

Pothole Fund Application Form



Department
for Transport

Guidance is available at: <https://www.gov.uk/government/publications/pothole-fund-2014-to-2015-application>

Only one application form should be completed per local highway authority.

Applicant Information

Local authority name: Metropolitan Borough of Knowsley

Bid Manager Name and position: Andy Millar, Group Manager, Highways & Transportation

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When authorities submit a bid for funding to the Department, as part of the Government's commitment to greater openness in the public sector under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004, they must also publish a version excluding any commercially sensitive information on their own website within two working days of submitting the final bid to the Department. The Department reserves the right to deem the business case as non-compliant if this is not adhered to.

Please specify the weblink where this bid will be published:

<http://www.knowsley.gov.uk/your-council/policies,-plans-and-strategies/place.aspx>

SECTION A – Your Highway

The Department would like to understand more about the highway assets that fall under your statutory duties.

We already collect data from your authority in regards to road lengths but we would like to understand more about the other assets you are responsible for. Please answer the following in your application:

A1: What is the number of bridges owned by your authority with span over 1.5 metres?

82 (road bridges + foot bridges).

(Not included: 20 retaining walls, 24 culverts, 3 subways and 12 "other" structures).

A2: What is the total number of street lighting columns under your authority's responsibility?

The street lighting stock is currently managed through a PFI contract by SSE Ltd. There are 19762 lighting columns and 289 feeder pillars. Combined total is 20,051.

A3: What is the total number of street lighting columns under your authority's responsibility over 40 years old?

The street lighting stock is subject to a PFI arrangement. During the PFI core investment period older stock will be replaced.

A4: What is the total length of footways under the responsibility of your authority (in miles)?

626m

A5: What is the total length of off road cycleways under the responsibility of your authority (in miles)?

15m

A6: Please provide a weblink to your authority's statement of how the flood recovery funding, awarded in March 2014, has/will be spent:

[Government Additional Flood Recovery Funding](#)

SECTION B – Potholes

B1: Which of the recommendations arising from the Pothole Review Report has your authority adopted?

The report can be viewed here:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/3995/pothole-review.pdf

Please answer the following, including providing supporting information, where applicable:

Question	Yes/No	All 'yes' answers must be supported evidence. Please append supporting information, clearly marking the question number to which the information refers.
<p>A. Has your authority aligned its maintenance programme to the Government's highways maintenance funding years (i.e. 2011-2015 and 2015-2021)?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>The LTP Implementation Plan 2011-15 is attached below and can be viewed online here:</p> <p>LTP3Implementation Plan</p> <p>This supports the contention that Knowsley MBC fully embraced the doctrine of forward planning, and is the only Council on Merseyside to formally approve, produce and publish an LTP Highways Implementation Plan.</p> <div style="text-align: center;">  <p>Adobe Acrobat Document</p> </div> <p>The 2nd Implementation Plan is currently being refreshed and incorporated into the new Highway Asset Management Plan Framework. The intention is again realign the maintenance programme to the Government's funding period.</p>

<p>B. Has your authority adopted the principle that ‘prevention is better than cure’ in determining the balance between structural, preventative and reactive maintenance activities in order to improve the resilience of the highway network and to minimise the occurrence of potholes in the future?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<p>The draft report below is to be approved by Knowsley's Cabinet after the May municipal elections. It sets out the reasons for adopting a highway asset management framework, using the approach and tools promoted through HMEP and others.</p>  <p>Implementation of Highway Asset Mana</p>
<p>C. Has your authority ensured that appropriate competencies have been made available to make the right choices when designing and specifying techniques and materials for the maintenance and repair of highways? Note - these competencies can be secured through training, collaboration with neighbouring authorities or external advice.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<p>Knowsley Council has formed a joint Venture Company with Mouchel Infrastructure and Business Services Group. The company, 2020 Knowsley Ltd, provides high quality civil engineering (including structural engineering) and design consultancy services. Where necessary (for example for the replacement of the Greystone Road Bridge over the M62), additional design and construction expertise is drafted in where necessary from the wider Mouchel Group. The link to 2020 Knowsley can be found here:</p> <p>2020knowsley.com</p> <p>The Highway Team also retains AppiaTRL Ltd to scrutinise and clean its SCANNER, SCRIM and FNS data.</p> <p>The Merseyside Partnership, which oversees the production of the Local Transport Plan for Merseyside, has formed a Merseyside Districts Engineers Group, which meets on a regular basis to share sector information and discuss contractor</p>

performance, materials, products and techniques.

