

# Public Document Pack



## AUDIT AND SCRUTINY COMMITTEE THURSDAY, 13 JANUARY 2022

A MEETING of the AUDIT AND SCRUTINY COMMITTEE will be held VIA MICROSOFT TEAMS on THURSDAY, 13 JANUARY 2022 at 10.15 am

J. J. WILKINSON,  
Clerk to the Council,

7 January 2022

<b>BUSINESS</b>		
1.	<b>Apologies for Absence.</b>	
2.	<b>Order of Business.</b>	
3.	<b>Declarations of Interest.</b>	
4.	<b>Minute.</b> (Pages 3 - 6) Consider Minute of the Meeting held on 9 December 2021 to be approved and signed by the Chairman. (Copy attached.)	2 mins
<b>SCRUTINY BUSINESS</b>		
5.	<b>Scrutiny Business Action Sheet</b> (Pages 7 - 10) Consider Action Tracker. (Copy attached.)	5 mins
6.	<b>Roads and Infrastructure Services Performance</b> (Pages 11 - 54) Consider Report by Director Infrastructure and Environment. (Copy attached.)	30 mins
7.	<b>Any Other Scrutiny Items Previously Circulated.</b>	
8.	<b>Any Other Scrutiny Items which the Chairman Decides are Urgent.</b>	

### NOTES

1. Timings given above are only indicative and not intended to inhibit Members' discussions.
2. Members are reminded that, if they have a pecuniary or non-pecuniary interest in any item of business coming before the meeting, that interest should be declared prior to commencement of discussion on that item. Such declaration will be recorded in the Minute of the meeting.

---

**Membership of Committee:-** Councillors S. Bell (Chairman), H. Anderson, J. A. Fullarton, J. Greenwell, N. Richards (Vice-Chairman), E. Robson, H. Scott, E. Thornton-Nicol, S. Scott, Mr M Middlemiss and Ms H Barnett

---

Please direct any enquiries to William Mohieddeen, Democratic Services Officer  
Tel: 01835 826504; Email: [william.mohieddeen@scotborders.gov.uk](mailto:william.mohieddeen@scotborders.gov.uk)

---

**SCOTTISH BORDERS COUNCIL  
AUDIT AND SCRUTINY COMMITTEE**

MINUTES of Meeting of the AUDIT AND  
SCRUTINY COMMITTEE held via Microsoft  
Teams on Thursday, 9 December 2021 at  
10.00 am

Present:- Councillors S. Bell (Chairman), H. Anderson, J. Greenwell, N. Richards, E.  
Robson, H. Scott, S. Scott, and E. Thornton-Nicol  
Apologies: Councillor J. A. Fullarton  
In Attendance:- Director Resilient Communities, Director Infrastructure & Environment,  
Director Strategic Commissioning & Change, Clerk to the Council, Democratic  
Services Officer (D. Hall).

**SCRUTINY BUSINESS**

**ORDER OF BUSINESS**

The Chairman varied the order of business as shown on the agenda and the Minute reflects the order in which the items were considered at the meeting.

**1. MINUTE.**

There had been circulated copies of the Minutes of 22 November 2021 and 30 November 2021.

**DECISION**

**APPROVED for signature by the Chairman.**

**2. SCRUTINY ACTION TRACKER**

There had been circulated copies of the Scrutiny Action tracker. The Clerk to the Council advised that the updated tracker reflected the latest situation and that discussions with various Directors were ongoing, with further updates on the Income Management Policy expected soon.

**DECISION**

**NOTED the Scrutiny Action Tracker.**

**3. COMMUNITY FUNDING - EVALUATION PROCESS**

3.1 There had been circulated copies of a report by the Director, Resilient Communities providing an overview and summary of the evaluation process of the Community Fund from April 2021 to the present date. On March 2021 Council agreed that from April 2021 the current evaluation scheme for applications would be extended to anybody/ organisation which received a grant award from a part of the Community Fund. It was also recognised that the need for uniform scrutiny and evaluations across all Area Partnerships was important and support would be offered where required. Members commented on the operation of the Fund in their areas and the need to involve groups in this process in addition to Community Councils. The Community Fund budget for 2021/22 was £470,718 and was allocated to each Area Partnership based on population estimates. The report also contained details of a number of ring-fenced grants totalling £194.593 made to Community Councils, Village Halls and Festivals.

3.2 Ms Shona Smith, Communities & Partnerships Manager, presented the report and answered Members' questions. In response to a question regarding the process when groups had failed to return completed evaluation forms, Ms Smith explained that a traffic light system was in use whereby a gentle reminder was sent out, followed by further

communications and requests, and finally a notification was sent out that explained that future applications for funding from the group would not be considered until the evaluation form had been completed. Ms Smith further advised that the majority of groups were made up of volunteers, and that communications focused on helping groups complete the evaluation form. Regarding the higher Village Hall administration fee rate paid by the Federation of Village Halls in Berwickshire, Ms Smith advised that the Federation had agreed to that fee and that the figures had been published publicly. In response to a question, Ms Smith advised that discussions were ongoing to understand why different areas held differing levels of financial reserves. In response to a question on a lack of triennial reviews of Local Festivals funding, the Clerk to the Council undertook to investigate with the various Directors involved and report back to the Committee.

#### **DECISION**

**(a) NOTED the evaluation process including the evaluation form, and progress to date**

**(b) AGREED to add the review of Festival Funding to the Action Tracker.**

#### **4. RURAL PROOFING POLICY**

There had been circulated copies of a report by the Director, Resilient Communities providing information on the existing Rural Proofing policy and the effectiveness of the policy in helping to ensure that rural issues were properly considered in Council Policy making. The Policy was developed and approved by the Executive Committee in November 2007 and was reviewed over the first few years of implementation. The most recent report was taken to the Executive Committee in 2011. The key aims of the policy were to help ensure that the needs of people living and working in the rural areas were fully taken into account in the development of all new Council policies and strategies. SBC had embraced and incorporated the UN Sustainable Development Goals and Integrated Impact Assessment into the Council reporting structure, which raised the question regarding the validity of the Rural Proofing policy and whether the Council still required this particular aspect within the Committee Report Template. Members had an extensive discussion on the relevance of the rural proofing policy in light of the UN Sustainable Development Goals, acknowledged the desire to reduce the levels of paper work required to be carried out by Council Officers, and highlighted the need to ensure that rural issues were fully considered when Officers were preparing reports and recommendations. Councillor Anderson proposed an extra recommendation which was unanimously agreed.

#### **DECISION**

##### **AGREED:-**

**(a) to note that the members of the Audit and Scrutiny Committee had discussed the relevance of the rural proofing policy in light of the inclusion of UN Sustainable Development Goals and the Integrated Impact Assessment checklists within the Council Committee reporting template and decided that they wish to take any further action; and**

**(b) that the UN Sustainable Development Goals and Integrated Impact Assessment Goals checklists would be strengthened to ensure that elements of rurality were fully incorporated, and that the draft checklists be considered by the Committee prior to submission to Council.**

#### **5. WASTE & RECYCLING COMMUNICATIONS UPDATE**

5.1 With reference to paragraph 2 of the Minute of 3 June 2021, there had been circulated copies of a report by Director, Infrastructure & Environment that provided a progress update on communications with the public to encourage the reduction in contamination of waste and recycling. A number of key activities had been undertaken since the Scrutiny update in June, including the promotion of "Recycling Week" and the digital "Recycling

Sorter tool”; Schools resources packs had been introduced at 8 primary schools as part of a pilot project; Kerbside Recycling contract awarded, including a requirement for the supplier to provide support with public engagement and education; compositional analysis of kerbside recycling and general waste bins; and the development of the stakeholder engagement questionnaire.

- 5.2 Mr Ross Sharp-Dent joined the meeting to present the report and answered Members’ questions. Regarding waste contamination, Mr Sharp-Dent undertook to send out the breakdown of the analysis, and suggested that the highest levels of contamination would likely be seen in general waste that had gone to community recycling. In response to a question on the disposal of potentially harmful chemicals such as pesticides, Mr Sharp-Dent explained that change was now beginning to happen within the industry to amend the relevant policies and guidelines, and that whilst the Council currently had sole responsibility to manage such waste, he hoped that a shift in responsibility for managing potentially dangerous waste would occur. Regarding the expansion of food waste collection across the Borders, Mr Sharp-Dent advised that the food waste recycling scheme had only covered 6 towns due to the level of funding that was available, and was in line with the statutory requirements to provide the service. He went on to add that the Scottish Government’s position on food waste suggested that funding applications to widen food waste management programmes would likely be considered favourably, but that any funding provided would be limited to capital costs only. The Chairman suggested that one of the main factors negatively affecting waste management in the region was a lack of regular and clear communication and education measures to ensure that the public were certain about how different categories of waste needed to be treated and disposed of in the correct bin. Councillor Anderson proposed an additional recommendation which was unanimously agreed.

## **DECISION**

### **AGREED:-**

- (a) to support the delivery of a stakeholder engagement questionnaire to help inform future communication and education programmes; and**
- (b) to ask Communication Officers to attend the March meeting of the Committee to allow Members to have a discussion about a programme of communication in regard to climate change, including waste and recycling.**

## **6. PETITION**

- 6.1 The Chairman advised those in attendance that the Principal Petitioner, Mrs Marion Henthorn, had chosen not to speak in support of the petition and was not in attendance at the meeting. This was permitted within the procedure. The Chairman read out the statement included with the petition and then read out a letter from the Chairman of the Food Foundation that explained that the issues outlined in the petition had been resolved. Officers were invited to explain their response to the petition.

