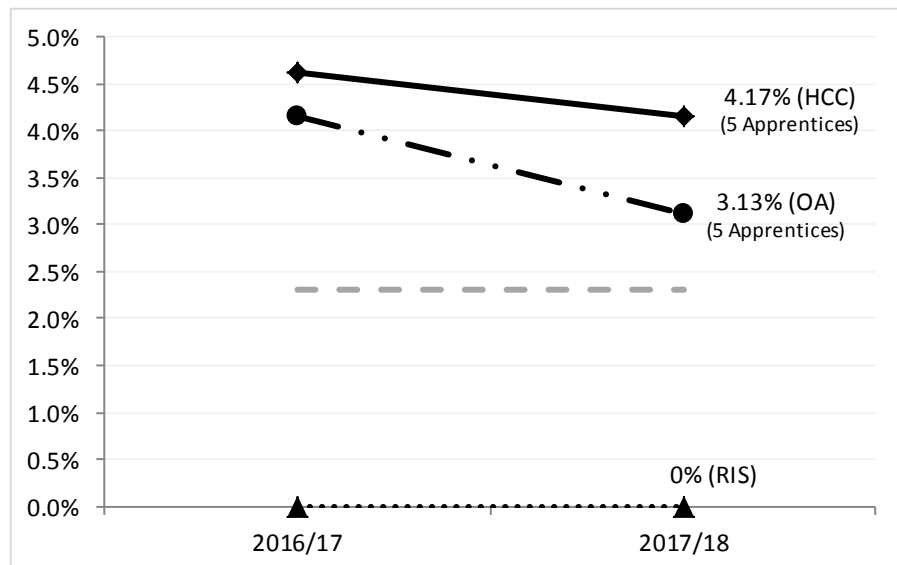
Target 30% of staff having attended a course in some form



## 2. Proportion of workforce that are apprentices (%)

RAG is Green

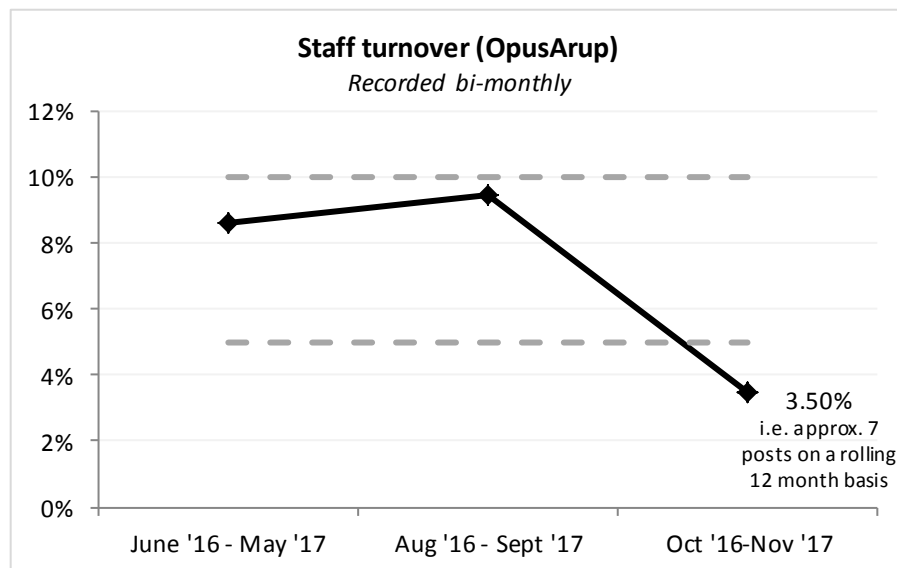
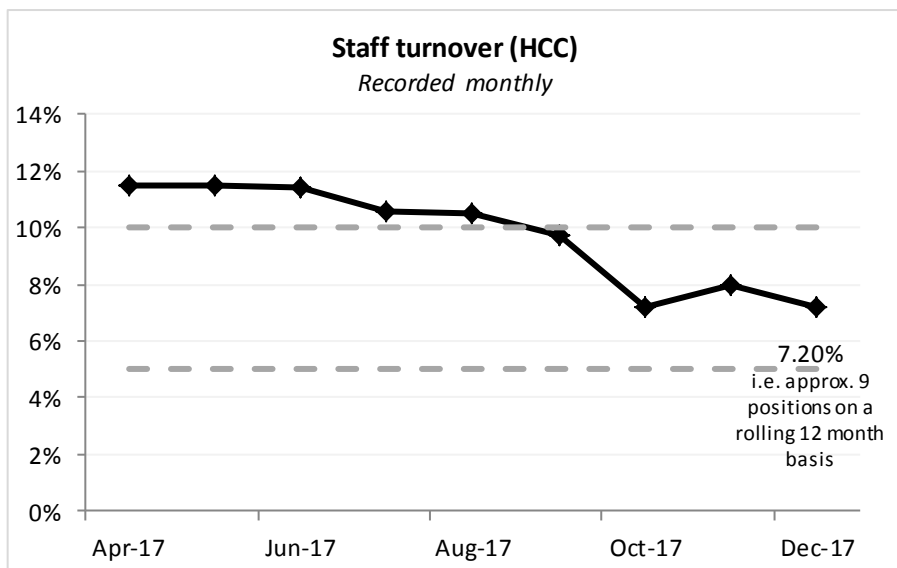
Target is at or above 2.3%