The product of a LEAN exercise into the Highway Inspection Service, Knowsley has created a "Highways Panel", which meets twice weekly to scrutinise defects identified by the Highway Inspection Team. The Panel will determine if the proposed instruction of a given Highways Instructor is correct, the optimal treatment and if the defect(s) should be considered as part of a wider scheme in the planned programme. The Highways Panel consists of two Knowsley Civil Engineers, the relevant contractor for the maintenance contract and a member of the KMBC Highways Contracts Team. This has been a hugely successful collaboration, as it has reduced delays caused by the contractor issuing early warnings for compensation events, and systematically links the identification of potholes and other defects to the wider planned programme of works.

The Panel also seeks the opportunity to trial new materials, which has led to demonstrations from companies such as Viatec for its Viatex product. The shortcut to the website is here:

[Viatec](#)

<p>D. Does your authority co-ordinate with other parties working on the highway short and long term programmes of work activities for up to four years in advance?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<p>The Streetworks Manager chairs a quarterly coordination meeting with the utilities, neighbouring authorities and contractors. A typical agenda and minutes are attached below.</p> <p style="text-align: center;">  Knowsley KMBC Co-ordination Minutes </p> <p style="text-align: center;">  Agenda 10 04 14.pdf </p>
<p>E. Has your authority considered the guidance provided in the ADEPT report Potholes and Repair Techniques for Local Highways and adopted as appropriate to your local circumstances?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<p>In particular, the Highways Panel referred to in "C" above makes use of the <i>Pothole Infill Repair Material Selection Process</i> model on page 18 of the document. As mentioned previously, this process not only draws the right conclusion in engineering terms, but also saves delays on the network and prevents compensation events reported by the contractor. The pothole repair process is also closely adhered to in terms of photographing and identifying the extent of the defects. Combined, the Highway Inspectors and the Panel have embraced Section 3 in its entirety.</p>
<p>F. Has your authority developed a detailed highway inspection manual and have put appropriate training in place for your Highway Inspectors?</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<p>The Highway Inspection Policy is below</p> <p style="text-align: center;">  Safety Defect Inspection Policy V 15 </p> <p>The policy is simple and has been embraced by the inspectors. The toolkit exercise into the Highway Safety Inspection regime revealed a lack of consistency amongst Highway Inspectors; not in</p>

		<p>relation to the classification of a defect (ie whether it represents a <i>safety</i> hazard or not) but in relation to the consideration of the treatment, including the use of permanent repairs and the requirement for traffic management. It was felt that the optimum way to address this inconsistency was through real-time mentoring, as opposed to a comprehensive inspection manual, which would not have been considered to be accessible by the Inspectors. The mentoring regime is informed by the Highways Panel referred to in "C" above. This panel scrutinises the decisions made by the Inspectors and feeds any discrepancies into a feedback/mentoring regime. The effect of this is to build in a continuous improvement loop of plan, do, check, act. Thus training becomes systematic as opposed to being an added activity.</p>
<p>G. Does your authority use technology and systems for the effective identification and management of potholes?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Knowsley uses Pitney Bowes "Confirm" for customer management, the highway inspection regime, the issue of instructions directly to contractors, budget management and management of the UKPMS raw database.</p> <p>Technology is at the core of the Knowsley approach to the management of potholes and other defects. In addition to this, the use of technology has allowed the introduction of mobile working, which has - in conjunction with the reclassification of the highway network – borough</p>

