



Telford & Wrekin  
COUNCIL

Addenbrooke House Ironmasters Way Telford TF3 4NT

## CABINET

Date **Thursday, 15 March 2018** Time **5.00pm**  
Venue **Meeting Rooms G3/4, Addenbrooke House, Ironmasters Way, Telford, TF3 4NT**

### Enquiries Regarding this Agenda:

Democratic Services	Deborah Moseley / Jess Tangye	01952 383215 / 382061
Media Enquiries	Corporate Communications Manager	01952 382403
Lead Officer	Richard Partington, Managing Director	01952 380102

### Cabinet Members:

Councillor S Davies	Leader of the Council and Cabinet Member for Neighbourhood Services & Pride Programme
Councillor R A Overton	Deputy Leader and Cabinet Member for Cabinet Member for Housing & Enforcement
Councillor L D Carter	Cabinet Member for Council Finance, Commercial Services & Economic Development
Councillor A R H England	Cabinet Member for Communities, Health & Wellbeing
Councillor R C Evans	Cabinet Member for Customer Services, Tourism & Partnerships
Councillor A D McClements	Cabinet Member for Transport, Infrastructure & Broadband
Councillor J C Minor	Cabinet Member for Leisure, Green Spaces & Parks
Councillor S A W Reynolds	Cabinet Member for Education & Skills
Councillor P R Watling	Cabinet Member for Children & Adults Early Help & Support

### Invitees

Councillor A J Eade	Conservative
Councillor W L Tomlinson	Liberal Democrat/Independent

## AGENDA

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<b>Key</b>			
K	Key Decision	C	Item reserved for Council
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## CABINET

### Decision Notices and Minutes of a meeting of the Cabinet held on Thursday, 15 March 2018 at 5.00pm at Addenbrooke House, Ironmasters Way, Telford

**PUBLISHED ON WEDNESDAY, 21 MARCH 2018**

**(DEADLINE FOR CALL-IN: MONDAY, 26 MARCH 2018)**

**Present:** Councillors S Davies (Leader and Chair), L D Carter, A R H England, R C Evans, J C Minor, A D McClements, R A Overton, S A W Reynolds and P R Watling.

**Also Present:** Councillors A J Eade (Conservative Group Leader) and W L Tomlinson (Liberal Democrat/Independent Group Leader).

**CB-158      Apologies for Absence**

None.

**CB-159      Declarations of Interest**

None.

**CB- 160**      The Cabinet Member for Children's and Adult's Early Help & Support gave a statement to reassure the public that tackling Child Sexual Exploitation (CSE) in Telford continued to be a top priority for Telford & Wrekin Council. The statement is attached at Appendix A. An independent expert inquiry into CSE in Telford was debated by Cabinet Members, the Conservative Group Leader and Leader of the Liberal Democrat/ Independent Group.

**CB-161      Minutes**

**RESOLVED** – that the minutes of the meeting held on 15 February 2018 be confirmed and signed by the Chair.

**CB-162      Well Managed Highways Infrastructure Code of Practice & Highway  
Safety Inspection Policy**

**Key Decision** identified as **Risk Based Approach to Highways Maintenance** in the Notice of Key Decisions published on 15 February 2018.

Councillor A D McClements, Cabinet Member for Transport, Infrastructure and Broadband presented the report of the Assistant Director; Customer and Neighbourhood Services, which outlined the outcome of the recent approach to managing the Highway and responding to defects. It was reported that a continual reduction had been seen year on year with the number of potholes reported and completed; figures showed in 2012/13 there was 7,012 potholes inspected and

completed and by 2017 this had reduced to 3,397, a reduction of 48%. The condition of the roads in the Borough was better than both the regional and national averages and in 2017 the Council was second out of 104 other Local Highway Authorities for overall public satisfaction with highways and transport (*National Highways and Transport Survey*).

Members noted the importance that the highway network played in supporting communities and businesses in the Borough. The Council was continuing to invest significant funding over and above current government funding into maintaining roads, footpaths and other assets through the Pride in Our Community initiative. This had included £2m each year additional funding for roads, £1m a year investment into footways, £1m into urgent structures and £750,000 into improving residential parking. The Council was committed to a major investment of £20m in 2019/20 and 2020/21 into improving the condition of all assets in particular roads and this would allow a more proactive approach to maintaining assets than responding reactively.

The Council currently received £1.5m per annum (£1.49 per metre of road) in government funding to spend on the Highway, however, one pot hole was on average £120 to repair and so the Council's additional investment was critical to maintain the highways to an acceptable standard. In addition to the Council's investment work was also being done towards a new highways contract with a significant focus on innovation, efficiency and customer satisfaction.

In order to maintain a safe highway network, local authorities must adhere to national guidance setting out policies with regards to Inspections including frequency and response times. In October 2016 a new National code of practice, 'Well Managed Highway Infrastructure' (WMHI) was introduced. This revised code of practice aimed to address issues with the previous approach which made it difficult for authorities to significantly change how they completed highway inspections and therefore not achieve potential efficiencies and improvements in the delivery of the service.

The Council's current maintenance policies and practices were developed based on the previous codes which were prescriptive in nature. The Well Managed Highways Inspection (WMHI) policy enabled authorities to apply flexibility in defining investigatory levels together with a risk assessment process to define the response time for repairing the defect, based on size, location and other local factors. The new code of practice encouraged the principle of developing local levels of service and taking a risk management approach to maintaining local highways, which meant the response to managing highway defects or issues could be based on a range of factors relevant to the local area. The Council's revised policy and approach was at Appendix A and the report outlined what it would mean by moving to the new approach.

It was noted that the change in policy and approach was cost neutral and allowed the Council to maintain its levels of service within a defined budget and to allocate resources more appropriately. This revised approach should also lead to increased customer satisfaction.

It was recognised that this change from reliance on specific guidance to the implementation of a risk based approach would require time and authorities had until October 2018 to implement WMHI across all assets. Given the benefits that the new

code could provide to authorities in managing the highway network the Council was keen to bring the new Inspection Policy in as soon as possible.

**RESOLVED that –**

- (a) the risk based local highway safety inspection policy appended to the report, be approved**
  
- (b) delegated authority be given to the Assistant Director: Customer & Neighbourhood Services in consultation with the Cabinet Member for Transport, Infrastructure & Broadband to approve revisions to the Councils highway safety inspection policy and regime where required.**

**CB-163      Corporate Parenting Strategy 2018-2020**

**Non- Key Decision**

Councillor P R Watling; Cabinet Member for Children & Adults Early Help and Support introduced the Corporate Parenting Strategy of the Assistant Director: Education & Corporate Parenting.

It was highlighted that Telford & Wrekin Council wanted all children and young people to achieve their ambitions and reach their full potential. The purpose of the Corporate Parenting Strategy was to reaffirm the Council's commitment and reinforce the corporate responsibilities of the whole council, jointly with partners, to ensure that children in care and care leavers in the Borough had every opportunity to achieve success.

Members noted that the Corporate Parenting Strategic Group which brought together elected members, officers from the Council, and colleagues from partner agencies oversaw the services provided to children in care and care leavers within the Borough. The Group was responsible for scrutinising all services available for children in care and care leavers (from universal through to safeguarding) and had developed a strategy to define the overarching priorities for the next three years. Whilst the Group challenged the safety of children in care and care leavers, this was also done in the wider context of safeguarding children and young people in the Borough through the Telford & Wrekin Safeguarding Children Board (TWSCB).

The strategy identified four overarching priorities outlined in the report which had been decided through analysis of intelligence and consultation with partners. The Corporate Parenting Strategy defined how the Board and its partners would address the four priority areas over the next three years and how this would impact on children in care and care leavers. Progress against the priorities would be monitored and challenged through the Partnership's action plan and associated performance framework. A copy of the draft Corporate Parenting Strategy was appended to the report.

Members noted one of the cross-cutting aims of the Corporate Parenting Strategic Group was to raise the profile of corporate parenting within the whole council. The lead officers had begun to develop an engagement programme for members and

officers, who were not directly working with children in care and care leavers, to raise awareness of this statutory expectation and their roles and responsibilities.

The Corporate Parenting Strategic Group was accountable to the Children and Families Partnership who received regular updates on the implementation of the strategy. The Group was also held to account through the Council’s Cabinet and, specifically in relation to safeguarding, through the TWSCB

**RESOLVED that the Corporate Parenting Strategy 2018-2020 be approved.**

**CB-164      Duke of York – Inspiring Digital Enterprise Award**

**Non- Key Decision**

Councillor S A W Reynolds; Cabinet Member for Education & Skills presented the report of the Assistant Director: Education & Corporate Parenting which outlined the new exciting award and how Telford and Wrekin Council would be promoting and using it. The Duke of York Inspiring Digital Enterprise Award, known as iDEA, aimed to equip people across the UK with digital and enterprise skills through a free online training portal.

The award was based on rewarding participants with badges for the effort they put in to acquiring skills. Each badge was worth points that could be built up to achieve a Bronze, Silver or Gold Award. Work was being done across the Council in Libraries, Customer Services, Job Box, Cooperative Council Team and Education and Corporate Parenting. The Council was also creating its own badges.

Members noted that the award would impact on the Council’s priorities to ‘Put our children and young people first’ by providing the tools and easy access through a range of devices to inspire them to achieve a digital award and gain key skills for supporting them in their education; and to ‘Improve local people’s prospects through education and skills training by promoting access to online training in all the Borough’s community centres and library facilities and by encouraging groups through Age UK and Job Box to obtain digital skills and enhance their digital awareness.

**RESOLVED that support for the delivery of this programme to students and residents of Telford be approved.**

The meeting ended at 5.38pm

**Signed for the purposes of the Decision Notices**

Jonathan Eatough  
Assistant Director: Governance, Procurement & Commissioning  
Date: 21 March 2018

Signed: .....

Date: .....

## **Appendix A: Statement of the Cabinet Member for Children's and Adult's Early Help & Support.**

### **CSE in Telford – tackling this evil crime together**

I wish to make a statement on the recent national media coverage about Child Sexual Exploitation in Telford.

I want to reassure the public that tackling CSE remains ours, the police's and other partners' top priority and as always our thoughts are with those children and families affected by this crime.

Media coverage this week has highlighted some truly shocking cases of this vile and evil crime from a number of years ago. Some of the incidents referred pre-date this Council formation. As a Telford resident, as a father and grandfather, I am truly sickened by this crime.

Let me say it very clearly - some very terrible things happened to a number of children & young people in Telford & Wrekin 10, 20, 30 years ago. Yes our services missed signs 10-20 years ago and we regret this. But so did everyone else's because awareness of CSE was very different at that time.

Some media have tried to paint a picture of cover up. Nothing could be further from the truth. But you'd expect me to say that, so let me quote directly from a Home Office statement given to the BBC only yesterday.

"Inspections undertaken by HM Inspectorate of Constabulary and Ofsted have highlighted that whilst there have been clear problems in the past, and criticisms of police (and other services), there is acknowledgement that services have responded to the original failings, and improvements can be seen. Telford & Wrekin Council's own scrutiny committee undertook a robust review of its response, which does not suggest it is a Council in denial."

I wish I could say that today there are no cases of CSE in our borough. The truth is that this vile and evil crime is happening here as it is in every major town and city in the UK. No Council anywhere in the country can hand on heart say it is not happening. Let me be equally clear that just one CSE case here is one too many.

Amid all the national media coverage it's very easy to forget the work we, the police and other partners have been doing to tackle CSE

Something different did happen here. Teams in the Council, police and other agencies started to see bad things happening and organised exploitation of children, many of whom did not realise or see themselves as actual victims.

We set up a task force to identify the issue, start to tackle it and bring perpetrators to justice: This was Operation Chalice which began its work in 2008. Over the last 10 years we have built ever closer links. That work continues and legal action and prosecutions continue today.

The national media coverage does not mention:

Telford was one of the first places in the UK to launch prosecutions for organised CSE.

Telford was the second place in the country to secure convictions for organised CSE.

Telford continues to have a dedicated team of police, council and other partners working to identify and support victims of CSE. The Council and police increased resources for its CATE team in 2016/17.

Partners in Telford have always been open about our work on CSE. That's why we commissioned an independent review of our approach to CSE so we could learn lessons and further improve. This review was published in 2013. We also asked scrutiny to review this.

We have always wanted an expert independent inquiry into the issue here and hoped this would be the national inquiry led by Baroness Jay. We have now asked the Government to commission an independent inquiry. An independent inquiry commissioned and scoped by the Council risks not being seen as impartial. Such an inquiry must be truly independent – if the Council appoints someone to investigate and agrees terms of reference, it can be accused of acting as “judge and jury”.

A Council commissioned inquiry would have no legal basis to compel individuals and agencies such as police, CCG, PCT, Hospitals Trust and Shropshire Council, which preceded this Council, to co-operate or give evidence. Considering the historic nature of the cases highlighted in Telford, many individuals as well as other agencies would be likely to be called to give evidence. The cases highlighted by media have involved many agencies.

Due to the limited scope of a council-commissioned inquiry, such an inquiry's findings could be incomplete. The victims of this vile crime and the public rightly expect a “full inquiry”, which only an independent expert public inquiry commissioned by Government can do.

The Council has already commissioned an independent review which reported in 2013, while Telford was the one of first areas in the country to make prosecutions against organised CSE.

In 2016, a team of seven OFSTED inspectors looked at our safeguarding services in great detail for 4 weeks. A month, no hiding places. They concluded our work on CSE was “strong” and said: “The local authority has been a champion for tackling this issue”.

Since 2008, Telford & Wrekin Council with West Mercia Police has been at the forefront of identifying and tackling the evil crime that is CSE. We care, we act and always will.

It is really important that the public have trust in this inquiry so it would not be appropriate for the Council to commission this.

For those calling for a ‘Rotherham style inquiry’, it must be noted that this Council appointed report came after the Government's own Casey inquiry.

The Home Office has stated that 'they are satisfied that Telford & Wrekin Council is not a Council in denial on the issue'.

Everyone in our borough has a role to play in tackling CSE. If you suspect a child is a victim of sexual offences or is being sexually abusing you must report this, even if it is just a suspicion. We will act on every report we receive and we continue to support survivors of CSE.

## CABINET

### Decision Notices and Minutes of a meeting of the Cabinet held on Thursday, 15 February 2018 at 5.00pm at Addenbrooke House, Ironmasters Way, Telford

PUBLISHED ON WEDNESDAY, 21 FEBRUARY 2018

(DEADLINE FOR CALL-IN: MONDAY, 26 FEBRUARY 2018)

**Present:** Councillors S Davies (Leader and Chair), L D Carter, A R H England, R C Evans, J C Minor, A D McClements, R A Overton, S A W Reynolds and P R Watling.

**Also Present:** Councillors A J Eade (Conservative Group Leader) and W L Tomlinson (Liberal Democrat/Independent Group Leader).

#### **CB-149      Apologies for Absence**

None.

#### **CB-150      Declarations of Interest**

Councillors R C Evans, R A Overton and S A W Reynolds declared an interest in minute number CB-157 and indicated that they would withdraw from the meeting during determination thereof.

#### **CB-151      Minutes**

**RESOLVED** – that the minutes of the meeting held on 4 January 2018 be confirmed and signed by the Chair.

#### **CB-152      Driving Delivery of the Council's Priorities: Council Plan 2018/19 to 2019/20**

**Key Decision** identified as **Driving Delivery of the Council's Priorities: Council Plan 2018/19 to 2019/20** in the Notice of Key Decisions published on 17 January 2018.

#### **Reserved for Council**

Councillor R C Evans, Cabinet Member: Customer Services, Tourism & Partnerships, presented the report of the Managing Director. The report presented a refreshed Council Plan setting out the organisation's priorities and the headline progress the Council had made towards delivery of those priorities.

The Council Plan, attached to the report as Appendix 1, set out the organisation's priorities as identified through consultation with residents and partners, analysis of performance delivering existing priorities and analysis of 'community need'. The Plan had two parts. Firstly it described the Council's vision for the Borough as "Telford &

Wrekin – the place to live, learn, work and do business” and set out its priorities, underpinned by the Council’s co-operative values, to deliver the vision

The second part of the Plan set out how the organisation would continue to transform to deliver the priorities whilst delivering significant savings. This strategy, called “Being the Change”, was driven by 4 themes as described in the report.

The Plan demonstrated that despite the £110m+ savings the organisation has been required to make and with an ongoing budget position that was very challenging, the Council remained focussed on delivering the community’s priorities for the Borough. The Service & Financial Strategy was core to the delivery of these priorities as it set out how resources would be used to deliver them. Linked to this, as part of the Council’s strategic planning framework, each Assistant Director-led service area had developed a Service Plan which identified how they would drive delivery of the Council’s priorities. These Plans considered performance and risk and were used to inform the development of service workforce plans.

The report went on to highlight the headline messages mid-year for 2017/18 against each priority with further detail set out in Appendix 2 of the report.

**RESOLVED to RECOMMEND TO COUNCIL that –**

- (a) the Council Plan be approved; and**
- (b) the in-year performance against the Council’s priorities be noted**

**CB-153      2017/18 Financial Management Report**

**Key Decision** identified as **Financial Management Report** in the Notice of Key Decisions published on 17 January 2018.

Councillor L D Carter, Cabinet Member: Finance, Commercial Services & Economic Development, presented the report of the Assistant Director: Finance & Human Resources and Chief Financial Officer.

The strength of financial management was reflected in the projected year end position which was now estimated to leave around £4.6m of the contingency available, an improvement of £0.8m compared to the position previously reported. This placed the Council in a good position to move into 2018/19 and demonstrated an ability to evolve and improve despite financial challenges. The Council’s aim was to sustain this position over the final few weeks of the year and to look to make further improvements where possible.

Children’s Safeguarding and Early Help & Support continued to be key areas of pressure and both had cost improvement plans in place to reduce costs and deliver savings. Those plans were monitored on a regular basis both by senior managers and Cabinet Members.