## 3. Staff turnover (OpusArup and HCC) (%)

RAG is Green

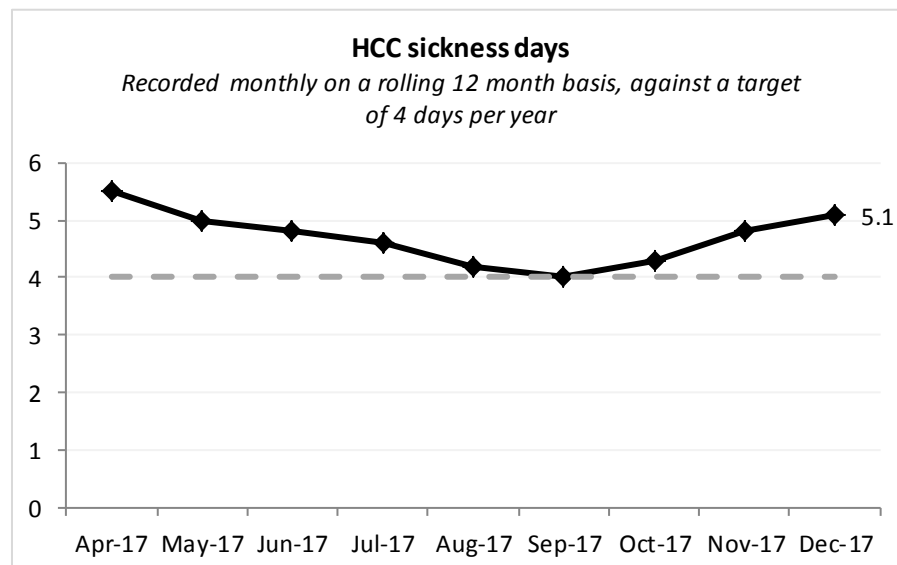
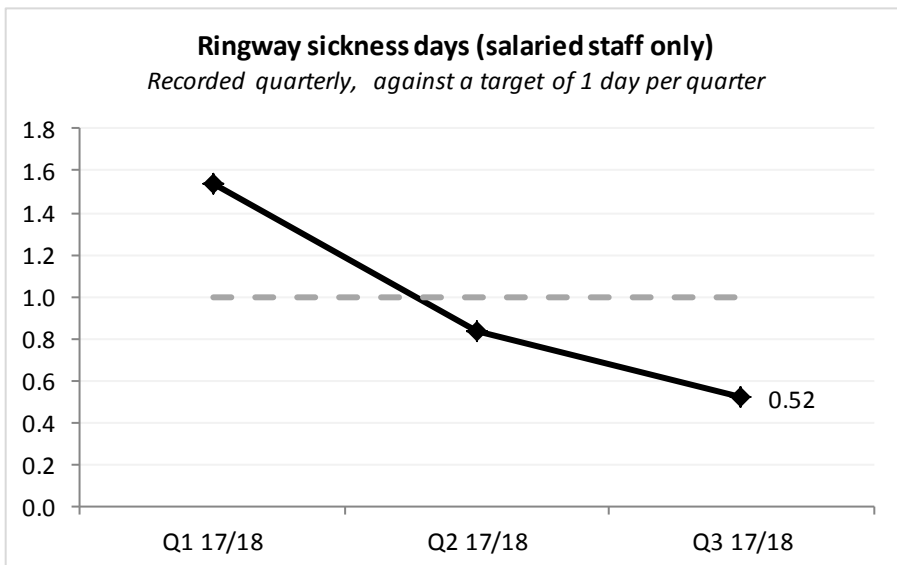
Target is between 5-9.99%