		<p>about massive productivity improvements of around 25%.</p> <p>Highway Inspectors and Streetworks Officers use Samsung Galaxy Tab 3 handheld devices to connect wirelessly and directly to the Confirm engineering system. For the Inspectors, each inspection route is sent to the handhelds at the beginning of the day. The Inspectors will go directly to site to begin their safety inspections. Where a defect is identified, it is marked-up as appropriate, a photograph is taken, an interim instruction is issued and this is then recorded directly into the Confirm engineering system. A senior technician checks the details and where necessary, issues the works order through Confirm directly to the appropriate contractor.</p>
<p>H. Does your authority have a public communications process in place that provides clarity and transparency in the policy and approach to repairing potholes? This should include a published policy and details of its implementation, including the prevention, identification, reporting, tracking and repair of potholes.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>The Inspection Policy is on the website here. The Confirm system tracks the reporting and repair of potholes and other defects. These are then addressed with the prescribed response times contained within the policy and also within the relevant contractors' service level and key performance indicators. A typical tracking of a pothole enquiry is attached below.</p> <p style="text-align: center;">  Enquiry Trace Form.pdf </p> <p>It should be noted that each enquirer receives a closure communication, either by</p>

		phone or email.
I. Does your authority monitor public satisfaction with road, footway and cycleway condition and report annually through the National Highways and Transport Public Satisfaction Survey or their own surveys?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Survey Results
		 KBI Best Performers (Local).docx  KBI Best Performers (National).docx
J. Does your authority adopt permanent repairs as the first choice when repairing potholes?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	The aim and preference is for a permanent repair. This approach is reflected in the Inspection Policy and the Highway Asset Management Plan and Strategy. Council officers, Members and the Council's contractor are each supportive of the approach. The default position, then, is for a permanent repair. A permanent repair will <i>not</i> be used if: (a) there is a safety implication; (b) the area is included in a planned maintenance programme; (c) the area is subject of an imminent Streetworks notice.
K. Has your authority adopted dimensional definitions for potholes based on best practice as part of its maintenance policy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	The Inspection Policy (see "F" above) set out dimensions. The inspection policy is part of the Highway Asset Management Plan Framework.

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

Yes No **Please refer to the Annex**

If yes, please provide details as an annex as part of your bid.

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

CTC Fill that Hole Yes No
Council's Own Web Reporting Yes No

Other

Yes No

Please specify:

Call Centre

Twitter

Facebook

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

Local Member(s) of Parliament

Yes No

District, Borough and Parish Councils

Yes No

Local Residents

Yes No

(Including neighbourhood Forums)

Yes No

Business Community

Yes No

Emergency Services

Yes No

If yes, please provide details as an annex as part of your bid.

Please refer to the Annex

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

Yes No

If yes, please provide a weblink:

[Walking and Pedestrian Plan](#)

other relevant links:

[Sustainable Travel Planning](#)

[Chamber Of Commerce Active Travel](#) (KMBC/Knowsley Chamber/LSTF Partnership)

[Walking Maps](#)

B6: Please explain how you deliver your duty under NRSWA to 'co-ordinate the execution of works of all kinds', including for example permit schemes, noticing, co-ordination meetings?

The Council's Streetworks Team conduct inspections as set out in the inspections code of practice and all works are sent in as Notices via EToN to the Council's Confirm Streetworks system. This allows the Streetworks team to select inspections and to record findings against the relevant job. The Red Book is used as a guide when works in progress are inspected, and the SROH (Specification for the Reinstatement of Openings in Highways) for the actual excavation works and following reinstatements. All the inspections are recorded directly onto a Galaxy Note 3 handheld and sent wirelessly and in real-time to the Utility via EToN.

The following inspections are undertaken:

1. *Sample Inspections*

These are randomly selected by the Confirm System from agreed figures with each Utility. The number of sample inspections is worked out based on qualifying inspection units for each job and an average of these units is taken from the previous 3 years, the Council can then inspect not more than 30% of this final figure. The 30% is then broken down to 10% for each of the following categories (see attached COP for better explanation if needed). The Council receives a fee from the Utilities for each inspection.