There were a number of variations from the approved budget, including a benefit of £2.6m relating to Treasury Management activities, an anticipated requirement of

additional investment of £3.3m to Children's Safeguarding & Early Help which was an improvement of £0.1m since the last report, the majority relating to the cost of Children in Care placements, and additional investment of £0.3m to Adult Social Care was required this year mainly relating to the purchase of care packages but this was a significant improvement of £0.7m compared to the previous report.

The capital programme totalled £101.6m, which included all approvals since the budget was set. Spend was projected at around 97% of the budget allocation; actual spend was 61% indicating a requirement for some re-phasing at year end. There were some new allocations and slippage identified which would be presented to full Council on 1 March 2017 as part of the Service & Financial Planning reports.

In total £1.9m more cash from Council Tax, Sales Ledger outstanding debt and business rates had been collected than at the same point in the previous year. However, collection rates for Council Tax, Sales Ledger outstanding debt and business rates were slightly behind the challenging targets set for the year.

A number of Cabinet Members expressed their thanks to the Senior Management Team and budget holders across the organisation for the high degree of financial control and active budget management being exercised.

**RESOLVED that –**

- (a) it be noted that 2017/18 revenue spending is currently projected to be within budget and work will continue with the Senior Management Team to sustain this position;**
- (b) the position in relation to capital spend and Cabinet be noted; and**
- (c) the collection rates for NNDR, council tax and sales ledger be noted.**

**CB-154      Service & Financial Planning 2018/19 to 2019/20**

**Key Decision** identified as **Service & Financial Planning Report** in the Notice of Key Decisions published on 17 January 2018.

**Reserved for Council**

Councillor L D Carter, Cabinet Member: Council Finance, Partnerships & Commercial Services, presented a series of reports of the Managing Director, the Chief Financial Officer, the Director for Customer, Neighbourhood & Wellbeing Services and the Assistant Director: Customer & Neighbourhood. The reports, detailing the Revenue Budget, Capital Programme, the Treasury Management Strategy and Prudential Indicators, formed the Council's overall Medium Term Service & Financial Planning framework, and identified the service priorities and budget for 2018/19. The report included details of savings proposals and investments for 2018/19 and 2019/20 and set out the proposed approach to developing the further savings that would be required through to 2020/21.

The Overview and Revenue Budget report set out the severe financial challenges facing the Council. By the end of this financial year, the Council would have made savings of £110m per annum, meaning that every year there was now £1,500 less to spend delivering services to each household in the Borough. The Council had sought to do this in ways that protected front line services as far as possible and where services to the public were affected to do this in as compassionate a way as possible.

However, despite the financial challenges, the Council was committed to continuing to invest in Telford's future. Ensuring that the Borough was an attractive place to live, work and visit was essential to attract new businesses, create jobs and bring prosperity to the area and the people that live here.

Following the publication of its draft budget proposals in early January, and a one month consultation period, Cabinet had confirmed its key budget priorities as Adult Social Care and Children's Safeguarding. After implementing the government's new 2% social care precept, the budget for Adult Social Care would increase by £2.2m and Children's Safeguarding and Early Help services would increase by £1.9m.

There were four core elements to the medium term service and financial strategy which were in line with the "Being the Change" ethos to take the organisation forward and deliver budget savings:-

- Focusing on solving problems and promoting social responsibility and action to manage and reduce demand for services,
- Challenging and changing, reviewing and reimagining the way the Council did things
- Reducing dependency on Government grants,
- Being a modern organisation with modern practices and which always got the basics right.

The Council had also adopted a new, approach to the budget consultation which would take place throughout the year, rather than being compressed into a 4 week period which would allow greater focus and interaction with the community. The Council had commenced targeted discussions with Town and Parish Councils and voluntary sector organisations during December 2017. This was the start of an ongoing dialogue that would continue throughout the year as budget proposals were developed further. Engagement with the business community and other partners commenced in January 2018 and would also be part of an ongoing dialogue.

Attached to the report were a number of appendices, including savings proposals, Impact Assessments of the savings proposals, the Pay Policy Statement 2018/19, analysis of base budget movements, and details of Reserves and Balances.

The final settlement had still not been received for central government but limited change was anticipated. Any changes required to reflect the final settlement would be made by adjusting the level of one-off resources. As part of the provisional settlement, it had been announced that on a one-off basis for 2018/19 Councils would be allowed to increase Council Tax by an additional 1% (equating to £0.6m in Telford & Wrekin) before a referendum was held. However, due to the economic challenges faced by

many local residents, the Council was proposing to continue with its strategy of increasing Council Tax over the next two years by 3.2% pa.

An equality impact analysis of the overall impact of the budget was appended to the report, along with environmental and economic impact assessments.

It was noted that the Finance & Enterprise Scrutiny Committee had agreed that there was nothing contentious in the budget this year as it was a two-year budget, which had been scrutinised thoroughly in 2016/17. The Committee agreed to the Council's proposal to invest in Adult Social Care and safeguarding only and not in anything else. The Council's approach to savings was also supported and the use of one-off balances was felt to be appropriate.

The Council's Chief Financial Officer was required to give a view on the robustness of the Council's financial strategy, including the use of balances, and this was appended to the report. This had concluded that the Council was pursuing a sound financial strategy in the context of the most prolonged and challenging financial position it had ever faced due to the combined effect of Government grant cuts and increased service pressures.

The report on the Capital Programme presented the Council's Capital Strategy for 2017/18 – 2020/21 and later years and a capital programme of £254m that included the proposed investments contained in the overall budget strategy. It also set out the Council's Asset Management Plan and planned building maintenance programme, particularly focusing on 2018/19, and the three year Highways and Transport capital investment programme.

The report on the Treasury Management Strategy detailed the Treasury Strategy to be adopted for 2018/19. The Strategy was set within the parameters of relevant statute, guidance and accounting standards. It was expected the Council would borrow up to £43.3m in 2018/19 based on the current capital programme plans, and would adopt a flexible approach to borrowing. The report also provided an update on the treasury management activities during 2017/18. The weighted average return on internal investments at the end of December 2017 was 0.19% compared to a benchmark return for the period of 0.19%. The report also included the Council's Minimum Revenue Provision (MRP) Statement, which overall was in line with that previously agreed. However, the Department for Communities and Local Government had issued a consultation paper on proposed changes to the Prudential Framework of Capital Finance which included proposals which would impact on MRP. Until the changes were finalised, it was not possible to assess any financial implications for the Council.

The report on Prudential Indicators sought approval of the prudential indicators for 2018/19 to 2020/21 required under the Prudential Code of Capital Finance in Local Authorities.

Recommendations by Cabinet would be considered at full Council on 1 March 2018 as full Council was responsible for setting the overall revenue and capital budget framework. At that meeting full Council would also set the Council Tax for 2018/19.

**RESOLVED to RECOMMEND TO COUNCIL on 1 March 2018 –**

- (i) Overview & Revenue Budget 2018/19 – 2020/21**
- (a) that a two year service and financial planning strategy linked to the period of the CSR and the local authority funding settlement from the Ministry for Housing, Communities & Local Government be agreed;**
- (b) that the previous decision that Council Tax should be increased by 3.2% (made up of 2% in respect of the Government’s Adult Social Care Precept and a general Council Tax increase of 1.2%) in both 2018/19 and 2019/20 be reaffirmed;**
- (c) that a further £2.226m (the equivalent of a 3.7% council tax increase) be invested into Adult Social Care services in 2018/19 rising to a cumulative ongoing £3.509m new investment in 2020/21. In total the Council will be investing an additional £6.5m in to Adult Social Care over the next 3 years;**
- (d) that £1.9m be invested in Children’s Safeguarding & Early Help services in 2018/19 and £0.75m in 2019/20, a cumulative increase in budget of £2.65m;**
- (e) that £1m of usable one-off resources be earmarked to create an additional one-off budget contingency in 2018/19 to be available to support the full implementation of the cost improvement plans for Children’s Safeguarding & Early Help and Adult Social Care;**
- (f) that additional budget savings totalling £6.852m in 2018/19 rising to a cumulative total of £12.580m in 2019/20 as detailed in Appendices 4 and 5 of the report be made;**
- (g) that a measured approach be taken to the use of available one-off resources of £3.818m in 2018/19 and £3.157m in 2019/20 to seek to cushion the impact of continuing Government cuts in council funding;**
- (h) that the commitment to continue to work with partner organisations, including Town & Parish Councils and Voluntary Sector and Community Groups to seek to identify ways to mitigate the impact of some of the cuts to services that we can no longer afford and to note the availability of the £744,000 Partnership Capacity Fund be noted;**
- (i) in order to further support these discussions and the delivery of other future savings, the transfer of the £1m superannuation benefit referred to in section 5.1 the Financial Management report, also on this agenda, to the Invest to Save/Capacity Fund be approved;**
- (j) that the Pay Policy for 2018/19 shown at Appendix 3 of the report which has already been approved by the Personnel Committee be approved;**

- (k) that the overall service and financial planning strategy set out in the report and the base budget in Appendix 7 of the report be approved;**
- (l) that the policy framework for Reserves and Balances outlined in Appendix 9 of the report be approved;**
- (m) the CFO's robustness statement contained at Appendix 11 of the report be noted;**
- (n) that the Risk Register included at appendix 16 of the report be approved;**
- (o) that the revenue implications of the medium term capital programme for the period 2017/18 - 2020/21 set out in the Capital Programme report be approved;**
- (p) that the Assistant Director: Finance & Human Resources be authorised to action any virements required following the final allocation of the Dedicated Schools Grant and other related Grants as long as they are within the budget and policy framework;**
- (q) that the Assistant Director: Early Help & Support, in consultation with the Cabinet Member: Adult Social Care, be authorised to enter into appropriate Section 256 and Section 75 Agreements under the NHS Act 2006 (as amended);**
- (r) that the Assistant Director: Governance, Procurement & Commissioning be authorised to execute all necessary contract documentation including the affixing of the common seal of the council as appropriate to enable the council to enter into appropriate Section 256 and Section 75 Agreements under the NHS Act 2006;**
- (s) that should any late changes be announced as part of the final Revenue Support Grant settlement, authority to adjust the level of the planned use of one-off resources in 2018/19 to compensate be delegated to the Chief Financial Officer after consultation with the Cabinet Member for Council Finance, Commercial Services & Economic Development;**
- (t) that this suite of service and financial planning reports be approved as the Council's Efficiency Strategy for 2018/19, including the summary document at Appendix 15 of the report, to enable new capital receipts generated in the six year period starting 1 April 2016 to be used to fund the revenue costs of reform as assumed throughout these reports;**
- (u) the projections for the potential budget gap in 2020/21 be noted and work start now in order to identify options for how this will be bridged as these savings will be more challenging than those previously agreed by the Council given that they come on top of the £110m of savings already made and may therefore have a significant lead time before spending reductions are delivered;**

**(ii) Capital Programme**

- (a) that the report and associated capital estimates for 2017/18 and 2018/19 – 2020/21, which incorporates the Capital Strategy, the Capital Programme (Annex I), the Planned Building Maintenance Programme (Annex II), and Asset Management Plan (Annex III) and the three year Highways and Transport capital investment programme (Annex IV) be approved;**
- (b) that the Assistant Director: Development, Business & Employment be authorised to deliver the planned programme of works within the Asset Management Plan and to the Assistant Director: Neighbourhood & Customer Services to deliver the Highways and Transport capital investment programme in line with the approved budgets with any variations or changes to schemes in these programmes, that remain within overall approved budgets, after consultation with the appropriate Cabinet Members;**
- (c) to note that following changes to the Prudential Code in late December, the Council is required to approve a summary Capital Strategy before the end of 2018/19. This will be presented to Full Council for consideration and approval during 2018/19 once final guidance has been received;**

**(iii) 2018/19 Treasury Strategy and Treasury Update**

- (a) that the treasury management activities for the first half year be noted;**
- (b) that the Treasury Management Policy Statement shown at Appendix A of the report be noted;**
- (c) the Treasury Strategy, including the Annual Investment Strategy for 2018/19 together with the associated treasury Prudential Indicators and the Minimum Revenue Provision Statement, which will apply from 2018/19 onwards be approved;**
- (d) that the Council's Section 151 Officer, after consultation with the Chair of Audit Committee and the Cabinet Member for Finance, Commercial Services & Economic Development be authorised to make any amendments required arising from the proposed changes to the Prudential Framework of Capital Finance;**

**(iv) Prudential Indicators**

- (a) that the prudential indicators as proposed in the report as part of setting the budget for 2018/19 be approved; and**
- (b) that the Council's Section 151 Officer, after consultation with the Chair of the Audit Committee and the Cabinet Member for Finance, Commercial Services & Economic Development be authorised to make any amendments required arising from the potential changes to the Prudential Code for Capital Finance.**

**CB-155      Declaration of two new Local Nature Reserves: Rough Park and Randlay Valley**

**Key Decision** identified as **Declaration of two new Local Nature Reserves** in the Notice of Key Decisions published on 17 January 2018.

Councillor J C Minor, Cabinet Member: Leisure, Green Spaces & Parks, presented the report of the Assistant Director: Business, Development & Employment.

The Council had made a commitment to the retention of locally important green spaces which had value to local communities. This already included the protection afforded to the Green Network through policies in the adopted Local Plan, through the existing 104 Green Guarantee Sites and 11 Local Nature Reserves. The report sets out proposals to designate two new Local Nature Reserves at Rough Park and Randlay Valley as part of a wider program of greenspace projects to be launched during Telford's 50th year celebrations with those LNRs designated in 2018 forming part of the Telford@50 legacy. Through this commitment the area of LNR protected would increase by 90 hectares to a total of 368 hectares of approved LNR. The extent of LNR provision was more than double Natural England's target and meant that 89% of households were within 300m of greenspace. Maps showing the proposed LNRs were attached to the report at Appendix 1 and 2.

These proposals had been developed in liaison with the local community including the local Parish Councils and would involve local friends groups and volunteers carrying out small scale conservation tasks as part of the management of the sites. The designation of additional LNRs further reflected the Council's commitment to promoting health and wellbeing.

The selection, declaration and management of Local Nature Reserves was a function of local authorities. The proposed sites were all within Council ownership, with the exception of an area of Randlay Valley which was pending legal transfer from HCA, and were considered to fulfil the requirements to become a formally declared LNR.

Following the approval, the sites would progress through a formal process with Natural England prior to final legal declaration.

Members welcomed the report.

**RESOLVED that –**

- (a) the declaration of two Local Nature Reserves at Rough Park and Randlay Valley as detailed in the report be approved in principle; and**
- (b) authority be delegated to the Assistant Director: Business, Development & Employment (and any officer authorised in writing by that Assistant Director) following consultation with the Lead Cabinet Member for Leisure, Green Spaces & Parks to complete the declaration process.**

**CB-156      Edgmond Parish Neighbourhood Plan: Consideration of  
Examiner’s Recommendations and Proposed Modifications Prior to  
Referendum**

**Key Decision** identified as **Edgmond Neighbourhood Plan** in the Notice of Key Decisions published on 17 January 2018.

Councillor R A Overton, Cabinet Member: Housing & Enforcement, presented the report of the Assistant Director: Business, Development & Employment.

Enabled by the Localism Act 2011, Edgmond Parish Council had submitted their neighbourhood development plan (the “Edgmond Parish Neighbourhood Plan”) (ENP) and other supporting documents to Telford & Wrekin Council as the local planning authority in August 2017. In response and in accordance with its statutory duties, the Council had undertaken a number of checks to ensure that all the procedural and other requirements had been met and completed a 6-week publicity period which allowed written representations to be made.

An Independent Examiner had been appointed to conduct the examination of the ENP with a report being submitted back to the Council in December 2017. The Report recommended proceeding to Referendum, subject to a number of modifications. Those modifications had been applied to the ENP and incorporated into a Referendum version of the ENP which was attached to the report together with the Examiner’s Report. Officers and the Examiner were satisfied that the ENP met the basic conditions required in order to proceed to a Referendum.

**RESOLVED that –**

- (a) subject to the modifications recommended by the Examiner being made, the Edgmond Parish Neighbourhood Plan meets the ‘basic conditions’ and all other legal requirements as set out in the report and appendices;**
- (b) the required modifications be made to the Edgmond Parish Neighbourhood Plan, and that the Edgmond Parish Neighbourhood Plan Referendum Version (February 2018) should then proceed to Referendum;**
- (c) the Referendum Area should not be extended beyond the designated area to which the Edgmond Neighbourhood Plan relates;**
- (d) authority be delegated to the Managing Director to exercise all the relevant powers and duties and undertake all necessary arrangements for the Edgmond Parish Neighbourhood Plan (Referendum Version) to now proceed to Referendum and for the Referendum to take place asking the question whether the voter wants Telford & Wrekin Council to use this neighbourhood plan for the Edgmond Parish Neighbourhood Plan area to help it decide planning applications in this neighbourhood area.**

**CB-157      Better Homes for All: Tackling Rogue Landlords & Improving Private Rented Housing**

*(In accordance with their declarations of interest Councillors Evans, Overton and Reynolds left the room during determination of this item of business.)*

**Key Decision** identified as **Houses in Multiple Occupation Revised Licence Fees Structure and Licence conditions** and **Selective Licensing** in the Notice of Key Decisions published on 17 January 2018.

Councillor L D Carter, Cabinet Member: Finance, Commercial Services & Economic Development, presented the report of the Assistant Director: Customer & Neighbourhood Services & Assistant Director: Commercial Services.

Councillor Carter reminded Cabinet that approval to consult on a proposal to designate selective licensing in four zones which met the criteria for this type of licensing scheme in Hadley & Leegomery, Malinslee & Hollinswood, Brookside & Sutton Hill and Woodside had been given by Cabinet on 23 March 2017.

A robust consultation programme on the scheme had commenced on 12 June 2017 ending on 21 August 2017. The proposals had stimulated extensive discussion and active engagement from residents and landlords with a total of 907 responses to the survey. The largest groups represented amongst survey respondents were owner occupiers (35.4%), private tenants (27.9%) and private landlords (26.5%). 48.9% of respondents indicated that they were residents in one of the proposed zones and 19% said that they were landlords or letting agents owning or managing properties in the proposed zones.