## 4. Number of staff sickness days (HCC and Ringway)

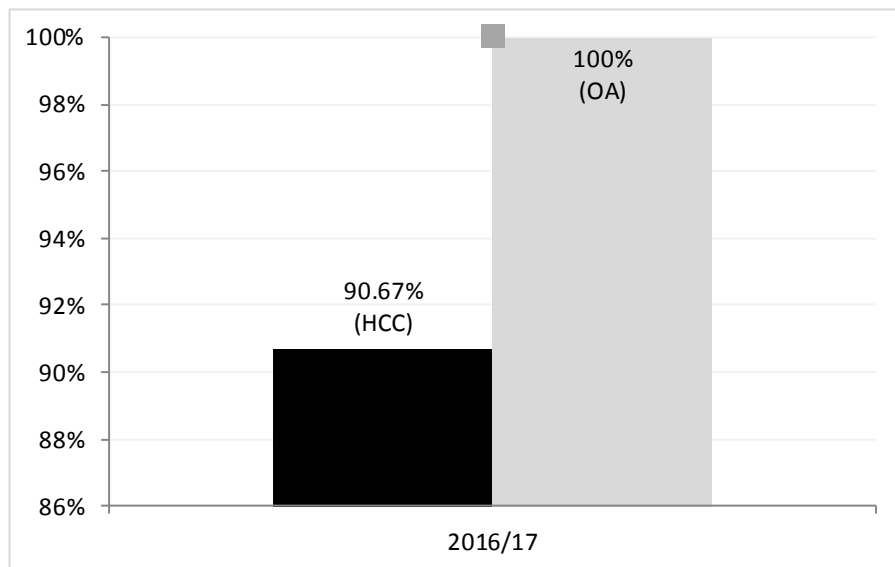
RAG is Green

Target is at or below 1 day per quarter (shown as 4 days per year for HCC data)



**5. Completed annual performance appraisals (HCC and OpusArup) (%) - RAG is Amber**

*Target is 100%*



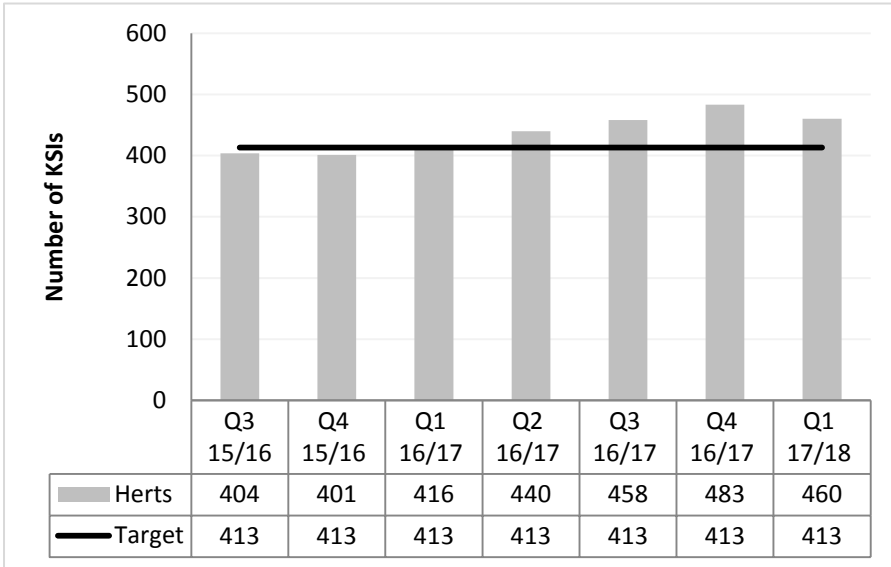
**Unreported this quarter:**

- Smart Working - Requires full development
- Time taking to fill vacancies – Under development
- Candidate diversity – Under development