CAT A Inspections: Works in progress

CAT B Inspections: Completed works (up to 6 months from their completion)

CAT C Inspections: Completed works within 3 months of the end of their guarantee period (Guarantee period is 2 years, but extended to 3 years for excavations deeper than 1.5m)

2. *Routine Inspections*

These are inspections of utility works completed outside of (1) above and there is no charge levied if the works are satisfactory. If a defect is found a charge can be made for a Defect Inspection as below.

3. *Non Dangerous Defect Inspections*

D1 Joint inspection of defect with representative from the relevant utility company.

D2 Inspection of the remedial works in progress

D3 Inspection of the completed works.

4. *Investigatory Inspections*

These are the inspections identified via a coring programme. Approximately 50 core investigations are undertaken each month. Once a core is found to be defective the above Defect Inspection procedure is started.

5. *Third Party Inspections*

These are generated from enquiries from third parties including the Police and public. If a defect is identified the defect inspection process at (3) above is followed. If the inspection is related to works in progress any defects will usually be related to signing and guarding issues and will require rectification immediately or within 2hrs; dangerous reinstatements will also need making safe or made permanent within 2 hrs, this also applies for all the other defect inspections we do.

The inspections are recorded on Confirm and every quarter a report is produced and sent to the chair of the performance group for NW-JAG. This information is combined with the other NW Authorities and presented at the NW-HAUC quarterly meetings.

At regular intervals, each Utility is invited to meet to discuss their performance figures and how they intend to improve them.

A permit scheme is currently in development; Council Officers attended the Department of Transport offices, Horseferry Road on the 2nd May 2014 to discuss the development of the scheme with Anne Morley and Robert Maloney and Mary Maxwell.

B7: What actions does your authority take to ensure road repairs undertaken by other parties (such as utilities companies) meet the standards in the specification?

- Inspections regime**
- Scoring programme**
- Performance bench-marking**
- Meetings**
- Other (please specify)**

For more detail please see B6 above, and the attached Performance Spreadsheet:



Knowsley Council
Performance Spreads

SECTION C – Asset Management

C1: Has your authority adopted the recommendations arising from the Asset Management Strategy Guidance published in May 2013 –

<http://www.ukroadsliasongroup.org/en/utilities/document-summary.cfm?docid=5C49F48E-1CE0-477F-933ACBFA169AF8CB> ?

Yes No

Please answer the following, including providing supporting information, where applicable.

Question	Yes/No	All 'yes' answers must be supported evidence. Please append supporting information, clearly marking the question number to which the information refers.
<p>Has your authority got an up to date asset management policy and strategy?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>The documents will appear on the website after the 18th June 2014, when they will have been approved by Knowsley's Cabinet. The link is here.</p> <p>The draft is attached below for your consideration. As it is yet to be formally approved, it is respectfully requested that its circulation is kept within the DfT for the purposes of the bid.</p> <div style="text-align: center;">  <p>Appendix A Policy and Strategy draft07.</p> </div> <p>Knowsley Council officers have attended recent HAMP events organised by HMEP (Oldham) and CIPFA (Wigan) and this is reflected in the Policy & Strategy.</p>
<p>Does your authority communicate relevant information associated with asset management through engagement with your relevant stakeholders when you set requirements, make decisions and report performance?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>The adoption of a new Highway Asset Management Plan Framework is a high priority for the Council, and this is reflected in the extent of its</p>

reporting and communication. In terms of approvals and engaging Senior Officers and Members, the report setting out the HAMP Framework is widely consulted on and discussed across a wide range of groups. The front-sheet below will provide evidence of the extent of the engagement.



METROPOLITAN
BOROUGH OF KNOW:

All the reports are published on the Council's website and are available to the public. The link is [here](#).

It is recognised that in order to effectively manage the highway network, the Council and its partners recognise that it is necessary to obtain information on how the processes and procedures in place are meeting the Corporate goals and objectives of the Council and of any national indicators. This is the reason for the robustness of the HAMP Framework approval process.

An internal corporate performance team maintains a risk register. The register (which includes the Highway Asset Management Plan) records progress and potential threats on a quarterly basis. The register is then discussed with the Deputy Chief Executive.