Analysis of the responses reflected a divergence of opinion amongst different types of respondents. Private landlords, letting agents and tenants were more likely to disagree with the proposals than owner occupiers who were more likely to feel that the scheme should be implemented. A full report providing an in-depth analysis of the consultation process and the results from the engagement exercise was available from the Council's website.

The majority of respondents strongly agreed with many of the conditions that would have formed part of a selective license particularly those relating to health and safety, property, structure and services as well as conditions relating to waste, refuse, fly-tipping, pest control and anti-social behaviour. However, whilst there was general consensus amongst all the respondents that there were challenges within the zones identified and that the issues outlined in the selective licensing business case must be tackled, 66.8% of respondents did not agree that a selective licensing scheme would address the issues of low housing demand and anti-social behaviour and therefore stated they didn't feel the scheme should be introduced.

Some of the free text comments provided by survey respondents highlighted a number of reasons the proposal was not supported including a concern that people living in the zones would have their rent increased to cover the cost of the proposed licence fee by their landlord and a fear that the designation would lead to increased insurance costs and property devaluation. Some felt the scheme would not be effective in delivering the

intended outcomes and placed too much responsibility on landlords for the actions of their tenants and many wanted to the Council to explore making greater use of their enforcement powers to help tackle the problems highlighted in the business case and put forward alternative options for consideration.

There was insufficient support from residents and landlords to introduce a selective licensing scheme in the zones proposed. However environmental enforcement data still showed that anti-social behaviour, fly tipping and housing disrepair were still prevalent in the proposed zones. Comments received during the consultation indicated that whilst selective licensing was not the preferred option there were issues in these areas that those taking part in the consultation felt had to be addressed.

The report outlined the actions the Council intended to adopt which would help to address some of the problems identified. The impact of these actions would be monitored over a two year period and if improvements were not seen then the Council and its partners may need to reconsider the option of a selective licensing scheme at some point in the future. These actions included:-

- Implementation of enhanced license conditions for Houses of Multiple Occupation (HMO's) along with a new license fee.
- Major Pride in Our Community investment being provided over the next two years to tackle hot spots across the borough where environmental standards needed improvement
- Deployment of powers and tools contained within the proposed new Housing Enforcement Policy to tackle rogue landlords.
- Bidding to secure external funding to increase the number of Environmental Health Officers and Trading Standards officers with specialisms in Housing related engagement and enforcement. .
- A new enhanced landlord accreditation scheme

**RESOLVED** that –

- (a) as a result of the findings of the public consultation, as summarised in the report, a selective licensing scheme in the proposed zones not be implemented;**
- (b) the revised standards and conditions for the licensing of Houses in Multiple Occupation as set out at Appendix A – Section 1 of the report be approved**
- (c) the revised licence fee structure for the issue licences for Houses in Multiple Occupation which include a fixed fee of £723 per 5 year licence for HMO's with up to 5 bedrooms ; £745 for HMO's with 6-10 bedrooms and £783 for HMO's with 11+ bedrooms as outlined in Appendix A of the report be approved;**

- (d) authority be delegated to the Assistant Director for Customer & Neighbourhood Services in consultation with the Cabinet Member for Housing and Enforcement to approve any future minor amendments to the HMO Fees structure; and the Conditions for Houses in Multiple Occupancy required to be licenced
- (e) an amendment to the Houses in Multiple Occupation licence application process to require applicants to acquire and submit an up to date self-check Disclosure and Barring Service Check by scot.gov.uk to allow an assessment of the applicant's 'fitness' to hold such a licence as outlined in Appendix A Section 4.6 of the report be approved;
- (f) the adoption and implementation of the new Housing Enforcement Policy detailed in Appendix B of the report be approved;
- (g) the Pride in Our Community Investment to provide additional capacity to raise the cleansing standards across the borough until the new Grounds & cleansing contract is re-let in April 2019 at which point a number of these enhanced standards will be maintained as part of the new contract be endorsed;
- (h) the external funding bid to provide financial support to increase capacity within Public Protection Team to tackle poor housing disrepair and rogue landlords and in the event of the bid being unsuccessful commit to investing £237,000 to achieve the same results through the use of the Councils Capacity Fund Budget be acknowledged;
- (i) the development of a revised landlord accreditation scheme to include the elements set out in Appendix C Section 4.2.3 of the report be approved;
- (j) authority be delegated to the Assistant Director: Commercial Services in consultation with the Lead Member for Housing and Enforcement to appoint the preferred partner(s) identified through the procurement exercise for an external accreditation partner(s); and
- (k) authority be delegated to the Assistant Director: Commercial Services in consultation with the Lead Member for Housing and Enforcement to implement the revised landlord accreditation scheme, as set out in Appendix C Section 4.2.6 of the report.

The meeting ended at 6.01pm

**Signed for the purposes of the Decision Notices**

Jonathan Eatough  
 Assistant Director: Governance, Procurement & Commissioning  
 Date: 21 February 2018

Signed: .....  
 Date: .....

**TELFORD & WREKIN COUNCIL**

**CABINET: 15 MARCH 2018**

**REPORT OF ASSISTANT DIRECTOR: CUSTOMER & NEIGHBOURHOOD SERVICES**

**WELL MANAGED HIGHWAYS INFRASTRUCTURE CODE OF PRACTICE & HIGHWAY SAFETY INSPECTION POLICY**

**LEAD CABINET MEMBER: CLLR ANGELA McCLEMENTS, CABINET MEMBER FOR TRANSPORT, INFRASTRUCTURE & BROAD BAND**

## **PART A) – SUMMARY REPORT**

### **1. SUMMARY OF MAIN PROPOSALS**

- 1.1 Performance data shows that the condition of the roads in the Borough are better than both the regional and national averages and in 2017 the Council was 2<sup>nd</sup> out of 104 other Local Highway Authorities for overall public satisfaction with highways and transport (*National Highways and Transport Survey*).
- 1.2 Our more recent approach to managing the Highway and responding to defects has seen a continual reduction year on year with the number of potholes reported and completed over the past few years. Figures show in 2012/13 there was 7,012 potholes inspected and completed and by 2017 this had reduced down to 3,397, a reduction of 48%.
- 1.3 We recognise the importance that the highway network plays in supporting our communities and businesses in the Borough. The Council is continuing to invest significant funding over and above current government funding into maintaining our roads, footpaths and other assets through the Pride in Our Community initiative. This has included £2m each year additional funding for roads, £1m a year investment into footways, £1m into urgent structures and £750,000 into improving residential parking. The Council is committed to a major investment of £20m in 2019/20 and 2020/21 into improving the condition of all assets in particular roads and this will allow a more proactive approach to maintaining these assets than responding reactively and in doing so we hope to retain the high levels of satisfaction and ranking in relation to the condition of our roads.
- 1.4 Currently the Council received £1.5m per annum in government funding to spend on the Highway, which equals £1.49 per metre of road. However one pot hole costs on average £120 to repair and so the Councils additional investment is critical if we are to maintain our highways to an acceptable standard.

- 1.5 As well as the additional investment being made the Council is also working towards a new highways contract with a significant focus on innovation, efficiency and customer satisfaction.
- 1.6 In order to maintain a safe highway network, local authorities must adhere to national guidance setting out policies with regards to Inspections including frequency and response times. In October 2016 a new National code of practice, 'Well Managed Highway Infrastructure' (WMHI) was introduced. This revised code of practice aims to address issues with the previous approach which made it difficult for authorities to significantly change how they completed highway inspections and therefore not achieve potential efficiencies and improvements in the delivery of the service.
- 1.7 The Council's current maintenance policies and practices were developed based on the previous codes which were prescriptive in nature. An example of this is that there is currently no distinction between a 40mm pothole on a highly trafficked, high speed road and a 40mm pothole on a rural lane – both currently have to be repaired within the same timescales even though it is clear that there is higher risk to road users on the high speed road. WMHI enables authorities to apply flexibility in defining investigatory levels (the level of defectiveness at which an inspector will attend site) along with a risk assessment process to define the response time for repairing the defect, based on size, location and other local factors.
- 1.8 The new code of practice encourages the principle of developing local levels of service and taking a risk management approach to maintaining local highways, rather than adhering rigidly to nationally defined criteria for addressing highway defects as described in 1.6. This therefore means that the response to managing highway defects or issues can be based on a range of factors relevant to the local area. Our revised policy and approach is outlined in Appendix A. Moving to this approach would mean:-
  - 1.8.1.1 The Council will be able to manage the risks on the local highway network more appropriately with defects in high risk areas i.e. outside a school or on a pedestrian crossing being treated as a priority compared to a similar defect where no pedestrians may be present;
  - 1.8.1.2 It will result in higher quality, more efficient repairs as low risk defect repairs can be programmed perhaps as part of the agreed Highways Capital programme rather than being carried out immediately, ensuring we get the repair right first time; and
  - 1.8.1.3 The change is cost neutral and allows the Council to maintain its levels of service within a defined budget and allocate resources more appropriately. This revised approach should also lead to increased customer satisfaction.

- 1.9 It is recognised that this change from reliance on specific guidance to the implementation of a risk based approach will require time and authorities have until October 2018 to implement WMHI across all assets. Given the benefits that the new code can provide to authorities in managing the highway network the Council is keen to bring the new Inspection Policy in as soon as possible.

## **RECOMMENDATIONS**

- 2.1 That Cabinet approves the risk based local highway safety inspection policy (*Appendix A*)
- 2.2 That delegated authority is given to the Assistant Director: Customer & Neighbourhood Services in consultation with the Cabinet Member for Transport, Infrastructure & Broadband to approve revisions to the Councils highway safety inspection policy and regime where required.

## **SUMMARY IMPACT ASSESSMENT**

<b>COMMUNITY IMPACT</b>	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes/No	Contributes to all by improving access within the Borough but specifically “ensure that neighbourhoods are safe, clean and well maintained”.
	Will the proposals impact on specific groups of people?	
	Yes/No	
<b>TARGET COMPLETION/DELIVERY DATE</b>	October 2018	
<b>FINANCIAL/VALUE FOR MONEY IMPACT</b>	Yes/No	Telford and Wrekin Council received Department of Transport Incentive Funding as a Tier 2 authority of £266,000 in 2017/18. This funding will increase should the Council adopt measures to become a Tier 3 authority to an annual maximum amount of approximately £500,000 per annum. The adoption of the measures in this report will assist towards the attainment of Tier 3 status.
<b>LEGAL ISSUES</b>	Yes/No	Section 41 of the Highways Act 1980 imposes a duty upon the Council Highway Authority to maintain the Borough’s adopted highway network. A claimant alleging personal injury caused by the

		<p>Council's failure to fulfil this duty would have to prove that the highway was in a dangerous condition because of the Council's failure to maintain or repair it and that the injury resulted from such a failure. However, Section 58 of the same Act gives the Council a special statutory defence to such claims where it can establish that it has taken such care as in all the circumstances is reasonably required to secure that the highway is not dangerous for highway users. The adequacy of the Council's Highway Inspection Policy will be a key consideration for any court in determining whether the special statutory defence applies to protect the Council against the claim succeeding. Regardless of the potential civil claim scenario, the Council has a statutory responsibility to assert and protect the rights of the public to use and enjoy the Borough's highways and having an improved Highway Inspection Policy is one element of the Council's response to this general duty.</p> <p>IR 18.01.18</p>
<b>OTHER IMPACTS, RISKS &amp; OPPORTUNITIES</b>	Yes/No	<p>This policy will improve the management of the highway network, to reduce risk to highway users whilst improving the allocation of resources and the quality of repairs.</p>
<b>IMPACT ON SPECIFIC WARDS</b>	Yes/No	

**PART B) – ADDITIONAL INFORMATION**

**2. INFORMATION**

**3.1 Well-Managed Highway Infrastructure**

3.1.1 A new national code of practice, Well Managed Highway Infrastructure (WMHI) was introduced in 2016. WMHI offers improved flexibility for local authorities, with the overarching principle being that of developing local levels of service and taking a risk

based approach to maintaining highway assets rather than adhering rigidly to nationally defined criteria for addressing highway defects.

- 3.1.2 The introduction of WMHI coincides with the development of the Telford & Wrekin Highways Team Service Contract which is to run from April 2019. The new contract takes into account the new approach and flexibilities provided by WMHI. This will allow better programming, better use of resources and improved public satisfaction as more permanent repairs are used.
- 3.1.3 WMHI emphasises the importance of an integrated approach to highway infrastructure. It contains a range of recommendations across reactive, routine, and programmed maintenance, regulatory activity (inspection and enforcement), winter maintenance and resilience.
- 3.1.4 Members have been briefed previously on the Department for Transport (DfT) Incentive Funding bandings which require a range of asset management principles to be adopted and evidenced by authorities. This revised approach embraces those principles.
- 3.1.5 Like the previous codes, WMHI is not statutory. Adoption of the recommendations is a matter for each Highway Authority based on their own legal interpretation, risks, needs and priorities. However, there is an expectation that we will adhere to national guidance and this forms part of the Council's legal defence against highway claims. The current Code of Practice assists in providing a strong defence against current highway claims and failure to implement the new code could place the Council at risk in defending any potential claims.

## **3.2 Highways Safety Inspection Policy**

- 3.2.1 The Highways Act 1980 sets out the main duties of highway authorities in England. Section 41 of the Act imposes a duty to maintain highways 'maintainable at public expense' and the majority of highways-related claims against the Authority arise from alleged failure to comply with this duty.
- 3.2.2 The Council can defend against an alleged failure to comply on the grounds that it has taken the care that is reasonably required to ensure that the part of the highway in question was not dangerous for the appropriate type of traffic. In order to make this defence the Council must have a systematic approach to inspection and repair of highway assets.
- 3.2.3 However, the highway safety inspection process is not simply for the purposes of defending against claims – it is the means by which local roads and footpaths are kept safe and serviceable for those who use them. The proposed new Highways Safety Inspection Policy (Appendix A) aims to maximise the Council's existing highway maintenance resources and is deemed a cost-neutral change which maintains levels of service within a defined budget. Essentially it will allow us to ensure issues are fixed right first time.

Implementing this risk based policy should result in:

- Higher quality, more efficient repairs

- High risk defects in high risk locations being treated as a priority
- Increased customer satisfaction

- 3.2.4 As outlined above, the current approach to highways safety inspections is based on the prescriptive approach of 'Well Maintained Highways' and features pre-defined intervention levels and repair times which are set nationally. The maintenance responses are prescribed and make no allowance for either the likelihood or impact of damage or injury caused by each defect. There is no consideration of actual risk.
- 3.2.5 The new policy retains the Council's current Investigatory Levels, therefore the level at which an inspector will attend site will not change. Where the new policy differs from current practice is that the inspector will carry out an on-site risk assessment to determine the type and speed of response. By allowing inspectors to use their professional expertise and judgement to assess defects, repair decisions can be based on the actual risk that the defect presents as well as looking at the impact of any defect on the wider 'liveability agenda'. This approach means that resources can be directed in a timely manner where they are most needed in order to manage that risk.
- 3.2.6 By adopting a risk based approach the safety inspector determines the implications of all defects and sets an appropriate repair timescale. As a result higher risk repairs can be completed quickly and, where risk analysis allows, low risk reactive repairs may, where appropriate due to their low risk status, be able to become part of a planned programme of Highway capital works that is due to be undertaken.
- 3.2.7 The current approach to maintenance does not allow for proper programming of work and consequently high levels of temporary repairs are carried out. This leads to repeat repairs, lower customer satisfaction and higher costs per repair.
- 3.2.8 During the development of the Policy, internal advice was provided by the Council's Insurance Team, Health & Safety Advisers, Legal Team and Asset Managers as well as the highway safety inspectors who were involved in developing the guidance contained in Appendix A of the policy. Independent external advice was provided by Atkins Ltd. (Consultants) and Arthur J Gallagher Insurance Brokers Ltd. In addition two highways focus groups were convened specifically to discuss local levels of service in relation to reported highways defects. Both focus groups emphasised the importance of the current investigatory levels and supported the risk based approach to categorising defects.
- 3.2.9 Once the Policy has been approved, Highway Safety Inspectors will receive training in the risk assessments required by the policy, supplemented by ongoing training and support. The new code will be implemented once safety inspectors are competent in its use. This will be by October 2018 at the latest.

#### **4. IMPACT ASSESSMENT – ADDITIONAL INFORMATION**

##### **4.1 Community Impact**

The Council has a general duty of care to road users across the borough. By applying the principles of risk management to all decisions affecting policy, priority, programming and implementation of works the Council will ensure that available resources are targeted to minimise risk to the community and at the same time providing a better quality service which will hopefully enable us to retain our high customer satisfaction ratings for management of the road network.

##### **4.2 Equalities Impact**

Because the risk based approach requires individual decisions to be made it allows the needs of individuals and groups of road users to be taken into account when making maintenance decisions across all assets.

#### **5. PREVIOUS MINUTES**

n/a

#### **6. BACKGROUND PAPERS**

Appendix A - Highway Inspection Policy & Manual February 2018

**Report prepared by Dominic Proud, SDM for Highways, Transport & Engineering Services Telephone: 01952 384697**



# Pride in *Our* Community

Creating a better borough

## **Telford & Wrekin Council Highway Inspection Policy March 2018**

## Foreword

Telford & Wrekin Council is responsible for the management of over 1,000km of adopted roads and over 1,100km of adopted footway/cycleways. These highway assets have been valued at over £1 billion and their maintenance is of paramount importance. Those who live, work and travel in our borough have a right to expect to be kept safe; those whose businesses are located in our borough rely on the Council to provide a safe and serviceable network for the movement of goods and people; and the highway asset itself needs to be managed properly in order to continue functioning as it should.

In order to maintain a safe and reliable network, the Council has developed this safety inspection policy in line with revised good practice.

The approach outlined in this document will ensure that the transport infrastructure in the Borough is maintained to the highest standard that is possible within existing budgetary constraints.