### **6.2 Flowerpot Café, Victoria Park**

There had been circulated copies of report by the Director, Infrastructure & Environment that summarised the content and context of a petition received by the Committee. The petition, titled “Flowerpot Café, Victoria Park”, received in the region of 30 signatures. The petition requested that the Flowerpot Café, run by the Food Foundation, operated in the community garden at the Victoria Park Day Centre was reopened. The Director summarised the report and the response from the Council. Members agreed that no further action was required.

- 6.3 In response to a question from the Chairman on the anticipated long term use of the building by SBCares, the Director Infrastructure & Environment explained that whilst opportunities were currently limited due to the ongoing Covid-19 pandemic, the expectation was that the building would continue to be utilised in the short to medium

term. There were continued issues with the pandemic and the vulnerability of users so the building could not be used for more activities at the moment as the safety and wellbeing of clients was paramount. The Director Strategic Commissioning & Change, added that a long-term review of LD Day services was ongoing, with a consultation due to conclude in October 2022. Following the conclusion of the consultation more clarity would be provided. The Chairman asked that one of the Estates team contact the Chairman of the Food Foundation to explain what had been discussed at the meeting and that the relocation of the café would require planning permission which the Food Foundation would need to submit to the Council.

**DECISION**

**AGREED that the issue raised did not require further action as to all intents and purposes it had been resolved.**

*The meeting concluded at 12.00 pm*

**SCOTTISH BORDERS COUNCIL**  
**SCRUTINY BUSINESS ACTION SHEET**  
**AUDIT and SCRUTINY COMMITTEE**

Notes:-

1. Paragraphs Marked with a \* require full Council approval before action can be taken
2. Items for which no actions are required are not included

TITLE	DECISION REQUIRING ACTION	DEPARTMENT/ SECTION	RESPONSIBLE OFFICER	Action Update
<b>9 December 2021</b>				
1. Community Funding Evaluation Process	Para 3.2 – action (b) AGREED to add the review of Festival Funding to the Action Tracker.	Democratic Services	Jenny Wilkinson	
2. Rural Proofing Policy	Para 4 – action (b) AGREED that the UN Sustainable Development Goals and Integrated Impact Assessment Goals checklists would be strengthened to ensure that elements of rurality were fully incorporated, and that the draft checklists be considered by the Committee prior to submission to Council.	Corporate	Jenny Wilkinson/ Jenni Craig	
3. Waste & Recycling Communications Update	Para 5 – action (b) AGREED to ask Communication Officers to attend the March meeting of the Committee to allow Members to have a discussion about a programme of communication in regard to climate change, including waste and recycling.	Infrastructure & Environment	Ross Sharp-Dent	
<b>30 November 2021</b>				
1. Petition – Reopen Teviot Day Service	Para 1.9 – action (a) AGREED to refer the petition to the Director Social Work & Practice, and request that he: (i) undertook an immediate evaluation of the care packages for the two individuals impacted by the current closure of the Teviot Day Service, including addressing any respite care needs; and (ii) ensured that those attending social centres were made aware that they could arrange to bring support with them to provide any personal care needs.	Social Work	Stuart Easingwood	

TITLE	DECISION REQUIRING ACTION	DEPARTMENT/ SECTION	RESPONSIBLE OFFICER	Action Update
	Para 1.9 – action (b) AGREED to refer the petition to the Health and Social Care Integrated Joint Board and ask the Board to examine the scope of buildings-based services that the Borders may require in the future, including the alternatives of day centres and social centres.	H&SC Integrated Joint Board	Chris Myers	
<b>19 August 2021</b>				
1. Responsible Dog Ownership Strategy Review	Para 2.4 – action (a) AGREED to request that the Head of Waste Services and Head of Neighbourhood Services attend a future meeting of the Committee to discuss options for the Council on the collection and processing of dog waste;	Infrastructure & Environment	Ross Sharp-Dent/Jason Hedley	<p>For clarity Neighbourhood Services is responsible for street cleaning which covers uplift of dog waste.</p> <p>In terms of treatment dog waste is placed in the general waste and goes to our residual waste contractor Levenseat.</p> <p>It would be helpful to understand what outcome is expected by the Committee so that officers can prepare accordingly.</p>
<b>29 June 2021</b>				
1. Scrutiny Work Programme	<p>Para 11 – NOTED the Scrutiny Work Programme</p> <p>(a) Income Management Policy – Review the Income Management Policy established in 2012 and benchmark current charges against other areas of Scotland (Initial Scrutiny hearing to determine best methodology and reporting)</p> <p>(b) Council resources on Roads, including white lining – a review of the effectiveness of the application of Council resources to the roads network to provide a benchmark for future years for the national Roads Condition Index (Scrutiny hearing)</p>	Finance	David Robertson	
		Infrastructure & Environment	John Curry	Scheduled for meeting of Audit & Scrutiny on 13 January 2022

TITLE	DECISION REQUIRING ACTION	DEPARTMENT/ SECTION	RESPONSIBLE OFFICER	Action Update
	(c) Management and Maintenance of Public Halls – An evaluation of the community contribution to the management and maintenance of public halls, including those managed by Live Borders. (Scrutiny hearing)	To be confirmed		
	(d) Public transport and communities – An evaluation of the current situation and future plans for supporting rural communities to set up their own community transport where there was demand and current transport inadequate. (Initial Scrutiny hearing to determine best methodology and reporting)	Infrastructure & Environment	John Curry	Given the fact Passenger Transport is focussing on the new Home to School Contract, we propose that this is considered at a Committee next Spring.(potentially 14 March meeting)
<b>25 November 2019</b>				
Petition – Jedburgh Contact Centre and Library	Para 2.8 - AGREED to refer the petition to the Service Director Customer and Communities with the recommendation that, during the months of January to March 2020 and prior to the opening of the JGC, a consultation be carried out with the Jedburgh Community Council and local community to address the concerns raised.	Resilient Communities	Jenni Craig	
<b>24 October 2019</b>				
Community Access to Schools	Para 4.2 – AGREED to approve the process for reviewing community access to schools, with a view to concluding this matter as soon as possible.	Education & Lifelong Learning	Lesley Munro	

This page is intentionally left blank



---

## **SCOTTISH BORDERS COUNCIL, ROADS AND INFRASTRUCTURE SERVICES - PERFORMANCE**

**Report by Director of Infrastructure and Environment**

---

### **AUDIT & SCRUTINY COMMITTEE**

**13 JANUARY 2022**

---

#### **1 PURPOSE AND SUMMARY**

- 1.1 This report sets out how Scottish Borders Council resources its Roads and Infrastructure service; the level of service that resource enables and how this level of service performance compares against others; before going on to set out some areas for discussion with the Committee.**

#### **2 BACKGROUND**

- 2.1 The Roads and Infrastructure service is located with Infrastructure and Environment Department and consists of SBc Contracts, Infrastructure, Engineering, Roads Operations, Fleet services and the Parks and Environment team. The appendices to this report includes further details of the services within scope of this hearing as well as a current agreed structure and an assessment of the areas of performance that contribute towards and are linked with the Roads Condition Index (RCI).
- 2.2 The Council currently resources roads services using a mix of revenue and capital funding for many years. Prior to that road maintenance was predominantly funded through revenue with the capital budget primarily funding improvements to the network. In recent years, however, maintenance funding has moved more towards a capital model as opposed to revenue, whilst generally the total budget has been consistent.
- 2.3 The total works budget allocated towards roads services for the current and preceding two financial years is broken down into work type and detailed in Appendix 3. For any direct year-to-year comparison, we should recognise the additional in-year funding which the Council has allocated to this service area. This is shown in the appendix as "Revenue Planned Additional".
- 2.4 There is also an allowance for winter service provision, which is detailed on a separate tab in Appendix 3. The winter service is defined in the Council's Winter Service Plan that is agreed each year. The budget is established from previous average winters. Any additional costs incurred resulting from severe winter weather must be found from other Council budgets.

- 2.5 Setting aside the actual sources of funding, the areas of maintenance spending are summarised as:
- Routine Maintenance
  - Cyclic Maintenance
  - Reactive Maintenance
  - Planned Maintenance
    - Preventative
    - Corrective
- 2.6 Examples of routine maintenance are road sweeping, sign and line renewal, while cyclical is areas such as gulley emptying, sweeping and weed control.
- 2.7 Planned maintenance is typically larger scale interventions such as, overlays and surface dressing but can also include planned patching, footway and drainage works.
- 2.8 The most obvious examples of reactive maintenance is pothole repairs but can also include areas of footway, ditching, drainage and small structural repair.
- 2.9 Other areas of expenditure funded through roads and infrastructure, but outwith the areas described in section 2.5, include dealing with out of hours emergencies, funding small schemes and providing support to festivals and events.

