

**SB2 - Truro Business Improvement District****Highways Maintenance - Service Baseline****Responsible authority: Cornwall Council****Commissioned body delivering highway maintenance on behalf of the responsible authority:****CORMAC Solutions Ltd****Head of Commissioned body****Dominic Bostock** (Managing Director, Cormac Solutions Ltd)**Responsible Officer:****Steve Bayley** (Network Manager, Cormac Solutions Ltd)

Number of Staff & Equipment	<p>Highway maintenance is managed by CORMAC Solutions Ltd on behalf of Cornwall Council. This service is delivered to a prescribed service standard set by the Highway Authority.</p> <p>As the work is needs based and covers the whole of the county, it is not possible to identify the number of staff that would carry out work and the amount and type of equipment that would be used in the Truro BID area.</p>
Specification	<p><i>Maintenance of public highway</i></p> <p><b><i>Cornwall Council budgets are allocated within defined areas using a weighted road length (road class/urban/rural)</i></b></p> <p>The Council has a duty to maintain the highway for the safe use of the public throughout Truro including the BID area. This will include all issues defined within the Council's Highway Maintenance Manual as category 1 defects. This includes potholes, trips, faulty ironwork and covers etc.</p> <p>In the town centre, a walked safety inspection is carried out at a prescribed frequency (varies from 1 – 4 months depending on category of road). These inspections are supported by maintenance gangs which are able to respond to repair any category 1 defects found by the end of the next working day.</p> <p>At other times, these gangs will be carrying out other scheduled maintenance work. The aim of this maintenance work is to make 'like-for-like' repairs where this is reasonably practicable. In some instances, temporary solutions may be made, and these would normally be followed by permanent repairs which would be added to a programme of work.</p>

	<p>CORMAC Solutions Ltd operates a 24 hour emergency cover regime and any urgent highway repairs should be completed by the end of the next working day.</p> <p>In addition, similar regimes exist for the maintenance of street lighting and traffic signals.</p>
Specification (cont)	<p><i>Routine Maintenance</i></p> <p>For non-hazardous defects and repairs of a more minor nature, CORMAC Solutions Ltd will respond in a responsive manner with the works taking place within its programme and allocated budgets. This could be as a result of routine 'service' inspections, follow-ups to temporary responsive repairs and/or third party reports. Typically this would be small areas of surface repair/patching, straightening/replacing damaged signage, white and yellow lines, repairs/replacement of damaged bollards/barriers, repairs to gullies/drainage.</p> <p>Gully emptying is scheduled work with a typical frequency of once per year for most gullies. However 'problem' gullies will be attended to on a more frequent basis. GPS is now being used extensively to provide an improved drainage inventory and records of activity so that "problem" gullies can be identified.</p>
	<p><b>Car Parks</b></p> <p>The same team of Highway Inspectors will also make safety inspections of CC off-street car parks and will prioritise remedial works on the same basis as the highway. Civil Enforcement Officers will also make daily inspections of car parks and will ensure all car park machinery is in working order.</p>
	<p><b>Programmed Maintenance</b></p> <p>More significant works (e.g. resurfacing of carriageways and footways) are identified either through condition surveys or service inspections. The programme of these works is prioritised on a countywide basis.</p>
	<p><i>Licensing functions</i></p> <p>Cornwall Council is responsible for licence management of: skips; scaffolds; tables and chairs for pavement cafes; miscellaneous others.</p>
	<p><i>Statutory undertaker functions</i></p> <p><b>Cornwall Council is responsible for coordination of streetworks – e.g. gas, electricity, redevelopment, construction work.</b></p>

Specification (cont)	<p><i>Responsible for enforcement of obstructions on the highway</i></p> <p><b>Cornwall Council is responsible for taking action against obstructions on the highway – e.g. advertising boards and goods on the pavement. This practice was last reviewed through a Single Issue Panel in 2006. The Council applies a degree of discretion and action will depend on the extent of obstruction or impact on safety.</b></p> <p><i>Responsible for road traffic signs and road markings</i></p> <p><b>Cornwall Council is responsible for mandatory (e.g. No Entry), warning and direction signs within current Council policy.</b></p> <p><b>Responsible for maintenance</b></p> <p>Responsible for maintenance of new highway schemes/proposals, banners, bollards and road markings.</p>
Existing Value of Contract/Service	<p><b>Works are part of Cornwall Council’s term contract for highway maintenance.</b></p> <p>Works are prioritised on a county-wide basis and costed against Community Network Areas. It is not possible to identify the value of work carried out in the BID area, as the costing system does not report at this level.</p>
Boundary Area	Truro BID Area