This document forms part of a group of asset management strategies and policies. It outlines the Council's response to the recently published UK Roads Liaison Group (UKRLG) Code of Practice 'Well Managed Highway Infrastructure' in relation to highway inspections and demonstrates how Telford & Wrekin Council will use the Highway inspection process, monitoring information and a regime of proactive maintenance to reduce risk and provide a safe highway network



**Cllr Angela McClements**  
Cabinet Member for Transport,  
Customer & Neighbourhood Services



**Cllr Shaun Davies**  
Leader & Cabinet Member for Neighbourhood  
Services & Pride Programme

March 2018

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## **SECTION 1 - INTRODUCTION**

- 1.1. The risk-based national code of practice, 'Well-managed highway infrastructure' (the Code) was introduced in October 2016. The Council's current approach to highways inspection was based on previous guidance which was prescriptive in nature. With the introduction of the Code Authorities are expected to develop their own levels of service in accordance with local needs and priorities and the overarching change is one from reliance on specific guidance to a risk-based approach determined by each local highway authority.
- 1.2. This Highway Inspection Policy outlines how we will comply with the Code. It supersedes all previous approaches to highway inspection and repair within the Borough and sets out the policy on how damaged or faulty highway assets that may create a danger or serious inconvenience to highway users are managed through a system of inspection, risk assessment and repair.
- 1.3. Defects that meet the identified investigation criteria (outlined in Appendix A) are to be assessed using a risk assessment matrix. The purpose of this assessment is to determine;
  - the degree of risk they may pose to a highway user; and
  - an appropriate and reasonable response to that risk.
- 1.4. This policy has due regard for the following documents:
  - Highways Act 1980
  - Well Managed Highway Infrastructure 2016 (WMHI)
  - Well Managed Highway Liability Risk 2017
  - Telford & Wrekin Council Asset Management Policy & Strategy 2016

## **SECTION 2 - LEGISLATION**

- 2.1 The Highways Act 1980 sets out the main duties of highway authorities in England and thus Telford & Wrekin Council. In particular Section 41 imposes a duty to maintain highways maintainable at public expense and the majority of highway related claims against authorities arise from the alleged breach of Section 41.
- 2.2 Section 58 of the Act provides for a defence against an alleged failure to maintain on the grounds that the authority has taken the care that is reasonably required to ensure that the part of the highway in question was not dangerous for the appropriate type of traffic, including pedestrians.

## **SECTION 3 – HIGHWAYS INSPECTIONS**

- 3.1 Highways Safety Inspections are carried out for the following reasons:
  - to meet the statutory obligation of Telford & Wrekin Council to maintain the highway in a safe condition;
  - to identify defects that are likely to create a danger or serious inconvenience to highway users or the wider community;
  - to determine the degree and timing of repairs;
  - to provide network condition data to asset managers, thereby assisting in the management of the highway network and future maintenance programmes; and
  - to provide a Section 58 defence against highway claims

## SECTION 4 – TRAINING AND QUALIFICATIONS

- 4.1 Training and consistency requirements are outlined in the Highway Safety Inspection Training and Consistency Statement (Appendix B)
- 4.5 Full details of required competencies are identified in the Telford & Wrekin Asset Management Competency Framework document.

## SECTION 5 - SAFETY INSPECTION REGIME

- 5.1 As recommended in WMHI the safety inspection regime uses a risk assessment process to determine the degree of risk a defined defect<sup>1</sup> imparts upon highway users. The result of this assessment defines an appropriate response ranging from 'immediate' to 'no further action' and is detailed in Table 1.0 below.

Table 1.0 RISK MATRIX						
		PROBABILITY / LIKELIHOOD OF INTERACTION WITH HIGHWAY USER				
		Rare (1)	Unlikely (2)	Possible (3)	Likely (4)	Almost Certain (5)
IMPACT	None (1)	1	2	3	4	5
	Negligible (2)	2	4	6	8	10
	Minor (3)	3	6	9	12	15
	Moderate (4)	4	8	12	16	20
	Serious (5)	5	10	15	20	25

<b>Category 4 (Low Risk)</b> Consider an appropriate response including no further action / monitor / add to capital programme list	<b>Category 3 (Medium Risk)</b> Repair within 28 days	<b>Category 2 (High Risk)</b> Make safe or repair within 7 days	<b>Category 1</b> Make safe or repair by end of the next working day 24 hour response
<b>A defect with almost certain probability (5) and serious impact (5) is defined as an emergency.            These defects pose an immediate threat to life and TWC must attend site within 2 hours and make safe or repair urgently.</b>			

<sup>1</sup> A defect which meets defined investigatory levels (as defined in Appendix A)

## **SECTION 6 - DEFECT INVESTIGATORY CRITERIA**

- 6.1 The overarching purpose of highways safety inspections is to identify defects within the highway that are likely to create a danger or serious inconvenience to highway users. In order to provide clear guidance minimum investigatory criteria has been developed using a risk and evidence based approach, benchmarking with other Highway Authorities and WMHI. Detailed descriptions of defects and the defined investigatory criteria are provided in Appendix A.
- 6.2 Inspections will not be carried out on reported defects which do not meet the minimum investigation criteria.

## **SECTION 7 – SAFETY INSPECTION ROUTES AND FREQUENCIES**

- 7.1 Safety Inspections will be undertaken on the following highway elements:
  - Adopted carriageways
  - Adopted footways
  - Adopted cycleways
  - Council owned (Unadopted) carriageways and footways in residential areas
  - Ironbridge Park & Ride Site
  - Council owned public car parks
- 7.2 The frequency of safety inspections assigned to each maintenance category at the time of writing is detailed in Appendix D. Safety inspection regimes will undergo a minor review each year and a major review every five years to coincide with the network hierarchy reviews. The reason for any changes made to the inspection regime will be documented.
- 7.3 Where a council owned unadopted footway or carriageway in a residential area forms part of a length of adopted footway or carriageway it will be inspected to the same frequency. Otherwise it will be inspected on an annual basis.
- 7.4 Rather than adhering to rigid inspection dates, all inspections must be completed within the scheduled calendar month. For routes which are inspected monthly, a minimum of 3 weeks and maximum of 5 weeks is allowable between inspections.

## **SECTION 8 – SAFETY INSPECTION DELIVERY**

- 8.1 Highway safety inspections should not be carried out during the hours of darkness/dusk or under conditions of poor visibility e.g. snow, fog, heavy rain. Periods of peak traffic flows should be avoided where possible.
- 8.2 Footway inspections will be walked. Cycleway inspections can be walked or cycled.
- 8.3 Carriageway and cycleway inspections can be undertaken on foot if this is appropriate for practical reasons or if the associated footway is being inspected at the same time.
- 8.4 Driven inspections will be undertaken by two people with the passenger being a competent inspector.
- 8.5 Dual carriageway inspections and sections of three lane carriageway will be undertaken in each direction of travel.

## **SECTION 9 – RECORDING OF DEFECTS**

- 9.1 Defects that meet the investigation criteria are recorded on a data capture device using an inspection route loaded on the device prior to beginning the inspection. In the event of a catastrophic IT failure inspections will be recorded manually at the time of inspection and the system updated when available.
- 9.2 When possible the use of a Global Positioning System device will be used and a trace produced for evidence that an inspection has taken place on the date and time recorded and to enable more accurate positioning of defects.
- 9.3 Photographs of defects will be stored with inspection records. The photographs will comply with the following:
  - Photograph should not be focused on the defect only. They should be taken to show the context of the defect and the surrounding environment.
  - The image quality must be clear, in focus and not blurred or obscured.
- 9.4 When a defect is identified as requiring investigation the risk assessment process will determine the appropriate action. Where this is deemed a Category 4<sup>2</sup> defect a more detailed rationale for the chosen action will be provided
- 9.5 Defects associated with a Statutory Undertaker will be recorded on the data capture device and the section 81 procedure started by the end of the next working day. Where possible any associated costs will be charged to that undertaker.

## **SECTION 10 – INVESTIGATORY ACTION AND REPAIR OF ACTIONABLE DEFECTS**

- 10.1 Unless otherwise stated the standards and specification of the defect repair will be as detailed in the contract document in use at the time the defect is found and an order issued (where appropriate).
- 10.2 Defect repairs must be permanent unless otherwise stated in the works instruction. Temporary repairs are only acceptable where permanent repairs cannot be carried out immediately and risk assessment identifies that a 'make safe' is required.
- 10.3 Where a safety defect is made safe by means of temporary signing or repair, arrangements will be made to ensure the continued integrity of the signing or repair until a permanent repair can be completed. The nature of these arrangements will be defined through risk assessment.

## **SECTION 11 – SPECIAL REQUIREMENTS**

- 11.1 At times defects identified within an area of carriageway will require the investigatory criteria of a footway defect to be applied.

They are as follows:

- The width of a defined pedestrian crossing point identified by tapered and dropped kerb units, often accompanied by tactile paving
- Light controlled crossings
- Zebra crossings

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<sup>2</sup> A category 4 defect is assessed as low risk and may be deemed to require no action.

- Carriageways that are closed to all motorised vehicles as pedestrianised areas for specific periods of the day.
- 11.2 For the purpose of safety inspection a metalled carriageway, footway or cycleway is one where the surface consists of a hard, bound material such as asphalt, concrete or clay paving / pavements. An unmetalled carriageway, footway or cycleway is one where the surface material is unbound.
- 11.3 Many highways have been dedicated and adopted with historic features that would not be acceptable in a current highway design. This might include steps, cellar openings or drainage arrangements that present potential trip situations worse than the intervention levels suggested in this document. These should not be recorded as defects, as in law the highway has been adopted with these encumbrances and the public must take appropriate care.
- 11.4 Bridges and retaining walls will be subject to a superficial inspection during the carriageway, footway or cycleway inspection. Any surface defects that meet the investigatory criteria will be assessed according to the relevant carriageway defect.
- 11.5 A number of highway assets are not inspected in detail during routine highway safety inspections due to the complexity of the asset. These assets include:
- Streetlights
  - Highway Trees
  - Highway Structures
  - Statutory Undertaker Equipment

Any obvious safety defects identified are highlighted by the safety inspectors and reported to the appropriate asset owner. Further information can be found in Appendix A

## APPENDIX A : DEFECT INVESTIGATORY CRITERIA

A1.0 The following defect descriptions are used to determine which defects within the highway network require investigation.



A1.1 The criteria has been developed using a mixture of best practice, risk assessment and benchmarking.


A1.2 Defects take into account policies of neighbouring highway authorities and where possible similar parameters have been adopted to ensure consistency.

A1.3 Defects are listed below and will be applied to the appropriate element of the highway regardless of location. A more detailed description of each defect and the position within the highway is provided defect by defect.

A1.4 Where defect dimensions are stated, the investigatory criteria is based on reported dimensions. Risk assessment carried out on site will be based on actual dimensions.

- 1.1 Pothole
- 1.2 Standing/running water
- 1.3 Embankment or bank slips
- 1.4 Spillages
- 1.5 Obstructions
- 1.6 Overriding
- 1.7 Defective high friction surface
- 1.8 Dangerous or obstructing trees
- 1.9 Obscured visibility and overgrown hedges & bushes
- 1.10 Defective road markings
- 1.11 Defective ironwork
- 1.12 Defective overhead cables
- 1.13 Defective roadworks signing
- 1.14 Missing pre-formed modules
- 1.15 Obstructions - materials, goods, equipment & signs
- 1.16 Cracks and gaps
- 1.17 Abrupt level differences/Trip
- 1.18 Rocking flag
- 1.19 Damaged road restraint systems
- 1.20 Defective boundary fences
- 1.21 Streetlights, Illuminated or Variable Message Signs & lit Bollards
- 1.22 Defective road traffic signs
- 1.23 Defective traffic signals
- 1.24 Damaged steps
- 1.25 Damaged handrails
- 1.26 Cracking/Defective surfacing joints
- 1.27 Defective traffic calming features
- 1.28 Damaged kerb
- 1.29 Depressions and humps

<b>1.1 POTHOLES</b>	<b>February 2018</b>
<b>Investigatory Criteria</b> An area of material loss resulting in a vertical edge depression.	
<b>Minimum dimension where applicable</b>	
<b>Carriageway &amp; Unmetalled cycleway</b>	20mm deep and 300mm in any horizontal direction
<b>Footway &amp; Cycleway</b>	10mm deep and 50mm in any horizontal direction
<b>Sample Photograph</b>	
<b>Carriageway</b>  	<b>Footway/Cycleway</b>  
<b>Response</b> 1. Undertake risk assessment to determine response. 2. If required sign and guard area or close road/footway/cycleway to make safe. 3. Repair pothole according to the pothole repair policy.	
<b>Notes</b>	
<p>At certain times it may be necessary for the Inspector to carry out preliminary inspections where only potholes that meet the investigation criteria will be identified and repaired. Inspectors may make safe potholes as an interim measure and raise a works order for a permanent repair.</p> <p>The footway investigatory criteria will be applied to a carriageway at defined pedestrian crossing points or where pedestrians are encouraged to cross or where there is a marked cycle lane on the carriageway.</p>	

<b>1.2 STANDING/RUNNING WATER</b>	<b>February 2018</b>
<p><b>Investigatory Criteria</b></p> <p>Standing or running water on carriageways where a speed limit of 40mph or above is in force and where highway users can reasonably travel at 40mph or above to minimise the risk of aquaplaning.</p>	
<p><b>Minimum dimension where applicable</b></p>	
<b>Carriageway</b>	<p>If, after 24 hours from when rain has ceased, the road is impassable, or standing/running water is forcing vehicles, cyclists or pedestrians away from the nearside of the carriageway by more than 1m, or if vehicles have to cross the centreline marking</p>
<b>Footway &amp; Cycleway</b>	N/A
<p><b>Sample Photograph</b></p>	
	
<p><b>Response</b></p> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. Attempt to clear standing water if appropriate</li> <li>3. If unable to clear water, use flood sign or guard area or close road to make safe.</li> <li>4. Investigate permanent solution.</li> </ol>	
<p><b>Notes</b></p>	
<p>During prolonged heavy rain standing / running water may not be treated as a defect requiring investigation unless reported as 'dangerous'. Consultation will be required with adjacent landowner/occupier where appropriate.</p>	

**1.3 EMBANKMENT OR BANK SLIPS**

**February 2018**

**Investigatory Criteria**

An embankment or bank slip obstructing a highway surface or leaving the haunch exposed or unsupported.

**Minimum dimension where applicable**

**Carriageway**

- When the road is obstructed or vehicles, cyclists, or pedestrians are forced away from the nearside of the carriageway by more than 1m
- if vehicles have to cross the centreline marking; or
- cyclists have to cross a cycle lane boundary marking

**Footway & Cycleway**

- When material has deposited on the footway so that it is blocked
- pedestrians are forced off of the footway; or
- the footway foundation is left exposed or unsupported.

**Sample Photograph**

**Carriageway and Footway**







**Response**

1. Undertake risk assessment to determine response.
2. Sign and guard area or close road/footway/cycleway to make safe.
3. Consider other traffic management requirements until obstruction removed and any underlying problems are resolved


**Notes**


Consultation will be required with adjacent landowner/occupier where appropriate. Where washout /slips occur frequently the procedures for powers under section 151 of the Highways Act should be followed.


<b>1.4 SPILLAGES</b>	<b>February 2018</b>
<b>Investigatory Criteria</b> Spillages include: hazardous liquid, effluent, diesel, oil, petrol & mud. Minor spillages do not require investigation.	
<b>Minimum dimension where applicable</b>	
<b>Carriageway</b>	Spillages of an area greater than 0.5 m <sup>2</sup>
<b>Footway &amp; Cycleway</b>	Spillages of an area greater than 0.5 m <sup>2</sup>
<b>Sample Photograph</b>	
<b>Carriageway</b> 	<b>Footway/Cycleway</b> 
<b>Response</b> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. If required sign and guard area or close road to make safe.</li> <li>3. Treat spillage with appropriate material and sweep surface if necessary</li> </ol>	
<b>Notes</b> Where a spillage is, or could be, of a hazardous nature, remedial action must be undertaken. Each situations should be risk assessed and appropriate remedial action planned based on location, speed of road and extent of spillage.	



<b>1.5 OBSTRUCTIONS</b>	<b>February 2018</b>	
<b>Investigatory Criteria</b> Debris on the carriageway is a defect. Examples include: fallen trees or tree limbs, excessive surplus surface dressing chippings, debris dropped from vehicles, excessive mud, sand, soil or slurry.		
<b>Minimum dimension where applicable</b>		
<b>Carriageway</b>	Any obstructions on roads with national speed limit. On lower speed roads any obstructions restricting running lane width to less than 3m or affecting skid resistance of surface ,	
<b>Footway &amp; Cycleway</b>	Any obstructions on footpaths reducing width to less than 1.2m or cycleways less than 1.8m	
<b>Sample Photograph</b>		
<b>Carriageway</b> 	<b>Footway/Cycleway</b> 	
<b>Response</b> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. If required sign and guard area or close road/footway/cycleway to make safe.</li> <li>3. Clear obstruction and investigate a permanent solution if required.</li> </ol>		
<b>Notes</b>		
Legislation on mud and slurry is included in section 148 of the Highways Act. <ul style="list-style-type: none"> <li>• Farmers should sign the road during periods of cultivation and sweep road after works are complete.</li> <li>• Fallen trees must be signed and guarded until arboricultural contractors can remove the obstruction.</li> <li>• Chippings from surface treatments will be periodically swept during aftercare for up to 4 weeks after treatment.</li> </ul>		

<b>1.6 OVERRIDING</b>	<b>February 2018</b>
<p><b>Investigatory Criteria</b></p> <p>An area of verge immediately adjacent to the carriageway generally rutted below the level of the carriageway.</p>	
<p><b>Minimum dimension where applicable</b></p>	
<b>Carriageway</b>	More than 100mm below the carriageway
<b>Footway &amp; Cycleway</b>	N/A
<p style="text-align: center;"><b>Sample Photograph</b></p>	
<b>Carriageway</b>	
<p><b>Response</b></p> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. If required sign and guard area or close road to make safe.</li> <li>3. Fill verge with suitable material.</li> </ol>	
<p><b>Notes</b></p>	
<p>Each case must be assessed separately.</p> <ul style="list-style-type: none"> <li>• Verge marker posts can be used; or</li> <li>• Where overriding will continue the verge must be filled with compacted type 1 stone and then topped off with tarmac.</li> <li>• Overriding of private land needs to be addressed with agreement of landowner.</li> </ul>	

<b>1.7 DEFECTIVE HIGH FRICTION SURFACING</b>		<b>February 2018</b>
<b>Investigatory Criteria</b>		
A loss of aggregate or fatting up within a high friction surface or slippery covers within a high friction surface.		
<b>Minimum dimension where applicable</b>		
<b>Carriageway</b>	More than 1m <sup>2</sup> joined area in wheel tracks	
<b>Footway &amp; Cycleway</b>	N/A	
<b>Sample Photograph</b>		
<b>Carriageway</b>		
		
<b>Response</b>		
Undertake risk assessment to determine response.		
1.	Erect slippery road signs.	
2.	Repairs up to 1m <sup>2</sup> are undertaken by the term maintenance Contractor.	
3.	Contractor.	
4.	Areas in excess of 1m <sup>2</sup> or where extensive failure is identified are assessed against the criteria in the skidding policy	
<b>Notes</b>		
Permanent action to be undertaken in accordance with the Council's skidding policy.		
Any polished covers in HFS should be identified to relevant asset owner (utility/Council). Council covers should be risk assessed and replaced/treated as required.		