### **3 MAINTENANCE APPROACH**

- 3.1 Regular inspection of the Council's adopted road network and associated assets is undertaken in accordance with the Councils Standards on Carriageway/Footway & Footpath Safety Inspections (Appendix 4). The frequency of inspection ranges from monthly to annually based on the usage and strategic importance of a route. In the main this is determined by the placement a route has in the Rural Road Hierarchy which is attached as Appendix 5 to the report. A similar hierarchical assessment applies to the urban areas with a more frequent inspection regime in place on routes that are more strategic and serve greater traffic volumes.
- 3.2 The inspection regime drives the overall maintenance programme, however, information received from other sources including Elected Members and the general public also supports and informs the programme. This approach provides a picture of the condition of the network at any time and where to deploy resources and consider maintenance interventions to attend to known problems, which may have developed.
- 3.3 Unfortunately, the deterioration of the roads infrastructure and the amount of resource allocated towards its maintenance means that it is not possible to undertake planned permanent repairs in all circumstances due to cost/resource constraints, whilst still achieving the timescale for rectifying identified defects, as set out in the Councils Standards on Carriageway/Footway & Footpath Safety Inspections.
- 3.4 A further complication is that weather conditions, particularly during winter, are not conducive to carrying out permanent or significant repairs. This is mainly due to the presence of water both on the surface and throughout the

various layers of the road construction and the continual freeze-thaw process at this time of year, which leads to the creation of further damage.

- 3.5 We therefore operate an approach of using planned permanent and temporary repairs which, when complemented with cyclic interventions, contributes to a strategy of minimising interventions and where interventions are required, that they are as effective and long lasting as possible.
- 3.6 A Planned Surface Treatment Works Programme is compiled annually with all roads, both urban and rural, prioritised on a needs basis.
- 3.7 The prioritisation of the programme is informed by the assessment and rating of both roads and footways in order to provide a consistent basis for comparing and evaluating schemes. The following points are considered as part of the assessment and rating process:
  - Drainage
  - Surface irregularity
  - Deformation
  - Deterioration
  - Maintenance requirements
  - Safety
  - Traffic flow
- 3.8 This rating process produces a score which allows ranking to be undertaken. The next stage brings into the process the Roads Hierarchy (see Appendix 5), the specific route classifications for both the rural and urban network, and how the spend profile for the network as a whole might best achieve our performance targets, as set out in our Roads Asset Management Plan (RAMP) and Quality Management System.
- 3.9 We then look at records of historic treatment carried out on the network and review these in terms of durability of the different repair types based on road usage. With 43.5% of the network requiring some type of surface treatment and the fact that we can address between 2 and 3% of the network each year, sometimes the only solution is to patch a site and continue to do so at specific intervals rather than carry out a full resurface, as on review the rating process does not identify the site as scoring highly enough to warrant other treatments.

As part of the review, we also reflect on other issues which may include potential alternative sources of funding and do our maintenance options fit with longer term strategic aims for a specific route or area.
- 3.10 Finally we consider treatment types (Patching, Surfacing, Surface Dressing) to determine the estimated Whole Life Cost for a site or route. This is based on the site prioritisation referred to above and also experience of roads maintenance and what we think provides best value.
- 3.11 Similarly reactive maintenance may need to be prioritised to ensure that those areas most in need are treated ahead of others that are still serviceable. On occasion this can mean that it appears potholes or edge defects have not been treated on a particular route, this is because we have

taken a risk based view on defects and decided that some defects aren't a priority for repairs. This is of course a challenging process to complete and requires the Council to ensure that staff are trained and competent to make such assessments.

## **4 PERFORMANCE INDICATORS**

- 4.1 The Infrastructure team, determine any and all activities which the Council undertakes on the network and instructs SBc Contracts or the Roads Operations teams accordingly. As part of their remit they also monitor and report on performance and benchmarking activity. Performance benchmarking is operated by the Local Government Benchmarking Framework (LGBF), however, the Association of Public Service Excellence (APSE) also lead a national programme for performance benchmarking which is then reviewed by the SCOTS Road Asset Management Group (Society of Chief Officers of Transport in Scotland). Both LGBF and SCOTS allocate Councils in Scotland into family groupings, based on characteristics so Scottish borders Council is grouped with other predominantly rural Authorities, the logic being they will be facing similar challenges and have similar approaches to service delivery. For the purpose of this report it is the SCOTS/APSE data which we are using to compare and discuss performance and we have focussed in on carriageways and excluded other aspects such as bridges and structures, footways and other elements for which the service is responsible.
- 4.2 Appendix 3 to this report contains some information about the service. This information is generally detailing inputs (amount of budget allocated), outputs (where possible the volume of work that the investment enables) and some qualitative indicators such as customer enquiries, and insurance claims, which can give an indication about trends which impact performance and importantly the perception of performance of the roads and infrastructure team and ultimately the Council.

### **4.3 Carriageway Performance**

Our spending generally has been fairly constant at around £3,000 per km being spent on carriageways ver the last three years. In 2021 our spending when compared with others has been the 3<sup>rd</sup> highest in our family group. It may be this is due to our in-house contracting service being able to deliver a reasonable volume of work while other Councils were more restricted in their delivery, possibly due to COVID. Two years earlier we were 2<sup>nd</sup> lowest spending per km in our family group. When we then reflect on the RCI assessment we can see that we have reduced the amount of our network which should be considered as in need of maintenance by 1.8%, this is the 3<sup>rd</sup> highest reduction in our family group over the same timeline, reasons for this may rest again with COVID and the local issues of delivering a roads service. Finally we can also see that in terms of the length of our carriageway which we have treated, we are the 2<sup>nd</sup> lowest. This suggests that whilst we have not treated as much in percentage terms we have targeted our investment at the correct locations and improved the overall RCI as a result.

- 4.4 Our budget allocation data is also presented in some of the more critical work streams as volumes of work. Over the last three years we have overlaid 29Km of our carriageways, surface dressed 157Km of the network and undertaken permanent patching repairs to approximately 140,000m<sup>2</sup> of the network.
- 4.5 Over the same period we have also undertaken £1.285million of semi-permanent repairs to our rural (C&D) network roads using jet patching. We estimate that we have undertaken £1.865M of reactive patching works in the same timeline.
- 4.6 Detailed in tab 3 of Appendix 3 is the assessment of customer enquiries that we have received in the last three years. Due to the impact that issues such as winter weather or indeed the lockdown has on people travelling across the network, it is difficult to draw conclusions from this data. However, what is clear is that Potholes are by far the largest source of customer enquiry for the service, thereafter we receive a significant number of requests for service, winter maintenance enquiries and drainage and gully customer contacts. Customer enquiries can and do fluctuate, for example winter weather where in 2019/20 we received less than half the enquiries we did in 2020/21, and this perhaps relates to the severity of the winter weather we experienced which was different between those years.
- 4.7 A further performance indicator involves potholes and it can be easily seen that these generate by far the greatest level of customer enquiry based on people encountering pot holes whilst they travel across the network. In response to this during 2021/22 the service has put a major effort into addressing potholes as can be seen from the budget allocations under jet patching and temporary repairs, we estimate that during the 21-22 year we have undertaken in excess of 60,000 treatments across the network.
- 4.8 Furthermore and in response to the pot hole issues, the service has doubled its jet patching fleet by purchasing a 2<sup>nd</sup> machine and have trialled a new innovative approach to achieving more permanent repairs of potholes using the JCB Pot Hole Pro. The Pothole pro combines the tasks of three other machines, thereby increasing the efficient operation of the fleet, reducing the number of vehicles on site and enabling repairs to be undertaken under convoy rather than a full road closure. We expect to receive the machine in early 2022 and are developing our operational approach to its deployment in advance of its arrival.
- 4.9 Another area which generates a body of work and potentially is a cause of customer complaint and frustration is insurance claims arising from damage sustained whilst driving on the regions roads. The trends and statistics set out three issues;-
- 1- The amount of claims being received for pothole damage, the information indicates a decline in the last three years, albeit we have as yet to experience the effects of this years winter weather on the network.
  - 2- Numbers of claims settled this means claims where the Council has agreed it is at fault and paid the claimant. These do not necessarily follow a neat timeline as with number of claims received, as a claim can be made in one year and settled in another; however the trend is

indicating that the Council is accepting liability for an increasing number of claims.

3- The third and final figure is the value of the settlements, and as with settled claims this again doesn't follow a neat time line. The total value of settled claims for the last three years stands at £155,382.

#### 4.10 Cyclical Maintenance Performance

This includes gully emptying, grass maintenance and road sweeping. In general performance is difficult to monitor as we rely heavily on paper systems, which by their nature are difficult to evaluate and report upon.

4.11 We estimate that we have 26,000 road gullies across the network and our policy is to service them once every 18 months, but with identified hot spots attended to on a more frequent basis. In practice, the 18 month frequency has proved difficult to achieve. In the last two years, we have been re-evaluating this and now aim to move forward with a new approach, which will identify and distinguish between urban and rural gully's, and have a different timeline for the maintenance of both which better meets the needs of the customer.

#### 4.12 Road Safety Performance Measures

As well as the physical repairs and maintenance to the fabric of the road network, we also deliver a network improvement programme, which is focussed on road safety. This includes accident analysis; accident reduction measures; setting local speed limits; school travel and traffic signs and road markings as well as other related infrastructure for example roadside barriers.

4.13 Following representations from Members and additional revenue funding, much greater emphasis has been placed on line renewal and this is reflected in the allocation for lining, which has gone from £120,000 in 2019/20 to £300,000 in the current year. There has also been a more blended approach to delivery with the flexibility of the in-house resource complemented by the use of external contractors where appropriate. This investment is already becoming apparent on the ground with approximately 20% of the A & B Class network having its centre lining refreshed in the current year. We have also started to refresh edge lining on strategic routes after a period of several years where priority was for centre-lines.

4.14 The provision of new signage and the replacement of accident-damaged signage is an ongoing process, however, the frequency of replacing faded and worn out signage and rusting poles has become more selective due to resource limitations. This has, however, been done in a manner to maintain road safety requirements and still comply with the appropriate directives on signage.