In terms of performance, and assessing such performance against the levels of service agreed, each contract is allocated a

		<p>Service Manager, drawn from the Council, whose role it is to update contractors and monitor and report performance back to the Contract Management Team. Any issues are dealt within the terms of the contract. A contract overview is attached below:</p> <p> Highway Contracts (Dec 2013) (2).pdf</p> <p>In addition to this, the Council has in place a corporate meetings framework which incorporates work, service and strategic levels. This ensures that the feedback loops remain robust and contemporary and that officers and stakeholders at all levels are informed and supportive.</p>
<p>Does your authority have an asset management register?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>The Confirm system is used to update and maintain the Highway Asset register. In addition, Yotta Ltd undertook a full infrastructure survey and the asset data from this exercise is contained in separate Map Info folders.</p>
<p>Does your authority follow lifecycle planning principles which are used to review the level of funding and which will help support investment decisions including long term investment in your assets?.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Knowsley's officers', Members and contractors are fully supportive and understand the need to develop a robust asset management approach to the maintenance of the highway asset. This is evidenced in the new Plan and Strategy, and the draft report for Knowsley Cabinet approval after the local elections.</p> <p>The highway infrastructure asset management plan contains lifecycle planning</p>

		<p>for the following assets:</p> <ul style="list-style-type: none"> • Carriageway • Structures • Traffic Signals • Footways. <p>As the HIAMP matures it is envisaged that additional lifecycle plans will be added for other asset groups.</p> <p>As an example, the lifecycle plan for the Carriageway is attached here:</p> <div style="text-align: center;">  <p>carriageway area by condition_Ver2_2002</p>  <p>Knowsley_initial_summary_report_1stDra</p> </div>
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C2: As part of your last L-Pack return for Whole Government Accounting requirements for the accounting period 2012/13, can you confirm you submitted the following return:

Carriageway and Footways Yes No

Lighting Yes No

Structures Yes No

Street Furniture Yes No

The link to the return is on the Knowsley website [here](#).

SECTION D – Efficiencies

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

Yes No

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

The process of achieving considerable efficiency savings began in 2011. The first phase saw the move to renegotiate and align existing contracts. The exercise achieved considerable efficiency savings and these are set out in the table below.



Highway
Contracts.pdf

In the second phase, which considers the shape of the Highways & Transportation service and the further consolidation of the existing contracts, the HMEP Procurement Route Choices Toolkit was utilised to review the suitability of the current arrangement. Draft findings have been produced, and the report is attached here. The report remains confidential at this stage, and it is respectfully requested that it remains within the DfT.



HMEP Procurement
Route Choices Toolkit

It is envisaged that additional and considerable efficiencies will be made over the next eighteen months, as the second phase of restructuring and the adoption of a complete Highways Asset Management Plan Framework further matures. Whilst it is not possible to place an accurate figure on the likely level of efficiencies over this period, it is felt that the strict adherence to the HMEP model represents the best opportunity of maximising such efficiencies.

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

Yes No

If yes, please provide additional information. For example the names of other authorities or the Alliance.

Each of the districts on Merseyside (Knowsley, Liverpool, St Helens, Sefton and Wirral) jointly produces the Local Transport Plan for Merseyside. Since the production of the LTP, a combined authority has been created which has added Halton Borough Council to a new City Region.

In terms of transportation and highways, a long-established and very close alliance exists between the city region authorities; one which operates at all levels. The District Engineers

Group meets on a quarterly basis to discuss highways maintenance and other strategic issues. Senior officers from each authority attend the Group. Consideration has and continues to be given to the potential for greater joint working and procurement, and the potential for shared services. Progress has been hindered slightly by each authority having different contractual obligations, but this has not prevented ongoing discussion in relation to shared services.

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

Yes No

If yes, please provide state where.

Knowsley officers attend and contribute to HMEP meetings. The last forum attended was the joint HMEP/DfT Roadshow at Oldham in January 2014. The officers, Darren Sephton and Andrew Millar contributed to each of the DfT workshops and also took the opportunity to network and share ideas with colleagues.