<b>1.8 DANGEROUS OR OBSTRUCTING TREES</b>	<b>February 2018</b>
<p><b>Investigatory Criteria</b></p> <p>A tree requires investigation when it is: obviously diseased, leaning precariously towards the highway (especially if the inspector considers it to have moved towards the highway since the last inspection), or it is damaged or has damaged or dead limbs which could fall directly onto the highway user.</p>	
<p><b>Minimum dimension where applicable</b></p>	
<b>Carriageway</b>	The minimum Vertical clearance over the carriageway needs to take account of the traffic using the route
<b>Footway &amp; Cycleway</b>	<ul style="list-style-type: none"> <li>• Obstructing the clear passage of pedestrians/cyclists forcing them off the footway/cycleway: or</li> <li>• It reduces the vertical clearance above the footway to less than 2.1m or 2.5m on a cycleway.</li> </ul>
<p><b>Sample Photograph</b></p>	
	
<p><b>Response</b></p> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. Remove or close road/footway/cycleway to make safe.</li> <li>3. Follow procedures in Tree Safety Management Guidance.</li> </ol>	
<p><b>Notes</b></p>	
<p>The minimum vertical clearance over the carriageway needs to take account of the traffic using the route. Permanent obstructions lower than 5.03m (16' 6") (such as bridges) require the appropriate warning signs (Chapter 4 Traffic Signs Manual).</p> <p>Responsibilities for landowners/occupiers with trees adjacent to the highway, and the powers of the Council in this respect, are contained in section 154 of the Highways Act. Where possible the landowner/occupier should be given the opportunity to undertake the appropriate remedial work and retain ownership of any waste material. When a dangerous or damaged tree is identified as a safety defect the tree must be marked and actioned according to the Corporate Tree Safety Management Guidance as an imminently dangerous tree – inspection and subsequent action must be recorded.</p>	

<b>1.9 OBSCURED VISIBILITY AND OVERGROWN HEDGES &amp; BUSHES</b>		<b>February 2018</b>
<b>Investigatory Criteria</b>		
Obscured visibility due to overgrown vegetation overhanging the highway is a defect. Overgrown vegetation that obscures the end of a bridge parapet jutting into the footway is a defect. Traffic signal heads which are obscured by vegetation and therefore not visible to highway users are a defect. A street light lamp, regulatory/warning traffic sign or bollard that is obscured by vegetation is a defect.		
<b>Minimum dimension where applicable</b>		
<b>Carriageway</b>	<ul style="list-style-type: none"> <li>• Overhanging in sight lines at bends, junctions or laybys.</li> <li>• obstructing the clear passage of the highway user or</li> <li>• forcing vehicles, cyclist or pedestrians away from the nearside of the carriageway by more than 1 m;</li> <li>• vehicles have to cross the centreline marking; or</li> <li>• Cyclists have to cross a cycle lane boundary marking.</li> </ul>	
<b>Footway &amp; Cycleway</b>	<ul style="list-style-type: none"> <li>• Overhanging in sight lines at locations where pedestrians/cyclists are encouraged to cross the carriageway</li> <li>• overhanging the highway and obstructing the clear passage of pedestrians/cyclists forcing them off the footway/cycleway; or</li> <li>• It reduces the vertical clearance above the footway to less than 2.1m or 2.5m on a cycleway.</li> </ul>	
<b>Sample Photograph</b>		
<b>Footway/Cycleway</b>		
		
<b>Response</b>		
<ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. Cut back overgrowth if council owned</li> <li>3. Initiate S154 procedure for overgrown vegetation if private.</li> </ol>		
<b>Notes</b>		
Responsibilities for landowners/occupiers with hedges, trees & bushes adjacent to the highway, and the powers of the Council in this respect, are contained in section 154 of the Highways Act.		
Where possible the landowner/occupier should be given the opportunity to undertake the appropriate remedial work and retain ownership of any waste material.		



<b>1.10 DEFECTIVE ROADMARKINGS</b>	<b>February 2018</b>
<p><b>Investigatory Criteria</b></p> <p>Any roadmarking detailed in the notes below requires investigation when missing or worn/obscured by more than 70% on point markings and 70% over an 18m length on longitudinal lines or the road marking is illegible.</p>	
<p><b>Minimum dimension where applicable</b></p>	
<b>Carriageway</b>	N/A
<b>Footway &amp; Cycleway</b>	N/A
<p style="text-align: center;"><b>Sample Photograph</b></p>	
<p><b>Carriageway</b></p> 	<p><b>Footway/Cycleway</b></p> 
<p><b>Response</b></p> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. Use road marking warning signs to make safe.</li> <li>3. Remark lining.</li> </ol>	
<p><b>Notes</b></p> <p>See below</p>	

<b>Diagram numbers</b>	
1001	STOP at signals,
1001.2	STOP with cycle lane
1001.3	STOP & zig zags at crossing
1002.1	STOP at junction
1003	GIVE WAY junction
1003.1	GIVE WAY roundabout
1003.3	GIVE WAY mini roundabout
1003.4	Mini roundabout
1004.1	Warning Lines
1009	Edge of carriageway
1010	Edge of carriageway at lay-by
1012.1	Edge of Carriageway Marking (where road width is insufficient to have centre line)
1012.2 & 1012.3	Vibraline Edge Marking,
1013 (.1 / 3 / .4)	Solid Centrelines,
1014	Deflection arrows
1017	Single YELLOW lines
1018.1	Double YELLOW lines
1022	STOP
1023	GIVE WAY triangle
1024	SLOW
1024.1	Path to be taken by high vehicles
1025 (.1/.2/.3)	Bus Stops
1026	Keep clear
1027.1	zig zag at school
1029	Direction pedestrians should look for approaching traffic
1035, 1036.1, 1036.2, 1037.1	Text and Arrows
1038	Arrows
1040, 1040.2, 1040.3, 1040.4 & 1040.5	lines to hatching
1041 & 1041.1	Chevron lining systems
1042 & 1042.1	Solid lines to hatching,
1043 & 1044	Yellow Boxes
1046	NO ENTRY
1049	Bus Lane/Cycle Lane boundary marking
1062	Cushion/Hump Solid Triangle
1065	speed roundel on carriageway surface



Roadmarkings with diagram numbers 1003 and 1023 where on an urban residential estate road and not part of a junction with a local distributor and where the markings are not essential for highway safety reasons will be noted and passed to the asset manager for programmed work.

Inspectors should contact the Streetworks Team during office hours to report the defect and a section 72 notice will be raised if the defect relates to a Statutory Undertaker.


Request for works order should be raised which will then be treated as part of the planned annual programme which is completed periodically on an area basis.



<b>1.11 DEFECTIVE IRONWORK</b>	<b>February 2018</b>
<p><b>Investigatory Criteria</b></p> <ul style="list-style-type: none"> <li>• A missing or broken cover to any chamber/box.</li> <li>• A collapsed or collapsing chamber</li> <li>• A high or low cover or frame when the cover within the frame or the frame itself, is above or below the immediate surrounding carriageway level by as outlined below</li> <li>• A rocking cover when the rocking is as outlined below.</li> </ul> <p>A grating where the slots run parallel to the carriageway edge without lateral infill members is a defect. A slippery cover within an area of high friction surfacing is a defect.</p>	
<b>Minimum dimension where applicable</b>	
<b>Carriageway</b>	High/low or rocking cover +/- 20mm
<b>Footway &amp; Cycleway</b>	High/low or rocking cover +/- 10mm
<b>Sample Photograph</b>	
<p><b>Carriageway</b></p> 	<p><b>Footway/Cycleway</b></p> 
<p><b>Response</b></p> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. If required sign and guard area or close road/footway/cycleway to make safe.</li> <li>3. Instigate Section 81 procedure if related to a statutory undertaker.</li> </ol>	
<b>Notes</b>	
<p>Rocking covers in urban areas that move less than 40mm but under traffic cause noise levels unacceptable to persons living in the vicinity, are not a safety defect but should be rectified as soon as possible, using the S.81 notice if appropriate. All slippery covers within high friction surfacing should be treated.</p>	

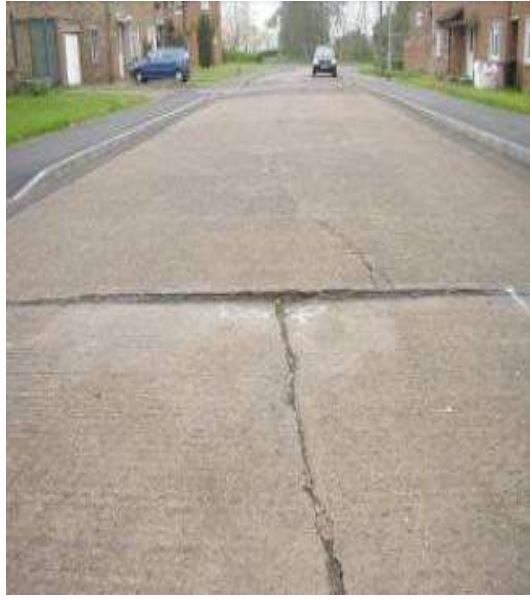

<b>1.12 DEFECTIVE OVERHEAD CABLES</b>	<b>February 2018</b>
<p><b>Investigatory Criteria</b></p> <p>Low cables across carriageways, footways and cycleways</p> <p>A supporting pole or structure that is damaged or leaning dangerously, adjacent to the highway that could fall on to it or affect the cable it is supporting across the highway.</p>	
<p><b>Minimum dimension where applicable</b></p>	
<b>Carriageway</b>	Vertical clearance to lower than 5m
<b>Footway &amp; Cycleway</b>	Footway - vertical clearance to lower than 2.1m Cycleway - vertical clearance to lower than 2.5m
<p><b>Response</b></p> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. Contact Statutory Undertaker</li> <li>3. If required sign and guard area or close road/footway/cycleway to make safe.</li> </ol>	
<p><b>Notes</b></p>	
<p>The height of a cable should be estimated &amp; <b><u>under no circumstances should it be actually measured by highway inspectors.</u></b></p>	

<b>1.13 DEFECTIVE ROADWORKS SIGNING</b>	<b>February 2018</b>
<p><b>Investigatory Criteria</b></p> <p>Any roadworks signing (including TWC or Statutory Undertakers works, or at scaffold or skips sites) that is not in accordance with Chapter 8</p>	
<p><b>Minimum dimension where applicable</b></p>	
<b>Carriageway</b>	N/A
<b>Footway &amp; Cycleway</b>	N/A
<p style="text-align: center;"><b>Sample Photograph</b></p>	
<p><b>Carriageway</b></p> 	<p><b>Footway/Cycleway</b></p> 
<p><b>Response</b></p> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. Check permit conditions</li> <li>3. Inform site manager/foreman</li> </ol>	
<p><b>Notes</b></p> <p>Inspectors should determine if a section 65 notice is required and action as required.</p>	


<b>1.14 MISSING PRE-FORMED MODULES</b>	<b>December 2018</b>
<b>Investigatory Criteria</b> The void from missing or sunken preformed flags, slabs, channels or paviments	
<b>Minimum dimension where applicable</b>	
<b>Carriageway</b>	Void is greater than 20mm deep and 300mm in a horizontal direction or rocking modules greater than 40mm
<b>Footway &amp; Cycleway</b>	Void is greater than 10mm deep and 50mm in a horizontal direction or rocking modules greater than 10mm
<b>Sample Photograph</b>	
<b>Carriageway</b> 	<b>Footway/Cycleway</b> 
<b>Recommended Action</b>	
<b>Response</b> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. If required sign and guard area or close road/footway/cycleway to make safe.</li> <li>3. Repair modules as appropriate.</li> </ol>	
<b>Notes</b>	
Missing modules can be made safe with a tarmac infill, but permanent repair is required. Stock of some modular materials is available at the Council's storage yard.  Council owned public/pedestrianised paved areas should be assessed as highway.	


<b>1.15 OBSTRUCTIONS: MATERIALS GOODS, EQUIPMENT &amp; SIGNS</b>	<b>February 2018</b>
<b>Investigatory Criteria</b> Materials, goods, canopies, equipment or illegal signs that impede or obstruct pedestrians/cyclists, or restrict visibility	
<b>Minimum dimension where applicable</b>	
<b>Carriageway</b>	Vertical clearance to permissible overhanging signs or banners of less than 5m
<b>Footway &amp; Cycleway</b>	Vertical clearance to overhanging signs or banners on a footway of less than 2.1m or 2.5m on a cycleway
<p style="text-align: center;"><b>Sample Photograph</b></p>	
<p style="text-align: center;"><b>Footway/Cycleway</b></p> 	
<b>Response</b> 1. Undertake risk assessment to determine response. 2. Discuss with sign owner and or remove to the side of the highway.	
<b>Notes</b> Advertising signs and A boards on the footway should be photographed and reported to the team responsible for highways enforcement.	


<b>1.16 CRACKING AND GAPS</b>		<b>February 2018</b>
<b>Investigatory Criteria</b>		
A crack or gap meeting the dimension criteria below		
<b>Minimum dimension where applicable</b>		
<b>Carriageway</b>	See defect 1.26	
<b>Footway &amp; Cycleway</b>	Greater than 20mm wide and 10mm deep	
<b>Sample Photograph</b>		
<b>Footway/Cycleway</b>		
		
<b>Response</b>		
<ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. If required sign and guard area or close footway/cycleway to make safe.</li> <li>3. Repair as appropriate.</li> </ol>		
<b>Notes</b>		
<p>This defect is usually caused by the loss of mortar or the movement of flags and pedestrians may catch their heel or toes in the void.</p> <p>This defect does not apply to a kerb, for defects relating to kerbs see defect 1.28 Damaged Kerb.</p> <p>This defect also applies to marked pedestrian crossing points within the carriageway e.g. pedestrian crossings &amp; pedestrian phase signalled crossings.</p>		



<b>1.17 ABRUPT LEVEL DIFFERENCE/TRIP</b>	<b>February 2018</b>
<p><b>Investigatory Criteria</b></p> <p>An abrupt level difference in the carriageway will be classed as a defect when it has a vertical displacement.</p> <p>A sharp edged defect on a footway/cycleway with a vertical deviation is a defect - This defect does not apply to a kerb, for defects relating to kerbs see defect 1.28 Damaged Kerb.</p>	
<p><b>Minimum dimension where applicable</b></p>	
<p><b>Carriageway</b></p>	<p>Greater than 20mm over a width greater than 300mm</p>
<p><b>Footway &amp; Cycleway</b></p>	<p>Greater than 10mm from the adjacent surrounding area</p>
<p style="text-align: center;"><b>Sample Photograph</b></p>	
<p><b>Carriageway</b></p> 	<p><b>Footway/Cycleway</b></p> 
<p><b>Response</b></p> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. If required sign and guard area or close road/footway/cycleway to make safe.</li> <li>3. Ramp level difference on carriageway to make safe.</li> <li>4. Repair as appropriate on footway/cycleway</li> </ol>	
<p><b>Notes</b></p>	
<p>Examples of this defect include: uneven or broken flags, blocks, paviments; channels or edgings.</p> <p>The footway minimum dimensions will be applied to marked pedestrian crossing points within the carriageway e.g. pedestrian crossings &amp; pedestrian phase signalled crossings.</p>	



<b>1.18 ROCKING FLAG</b>	<b>February 2018</b>
<b>Investigatory Criteria</b> A moving flag, paviour, block, kerb or channel where one edge rises or falls defect.	
<b>Minimum dimension where applicable</b>	
<b>Carriageway</b>	N/A
<b>Footway &amp; Cycleway</b>	Greater than 10mm
<p style="text-align: center;"><b>Sample Photograph</b></p>	
<p style="text-align: center;"><b>Footway/Cycleway</b></p> 	
<b>Response</b> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. If required sign and guard area or close footway/cycleway to make safe.</li> <li>3. Relay rocking flag.</li> </ol>	
<b>Notes</b>	


<b>1.19 DAMAGED ROAD RESTRAINT SYSTEMS</b>	<b>February 2018</b>
<p><b>Investigatory Criteria</b></p> <p>A length of vehicular restraint system or safety fence, pedestrian guardrail or bridge parapet or retaining wall parapet with obvious impact damage; or missing, loose or obvious time expired components, is a defect.</p>	
<p><b>Minimum dimension where applicable</b></p>	
<p><b>Carriageway</b></p>	<p>N/A</p>
<p><b>Footway &amp; Cycleway</b></p>	<p>N/A</p>
<p><b>Sample Photograph</b></p>	
<p><b>Carriageway</b></p> 	<p><b>Footway/Cycleway</b></p> 
<p><b>Response</b></p> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. Sign and guard area until permanent action undertaken.</li> <li>3. Investigate permanent repair</li> </ol>	
<p><b>Notes</b></p> <p>Vehicle restraint systems located at railway bridges must be inspected regardless of ownership and any defects reported to Network Rail as appropriate.</p> <p>The VRS asset manager should be contacted in all cases of damage and the risk based strategy applied to repairs. If associated with RTC, vehicle details or crime number must be recorded where possible.</p> <p>When damage has been noted to a bridge or retaining wall parapet the inspector should contact the Bridges and Structures asset manager for action.</p> <p>When testing the stability of pedestrian guardrails and railings the inspector should apply gentle pressure.</p>	


