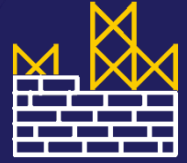




Vale of Glamorgan Annual Highway Maintenance Contract for Highway Reinstatements (Emergency & Permanent) Case Study



Background

The contract involves repairing highway surface defects, which may include footway paving/tarmac and carriageway works.

Work is identified by the council's highway inspectors as part of their routine highway safety inspections to ensure the council fulfils its statutory function under section 41 of the highways act (1980) to provide a safe passage for the travelling public.

Initially awarded the contract in 2015, Centregreat successfully secured the second iteration of the contract, running to 2021.



Delivery

Works consist of the following:

- Highway and footway patching
- Pothole repairs
- Kerb and paving replacement and repairs
- Retaining structure construction and repairs
- Carriageway and footway construction
- Road Marking
- Traffic Management
- Drainage works

- Culvert maintenance and renewal
- Fencing installation and repairs
- Concrete hardstanding construction
- Ramp construction
- Construction and repair of steps
- Fabrication and installation of railings and street furniture

The contract stipulates 3 response times to achieve compliance with Section 41 of the Highways Act. The appropriate timescale is determined by the risk assessment of danger to the public at the time of inspection;

- Immediate – within 2 hours
- 24 hours
- 15 days planned works

We resource the contract from our vast pool of suitable qualified and experienced local operatives, providing flexible on-demand resource. This ranges from one team in the summer months, up to 10 teams plus to meet winter demand when rapid deterioration of road surfaces can create potholes at short notice.



The contract runs the **BIG Fill** initiative, which involves an intensive period of work taking place in a ward over the period of a Friday and Saturday; This is in response to a public



survey, which indicated the lack of repairs to potholes was scored top of the survey for causes of dissatisfaction. Up to 20 men work in a small area of the county, maximizing output and impact. Upcoming BIG Fill areas are advertised on the Council's website, giving the public the option to report potholes and have them repaired in a short timeframe.

Centregreat utilises our own in-house TM company, ERH, allowing TM to be put in place at short notice to carry out emergency repairs. When the TM is in place it can be used to assist the council in carrying out their own works such as litter picking, grass cutting, gully emptying etc. at no additional TM cost.

As part of this contract we also carry out work for Vale of Glamorgan Housing section, executing renewal and maintenance for footways, car parks, hard standings and disabled crossings.

Outcome

Centregreat work very closely with the client, with our supervisor meeting the council's staff on a daily basis to discuss priorities, any operational issues and client requirements.

A structured meeting takes place on a weekly basis to discuss forward planning, Health and Safety, the Big Fill programme, resident feedback and any other issues relating to the contract.

Although it is not part of the service provision under the contract, as a goodwill gesture Centregreat assists the council in photographing and removing illegal signage on street furniture, attending to resident complaints when council staff resources are limited or unavailable. This demonstrates the mutual trust and cooperation we have built up with the client over the years of service.

We are available to support the client by providing labour and vehicle resource and have assisted in clearing snow and ice from footpaths, hospital and school access during the heavy snowfall of March 2018.

During the heavy snow, the Centregreat team (at all levels) were hard at work for the entire period, including the weekend. We deployed

up to 20 men at times, to salt and clear routes, along with machine operators also clearing roads. A main access route through the Vale of Glamorgan to the west (including the airport), Five Mile Lane, caused major issues for travelers and the local authority. Through perseverance our team was able to clear the route, enabling access to resume.



On the Sunday we focussed on the major schools (access routes, car parks, pathways) to ensure they were able to open safely on the Monday.

Centregreat are also sponsors the Vale of Glamorgan Council Annual Employee Awards, which helps the client celebrate the success and achievements of its staff as a key priority of the Vale of Glamorgan Council.



Having sponsored the event in 2019, we have committed to sponsorship of the next event, due to take place in 2021.

Client: Vale of Glamorgan Council

Value: Circa £1.2M / annum

Delivery Period: 2015 – Present