4.15 The Council has a statutory duty in relation to road safety to maintain the over 5000km of roadside verge in a safe manner for all road users including pedestrians and cyclists who can be particularly impacted by overhanging grass from uncut verges on narrow rural routes. In the past, two cuts per year were undertaken but in recent years, this has reduced to once on all our unclassified routes, with a second cut at visibility splays and known

problem areas only. In addition to this, the Council no longer cuts the whole verge but just the initial few feet with the area behind left to grow long, unless there are specific visibility issues such as at junctions. These changes have affected positively on biodiversity, however, the reduction in the intensity means we must try to target the timing of the cut to achieve best effect.

## **5 THE WAY AHEAD**

- 5.1 As part of Fit for 2024, a review of the service was initiated during 2021. This third party review is scheduled to report in early 2022, and Members can expect to be engaged in the reporting process to enable scrutiny and understanding of the findings of the review.
- 5.2 The Council does, as with all services expect this service to contribute to the financial plans of the Council and in doing so, becoming more efficient and effective in all that the service undertakes. There are significant financial targets required to be met during 22-23 and beyond.
- 5.3 The implications of this financial position are extremely challenging, however, the intention is to become more effective and efficient and not to erode front line service provision. Areas therefore which will be at the forefront of the way forward include;-
  - The use of digital solutions to improve service provision and customer experiences;
  - Consideration of more flexible working approaches to drive down overtime and duplication of effort and;
  - A review of the fleet to identify and remove surplus plant and vehicles whilst also investing in the fleet to become more fuel efficient as well as productive.
- 5.4 An early initiative, which compliments and supports all of the areas for improvement has been about progressing the Digital Borders programme to help drive forward change and improve the quality of lives of our residents. This process seeks to underpin new ways of working and improve customer experience. The Roads and Infrastructure Team are developing the Confirm Asset Management System, which will also link with the Councils Customer Relationship Management (CRM) system. The outcomes of which will be to improve the customer experience and allow the customer to be better advised of how we are dealing with their enquiry, giving updates on the investigation process and where applicable, works delivery. In addition to this, the gathering and storage of Roads Asset Data in a digital format will improve service delivery and assist in the decision making process for prioritisation of future works on the network. We see this as an exciting development for Road Maintenance and Network Management throughout the Borders and believe it will complement the outcomes of the review when they are reported in 2022.
- 5.5 Finally our continuing use of third party suppliers is further enhancing and improving our performance, the service has recently completed the creation of an ambitious procurement framework which involves over 30 lots ranging from civil engineering construction to cyclical road maintenance. This has seen over 100 suppliers, many of whom are local, be awarded a place on our framework and we have and will use these to benefit the roads service

and road user experience in the Borders. A very stark recent example of this was in the preparations for and clean up from Storm Arwen. We have mobilised contractors from our framework to work alongside our own resources to keep the borders public safe and return the community to normal following the extensive damage inflicted by Storm Arwen. We are pleased to be working effectively with our contractors to complement the activity that the Councils own staff undertake and believe this to be a good tactic for supporting and sustaining services at the moment for example where the effects of Covid 19 can impact on our own staff at little or no notice.

## 6 COMMENTARY

6.1 The following table summarises some frequently asked questions and concerns and provides a commentary position;

<b>Concern / Question</b>	<b>Commentary</b>
<p><i>Why are some potholes repaired temporarily, wouldn't it be cheaper and safer just to repair them properly the first time?</i></p>	<p>This is a common and understandable view, and one with a number of aspects.</p> <ul style="list-style-type: none"> <li>○ First of all, if road conditions are wet or icy, a permanent repair is very unlikely to take; the hot bitumen will instantly cool before adequate compaction can be achieved and the ice or water will also prevent the repair bonding to the existing road.</li> <li>○ Secondly, permanent repairs take a good deal of time and, depending on their location, may require temporary traffic lights to be brought in or a road closure. This requires more equipment, staff and planning; particularly at times when the resource isn't available immediately – perhaps because the crews covering that area are on gritting duty or have more urgent potholes to fix – a temporary repair is still better than leaving it.</li> <li>○ Thirdly, the pothole, or cluster of them, may actually be symptomatic of a more general, underlying problem on the stretch of road, requiring further investigation and potential resurfacing of an entire section. Again, this is a much larger job which cannot be done on the spot, so we'll ensure the holes are temporarily filled to keep the area safe in the meantime.</li> </ul>
<p><i>How do you know where the worst potholes / defects are?</i></p>	<p>We have a team of road inspectors who regularly patrol Scottish Borders roads to identify defects and problems in line with the with the Councils Standards on Carriageway/Footway &amp; Footpath Safety Inspections. Main roads and pedestrian areas are inspected more</p>

	frequently than minor roads. Potholes can develop very quickly between inspections and reports from the public help us to prioritise these and deal with them in an efficient way.
<i>Why don't you resurface all the roads and stop potholes forming in the first place?</i>	In addition to the obvious financial restrictions, it would be impossible to eliminate potholes as they appear randomly all the time. Our regular inspections and our routine maintenance and resurfacing programme aim to target priority areas across the Scottish Borders. As our roads get older, they will be repaired as part of this programme. In addition to responding to the public our inspectors also identify potholes whilst carrying out routine safety inspections
<i>What is meant by permanent patching?</i>	In these situations, the repairs are batched together and a repair method used called Conventional Permanent Patching. This involves typically a rectangular area cut out around the pothole/ defective area, with a planer and a diamond bladed saw giving a clean vertical edge. The hole is cleaned out, tack coated and the edges painted with liquid bituminous binder. The hole is filled with hot bitumen-bound material which is raked and compacted. The edges are sealed in with a hot iron.
<i>What is the Jetpatcher process?</i>	This is a simple 3 step process but requires a dedicated machine : <ul style="list-style-type: none"> <li>○ high velocity air is blasted into the pothole to remove all dust, debris and standing water</li> <li>○ a bituminous emulsion bonding and coating agent is forced, under pressure, deep in every crack and crevice of the pothole</li> <li>○ bitumen emulsion and aggregate are mixed, and immediately compacted into the pothole using high velocity</li> <li>○ the repair is then finished off with dry aggregate to protect vehicles from the exposed bitumen</li> </ul> Each machine can hold sufficient material to ensure that it can work constantly throughout the day, eliminating the need for repeat trips back to the depot for more material. The jetpatcher process is most suitable for C and D Class rural routes; advantages of using the jetpatcher process include: <ul style="list-style-type: none"> <li>○ the CO2 emissions are very low as no waste material is produced by the process and the materials are 100% cold applied</li> <li>○ the machine will save a notable</li> </ul>

	<p>amount of fuel because they use modern diesel engines</p> <ul style="list-style-type: none"> <li>○ the average pothole repair should take no longer than 10 minutes</li> <li>○ the repair can be opened to traffic immediately, therefore dramatically reducing the traffic management costs and traffic disruption to the road user</li> <li>○ the cost for each repair is considerably less</li> </ul> <p>In summary the jetpatcher process delivers a cost effective way to repair and maintain the Council's road network, but is not suitable for all routes.</p>
<i>The amount of pot holes are unacceptable when considering the impacts on the travelling public</i>	<p>Whilst this is a reflection of the overall condition of the network, the service continues to undertake repairs and target investment in the most cost effective manner it can. In recognising the importance and inconvenience caused by pot holes we have invested and will continue to focus on how to improve our pot hole treatment programme to improve over time, as well as continuing to undertake other types of treatment which will manage the occurrence of potholes across the network.</p>
<i>White lining and other road safety measures are poor across the road network</i>	<p>In 21-22 we will have delivered more centre lining across our A &amp; B network than in previous years, as well as renewal of edge lines on strategic routes. We aim to maintain this level of performance going forward subject to funding.</p>
<i>That the councils overall performance when stated as a result from the road condition index survey is poor</i>	<p>We continue to address roads maintenance in the most effective manner we can and aim to continue to improve over time, using the resources available to us to do so.</p>

### Approved by

**Name**

John Curry

**Title**

Director Infrastructure & Environment

**Author(s)**

Name	Designation and Contact Number
Jason Hedley	Chief Roads Officer
Brian Young	Infrastructure Manager
Donald Scott	Roads Asset Team Leader

**Background Papers:** N/A

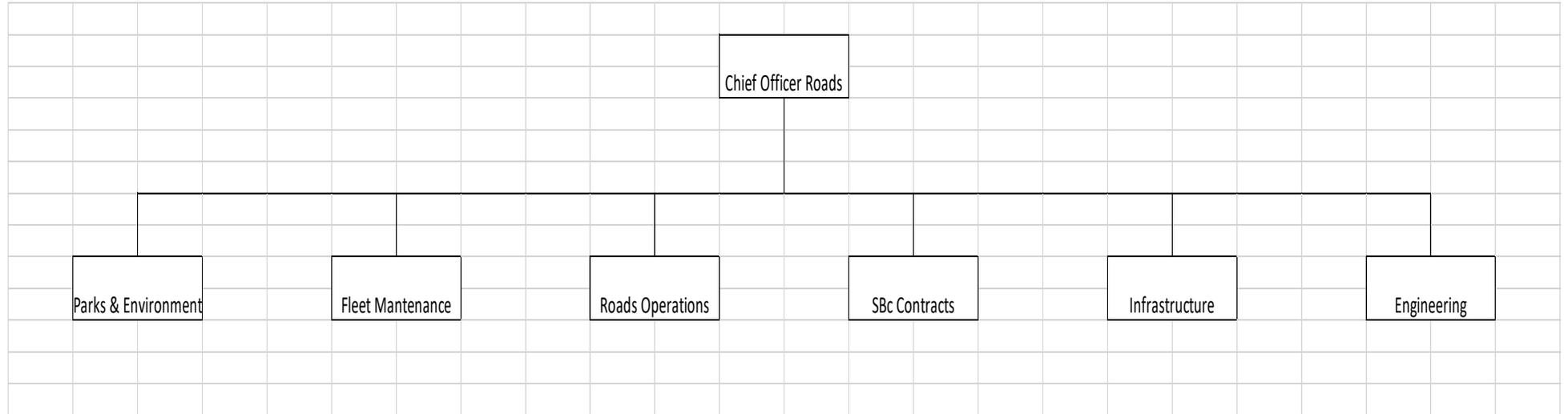
**Previous Minute Reference:** N/A

**Note** – You can get this document on tape, in Braille, large print and various computer formats by contacting the address below. Jacqueline Whitelaw can also give information on other language translations as well as providing additional copies.