<b>1.20 DEFECTIVE BOUNDARY FENCES &amp; WALLS</b>	<b>February 2018</b>
<p><b>Investigatory Criteria</b></p> <p>A length of boundary fence or wall with impact or other damage that would render it dangerous, or ineffective for stock proofing; is a defect. A fence with an exposed length of tubular metal rail is a defect.</p>	
<p><b>Minimum dimension where applicable</b></p>	
<b>Carriageway</b>	N/A
<b>Footway &amp; Cycleway</b>	N/A
<p style="text-align: center;"><b>Sample Photograph</b></p> 	
<p><b>Response</b></p> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. If required sign and guard area or close road/footway/cycleway to make safe.</li> <li>3. Arrange for livestock to be removed from highway immediately.</li> <li>4. If private fence/wall inform owner.</li> <li>5. If TWC fence/wall arrange repair with Bridges and Structures asset manager.</li> </ol>	
<p><b>Notes</b></p> <p>This defect also applies to a boundary hedge where livestock is straying onto the highway.</p> <p>Ownership of the boundary wall should be determined and in the case of a private wall reported to Building Control. If a highway wall, report damage to the Bridges and Structures asset manager.</p>	


<b>1.21 STREETLIGHTS, ILLUMINATED OR VARIABLE MESSAGE TRAFFIC SIGNS &amp; ILLUMINATED BOLLARDS</b>	<b>February 2018</b>
<b>Investigatory Criteria</b> Any damage to a streetlight, externally and internally illuminated sign or bollard, or variable message sign, or any other item of illuminated street furniture; where the electricity supply is exposed, or the column or lamp is unstable is a defect. An externally or internally illuminated sign, VMS or bollard where the illumination does not work is a defect.	
<b>Minimum dimension where applicable</b>	
<b>Carriageway</b>	N/A
<b>Footway &amp; Cycleway</b>	N/A
<p style="text-align: center;"><b>Sample Photograph</b></p>	
	
<b>Response</b> <ol style="list-style-type: none"> <li>1. If required sign and guard area or close road/footway/cycleway to make safe.</li> <li>2. Report issue to Street Lighting team and/or Traffic team</li> <li>3. Repair undertaken in accordance with current street lighting maintenance contract.</li> </ol>	
<b>Notes</b>	
Under no circumstances should the highway inspector attempt to affect a repair. Any damage to the road traffic sign that is part of an illuminated or non-illuminated bollard should be noted as a damaged road traffic sign.	


<b>1.22 DEFECTIVE ROAD TRAFFIC SIGNS AND POSTS</b>	<b>February 2018</b>
<p><b>Investigatory Criteria</b></p> <ul style="list-style-type: none"> <li>Any regulatory/mandatory sign or hazard/warning sign that has been damaged, or is missing.</li> <li>Any regulatory sign or hazard/warning sign that is obscured; obviously faded; or covered in dirt or algae</li> <li>Any type of sign that is damaged so as to be a danger to road users</li> <li>Any damaged or obviously missing reflector on the end of a bridge parapet</li> <li>Any verge marker post using No.561 reflectors that is damaged, missing or not upright</li> <li>Any badly corroded or obviously damaged sign post or bollard.</li> </ul>	
<b>Minimum dimension where applicable</b>	
<b>Carriageway</b>	N/A
<b>Footway &amp; Cycleway</b>	N/A
<b>Sample Photograph</b>	
	
<p><b>Response</b></p> <ol style="list-style-type: none"> <li>Undertake risk assessment to determine response.</li> <li>If required sign and guard area to make safe.</li> <li>Replace post is appropriate</li> <li>Clean sign or arrange permanent repair</li> </ol>	
<b>Notes</b>	
<p>Any works to reset and existing sign/bollard can be raised directly via a works order, replacements must be raised as a works request to the traffic team for assessment.</p>	


<b>1.23 DEFECTIVE TRAFFIC SIGNALS</b>	<b>February 2018</b>
<p><b>Investigatory Criteria</b></p> <ul style="list-style-type: none"> <li>• Any defective lamp or control box on a traffic signal</li> <li>• Traffic signal heads which are out of alignment and therefore not visible to highway users</li> <li>• Electrical or control boxes that are open or tampered with are a defect.</li> </ul>	
<p><b>Minimum dimension where applicable</b></p>	
<b>Carriageway</b>	N/A
<b>Footway &amp; Cycleway</b>	N/A
<p><b>Sample Photograph</b></p> <div style="display: flex; justify-content: space-around;">   </div>	
<p><b>Response</b></p> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. If required sign and guard area to make safe.</li> <li>3. Notify traffic team to arrange repair with traffic signal maintenance contract.</li> </ol>	
<p><b>Notes</b></p>	
<p>In hours report fault to Traffic Team Out of hours report to contractor's helpline.</p>	

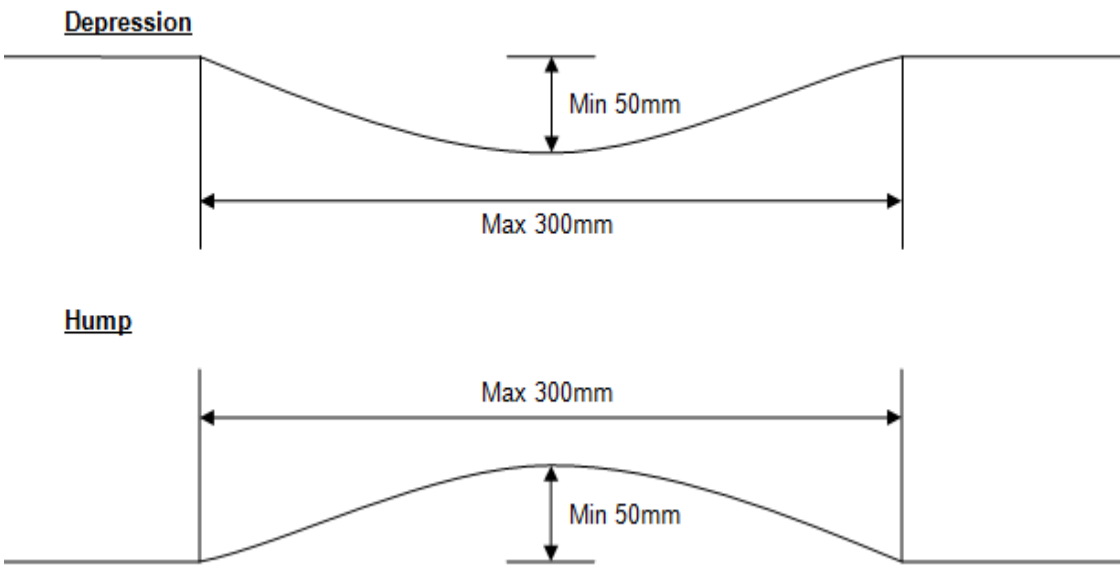
1.24 DAMAGED STEPS	February 2018
<b>Investigatory Criteria</b> A sharp edged defect with a vertical deviation from the adjacent surrounding area is a defect.	
<b>Minimum dimension where applicable</b>	
<b>Carriageway &amp; Cycleway</b>	N/A
<b>Footway</b>	greater than 10mm
<p style="text-align: center;"><b>Sample Photograph</b></p>	
<p style="text-align: center;"><b>Footway</b></p> 	
<b>Response</b> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. If required sign and guard area to make safe.</li> <li>3. Repair as appropriate</li> </ol>	
<b>Notes</b>	
If damage to steps is excessive an emergency closure of the steps may be required.	

1.25 DAMAGED HANDRAILS	February 2018
<b>Investigatory Criteria</b> A loose or broken handrail.	
<b>Minimum dimension where applicable</b>	
<b>Carriageway</b>	N/A
<b>Footway &amp; Cycleway</b>	N/A
<p style="text-align: center;"><b>Sample Photograph</b></p>	
<p style="text-align: center;"><b>Footway/Cycleway</b></p> 	
<b>Response</b> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. If required sign and guard area to make safe.</li> <li>3. Repair as appropriate</li> </ol>	
<b>Notes</b>	
If damage to handrails is excessive an emergency closure of the steps may be required.	

<b>1.26 CRACKING/DEFECTIVE SURFACING JOINTS</b>	February 2018
<b>Investigatory Criteria</b> Cracking to the carriageway surface including surfacing joints.	
<b>Minimum dimension where applicable</b>	
<b>Carriageway</b>	When at least 20mm wide and 300mm in any horizontal direction and 40mm deep
<b>Footway &amp; Cycleway</b>	Refer to defect 1.16 Cracks and Gaps
<b>Sample Photograph</b>	
<b>Carriageway</b> 	
<b>Response</b> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. If required sign and guard area to make safe consider road closure if necessary.</li> <li>3. Repair as appropriate</li> </ol>	
<b>Notes</b> Proprietary crack infill repairs are commissioned as batches of work and should be a HAPAS approved product	

<b>1.27 DEFECTIVE TRAFFIC CALMING FEATURES</b>	<b>February 2018</b>
<p><b>Investigatory Criteria</b></p> <p>Missing or loose sections or missing or proud bolts within a modular traffic calming feature. This defect also includes constructed calming features.</p>	
<p><b>Minimum dimension where applicable</b></p>	
<b>Carriageway</b>	N/A
<b>Footway &amp; Cycleway</b>	N/A
<p style="text-align: center;"><b>Sample Photograph</b></p>	
<b>Carriageway</b>	
<p><b>Response</b></p> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. If required sign and guard area or close road to make safe.</li> <li>3. Repair as appropriate</li> </ol>	
<p><b>Notes</b></p> <p>Consideration may be given to constructing traffic calming feature using alternative materials.</p>	

<b>1.28 DAMAGED KERB</b>	<b>February 2018</b>
<p><b>Investigatory Criteria</b></p> <ul style="list-style-type: none"> <li>• A crack, gap or trip is a defect when greater than 10mm at designated crossing points and footways/cycleways in Town, District and Local Centres</li> <li>• A crack or gap in kerbs of greater than 20mm is a defect on all other footways/cycleways</li> <li>• A kerb protruding into the Carriageway with a vertical displacement of 20mm and or a horizontal displacement of 50mm is a defect.</li> </ul>	
<b>Minimum dimension where applicable</b>	
<b>Carriageway</b>	N/A
<b>Footway &amp; Cycleway</b>	As outlined above
<b>Sample Photograph</b>	
<b>Footway/Cycleway</b>	
	
<p><b>Response</b></p> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. If required sign and guard area to make safe.</li> <li>3. Repair as appropriate</li> </ol>	
<b>Notes</b>	
<p>Permanent repair may include dealing with the causation of the defect, trees for example.</p>	

<b>1.29 DEPRESSIONS AND HUMPS</b>	<b>February 2018</b>
<b>Investigatory Criteria</b> A steep change of profile	
<b>Minimum dimension where applicable</b>	
<b>Carriageway</b>	Greater than 100mm and extending in any horizontal direction less than 1m
<b>Footway &amp; Cycleway</b>	Greater than 50mm and extending in a horizontal direction of less than 300mm
<b>Example</b>	
<b>Footway/Cycleway</b>   <p>The diagram illustrates two types of surface irregularities on a footway or cycleway. The top diagram, labeled 'Depression', shows a downward-curving profile. A vertical double-headed arrow indicates a minimum depth of 50mm at the lowest point, and a horizontal double-headed arrow indicates a maximum width of 300mm. The bottom diagram, labeled 'Hump', shows an upward-curving profile. A vertical double-headed arrow indicates a minimum height of 50mm at the highest point, and a horizontal double-headed arrow indicates a maximum width of 300mm.</p>	
<b>Response</b> <ol style="list-style-type: none"> <li>1. Undertake risk assessment to determine response.</li> <li>2. If required sign and guard area or close footway/cycleway to make safe.</li> <li>3. Repair as appropriate</li> </ol>	
<b>Notes</b>	

**APPENDIX B: HIGHWAYS SAFETY INSPECTION POLICY STATEMENTS**

<p><b>Risk Based Approach</b> The Council will take a risk based approach to highway safety inspections and associated defect repairs. This will be based on the potential consequences of a highway defect (based on its severity and location) combined with the likelihood of that consequence occurring.</p>
<p><b>Competency</b> All safety inspectors working on the Telford &amp; Wrekin Highway Network will have completed accredited training appropriate to their role within 12 months of starting their employment. In-house training on the Highway Inspection Policy and associated Manual will be provided and will be complemented by annual on-site training.</p>
<p><b>Systems</b> Inspectors will use an accredited Highways Asset Management System (HAMS) to carry out safety inspections, keep accurate inspection records and respond to reported defects. The same system will be used by the Council's Principal Contractor to manage workload, apply for road bookings via the permits system and record completed works.</p>
<p><b>Highway Safety Inspections</b> The Council will aim to complete all inspections within the prescribed timescales. Safety inspections will be coordinated centrally with particular emphasis on aiming to meet deadlines with a consistent approach to all inspections.</p>
<p><b>Review of Local Road &amp; Footway Hierarchies and Inspection Regimes</b> Road and footway hierarchies will be reviewed every five years to ensure that the network is up to date and that categories are still appropriate. Safety inspection regimes will undergo a minor review each year and a major review every five years to coincide with the network hierarchy reviews. The reasons for any changes made to the inspection regime will be documented.</p>
<p><b>Inspection Frequency</b> The Council will aim to adhere to prescribed safety inspection frequencies. All safety inspection completion dates, including 'nil returns' will be recorded.</p>
<p><b>Method of Inspection</b> Highway Safety Inspections will be carried out in a safe and approved manner to ensure the safety of the highway inspector and other road users.</p>
<p><b>Inspector Response Time</b> The Council will aim to inspect all reported defects and take appropriate action within the agreed response times.</p>

## **APPENDIX C: WMHI RECOMMENDATIONS RELATING TO THIS POLICY**

### **WMHI RECOMMENDATION 1: USE OF THE CODE**

This Code, in conjunction with the UKRLG<sup>3</sup> Highway Infrastructure Asset Management Guidance (HIAMG), should be used as the starting point against which to develop, review and formally approve highway infrastructure maintenance policy and to identify and formally approve the nature and extent of any variations

### **WMHI RECOMMENDATION 5: CONSISTENCY WITH OTHER AUTHORITIES**

To ensure that users' reasonable expectations for consistency are taken into account, the approach of other local and strategic highway and transport authorities, especially those with integrated or adjoining networks, should be considered when developing highway infrastructure maintenance policies.

### **WMHI RECOMMENDATION 7: RISK BASED APPROACH**

A risk based approach should be adopted for all aspects of highway infrastructure maintenance, including setting levels of service, inspections, responses, resilience, priorities and programmes.

### **WMHI RECOMMENDATION 12: NETWORK HIERARCHY**

A network hierarchy, or a series of related hierarchies, should be defined which include all elements of the highway network, including carriageways, footways, cycle routes, structures, lighting and rights of way. The hierarchy should take into account current and expected use, resilience, and local economic and social factors such as industry, schools, hospitals and similar, as well as the desirability of continuity and of a consistent approach for walking and cycling.

### **WMHI RECOMMENDATION 15: COMPETENCIES AND TRAINING**

The appropriate competency required for asset management should be identified, and training should be provided where necessary. (HIAMG Recommendation 10)

### **WMHI RECOMMENDATION 16: INSPECTIONS**

A risk-based inspection regime, including regular safety inspections, should be developed and implemented for all highway assets.

### **WMHI RECOMMENDATION 18: MANAGEMENT SYSTEMS AND CLAIMS**

Records should be kept of all activities, particularly safety and other inspections, including the time and nature of any response, and procedures established to ensure efficient management of claims whilst protecting the authority from unjustified or fraudulent claims.

### **WMHI RECOMMENDATION 19: DEFECT REPAIR**

A risk-based defect repair regime should be developed and implemented for all highway assets.

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<sup>3</sup> United Kingdom Roads Liaison Group

## APPENDIX D: SAFETY INSPECTION REGIME

The following safety inspection regime was in place in November 2017.

<u>Carriageway</u>		
<b>Maintenance Category</b>	<b>Network Hierarchy</b>	<b>Frequency</b>
1	Primary Route	Monthly
	Principal Distributor	Monthly
2	District Distributor	Two monthly
	Local Distributor	Four Monthly
3	Local Access Road	Six Monthly
<u>Footways &amp; Cycleways</u>		
<b>Maintenance Category</b>	<b>Network Hierarchy</b>	<b>Frequency</b>
1	Shopping centres	Monthly
3	Local access road	Six monthly
4	Remote Footpaths	Bi-Yearly
<u>Car Parks</u>		
<b>Maintenance Category</b>	<b>Network Hierarchy</b>	<b>Frequency</b>
4	Park & Ride	Annually
4	Public Car Parks (including footways)	Annually

## APPENDIX E: HIGHWAY INSPECTOR'S TRAINING & CONSISTENCY STATEMENT



This document is to be read in conjunction with the Telford & Wrekin Highway Inspection Policy

### 1. Background Requirements

- 1.1 All personnel involved in managing or carrying out safety inspections must be competent and have successfully completed the UK Highway Inspectors training and certification scheme approved by the UK Roads Board in 2010 or any subsequent revision.
- 1.2 It is essential that all personnel carrying out safety inspections should be included on the National Register of Highway Inspectors currently held by the Institute of Highway Engineers.
- 1.3 All personnel undertaking a safety inspection must be familiar with 'Safety at Streetworks and Roadworks: A Code of Practice' and understand the requirements of Chapter 8 of the Traffic Signs Manual.
- 1.4 To ensure consistency, in house training on the Highway Inspection Policy and the associated inspection criteria will be provided on an annual basis and will be complemented by on-site training no less than 3 times annually.
- 1.5 It is essential that all personnel carrying out safety inspections have been trained in risk assessment theory and practice.