# Contextual Information – Road Traffic Casualties Indicators

## 1. Total killed or seriously injured as a result of road traffic collision

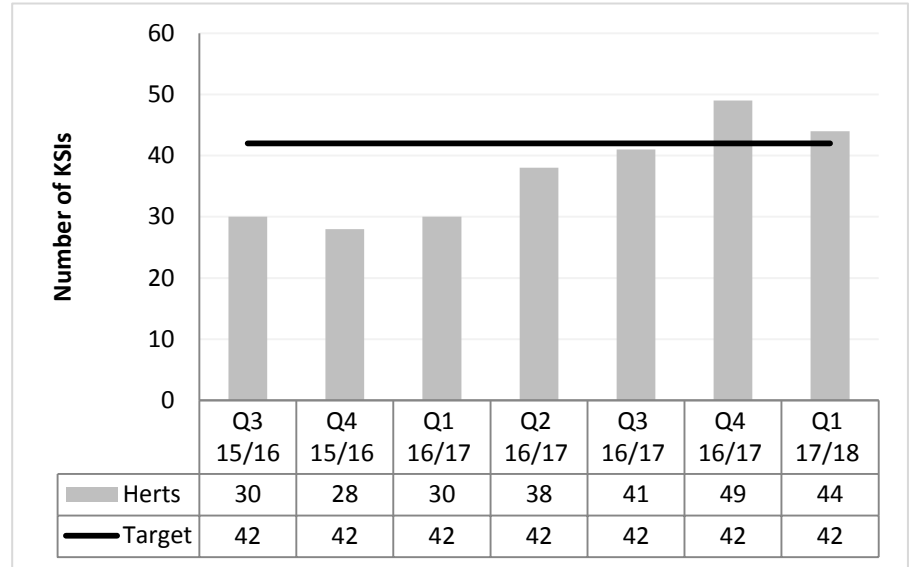
Target is at or below 413 KSIs



Figures for Q1 2017/18 are 99% complete and suggest that there has been a decrease in the number of people killed or seriously injured. Data supplied from CRASH continues to be slow. Local liaison continues with Bedfordshire / Cambridgeshire as well as with Herts Police regarding resourcing.

## 2. Children killed or seriously injured in road traffic accidents

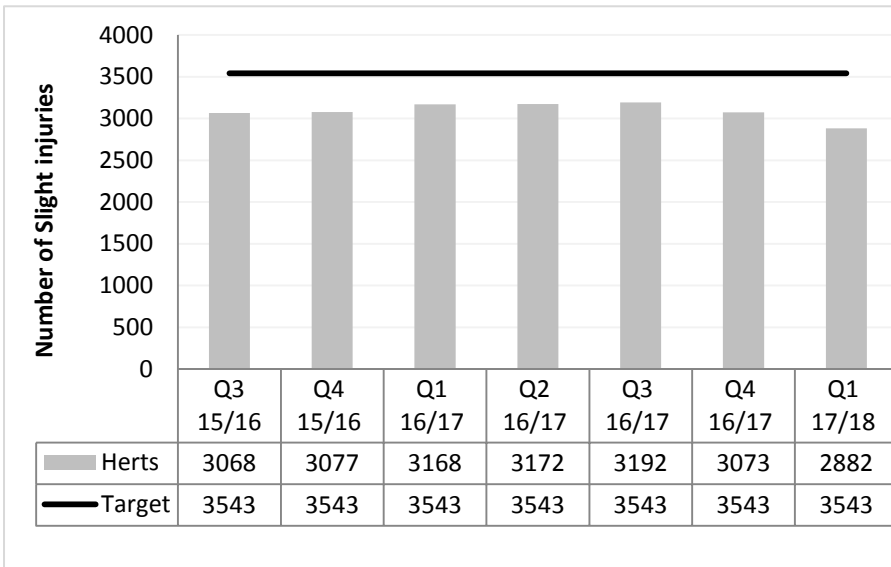
Target is at or below 42 KSIs



There were no fatalities recorded and the data shows that there was a decrease in the number of children killed or seriously injured.

## 3. Number of slight road casualties per year

Target is at or below 3543 slight injuries



Data for Q2 2017/18 is incomplete. Data supplied from CRASH continues to be slow. Local liaison continues with Bedfordshire / Cambridgeshire and with Herts Police. Nonetheless, this is the second consecutive quarter where there has been a decrease in the number of slight casualties.

# Contextual Information – Risks

*Highways has 3 corporate risks, as follows.*

## **1. Road Maintenance (Risk ENV0030)**

- In the event of a failure in road inspection and / or fault reporting procedures, there is a risk that the condition of our roads falls below expected standards, which results in injury to citizens and / or successful claims against HCC.
- The risk owner has considered data and information in respect to this risk, including insurance claims, and is content with the scoring of the risk. The likelihood of a failure in road inspection and / or fault reporting procedures remains 'rare' and attracts a 'high' impact.