Contact us at Jacqueline Whitelaw, PLACE, Business Support, Scottish Borders Council, Council Headquarters, Newtown St Boswells, Melrose, TD6 0SA, Tel 0300 100 1800, email [JWhitelaw@scotborders.gov.uk](mailto:JWhitelaw@scotborders.gov.uk).

---

Roads and Infrastructure - HIGH LEVEL STRUCTURE



---

**Engineering Section**

The Engineering Section is made up of three distinct areas:-

- Engineering Design
- Flood and Coastal Management
- Road Structures (bridges, culverts and roadside walls)

Each area is led by an experienced engineer and they take forward the following activities.

**Engineering Design**

Main activity is the design and supervision of a variety of infrastructure projects. Some of these are road related projects for colleagues within Roads and Infrastructure team, such as footways, cycleways or road and bridge schemes. However a significant proportion are for other departments or sections across the Council and can involve new cemeteries, work within the school estate, work with Waste colleagues etc.

**Flood and Coastal Management**

Main activity is acting on behalf of the Council in terms of reducing the overall flood risk in the Scottish Borders in line with national legislation -Flood Risk Management (Scotland) Act 2009. They represent the Council in its role as a Responsible Authority under the Act and also manage the Council's role as Lead Authority for the Tweed Local Plan District. They act as Asset Managers for all of the Council's existing Flood Protection Schemes, recent additions being Gala Flood Protection Scheme (FPS) and Selkirk FPS, with Hawick FPS construction still on-going.

This team also manage and maintain the Council's coastal defences which includes, most notably, the sea wall at Eyemouth.

**Road Structures Team**

Main activity is being responsible for the management and maintenance of the Council's structural assets in line with national legislation – Roads (Scotland) Act 1984. Those structural assets include 1200 bridges / Culverts and road side walls. The team is also responsible for resolving dangerous 'private' road side wall issues.

This team also act as the Council's Technical Approval Authority for new proposed road structure assets and review of 'abnormal load' notifications for vehicles travelling over the network.

## **Infrastructure Section**

The Infrastructure Section is made up of three functions:-

- Roads Asset
- Roads Network
- Street lighting

Each area is led by a qualified and experienced Team Leader and they take forward the following activities:

### Roads Asset

The Roads Asset team are responsible for the provision, inspection and maintenance of the road and footway network, including drainage, across the Scottish Borders. As such they lead on the determination and creation of programmes of investment on an annual basis and are critical to the performance of the roads service providing a client role with the underlying philosophy of undertaking the right repair, in the right place at the right time. With a high proportion of the network in need of some form of intervention this evaluation and prioritisation is vital in arresting further deterioration across the network.

This is achieved through a combination of routine, cyclic, planned and reactive maintenance in line with the Councils Road Asset Management Plan (RAMP). The RAMP provides a basis for comparison and prioritisation across the network.

The Asset team link the live intelligence from their front line team of condition inspectors, supplemented by the Scottish Road Maintenance Condition Survey data, to reflect at any single point a view about the condition of the network. The team have been leading the digitisation of the service trying to gain improvements for the customer experience and linking customer enquiries to defects to works orders through the Confirm system. As part of their overall contribution the Asset Team are also prominent in the benchmarking of performance for the council through the LGBF and APSE.

The Asset team are also responsible for the provision of the Winter Service Policy and liaise closely with the operations side in delivering a consistent and fair service in that regard.

- Over 3,000km Local Road Network
- 25,893 Gullies
- 787 km Footways and Remote Footpaths
- Over 1,200 Salt Bins
- 15,434 Non-Illuminated Signs
- 131 Cattlegrids
- 47,206m of Safety Fence
- 3,808m of Pedestrian Barrier

### Roads Network

The Network team are distinct from the asset team in that they coordinate the movement of traffic over the roads network. The main areas contained within this are

road safety, traffic management and event coordination and those headings are further broken down as follows:

- Road Safety
  - ▶ AIP Programme & Accident Investigation Analysis
  - ▶ Identify & prioritise road improvement schemes
  - ▶ Setting local Speed Limits in line with national criteria / guidance
  - ▶ Traffic signs and road markings
  - ▶ School Travel
  - ▶ Education (work with other agencies such as SCU, Police Scotland, Fire & Rescue, RoSPA to educate and influence all drivers)
  - ▶ Vulnerable road-users
  - ▶ Requirement for and provision of Controlled Pedestrian Crossings / Traffic Signals / Electronic Signs
- Traffic Management
  - ▶ Co-ordination of Roadworks & Road Closures
  - ▶ Public Utility Co-ordination
  - ▶ Traffic Regulation Orders
  - ▶ Parking Management (On-street and Off-street)
  - ▶ Disabled Parking
  - ▶ Abnormal Load movements / Timber Transport
  - ▶ Promote sustainable travel
  - ▶ NRSWA (New Roads & Street Works Act)
  - ▶ Skips & Scaffolds
- Event Co-ordination
  - ▶ Major events (E.g. Royal visits / Tour of Britain / Queen's Baton Relay / Jim Clark Rally / Steam Trains)
  - ▶ Local events (Festivals / Tri-athlons / Charity Events)
  - ▶ Safety Advisory Groups (SAGs)
  - ▶ Extreme weather events
  - ▶ Other (E.g. Emergency Road Closures / National Operations)

The Network Team are a key section in terms of dealing with the public and wider communications. They also play a lead role in partnership working. Examples of this being with Police Scotland; Safety Camera Unit; BEAR & Transport Scotland; RoSPA;

Road Safety Scotland; Timber Transport Industry; Education and Emergency Planning colleagues.

### Street Lighting

The Street Lighting section are responsible for the provision, maintenance and any subsequent replacement of all electrical related infrastructure on the road and footway network. In addition to street lights this incorporates CCTV, traffic signals, variable message signs (E.g. school speed signs and speed indicator signs), public facing Electric Vehicle Charging points and those signs and bollards that legislation requires to be lit. The section also liaises with developers on new housing sites to be adopted by the Council and can provide a design service in that regard.

In recent years the service has been at the forefront of the move to LED lighting, as one of the first authorities in Scotland to recognise the benefits this would bring. This innovative multi-million pound project is now very close to completion and has already led to extremely significant savings in ongoing energy costs, carbon tax costs as well as future maintenance requirements for the Council.

Along with colleagues in the Asset Team they have been leading the digitisation of the service trying to gain improvements for the customer experience and streamline customer enquiries to defects to works orders through the Confirm system.

- 
- Lighting asset of over 21,500 lighting associated items (including Street Lights, illuminated signs and bollards)
  - 33 Traffic Signal sites (mixture of traffic signal controlled junctions and controlled pedestrian crossing points)
  - 70 CCTV cameras and associated infrastructure across 8 towns
  - 31 EV Charging Points across 14 towns (mixture of fast and rapid chargers)

## **Roads Operations**

Operating across the region out of 8 depots, the roads operations team deliver the bulk of the cyclical and reactive works for the council. In addition this team provide the lead in the councils emergency service operating an out of hours all year service for issues which emerge across the network this then changes in winter, where this team also deliver the councils winter maintenance programme.

The Operations Section is made up of four distinct areas:-

- Routine & Cyclic Maintenance
- Capital planned works
- Emergency/out of hours service
- Winter Maintenance

### Routine and Cyclic Roads Maintenance

Main activity is to carry out routine and cyclic maintenance works which are generated by the inspections carried out by The Councils Asset team throughout the year in line with the Councils Road Asset Management Plan (RAMP). The type of cyclic works carried out are grass verge cutting, gully emptying, road sweeping, jet patching and white lining.

### Capital Planned Works

Main activity is to carry out any Capital work that are identified by the Council's Asset Team in line with the Councils Road Asset Management Plan (RAMP). The type of Capital work that is carried out throughout the year is planned patching, drainage works, bridges and structure repairs and footway works. These works are mainly carried out by SBc Contracts but when capacity allows Roads Operations will also carry out these works.

### Emergency / out of hours service

Main activity is responding to out of hour's incidents and emergencies as part of the Civil Contingency Act. Operations emergency service operates 24hrs a day, 7 days a week, 365 days a year including public holidays. The type of incidents that we are involved in responding to are flooding, fallen trees and the removal of cadavers from the carriageway. There are also staff on duty during the winter months should there be a need to carry out gritting on predetermined depot routes out with normal planned operations.