### 2. Annual Training

- 2.1 Before any new version of the Highway Inspection Policy is implemented all highway inspectors will undertake in-house classroom-based training in order to ensure that they fully understand the policy. Particular emphasis will be placed on the following
  - Purpose and importance of highway inspections
  - Method of inspection
  - Use of software and systems
  - Intervention levels
  - Risk assessment
  - Emergency response
  - Health & Safety

This training will be repeated on an annual basis in the form of online training using the Council's in-house e-learning resource.

### **3. Regular Training**

- 3.1 At least three times each year the highway inspectors, supervisors, coordinators and line managers will carry out a joint walked inspection on a selected route. The purpose of this is
- To identify discrepancies and ensure consistency of approach
  - To provide refresher training in relation to risk assessments
- 3.2 If a high level of inconsistency is identified the frequency of on-site training will be increased.
- 3.3 All staff involved in highway inspections will attend the in-house risk assessment training on an annual basis.

### **4. Inspection Audits**

- 4.1 On a monthly basis the line manager, or supervisor, or coordinator will audit a random sample of completed inspections.
- 4.2 The audit will check that all necessary information has been provided as well as assessing the suitability of the risk assessed response.
- 4.3 When a new highways inspector has joined the team their inspections will be audited more frequently to ensure consistency.

### **New Starters**

- 5.1 It is essential that all new highway inspectors who have not already done attend the next available UK Highway Inspectors training and certification scheme course.
- 5.2 The highways inspection e-learning resource must be completed during the first week of employment.
- 5.3 In addition to the standard health and safety training for all new starters, highway inspectors must be booked onto the next available in-house risk assessment course
- 5.4 The whole team will undertake an interim on-site training session during the first month of employment.
- 5.5 As outlined above, an ad hoc selection of inspections carried out by new starters will be audited on a weekly basis.

**TELFORD & WREKIN COUNCIL****CABINET – 15 MARCH 2018****CORPORATE PARENTING STRATEGY 2018-2020****REPORT OF ASSISTANT DIRECTOR: EDUCATION & CORPORATE PARENTING****LEAD CABINET MEMBER - CLLR PAUL WATLING, CABINET MEMBER FOR CHILDREN & ADULTS, EARLY HELP & SUPPORT (LEAD MEMBER FOR CYP)****PART A) – SUMMARY REPORT****1. SUMMARY OF MAIN PROPOSALS**

- 1.1. Telford & Wrekin Council want all children and young people to achieve their ambitions and reach their full potential. The purpose of the Corporate Parenting Strategy is to reaffirm the Council's commitment and reinforce the corporate responsibilities of the whole council, jointly with our partners, to ensure that our children in care and care leavers have every opportunity to achieve success.
- 1.2. The purpose of this report is to present the 2018-20 Corporate Parenting Strategy for approval.

**2. RECOMMENDATIONS**

That Cabinet approves the Corporate Parenting Strategy 2018-2020.

**3. SUMMARY IMPACT ASSESSMENT**

<b>COMMUNITY IMPACT</b>	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	<ul style="list-style-type: none"> <li>• put our children and young people first</li> <li>• protect and support our vulnerable children and adults</li> <li>• Improving local people's prospects through education and skills training; and</li> <li>• Improving the health and wellbeing of our communities and address health inequalities.</li> </ul>
	Will the proposals impact on specific groups of people?	
	Yes	Children in care and care leavers
<b>TARGET COMPLETION/DELIVERY DATE</b>	The strategy will be refreshed in Autumn 2019. The action plan to monitor progressed will be refreshed annually.	
<b>FINANCIAL/VALUE FOR MONEY IMPACT</b>		Any costs associated with the delivery of this strategy will need to be met from within existing resources. The actions contained within the strategy

	<p>should have a positive impact on future costs as outcomes for children are improved.</p> <p style="text-align: right;"><i>TS 20.02.2018</i></p>
<p><b>LEGAL ISSUES</b></p>	<p>Section 18 of the Children Act 2004 requires every top tier local authority to appoint a Director of Children’s Services [DCS]. The DCS is responsible for the performance of local authority functions relating to the education <u>and</u> social care of children and young people and for ensuring that effective systems are in place for discharging these functions.</p> <p>Section 19 of the Children Act 2004 requires every top tier local authority to designate one of its members as Lead Member for Children’s Services [LMCS] who will be a local Councillor with delegated responsibility from the Council. The LMCS, as a member of the Council Executive, has political responsibility for the leadership, strategy and effectiveness of local authority children’s services.</p> <p><i>“Statutory guidance on the roles and responsibilities of the Director of Children’s Services and the Lead Member for Children’s Services for local authorities”</i> was last updated on 8<sup>th</sup> April 2013, earlier versions having been published in 2005, 2009 and 2012. Local authorities must have regard to it and, if they decide to depart from it, they will need to have clear reasons for doing so.</p> <p>The Children and Social Work Act 2017 [CSWA] received Royal Assent on 27<sup>th</sup> April 2017 and is intended to improve support for looked after children and care leavers, promote the welfare and safeguarding of children, and make provisions about the regulation of social workers. The Bill was introduced following a programme of suggested reforms set out in the Government’s July 2016 policy paper <i>“Putting Children First: Our Vision for Children’s Social Care”</i></p> <p>The main purpose of the legislation is to:</p> <ul style="list-style-type: none"> <li>• Improve decision making and support for looked after and previously looked after children in England and Wales.</li> <li>• Improve joint work at the local level to safeguard children and enable better learning at the local and national levels</li> </ul>

		<p>to improve practice in child protection.</p> <ul style="list-style-type: none"> <li>• Promote the safeguarding of children by providing for relationships and sex education in schools.</li> <li>• Enable the establishment of a new regulatory regime specifically for the social work profession in England</li> </ul> <p>Section 1 of the CSWA 2017 establishes a set of seven principles aimed at bringing the focus back to the looked after child. It reminds the local authority (LA) what it means to be a “corporate parent”. The principles are described in the body of the report. Section 1 applies to the whole LA and not just children’s services.</p> <p>The Local Government Association published guidance on the 2017 Act on 24<sup>th</sup> July 2017 entitled “<i>Get in on the Act: Children and Social Work Act 2017</i>”.</p> <p>The Children and Social Work Act 2017 (Commencement No. 1) Regulations 2017 were made on 13<sup>th</sup> September 2017 and, to date, only 13 of the 71 sections of the 2017 Act are in force.</p> <p>The Department for Education Government consulted on draft statutory guidance to support the Corporate Parenting principles from 16<sup>th</sup> October 2017 to 27<sup>th</sup> November 2017.</p> <p style="text-align: right;"><i>KF 19.02.2018</i></p>
<b>EQUALITY &amp; DIVERSITY</b>	No	N/A
<b>IMPACT ON SPECIFIC WARDS</b>	No	N/A
<b>PATIENTS &amp; PUBLIC ENGAGEMENT</b>	Yes	Engagement with the children in care, care leavers, and professionals is a key part of the Corporate Parenting Strategic Group’s work.
<b>OTHER IMPACTS, RISKS &amp; OPPORTUNITIES</b>	No	N/A

**PART B) – ADDITIONAL INFORMATION**

**1. WHAT IS A CORPORATE PARENT?**

1.1. When a child can no longer be cared for at home and the child becomes looked after, the local authority assumes parental responsibility for that child when a care order is made.

1.2. Corporate Parenting is the term generally used to describe this legal responsibility, but the concept is wider than that; good corporate parenting emphasises that we should

have the same interest in and aspirations for children in care and those leaving care, as we would for our own children.

## **2. WHO ARE CORPORATE PARENTS AND WHAT ARE THEIR RESPONSIBILITIES?**

- 2.1. Corporate parents champion and advocate the rights of children in care and care leavers, and support the practitioners working with those young people.
- 2.2. National research shows that children in care can be vulnerable to poorer outcomes than their peers. In practical terms, being a corporate parent means advocating on behalf of children in care and care leavers to ensure they get the support they need to achieve the best outcomes, narrowing the gap to their peers, and challenging any poor practice.
- 2.3. Corporate parenting responsibilities are not limited to the Council's Children's Safeguarding Service: the whole of the local authority (both officers and members), as well as relevant partner agencies, have a duty to ensure that children in care and care leavers have their needs recognised and appropriately met, in a way which does not disadvantage them in relation to their non-looked after peers.
- 2.4. All elected members have responsibilities as corporate parents, whether they are involved directly with young people, or on the Corporate Parenting Strategic Group. These responsibilities include ensuring that the needs of children in care are appropriately recognised by relevant services, such as housing, as well as making representations on behalf of an individual child in care or care leaver who wish to make a complaint about the services or support they have received.

## **3. CHANGES IN LEGISLATION THAT IMPACT ON CHILDREN IN CARE AND CARE LEAVERS**

- 3.1. Following the introduction of the Children and Social Work Act in April 2017, the Department for Education created a specific guidance document to support the changes related to corporate parenting; "*Applying corporate parenting principles to care and pathway planning*". The guidance, although currently in draft form, details seven corporate parenting principles which should "*shape the mind-set and culture of every part of a local authority in how it carries out all of its functions in relation to looked after children and care leavers*".
- 3.2. The seven principles are:
  1. *"To act in the best interests, and promote the physical and mental health and well-being, of those children and young people*
  2. *To encourage those children and young people to express their views, wishes and feelings*
  3. *To take into account the views, wishes and feelings of those children and young people*
  4. *To help those children and young people gain access to, and make the best use of, services provided by the local authority and its relevant partners*

5. *To promote high aspirations, and seek to secure the best outcomes, for those children and young people*
6. *For those children and young people to be safe, and for stability in their home lives, relationships and education or work; and*
7. *To prepare those children and young people for adulthood and independent living.”*

3.3. These principles are integral to the way that corporate parenting works in the Borough and are threaded through the new Corporate Parenting Strategy.

#### **4. GOVERNANCE AND ACCOUNTABILITY**

4.1. In Telford and Wrekin a Corporate Parenting Strategic Group oversees the services provided to children in care and care leavers within the Borough. The Group brings together elected members, officers from the Council, and colleagues from partner agencies.

4.2. The Group is responsible for scrutinising all services available for children in care and care leavers (from universal through to safeguarding) and as part of this work has developed a strategy to define the overarching priorities for the next three years. Whilst the Group challenges the safety of children in care and care leavers, this is also done in the wider context of safeguarding children and young people in the Borough through the Telford & Wrekin Safeguarding Children Board (TWSCB).

4.3. The strategy identifies four overarching priorities which have been decided through analysis of intelligence and consultation with partners. The four priorities for 2018-2020 are:

- Improve access to health and emotional wellbeing services and support;
- Narrow the educational achievement, employment and training gap between children in care/care leavers and their peers;
- Ensure all children in care have placements that meet their social, health and educational needs; and
- Ensure that care leavers are able to develop the appropriate skills to live independently.

4.4. A cross-cutting aim of the Corporate Parenting Strategic Group is to raise the profile of corporate parenting within the whole council. The lead officers have begun to develop an engagement programme for members and officers, who are not directly working with children in care and care leavers, to raise awareness of this statutory expectation and their roles and responsibilities.

4.5. The Corporate Parenting Strategy outlines how the Board and its partners will address the four priority areas over the next three years and how this will impact on children in care and care leavers. A copy of the draft Corporate Parenting Strategy can be found in Appendix A.

4.6. Progress against the priorities will be monitored and challenged through the Partnership's action plan and associated performance framework.

- 4.7. The Corporate Parenting Strategic Group is accountable to the Children and Families Partnership who will receive regular updates on the implementation of the strategy. The Group is also held to account through the Council's Cabinet and, specifically in relation to safeguarding, through the TWSCB.

## **5. PROGRESS TO DATE**

- 5.1. Since the new legislation was announced, work to further develop the services for children in care and care leavers began. This section of the report highlights key areas of development that are further improving the outcomes for children in care and care leavers.
- 5.2. **Review of The Pledge** – In November the Virtual School hosted and coordinated the Takeover Challenge (part of National Takeover Day). This year the challenge involved 15 children in care and, working alongside members of the Corporate Parenting Strategic Group (CPSG), they reviewed The Pledge. The Pledge details what the values and expectations of services that children in care and care leavers can expect in the Borough. The review concluded that the aims within the Pledge remained relevant and appropriate for children in care in 2017-18.
- 5.3. **Development of a Looked After Mental Health Practitioner** – the emotional health and wellbeing of children in care is a key factor in their development and positive outcomes. Through the new 0-25 Emotional Health and Wellbeing Service (delivered by South Staffordshire and Shropshire NHS Foundation Trust, SSSFT) a new post specifically for children in care has been developed. The post is currently in the recruitment phase and, once in post, will work closely with the Council's Children's Safeguarding Services and support the work around emotional health and wellbeing for our children in care.
- 5.4. **Cross Border permanency work** – Telford & Wrekin are working with Shropshire, Staffordshire and Stoke Local Authorities to improve permanency for children in care. This includes the development of a permanency tracker and a project plan is in place which monitors the development of this work across the four areas. The aim of this work is to speed up the permanence planning process for specific groups of children in care (e.g. sibling groups or those with complex needs) through sharing resources, skills and knowledge across the four areas. This work is further enhanced by the fortnightly Placement Stability Meetings as part of the Council's wider work around placement fragility and includes members of the Virtual School Team to give a holistic view of the needs of the young person.
- 5.5. **Improved data sharing processes** – The Council's Children's Safeguarding Service and the Shropshire Community Health Trust are working closely to streamline the data sharing processes involved in health assessments and Strengths and Difficulties Questionnaire (SDQs). This work will result in a more efficient service for children in care and foster carers as well as other professionals who are involved in the processes.
- 5.6. **Life Story Worker in place** – This is an important piece of work for children in care to help them make sense of their family history and life outside the care system, as well as why they entered. There is now a dedicated worker based in the Children in Care and

Leaving Care Team who delivers this work and is also able to track and report on the work taking place.

**5.7. The development of a Local Offer for Care Leavers has begun** – this is a new statutory requirement and will detail what Care Leavers can expect from services in the Borough, for example what is on offer around apprenticeships for care leavers within the Council, what support is available around paying Council Tax and specific offers available through Leisure Services. The offer will be informed and consulted upon by Care Leavers and Children in Care. The Local Offer will be published during Summer 2018.

**5.8. Restructuring of the Virtual School Team to allow more mentors to work with young people** - The Virtual School Team has been restructured so that the Inclusion Mentors are now allocated to each of the three localities within Telford and Wrekin with a fourth Inclusion Mentor allocated to work with young people out of borough. The focus for the Inclusion Mentors is twofold; first, to ensure that the school set appropriate targets and interventions are aimed at improved outcomes for young people and that these are recorded in the Personal Education Plan (PEP). Second, the Inclusion Mentors support those young people who are struggling to engage in school directly in the school setting.

## **6. NEXT STEPS**

6.1. The Corporate Parenting Strategic Group will continue to monitor and challenge progress made against the actions identified to deliver the strategy. This will be scrutinised through the Children and Families Partnership and any issues raised with agency leads where appropriate to ensure timely progress is being made.

6.2. The Corporate Parenting Strategic Group will work with VOICE (the Care Council) to develop a concise guide to corporate parenting which is linked to the new strategy. Using this guide the Corporate Parenting Strategic Group, and its members, will continue to promote the corporate parenting responsibilities of everybody working with, or representing the interests of children in care and care leavers.

6.3. The Group will provide a further report to Cabinet in early 2019 outlining its progress to date on delivering the strategy.

## **7. IMPACT ASSESSMENT – ADDITIONAL INFORMATION**

Nothing further to add at this time.

## **8. PREVIOUS MINUTES**

None

## **9. BACKGROUND PAPERS**

None

### **Report prepared by:**

Sarah Constable, Partnership Manager (01952 380599); Andy Cooke, Service Delivery Manager, SEND and Inclusion; Tony McGregor, Interim Group Manager, Children in Care and Leaving Care Team

# Caring for Our Children in Care and Care Leavers

Our Vision:

*To secure the best possible outcomes for children in care and care leavers, and to support them to achieve independence.*

## Telford & Wrekin Council’s Corporate Parenting Strategy 2018 to 2020



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## 1. FOREWORD

Telford & Wrekin Council want our children and young people to achieve their ambitions and reach their full potential. The purpose of this strategy is to reaffirm the Council's commitment and reinforce the corporate responsibilities of the whole council, jointly with our partners, to ensure that our children in care and care leavers achieve their full potential.

Our Corporate Parenting Strategy describes the key steps we will take to drive improvement and assess progress in delivering our ambitions for children and young people.

The Corporate Parenting Strategy has been produced in consultation with Telford & Wrekin's main stakeholders Health, Children in Care Council (VOICE), Care Leavers Forum and the Foster Carer Association.

We hope you will share our ambition to support and contribute to their success wherever possible.



Cllr Paul Watling: Lead Member  
Children, Young People & Communities



Clive Jones  
Director: Children's and Adult Services

## 2. INTRODUCTION

Welcome to Telford & Wrekin Council's Corporate Parenting Strategy 2018 to 2020. The overall aim of the strategy is to reinforce the corporate responsibility of the whole council, and of its partner agencies, through commitment to corporate parenting.

As a Corporate Parent of children in care, elected members and Council officers have a statutory responsibility for their wellbeing. Like any good parent, the Council should put the needs of our children in care and care leavers first. We aim for each and every child looked after by Telford & Wrekin Council, wherever they live, to be helped to achieve their potential. This means being a powerful advocate for them to ensure their needs are met in the best way possible and prioritising access to resources.

Our vision is to ensure that our children in care have the best opportunities in life regardless of whether they live in Telford and Wrekin or outside the borough. We want our children and young people to be happy and healthy, safe and protected, supported successfully into adult life and get the right support and services where they live.

