

APPENDIX A: SCOPE OF THE SERVICES

Highway Maintenance and Management Services

Scope of Services / Description	All Highway Infrastructure Assets, including: • Surfacing: Carriageway, Footway, Verge, Kerbs and Cycle Tracks; • Street Lighting; • Traffic Signals and Urban Traffic Control Equipment; • Bridges, Structures and Tunnels; • Highway trees; • Other assets owned by the City Council situated on the HMPE, including signs, markings, highway drainage and street furniture. Services include: • Inspection for safety, condition and inventory; • Reactive maintenance and emergency repairs; • Routine maintenance and management; • Programmed / life-cycle replacement; • Winter maintenance services.
Specification	The service specification is as specified in the City Council's highway maintenance and management services contract(s). The City Council's contract documents contain the specific details of service standards to be delivered.
Staff and Equipment	Levels of staffing and resource commitment will be as required by the City Council's contractor(s) to deliver the requirements of the contract.
Performance Measures	The services specified are to be carried out in accordance with relevant Highway Standards, Good Industry Practice and the requirements of the highway maintenance and management services contract(s).
Budget	Baseline services are included within the Highways and Infrastructure Service budget for the relevant year.
Other Comments	The City Council, as the Highway Authority, has a duty of care to maintain the Highway under the Highways Act (1980). The standards in relation to Carriageway and Footway reflect reinstatements by Statutory Undertakers under the New Roads and Street Works Act (NRSWA), which are managed by the Highway Maintenance and Management Services Service Provider on behalf of the City Council.

Parking Services

Scope of Services / Description	- Provision and maintenance of: - City Council on- and off-street parking; and - Resident / business permit schemes (including associated services such as Blue Badge enforcement, Cashless Parking Payments). - Management of the City Council's civil enforcement contracts (including parking, bus lanes, Clean Air Zone, vehicle removals). - Provision of the Traffic Regulation Order (TRO) services to support civil enforcement and traffic management.
Specification	On-Street and Off-Street parking - Maintenance of road markings, signs and machines for on- and off-street pay and display parking. - Maintenance of multi-storey and city centre surface off-street car parks. - Management of on street permit schemes across the City, - Management of the Cashless Parking Payment Contract. Civil Enforcement for Parking/Bus Lanes including vehicle removals - Management of City Council enforcement contracts in accordance with the service specifications as specified in the City Council's civil enforcement contracts. The City Council's contract documents contain the specific details of service standards to be delivered. - This includes Civil Enforcement Officers (CEOs) deployed to enforce parking restrictions across the City; to support / assist special events and when specific areas experience traffic management or safety related issues associated with parking. - Penalty Charge Notices (PCNs) issued for contraventions are processed to collect payment supported by enforcement agents, monitored in accordance with the standards set out in the Council's contract. Traffic Regulation Order (TRO) Services - Review and update of TROs and associated statutory records to support civil enforcement delivery.
Staff and equipment	Levels of staffing and resource commitment will be as required by the City Council and its contractors to deliver the requirements of these contracts.
Performance measures	- Civil Enforcement is carried out in accordance with the associated legislation and performance is scrutinised by independent lawyers, employed by the Traffic Penalty Tribunal Service in England (outside London) and Wales, when deciding on appeals from motorists who have received a Penalty Charge Notice. This includes the scrutiny of the associated Traffic Regulation Order. - The performance of the contractors for Civil Enforcement, the Cashless Parking Payment service, the Blue Badge Enforcement service and the Enforcement Agent is monitored to ensure compliance with the contract requirements.
Budget	Baseline services are included within the Highways and Infrastructure Service budget for the relevant year. All revenue is retained by the City Council.

Other explanatory comments	• CEOs have authority to deal with Civil Enforcement by issuing Penalty Charge Notices in compliance with the requirements of the Traffic Management Act 2004 and the Transport Act 2000. • Obstruction of the highway is only enforceable by the Police who are also responsible for enforcing criminal offences and issuing Fixed Penalty Notices.
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Local Engineering Services

Scope of Services / Description	Local Engineers (LEs) are the frontline local link for highway services and provide specific advice on most highway related matters to local residents, businesses, community forums/groups, Councillors, MPs, Police, Fire, Ambulance, Bus Companies and many other internal and external stakeholders. Some examples of advice on services that LEs provide are: • Traffic calming measures; • Temporary or Permanent Traffic Regulation Orders; • Pedestrian crossing facilities; • Street furniture, traffic signs, road markings; • Management and maintenance of local car parks; • Delivery of the School Crossing Patrol Service across the city; • Development and delivery of the Highways Capital Programme for: ◦ Ward Minor Transport Measures – to address highway issues at local level; ◦ Grass Verges Protection - to protect verges for improved street scene; ◦ Safer Routes to Schools– to address issues in the vicinity of schools. • Deliver s106 / s278 / Mini-s278 / bellmouth agreements schemes; • Respond to letters, emails, petitions from residents, Councillors, MPs, other local authorities, Department for Transport and various other internal and external stakeholders; • Provide advice at Ward Committees / forums, residents' associations, forums and Police meetings etc.; • Joined up working with highway maintenance and management service provider(s) and provide information on planned / unplanned road works.
Specification	Provision of the Highway Engineering service at local level in accordance with various highway legislation, such as Highways Act 1980, Traffic Management Act 2004. The services specified are to be carried out in accordance with relevant Highway Design Standards, The Traffic Signs Regulations and General Directions 2016, Good Industry Practice and the requirements of the highway maintenance and management services contract(s).
Staff and Equipment	Local Engineers and designated staff, as set out within the City Council's staffing arrangements for the Local Engineering Service.
Performance Measures	City Council service standards, Your Views performance measure indicators, delivery of the Local Engineering service in compliance with Highways Act 1980 and other legislation.
Budget	Baseline services are included within the Highways and Infrastructure Service budget for the relevant year.
Other Comments	Local Engineering service is presently delivered by three engineering teams, alongside the School Crossing Patrol service.