### Winter Maintenance

Main activity is ensuring that the priority road network remains free from ice when temperatures are forecast to drop below freezing. The Operations team receives a forecast from our weather provider, which gives the team the necessary information as to whether precautionary salting will take place, The Council has 28 priority gritting routes across the Scottish Borders and if temperatures are forecast to drop below zero then the decision will be taken at 11:00am as to whether a treatment will take place that evening or the next again morning. There are also 21 priority footway gritting routes that receive treatment as per the Councils Winter Service Plan.

## **SBC Contracts**

SBC Contracts is the delivery arm of the department providing roads surfacing and civil engineering services for the council to the following areas:

- Roads Programme
- Other SBC departments
- Private sector

The senior management of the operations is led by the Works Manager, Commercial Manager, Specialised Surfacing Manager and 3 Contracts Managers. The management team are responsible for the delivery of all civil and specialised surfacing operations.

### Business Aims

SBC Contracts has no budget and aims on average to produce £16million turnover and as a consequence generate a surplus which it returns to the Council at the end of each trading year. The turnover is made up of SBC capital and revenue budget spends as well as activity from trading commercially. The Management team have the ability to both operate as Main Contractor and Sub Contractor. To enable the service to trade commercially the service also operates within a quality management framework having achieved accreditation under the scheme for ISO 45001,14001,9001 and various sector scheme accreditations.

### Civil Operations

Activities include Road and Pavement upgrades, New Business Infrastructures, Bridge Refurbs and Damage Repairs, Flood Prevention/Damage Repairs, Refurbishment upgrades to SBC School and Care Home Properties, Waste Facility upgrades. Commercial activity includes - Housing Development Groundworks, New School/Care Home Groundworks, Hospital Extensions, Trunk Road Upgrades, Car Park and Driveway Alterations.

### Specialised Surfacing Team

Main activities for SBC are Capital Surfacing overlays and patching schemes across the network, full installation of Surface Dressing programme, all bond coat applications, all Traffic Management to support Surfacing and Civil operations, Sign Shop with the capacity to alter/manufacture new signs for other departments. Main private opportunities are Surfacing to Trunk Roads, Private Car Park and Driveways, Surface Dressing, Housing Development Roadways and Pavements in Tandem with Civil Operations, Bond Coating, Traffic Management and Sign Manufactory.

### Rural Road Hierarchy

The nature and disparity of roads in a rural area makes it difficult to be entirely prescriptive, but the bullet point descriptions given are typical of the road characteristics expected under each tier. The definitions given (underlined) are based on those given in the original Government guidance.

#### Definitions

- Trunk roads- National road network as defined by Government.
- These are defined as Premium / core routes fit for all purposes
- Tier one- Strategic Routes (principal A & B roads between primary destinations) connecting the Scottish Borders with its external markets
- Inter – regional Strategic routes, which compliment the Trunk road network and link the Primary and Secondary Hubs to central Scotland and England.
  - Main East – West link to/from the Region ( A697, A698, A699, A72, A6105 )
  - Principal A Class roads and strategic B Class roads
  - Road traffic flow of greater than 2000 vehicles per day (VPD) (or main road leading to such a road)
  - Heavy load routes to/from the Borders
  - Direct routes servicing Borders General Hospital
- Tier two Intra-regional Strategic Routes
- Road traffic flows of 500 – 2000 VPD
  - A Class roads not included in tier one plus strategic B Class roads that link Primary and secondary Hubs together.
  - Routes servicing Borders General Hospital – this of course could be every road in the Scottish Borders but tier one contains direct routes surrounding the Hospital where as tier two would contain roads from large towns leading to tier one roads.
  - Routes linking existing / future settlements of 500+ population and principal economic activities such as wood processing, industrial sites and routes linking the public transport network.
- Tier three- Rural distributors
- Significant B Class roads not included in tier one or two which would be roads that join principal A Class roads to make up the network and tie in communities of 100 – 500 people which connect centres of population within the Primary Hub
  - Routes connecting smaller but important local settlements
- Tier four Local routes
- Remaining B Class roads and C Class roads
  - Minor roads, which also serve as alternative routes for principal roads, linking outlying farms and settlements of 50+ population. Minor economic activities such as access roads to forests

Tier five

Unclassified roads

- All other minor public roads

APPENDIX 5

TRUNK ROADS	Route Description
A1	National Border to boundary with East Lothian
A7 (south)	National Border to Kingsknowes Roundabout
A68	National Border to boundary with Midlothian
A702	boundary with South Lanarkshire to boundary with Midlothian
A6091	Kingsknowes roundabout to junction with A68
TIER I	Route Description
A7 (north)	Galashiels - Edinburgh
A72	Glasgow - Peebles - Galashiels
A697	Fireburnmill - Greenlaw - Carfraemill
A698	Hawick - Jedburgh - Coldstream
A699	Selkirk - St Boswells - Kelso
A701	Edinburgh - Moffat
A703	Peebles to boundary with Midlothian
A721	Kirkurd - Carnwarth
A1107	Eyemouth - Coldingham - Tower
A6088	Carter Bar - Bonchester - Hawick
A6089	Kelso - Gordon - Whiteburn (A697)
A6090	Bonjedward Triangle
A6105	Earlston - Duns - Berwick
A6112 (north)	Duns - Grantshouse
B6355	Tranent - Gifford - Chirnside - Eyemouth
B6357	Jedburgh - Newcastleton - Canonbie
TIER II	Route Description
A707	Selkirk to Caddonfoot
A708	Selkirk to Moffat
A6112 (south)	Coldstream -Duns
B709	Langholm - Innerleithen - Heriot
B710	Caddonfoot to Bowland
B711 (east)	Roberton to the A7 (Hawick)
B712	Peebles - Rachan
B6352	Kelso to Town Yetholm
B6359	Hawick - Lilliesleaf - Melrose
B6362	Stow to Lauder plus Lauder spur (A68 to A697)
B6365	B6365 at Millburn Bridge to A6112
B6374	Melrose Road
B6399	Newcastleton to Hawick
B6401	A698 at Kalemouth - Morebattle - Town Yetholm
B6438	Preston to St Abbs
B6460	Greenlaw to Paxton
B6461	Kelso - Swinton -Berwick
B7007	Garvald to boundary with Midlothian
B7009	Tushielaw to Selkirk

TIER III	Route Description
B711 (west)	Tushielaw to Roberton
B6350	Kelso - Cornhill
B6356	Clintmains - Bemersyde - Earlston
B6358	Spittal-on-Rule to Jedburgh (Dunion Road)
B6360 (north)	A7 near Lindean to A6091 at Tweedbank roundabout (Abbotsford Road)
B6360 (south)	Lowood Bridge to Leaderfoot (Gattonside Road)
B6361	Melrose to Newstead
B6364	Kelso - Stichill - Greenlaw
B6368	Heriot - Soutra
B6397	Earlston - Kelso
B6398	Newtown - Bowden
B6400 (west)	Ashkirk to Ancrum, A68
B6404	St Boswells to Charterhouse Crossroads, B6397
B6405	Denholm - Hassendean
B6436	Kelso to Morebattle
B6437 (north)	Whitsomehill Crossroads - Chirnside - Houndwood (A1)
B6453	Clarielaw - Midlem - Toftbarns
B6456	A697 near Whiteburn to A6105 at Choicelee (Westruther Road)
B6470	Swinton Hill to Norham
B7016	Broughton to Biggar (boundary)
B7039	A708 at Philiphaugh to B7009 (Bowhill Road)
B7060	A707 at Yair to A7 (The Rink)
B7062	Peebles - Traquair
C34	Saughtree to Deadwater
C41 (North)	Jedburgh to Oxnam
C77	Lauder to Galashiels
C84 (north)	Junction with A68 to Oxton
C94	Coldstream - Swintonmill - Bogend
C117	Paxton to Hutton
D1/3	Roberton Valley Road
TIER IV	Route Description
B6396	Kelso - Wooler
B6400 (east)	A68 to Crailing
B6437 (south)	Lennel - Whitsomehill Crossroads
All other 'C Class' Roads	
D80/1	A72 @ Walkerburn to Elibank Road
D83/1	Haughead to Scrogbank
D83/2	A707 junction @ Ashiestiel to Scrogbank
TIER V	Route Description

This page is intentionally left blank

## BUDGET ALLOCATION

Work Type	2019-2020				
	REVENUE AREA Reactive	REVENUE CENTRAL Planned	REVENUE CENTRAL Reactive	REVENUE PLANNED Additional	CAPITAL Planned
Overlays				595,000	1,163,000
Surface Dressing					2,400,000
Jetpatch			165,000	200,000	
Patching	265,000			310,000	1,700,000
Walls and Struc.	10,000				250,000
Cattlegrids	10,000				
Footways	105,000				150,000
Ditching	16,000				
Drainage	205,000				200,000
Verge	62,000	104,000			
Lines and Studs			44,000	76,000	
Gully Emptying		200,000			
Signs and Bollards	40,000				
Fences & Barriers	11,000				
Sweep / Clean / Weed Control	37,000				
Others	4,000				
Festivals & Events	83,000				
Flooding	28,000				
Traffic and Road Safety					
Out of Hours Emergencies			30,000		
Small Schemes		200,500			
STTS Schemes					507,000
<b>TOTALS</b>	<b>876,000</b>	<b>504,500</b>	<b>239,000</b>	<b>1,181,000</b>	<b>6,370,000</b>
	<b>2,800,500</b>				