## **2. Highways Investment (Risk ENV0033)**

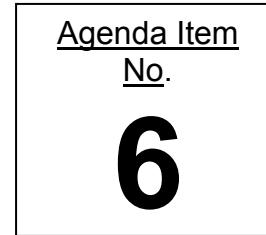
- In the event of under investment there is a risk that road maintenance levels cannot be maintained and general deterioration occurs, which may lead to increased number of accidents, loss of reputation and customer dissatisfaction.
- The risk and control measures have been reviewed with no changes to report this quarter as it remains relevant and appropriate. The likelihood of under investment remains 'unlikely' and attracts a 'high' impact.

## **3. Croxley Rail Project (Risk ENV0148)**

- As a result of political changes and escalating costs there is a risk that the Croxley Rail Link scheme is cancelled, which may result in claims to the Council (liability is capped at £3m), difficulties in re-claiming HCC investment sunk into the scheme and reputational loss. This will also have a significant impact on future growth in the area.
- The overall risk status is considered 'severe' and attracts a 'high impact' due to the high profile nature of the project.



**HERTFORDSHIRE COUNTY COUNCIL**  
**HIGHWAYS CABINET PANEL**  
**WEDNESDAY 7 MARCH 2018 AT 10.00 AM**



**LANE RENTAL CONSULTATION**

*Report of the Chief Executive & Director of Environment*

Author: Steve Johnson, Head of Highways Contracts and Network Management (01992 658115)

Executive Member: Ralph Sangster, Highways

**1. Purpose of report**

The purpose of this report is to:

- Make panel members aware of the Department for Transport (DfT) lane rental scheme developments.

**2. Summary**

- 2.1 The DfT recently carried a consultation exercise on the future of lane rental schemes following a trial in Kent and London.
- 2.2 The DfT are due to publish guidance later this year, allowing other Highway Authorities to apply to operate a lane rental scheme, to further support management of the highway network.
- 2.3 Highways officers will be investigating the option of introducing such a scheme in Hertfordshire, based on the guidance that will be provided later this year.
- 2.4 A further report will be brought to panel once the DfT guidance has been produced and considered.

**3. Recommendation**

- 3.1 The Highways Cabinet Panel is requested to note the contents of the report.

## **4 Background**

- 4.1 Following the consultation on the future of Lane Rental, the Government has decided to proceed with a roll out to other Highway Authorities.
- 4.2 Lane Rental was previously trialled with Transport for London and Kent County Council. The DfT will allow other authorities to bid for and set up lane rental schemes as a way of reducing the impact of street works on the busiest roads at the busiest times.
- 4.3 Any new lane rental scheme will need to be approved by the Secretary of State for Transport in line with existing primary legislation.
- 4.4 The DfT will draft and issue bidding guidance for authorities, that it intends to make available later this year.
- 4.5 It is anticipated that it will typically take an authority around 12 months or so to develop, consult and implement a scheme.
- 4.6 Approval would be subject to certain conditions including:
  - Authorities would need to have a well-run permit scheme, with appropriate fees and which support the delivery of national infrastructure projects (HS2, broadband roll-out etc.);
  - The lane rental scheme would apply to a local authority's own works as well as third party works, as per the trial by Kent and London;
  - Lane rental charges should be used to incentivise work outside of peak times;
  - Schemes must be trialled for a period of time before 'going live' and reviewed annually to ensure charges remain proportionate and are applied to the most congested roads;
  - Lane rental should apply to no more than 5% of the network, as was the case in Kent.

## **5. Financial Implications**

- 5.1 There are no financial implications associated with this report. However there will be financial implications associated with setting up and operating a lane rental scheme. These will be included in a future report to the Panel.

## **6. Equality Impact Assessments**

- 6.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.
- 6.2 Rigorous consideration will ensure the proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.
- 6.3 The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to:

- (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;

and

- (c) foster good relations between persons who share a relevant, protected characteristic and persons who do not share it.

The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.

- 6.4 No equalities implications have been identified in relation to this report, although any changes to the service as a result of the introduction of lane rental scheme may have equality implications which will need to be considered.

### ***Background Information***

<https://www.gov.uk/government/consultations/future-of-lane-rental-schemes-for-roadworks>