SECTION E – Other

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

Invest to save Yes No

Cross boundary collaboration Yes No

Other (please specify):

Invest to Save

The council has set aside almost £1m of its corporate reserves in this financial year for the replacement of the Greystone Road Footbridge, which crosses the M62 Motorway. Although the bridge is not in any danger of immediate failure, the Council has recognised the strategic importance of the structure and, given that construction costs are likely to rise considerably over the next three years, the Council has made the decision to invest now in order to save money later. The bridge will be completed in this financial year.

Cross Boundary Collaboration

Each of the City Region Authorities share their highways maintenance programme at the Districts' Engineer Group. This serves to encourage local collaboration. For example, in 2013/14 Knowsley collaborated with Liverpool City Council to resurface Mackets Lane in Halewood. This obviously realises considerable economies of scale.

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

Yes No – Possibly need another 12 months to achieve true exemplar status.

If yes, please explain why.

If yes, would your authority be willing to share its experiences more widely with other authorities / organisations?

Yes No

SECTION F: Declarations

F1. Senior Responsible Owner Declaration

As Senior Responsible Owner for the Pothole Application Fund, I hereby submit this request for approval to DfT on behalf of Knowsley Metropolitan Borough Council and confirm that I have the necessary authority to do so.

I confirm that Knowsley Metropolitan Borough Council will have all the necessary statutory powers in place to ensure the planned timescales in the application can be realised.

Name: Andrew Millar

Signed:

Position: Group Manager, Highways & Transportation

Andrew Millar

ANNEX

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

The authority has trialled the following innovations:

- A "Jetpatcher" type system

Using the high volume, low pressure blower this system blows all loose debris from the pot hole, cleaning it and preparing the hole for an effective patch. It then coats the pot hole with an asphalt emulsion which seals the pot-hole and works to prevent further moisture damage from occurring. Aggregate is introduced into the pot hole. Aggregate is then mixed with the asphalt emulsion and blown in to the pot-hole at high speed. After the pot hole has been effectively sealed and filled, a light layer of dry aggregate is applied to the patch, preventing the patch from adhering to car tires prior to the emulsion fully curing.

The jet-patching system and worked reasonably well in more rural areas. It isn't as effective in urban areas, however, as it tended to spread waste material around the area, causing a disturbance for some residents. This, and additional operational difficulties, led to the discontinuation of the jet-patching technique.

- Viafix Instant Road Repair

The weblink to the Viatec website is here.

The advantages of Viafix are that it can be used as permanent solution and it often reduces the length of time required for repairs to be made, thus reducing the cost of associated traffic management. Good judgement is required when using the product, as its use will still require the surrounding surface to be in a serviceable condition.

- See and Fix Specialist Pothole Crews

Knowsley introduced a see-and fix regime but discontinued it after a year as it was not efficient and did not best meet local needs.

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

District, Borough and Parish Councils

A formal reporting procedure ensures that local politicians are kept informed of highways maintenance activities and programmes. This is achieved through a series of formal reports and informal communications (example below). Local politicians are included in the statutory consultation process for individual schemes.

Local Residents/Neighbourhood Forums/Business Community

Area Relationship Officers coordinate local area meetings. Highway Officers are invited to attend the fora to discuss issues with, and provide feedback to, local residents.

In addition, Knowsley undertakes a corporate tracker survey. The Knowsley Tracker Survey is a quarterly perception survey which is undertaken across the Borough to understand the views of Knowsley residents and businesses. Around 1,200 in street interviews are conducted and this provides the Council's primary means of capturing customer insight and resident perceptions on a range of issues relating to local social and economic resilience, community cohesion, community safety and the local environment. This perception survey also provides the facility to focus on particular issues that may affect residents or has the high likelihood to in the future. The Highways Service has used this service to collect feedback on residents and business perception of the condition of the highway asset.

The Knowsley Highways and Transportation Service also takes part in the National Highways and Transport Public Satisfaction Survey. In 2013 the Knowsley H&T service finished in second place nationally.

Emergency Services

In relation to schemes and network delays, there is a statutory requirement to consult and inform emergency services and organisations like Merseytravel.