<b>2020-2021</b>					
<b>REVENUE AREA Reactive</b>	<b>REVENUE CENTRAL Planned</b>	<b>REVENUE CENTRAL Reactive</b>	<b>REVENUE PLANNED Additional</b>	<b>CAPITAL Planned</b>	<b>Projected Work Delivered</b>
			1,336,000	2,910,000	14 km
				1,500,000	38 km
			370,000		
590,000				1,300,000	37,143 m2
7,000				275,000	
7,000					
90,000				200,000	2,857 m
			100,000		
200,000				300,000	
40,000	105,000				
		75,000	200,000		
	200,000		75,000		
30,000					
5,000					
			100,000		
80,000					
25,000			37,000		
			50,000		
		40,000			
	200,500				
				300,000	
<b>1,074,000</b>	<b>505,500</b>	<b>115,000</b>	<b>2,268,000</b>	<b>6,785,000</b>	
<b>3,962,500</b>					

<b>2021-2022</b>					
<b>REVENUE AREA Reactive</b>	<b>REVENUE CENTRAL Planned</b>	<b>REVENUE CENTRAL Reactive</b>	<b>REVENUE PLANNED Additional</b>	<b>CAPITAL Planned</b>	<b>Projected Work Delivered</b>
			1,100,000	1,650,000	9 km
				2,365,000	59 km
			550,000		
700,000			577,000	1,880,000	53,714 m2
10,000				250,000	
25,000					
75,000			69,000	230,000	4,271 m
			120,000		
170,000				300,000	
55,000	140,000				
			300,000		
			250,000		
40,000					
15,000					
			60,000		
			215,500		
30,000					
40,000					
			50,000		
		40,000			
	335,500				
				150,000	
<b>1,160,000</b>	<b>475,500</b>	<b>40,000</b>	<b>3,291,500</b>	<b>6,825,000</b>	
<b>4,967,000</b>					

## Winter

	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>
Winter Base Budget Allocation	£3,395,636	£3,412,636	£3,383,585

This page is intentionally left blank

## Enquiries

(Partial Year)

<b>Subject</b>	<b>2019-2020</b>	<b>2020-2021</b>	<b>2021-2022</b>
Drainage / Gullies	1022	761	444
Flooding	92	125	80
Footways / Kerbing	430	361	278
Lining	124	59	99
Potholes	4217	2996	1079
Signs	101	60	146
Street Furniture	77	53	122
Verges, Hedges and Trees	305	252	325
Winter	297	868	43
Service Requests	1877	1760	850
<b>Total</b>	<b>8542</b>	<b>7295</b>	<b>2573</b>

This page is intentionally left blank

## Insurance Claims

(Partial Year)

Description	2019-2020	2020-2021	2021-2022
Total number of insurance claims received	499	357	134
Number of insurance claims settled	23	100	131
Total value of all insurance claims settled	£68,664	£30,686	£56,032

This page is intentionally left blank

## Gully Emptying

(Partial Year)

Description	2019-2020	2020-2021	2021-2022
<b>Total number of gullies on the network = 25,893</b>			
Gullies programmed to be cleaned (Cyclic)	No accurate data	11,727	10,896
Gullies cleaned under Reactive Response		689	880
Total Cleaned		12,416	11,776

This page is intentionally left blank

Description	Year	SCOTS Council Family Group							
		Scottish Borders	Aberdeenshire	Angus	Argyll & Bute	Dumfries & Galloway	Highland	Moray	Perth & Kinross
Total Carriageway Length (km)		2,978	5,565	1,819	2,286	4,184	6,766	1,559	2,504
Road Condition Index (RCI)	2018-2019	45.30%	27.07%	37.20%	54.42%	47.80%	38.60%	29.10%	35.90%
	2019-2020	45.20%	26.20%	32.70%	54.17%	47.88%	37.81%	30.60%	37.00%
	2020-2021 (Raw data)	43.50%	24.70%	32.70%	No data	47.40%	39.10%	28.50%	34.90%
Total Carriageway Expenditure by Network Length	2018-2019	£3,002	£3,812	£3,478	£6,581	£3,200	£2,244	£3,156	£4,790
	2019-2020	£3,173	£4,002	£3,232	£5,563	£3,102	£2,055	£3,084	£5,955
	2020-2021 (Raw data)	£2,898	£1,920	£1,836	No data	£3,957	£1,757	£1,901	£3,341
% of Carriageway Length Treated	2018-2019	2.25%	No data	3.40%	8.40%	6.11%	2.04%	5.02%	6.94%
	2019-2020	2.80%	5.77%	3.16%	6.21%	No data	0.82%	4.81%	7.11%
	2020-2021 (Raw data)	2.32%	1.05%	2.51%	No data	2.73%	0.00%	2.46%	3.47%

SCOTS Council Family Group	Description	Year		
		2018-2019	2019-2020	(Raw data) 2020-2021
Scottish Borders	Road Condition Index (RCI)	45.30%	45.20%	43.50%
	Total Carriageway Expenditure by Network Length	£3,002	£3,173	£2,898
	% of Carriageway Length Treated	2.25%	2.80%	2.32%
Aberdeenshire	Road Condition Index (RCI)	27.07%	26.20%	24.70%
	Total Carriageway Expenditure by Network Length	£3,812	£4,002	£1,920
	% of Carriageway Length Treated	No data	5.77%	1.05%
Angus	Road Condition Index (RCI)	37.20%	32.70%	32.70%
	Total Carriageway Expenditure by Network Length	£3,478	£3,232	£1,836
	% of Carriageway Length Treated	3.40%	3.16%	2.51%
Argyll & Bute	Road Condition Index (RCI)	54.42%	54.17%	No data
	Total Carriageway Expenditure by Network Length	£6,581	£5,563	No data
	% of Carriageway Length Treated	8.40%	6.21%	No data
Dumfries & Galloway	Road Condition Index (RCI)	47.80%	47.88%	47.40%
	Total Carriageway Expenditure by Network Length	£3,200	£3,102	£3,957
	% of Carriageway Length Treated	6.11%	No data	2.73%
Highland	Road Condition Index (RCI)	38.60%	37.81%	39.10%
	Total Carriageway Expenditure by Network Length	£2,244	£2,055	£1,757
	% of Carriageway Length Treated	2.04%	0.82%	0.00%
Moray	Road Condition Index (RCI)	29.10%	30.60%	28.50%
	Total Carriageway Expenditure by Network Length	£3,156	£3,084	£1,901
	% of Carriageway Length Treated	5.02%	4.81%	2.46%
Perth & Kinross	Road Condition Index (RCI)	35.90%	37.00%	34.90%
	Total Carriageway Expenditure by Network Length	£4,790	£5,955	£3,341
	% of Carriageway Length Treated	6.94%	7.11%	3.47%

This page is intentionally left blank

---

## **STANDARDS ON CARRIAGEWAY/FOOTWAY & FOOTPATH SAFETY INSPECTIONS**

**Depute Chief Executive, Place under Delegate Powers**

---

**SMT - PLACE            14 JANUARY 2015**

---

### **1 PURPOSE AND SUMMARY**

- 1.1 **This report explains the background to carriageway, footway and footpath safety inspections and recommends a standard that should be applied when carrying out safety inspections in terms of frequency of inspections and defect categories that addresses insurance requirements.**
- 1.2 The Code of Practice for Highway Maintenance (CoPHMM), 2011 gives recommendations on the approach to be taken in determining frequencies for safety inspection of carriageways and footways. These recommendations have been extended to cover footpaths. These inspections should be defined following an assessment of the relative risk associated with the potential circumstances of network condition.
- 1.3 All elements of the safety inspection and assessment regime should be applied systematically and consistently as information may be crucial in respect of legal proceedings. It is also important to recognise that, following the introduction of the Freedom of Information Act 2000, all records are potentially available for public inspection and reference.
- 1.4 Officers are continuing to be asked by potential claimants under the Freedom of Information Act to provide records relating the Council's standards on carriageway and footway inspections frequencies and defect categories.
- 1.5 The Council should have clear standards on inspection frequencies and defect categorisation.

### **2 STATUS OF REPORT**

- 2.1 This report is considered routine business.

### **3 RECOMMENDATIONS**

- 3.1 **I recommend that the Depute Chief Executive - PLACE:**
  - a) **acknowledges the recommendations of Code of Practice for Highway Maintenance and,**
  - b) **agrees to the standards for inspection frequency set out in Appendix A.**

## 4 BACKGROUND

4.1 The Code of Practice for Highway Maintenance (The Code), 2011 gives recommendations on the approach to be taken in determining frequencies for safety inspection of carriageways and footways. These recommendations have been extended to cover footpaths. These inspections should be defined following an assessment of the relative risk associated with the potential circumstances of network condition.

Safety inspections are designed to identify all defects likely to create danger or serious inconvenience to users of the network or the wider community. Such defects should include those that will require urgent attention (within 24 hours) as well as those where the locations and sizes are such that longer periods of response would be acceptable.

4.2 Inspections are normally undertaken by slow moving vehicle, at frequencies that reflect the characteristics of the particular road and its use. In busy urban areas, particularly when inspecting footways and footpaths, it is difficult to obtain the necessary level of accuracy from vehicle-based inspections and surveys are conducted on foot.

4.3 Additional inspections are undertaken as necessary in the response to user or community concern, as a result of incidents or extreme weather conditions, or in the light of monitoring information.

4.4 A safety inspection regime forms a key aspect of an authority's strategy for managing liabilities and risks.

## 5 PROPOSED STANDARD

5.1 The parameters which need to be specified for a safety inspection regime are:

- frequency of inspection;
- items for inspection;
- degree of deficiency;
- nature of response.

5.2 The regime has been developed based on a risk assessment process and provides a practical and reasonable approach to the risks and potential consequences identified. The inspection regime should take account of potential risks to all road users, and in particular those most vulnerable. The following table illustrates the number of claims over the last four years, split by asset type:

Policy Year	Total no of claims	Surface Defect Footway	Surface Defect Carriageway	Others
2010/2011	190	15	163	12
2011/2012	118	23	87	8
2012/2013	316	13	272	31
2013/2014	164	10	145	9

5.3 Frequencies for safety inspections of individual network sections should be based upon consideration of:

- category within the network hierarchy;
  - traffic use, characteristics and trends;
  - incident and inspection history;
  - characteristics of adjoining network elements;
  - wider policy or operational considerations.
- 5.4 Although the frequencies of inspection for various features are consistent with the various categories of hierarchy, there are particular circumstances which, because of their very nature and importance, could result in increased risk of damage or injury to road users. These circumstances relate to special usage or vulnerable users, such as :
- access to schools, hospitals and medical centres;
  - vulnerable users or people with special needs – old peoples homes etc;
  - ceremonial routes and special events.

5.5 Categories of hierarchy will fall into the following either:

- Strategic Routes ( cat 2)
- Main Distributor (cat 3a)
- Secondary Distributor (3b)
- Link & Local Access (cat 4a & cat 4b)

Each of the Neighbourhood Service areas will maintain a schedule of carriageways/footway/footpaths which fall into each of the categories above.

- 5.6 Items for inspection include, debris & spillage on surfaces, road, footway and footpath surface defects, standing water, dangerous ironwork, bridge damage, lighting defects and wall failures.
- 5.7 In terms of degree of deficiency, the Code defines defects in two categories:
- Category 1 - those that require prompt attention because they represent an immediate or imminent hazard or because there is a risk of short-term structural deterioration.
  - Category 2 - all other defects

Appendix A indicates the defect categories for carriageway and footway & footpaths.

- 5.8 Category 1 defects should be corrected or made safe at the time of the inspection, if reasonably practicable. In this context, making safe may constitute displaying warning notices, coning off or fencing off to protect the public from the defect. If it is not possible to correct or make safe the defect at the time of inspection, which will generally be the case, repairs of a permanent or temporary nature should be carried out as soon as possible, and in any case within a period of 24 hours. Specific recognition of defects on structures, bridges and lighting should be highlighted and noted, as an example, the recent fatal accident in Berwickshire where cranked parapet rails were missing from the bridge.

- 5.9 Category 2 defects are those which, following a risk assessment, are deemed not to represent an immediate or imminent hazard or risk of short term structural deterioration. Such defects may have safety implications, although of a far lesser significance than Category 1 defects, but are more likely to have serviceability or sustainability implications. These defects are not required to be urgently rectified, and those for which repairs are required shall be undertaken within a planned programme of works, with

the priority as determined by risk assessment. These priorities together with access requirements, other works on the road network, traffic levels, and the need to minimise traffic management, should be considered as part of the overall asset management strategy.

- 5.10 Category 2 defects may be categorised according to priority, high (H) medium (M) and low (L). The Council has adopted a range of local target response times for Category 2 defects, and apply them in responding to various categories of defect, based on the risk probability and its likely impact.

Due to the rural nature of the region and the ability to cover a wide expansive area, officers have assessed the requirements of response times to defects and recommend that defects in category 2H are repaired within the 7 day period and 2M are repaired within 4 weeks.

- 5.11 The standards for safety inspection frequency and categories of defects are set out in Appendix A.

This contains, for both carriageways and footways:

- Inspection regime
- Risk assessment of rural routes
- Maintenance hierarchy
- Response times
- Category of defects

## **6 IMPLICATIONS**

### **Financial**

- (a) Without having an approved standard on inspections and defect categories, Council will have increased difficulties in defending third party claims and may be subjected to increased levels of payout and insurers premiums.

### **Risk and Mitigations**

- (a) The system of inspection is aligned to the recommendations and principles of the Code, Section 9.5. The Council has adopted arrangements based on these principles.
- (b) Where defects with potentially serious consequences for network safety are made safe by means of temporary signing or repair, arrangements should be made for a special inspection regime to ensure the continued integrity of the signing or repair is maintained, until a permanent repair can be made.

### **Equalities**

- (a) There are no significant equality implications arising from this Report.

### **Acting Sustainably**

- (a) There are no sustainability implications arising from this Report.

### **Carbon Management**

- (a) There are no carbon management implications arising from this Report.

### **Rural Proofing**

- (a) Not applicable.

### **Changes to Scheme of Administration or Scheme of Delegation**

(a) There are no changes to be made as a result of this report.

**6 CONSULTATION**

The Head of Legal and Democratic Services and the Head of Audit and Risk, have been consulted, and their comments incorporated into the Report.

The Council’s Insurers, Zurich Municipal and their legal advisors Simpson Marwick have been consulted on the report and their observations and recommendations have been incorporated into the Report.

Approved by

**Depute Chief Executive - PLACE**

**Signature .....**

**Author(s)**

Name	Designation and Contact Number
	Infrastructure Manager, 01835 82 6635

**Background Papers:**

**Previous Minute Reference:**

**Note** – You can get this document on tape, in Braille, large print and various computer formats by contacting the address below. Jacqueline Whitelaw can also give information on other language translations as well as providing additional copies.  
Contact us at: Jacqueline Whitelaw, Business Support, E & I, ext 5253

The Table below indicates the proposed carriageway and footway inspection frequencies set against the Code of Practice recommendations

Road Hierarchy	Urban / Rural	Proposed Frequency Standard December 2013 <b>CARRIAGEWAY</b>	Proposed Frequency Standard December 2013 <b>FOOTWAY</b>		Frequency recommended in code of practice carriageway	Frequency recommended in code of practice footway
Strategic Route	Urban	<b>Monthly</b> (Cat 2)	<b>Monthly</b> (Cat 1a)		Monthly	Monthly
	Rural	<b>Monthly</b> (Cat 2)			Monthly	
Main Distributor	Urban	<b>2 Monthly</b> (Cat 3a)	<b>2 Monthly</b> (Cat 1)		Monthly	<b>3 Monthly</b>
	Rural	<b>2 Monthly</b> (Cat 3a)			<b>Monthly</b>	
Secondary Distributor	Urban	<b>3 Monthly</b> (Cat 3b)	<b>3 Monthly</b> (Cat 2)		<b>Monthly</b>	6 Monthly
	Rural	<b>3 Monthly</b> (Cat 3b)			<b>Monthly</b>	
Link & Local Access and footpaths	Urban	<b>12 Monthly</b> (Cat 4a & b)	<b>12 Monthly</b> (Cat 3 & 4) incl. parks and cemeteries		<b>4a 3 Monthly</b>	12 Monthly
	Rural	<b>12 Monthly</b> (Cat 4a & b)	<b>12 Monthly</b> (Rural footways and paths)		4b 12 Monthly	

DEFINITIONS: for definitions of carriageway and footway categories please refer to Well Maintained Highways, COPHM, Table 1, page 82 and Table 2, page 83.

## Routine Maintenance - Carriageways

SBC has specific defect requirement intervention levels with documented reaction times.

It is proposed that reaction times should reflect the carriageway defect categories as detailed below:

**Category 1:** Defects presenting an immediate and critical hazard to road users; **immediate make safe and repair within 24 hours**

- Major debris & spillage
- Carriageway collapse or comparable severe surface defect
- Isolated standing water at depth likely to cause loss of control
- Missing or seriously defective ironwork
- Major collapse to others assets eg. walls, bridges & lighting

**Category 2H:** Defects presenting an urgent or imminent hazard or risk of rapid deterioration; **make safe or repair within 7 days**

- Seriously defective ironwork
- Pothole – exceeding 40mm in wheel track

**Category 2M:** Defects presenting a moderate level of hazard or risk; **repair within 4 weeks**

- Isolated standing water
- Pothole exceeding 40mm depth in all other locations
- Edge deterioration exceeding 100mm

**Category 2L** defects are those which following a risk assessment are deemed not to represent an immediate or imminent danger. These would include items such as street furniture, utility apparatus, walls, fences, hedges and tress, signs, street lights and road markings. Repairs should be undertaken within a **planned programme of works.**

## Routine Maintenance – Footways & Footpaths

SBC has specific defect requirement intervention levels with documented reaction times.

It is proposed that reaction times should reflect the carriageway defect categories as detailed below:

**Category 1:** Defects presenting an immediate and critical hazard to users;  
**immediate make safe and repair within 24 hours**

- Major debris & spillage
- Footway collapse or comparable severe surface defect
- Missing or seriously defective ironwork

**Category 2H:** Defects presenting an urgent or imminent hazard or risk of rapid deterioration; **make safe or repair within 7 days**

- Seriously defective ironwork
- Pothole – exceeding 20mm in cycleway
- Trip exceeding 20mm in footway and kerb
- Gap in footway wider or deeper than 15mm on priority walking (Cat 1) footways

**Category 2M:** Defects presenting a moderate level of hazard or risk; **repair within 4 weeks**

- Isolated standing water
- Gap in footway wider or deeper than 15mm on other (Cat 2, 3 & 4) footways

**Category 2L:** defects are those which following a risk assessment are deemed not to represent an immediate or imminent danger. These would include items such as street furniture, utility apparatus. Repairs should be undertaken within a **planned programme of works.**