We aim to work in partnership with children in care and care leavers, as well as their carers, to hear their views on how best to ensure everyone achieves their full potential. This will build on the Corporate Parenting Pledge, which was created by children in care and has been signed by the Council and its partners. We expect everyone working with children and young people, in every agency and every part of our services, to expect the best and go the extra mile to safeguard a child in care and care leavers.

The Corporate Parenting Strategy describes how the local authority and its partners, such as health services, housing, and schools, act as responsible parents to children in care and care leavers. It is about how everyone involved including elected members, officers, teachers and GP's recognise that they are corporate parents and understand what they can contribute to being the best Corporate Parent.

When providing a service for our Children in Care and Care Leavers we should challenge ourselves by asking '**would this be good enough for my child?**'

We need to make sure that Children in Care and Care Leavers feel safe and secure, have stability in their lives, and that we help them to achieve their full potential by supporting them in fulfilling their ambitions and aspirations.

Building strong, resilient children leads to strong resilient adults. Our corporate parenting responsibility sits within a context of a vibrant stable town that supports all aspects of family life. The children in care and care leavers we are responsible for now, are our parents of tomorrow. By providing them with positive life chances this will have a positive contribution towards the Borough's social and economic future.

This strategy demonstrates the Council's commitment to ensuring that the life chances of every child and young person in its care are improved in line with their peers. This requires us

all to be strong advocates to ensure their needs are met in the best way possible, and to prioritise access to our resources. The Corporate Parenting Strategic Group continues to work in partnership with children in care, care leavers and carers to hear their views on how to best meet their needs. The priorities that we have identified have been determined by local and national priorities and in continued consultation with children in care and care leavers.

This strategy defines the overarching priorities for the next three years, with the annual action plan which details how these priorities will be delivered working closely with Children in Care and Care Leavers.

### **3. PRINCIPLES OF CORPORATE PARENTING**

In October 2017, the Department for Education launched their consultation on the draft statutory guidance for “*Applying corporate parenting principles to care and pathway planning*”. The following section is an extract (Section 2.1 to 2.3) from this draft guidance upon which this strategy is based on.

*“In order to thrive, children and young people have certain key needs that good parents generally meet. The corporate parenting principles set out seven principles that local authorities must have regard to when exercising their functions in relation to looked after children and young people, as follows:*

- 1) to act in the best interests, and promote the physical and mental health and well-being, of those children and young people*
- 2) to encourage those children and young people to express their views, wishes and feelings*
- 3) to take into account the views, wishes and feelings of those children and young people*
- 4) to help those children and young people gain access to, and make the best use of, services provided by the local authority and its relevant partners*
- 5) to promote high aspirations, and seek to secure the best outcomes, for those children and young people*
- 6) for those children and young people to be safe, and for stability in their home lives, relationships and education or work; and*
- 7) to prepare those children and young people for adulthood and independent living.*

*The corporate parenting principles do not exist in a vacuum. They should shape the mind-set and culture of every part of a local authority in how it carries out all of its functions in relation to looked after children and care leavers...*

*The corporate parenting principles are not about applying a formulaic approach to how services are delivered in relation to looked after children and care leavers. Rather they describe the behaviours and attitudes expected of councils when they are acting as any good parent would do by supporting, encouraging and guiding their children to lead healthy, rounded and fulfilled lives. The principles intend to ensure that all councils have high ambitions for the children in their care. In doing so, the application of the principles must respond to the individual needs, vulnerabilities or disadvantages of looked after children and care leavers. This will assist in securing that such children and young people are not placed at significant disadvantage when compared with the support a non-looked after child or young person may receive from their family.”*

These principles apply to not only local authorities but also to all agencies working with children in care and care leavers.

#### **4. NATIONAL CONTEXT**

Children in the care of local authorities are one of the most vulnerable groups in society. The majority of children in care are there because they have suffered abuse or neglect. At 31 March 2016 there were 7,440 children in care, in England (of whom some 74% are subject to care orders). This represents an increase of around 5% since 2012 and means that around 0.6% of the total population of children are in care. (DfE, 31 March 2016)

Of the children in care, most are in foster care (74%), whilst some 10% are in children’s homes and the remainder are cared for in a number of different settings including residential schools and placements with parents. (DfE, 31 March 2016)

Nationally, it is recognised that care leavers are a vulnerable group that leave ‘home’ at a younger age and have more abrupt transitions than their peers that require support of a variety of services. Nationally, there are 26,400 19, 20 and 21 year old care leavers (DfE, 31 March 2016). At the end of March 2017 there were 140 care leavers in Telford and Wrekin of which 94% (132 of 140) were in suitable accommodation and 60% (85 of 140) were in education, employment or training (EET).

The circumstances and experiences of children and young people in care mean that they can experience many disadvantages and hence have poorer outcomes than other children, across a range of measures, including health and education.

In April 2017, the Children and Social Work Act was passed and this has enhanced the legislation for children in care and care leavers, including the requirement for all care leavers to

have a personal advisor, an assessment of need and a pathway plan. The act extended the age range for Care Leavers from 21 to 25 years of age and supersedes the Children Act 1989 and 2000 definition. The definition of children in care, or looked after, remains the same:

- A child or young person is subject to a full or Interim Care Order, where the local authority shares parental responsibility with the child or young person's parent/s,

Or

- A child or young person is provided with accommodation on a voluntary basis where the parent or caregiver retains parental responsibility, but recognises that they need support to achieve the best outcomes for the child or young person.

The **legislation** which relates both generally and specifically to this strategy are:

- Children Act 1989
- Children Act 2004
- United Nations Convention on the Rights of the Child 1989
- The Children (Leaving Care) Act 2000
- Adoption and Children Act 2002
- The Care Standards Act 2000
- Legal Aid and Punishment of Offenders Act 2012
- Raising the Participation Age duties as set out in the Education and Skills Act 2008
- Children and Families Act 2014
- Children and Social Work Act 2017

## 5. TELFORD & WREKIN CONTEXT

Within Telford and Wrekin, 379 children and young people were in care as at 31 March 2017.

Of the 379 children in care:

- 62 (16%) were from a Black Minority Ethnic (BME) background

Of the 182 children who came into care during 2016/17

- 44 (24%) were aged under 1 year
- 46 (25%) were aged 1-4
- 42 (23%) were aged 5-9
- 43 (24%) were aged 10-15
- 7 (4%) were aged 16+

With respect to placements as at the end of March 2017, the majority, 81% (305 children), were placed within a family setting, with 11% (41 children) placed in residential placements and the remaining 8% (33 children) being placed for adoption, living independently or in other accommodation. 57% of children in care were placed in the Borough, with 37% placed out of the Borough, and the remaining 6% being placed for adoption.

Placement stability is crucial to positive outcomes for children in care. In 2016/17 12% (45) of the Children in Care as at 31<sup>st</sup> March 2017 had 3 placements or more in the year; this represented an increase on the previous year's figure of 7.6%.

In the authority's Looked After Children return submission for 2016/17, 94% (132 of 140) care leavers were in suitable accommodation and 60% (85 of 140) were in education, employment or training (EET).

## **6. THE PLEDGE**

The Corporate Parenting Strategic Group, in July 2015 decided to distribute the promise to children in care and care leavers concerning the values and the expected standard of service, in the Telford & Wrekin area.

A consultation exercise was held with children in care and care leavers concerning the design and content of the pledge. The consultation discussed what works and does not work in relation to specific components of the pledge. The finalised leaflets and posters are based upon what our children and young people requested.

The Pledge was then reviewed with a representative group of children in care and members of the Corporate Parenting Strategic Group as part of the National Takeover Day in November 2016.

Each element of the Pledge was reviewed by a working group of two children in care and two members of the Corporate Parenting Strategic Group; looking at both the content of this element and also the relevance to the young people from their experiences of being in care to Telford and Wrekin. As a result of the feedback from this session, there was resounding support for the content of the Pledge and the young people in particular felt that it matched their expectations of the level of support they would expect from Corporate Parents.

Telford & Wrekin Pledge poster for younger children

# THE PLEDGE

### VALUES

**We will:**

- Treat you with respect. Celebrate you as an individual and honour and support your unique identity.
- Take time to listen to you and place your needs, views and feelings at the heart of decisions made about you.
- Always be truthful, and we will not make promises that we cannot keep.
- Believe in you, trust you, value and celebrate your strengths, gifts, talents and achievements and encourage your ambitions.

### KEEPING SAFE

**We will:**

- Give you fair boundaries and help you to understand why they are there.
- Make sure that you have a good carer where you feel settled, and who is loving, caring, kind and safe and makes sure that you are included in all activities such as holidays.
- Help you learn from mistakes, provide you with second chances and give you sound guidance and role models.
- Do everything we can to make sure that you are happy and feel safe when you move on to independent living.

### BEING HEALTHY

**We will:**

- Make sure that you have the information and practical support that will allow you to make healthy choices.
- Make sure that all medicine you understand what is going to happen and what is expected of you.
- Support you to access specific health services when you need to.
- Provide you with emotional support and help you to manage changing relationships and come to terms with loss, trauma or other significant life events.

### BECOMING INDEPENDENT

**We will:**

- Help you gain the practical and emotional skills necessary and have the confidence to look after yourself. We will work with all the services that you need to help you establish and sustain yourself as an independent individual.
- Work alongside you to look at your options and prepare you to move on from care at your pace with good accommodation and a support package that is right for you.
- Make sure that you have your personal documents such as your birth certificate, national insurance number and passport before you are 16.
- We recognise that at different times you may need to take a step back and start you come back for support.

### ENJOY AND ACHIEVE

**We will:**

- Make sure that you have a place at a good school or nursery, and that if you get behind in education you can access extra tuition if you want to.
- Celebrate your birthday, special occasions and achievements with you.
- Make sure that you do not have to fight to pursue your goals and help push aside any barriers that might stop you from achieving them.
- Hold high ambitions for you and make sure you have every opportunity to succeed.

**We will support you to make informed choices about your education, particularly with your options for GCSE's and your future career path.**

### MAKE A POSITIVE CONTRIBUTION

**We will:**

- Make sure that you can access good quality and up to date information that is presented in a way that you want and covers every point in your journey through care, including about services that you can expect to receive at different stages through your journey and your legal entitlements.
- Take time to help you to understand any decisions that affect you. Negotiate with you and show you how we have taken your opinions into account. If we disagree with you we will fully explain our reasons why.
- Make sure that you have opportunities to voice your opinions on the services that you receive and that your opinions are taken into account by managers when they are planning and reviewing services.
- Make sure that your meetings are about you, are held in a way that is right for you and that you are listened to. We will also make sure that you are consulted about when, where and who attends your meetings.

### CONTACT

**We will:**

- Make every effort to give you regular and good quality contact with people that are important to you.
- Value your relationships and make sure that you have opportunities to get to know, and when needed, to say goodbye to people that are important to you.
- Try and make sure that we do not change your social worker or reviewing officer unless needed, and that they spend quality time with you.
- Provide easy access to complaints and appeals processes, and promote and encourage access to independent advocacy whenever you need it.

### MOVING ON

**We will:**

- Make sure you know where to get current information once you are no longer in touch with leaving care services, and where possible provide you with advice and support if you need it.
- Make clear to you what information about yourself and your time in care you are entitled to see, and support you to access your information when you want it, to manage any feelings that you might have about the information and to put on record any disagreement about factual content.
- Do our best to support you until you are settled in your independent life, even if you are no longer legally entitled to this service.
- We will not forget you, and will continue to care about you and remain your supporters in what ever way we can, even when our formal relationship with you has ended.

**Signatures of the Corporate Parenting Strategic Group who have agreed to implement The Pledge:**

In April 2017, the Children and Social Work Act 2017 became law and within it, it requires a specific Care Leaver's promise to be developed by Local Authorities. This will be developed during 2018 by the Care Leavers Forum.

## 7. OUR VISION

***“To secure the best possible outcomes for children in care and care leavers, and to support them to achieve independence.”***

Telford & Wrekin Council has seven priorities, of which the following four are relevant to this strategy:

- Putting our children and young people first,
- Protecting and supporting our vulnerable children and adults,
- Improving local people’s prospects through education and skills training; and
- Improving the health and wellbeing of our communities and address health inequalities.

Our children in care and care leavers are an important part of our community and although council finances are still challenging, the priorities enable us to move forward as an organisation and for us to have a clear view on what we need to deliver.

## 8. PRIORITIES

The four priorities for Telford & Wrekin children in care and care leavers are:

### ***Priority 1 - Health & Emotional Wellbeing***

This is important because children who have been looked after by authorities have statistically poorer outcomes in many areas of life, one of which may be health. Children may enter care with unaddressed or current health issues which may have arisen through poverty, neglect, abuse, exposure to parental substance misuse, parents’ ill health and chaotic lifestyles.

We want to ensure that all children in care and care leavers are able to access appropriate health (including mental health) services in order for them to be healthy and achieve independence.

We will do this by:

- Ensuring that all children in care and care leavers received regular health reviews in accordance with statutory guidance;
- Ensuring that ‘Strengths and Difficulties Questionnaires (SDQs) are completed and are available at the young person’s health review;
- Reviewing the 0-25 Emotional Health and Wellbeing Service to ensure it meets the needs of children in care and care leavers;
- Ensuring that children in care and care leavers receive age appropriate healthy relationship and sexual health guidance; and
- Further developing the strategic partnership between the local authority and health services through the Pan-Shropshire Health of Looked after Children Groups to enable key decisions about health services for children in care and care leavers to be resolved.

## ***Priority 2 - Educational Achievement, Employment and Training***

Educational achievement is critical if children in care and care leavers are going to lead fulfilled and successful lives.

We want every child in care to have a place in a 'good' or better school that best meets their needs and that they have no delay in accessing their education. We want children in care and care leavers to achieve the best possible educational and employment outcomes.

We will do this by:

- Supporting children and young people to make good progress in school through: tracking attainment; providing regular Personal Education Plans (PEPs); effective use of the Pupil Premium Grant to provide appropriate interventions; and maintaining stability of education placements;
- Supporting children and young people into positive destinations post 16; working closely with Further Education and Higher Education partner;
- Reducing the number of children in care and care leavers not in education, employment or training;
- Ensuring young people have appropriate support in schools and settings and have access to well-trained designated teachers; and
- Ensuring children in care and care leavers are supported to achieve at least the same, or higher rates of progress than their peers.

## ***Priority 3 – Accommodation including Placement Stability***

Children in care and care leavers are more likely to experience poorer outcomes if their care needs are not matched to the right placement at both a strategic and individual level.

We want all children in care to have placements that meet their social, health and educational needs and provide effective support to enable them to achieve their full potential.

We will do this by:

- Ensuring that we keep families together whenever possible;
- Developing the Children in Care Placements Commissioning Strategy and ensure appropriate linkages between the two strategies and action plans;
- Ensuring our children in care are matched with carers who are able to meet their needs;
- Ensuring foster carers are skilled to meet the needs of the children and young people who they care for;
- Ensuring there is appropriate support for placements to prevent the breakdown of the placement at an earlier stage;
- Ensure that life story work is completed with the young person;
- Ensure that Children in Care Reviews are held in accordance with procedure;
- Ensure that permanency plans for children in care are identified at the earliest opportunity;

- Ensure that care leavers are not placed in Bed and Breakfast accommodation under 18 or if living in houses of multiple occupancy they have been offered a place in suitable accommodation;
- Further promoting the Staying Put and Shared Lives schemes; and
- Promoting the 'Foster to Adopt' scheme.

#### **Priority 4 - Transition to Independence**

Transition to independence for care leavers is a challenging time due to the disruption in their earlier lives and not necessarily having the appropriate skills to thrive when they become independent; such as confidence, responsibility, financial sense and personal hygiene.

We want to ensure that care leavers are able to develop the appropriate skills to live independently.

We will do this by:

- Developing a specific local Care Leaver Offer;
- Fully involving young people in their assessments, planning, review and decision making for leaving care;
- Providing ongoing personal support via personal advisors, Social Workers, carers and mentors;
- Helping young people to develop support networks including making friends and access to local clubs;
- Providing information and advice to promote educational achievement including access to college;
- Ensuring young people leaving care have access to a choice of independent and semi-independent accommodation and the support and skills to maintain themselves in their accommodation;
- Ensuring there is a contingency plan to support care leavers in the event of a crisis; and
- Supporting young people to access benefits when necessary.

In the words of a child in care:

*“What do we need to live independently? We need to develop confidence to take responsibility for ourselves and our actions, which in turn will improve our life skills in general and this will help maintain our accommodation. We need to ensure there is a plan to support us in the event of crisis; to support us to stay in familiar surroundings. The key to helping young people to successful outcomes and life chances is to ensure we make progress with each of the steps we take towards adulthood.”*

## **9. OUR ROLE AS CORPORATE PARENTS**

Our responsibility in improving outcomes and actively promoting the life chances of children and young people that we look after has become known as corporate parenting, in recognition of the fact that the task must be shared by the whole council and partner agencies. Corporate

Parents take responsibility for the wellbeing and future outcomes of our children in care and care leavers.

Within the partnership the following key roles play an integral part of ensuring the progress of our children in care and care leavers:

- **Director of Children and Adult Services (DCAS)** – the DCAS will ensure that services for children in care and care leavers:
  - Support good parenting from every person involved in the child’s life;
  - Are planned and provided to take account of children and young people’s views so they have a say in the decisions that affect their future;
  - Provide children and young people with stability in their lives; and
  - Raise their aspirations by expecting the same of them as any parent would expect from their own children.

*(Statutory Guidance: The Roles and Responsibilities of the Lead member for Children’s Services and the Director of Children’s Services)*

The DCAS chairs the Corporate Parenting Strategic Group which has responsibility for ensuring the delivery of this strategy.

- **The Lead Member** - will support the DCAS to achieve the above and challenge progress when required.
- **Elected Members** have a ‘special responsibility. In 2003 the DfES published ‘If this were my child...A councillor’s guide to being a good corporate parent’ and all elected members in Telford & Wrekin Council have received a copy. Councillors who do not have a direct role with children should still exercise this responsibility in their ward work.
- **Officers & Stakeholders** - In Care Matters Time for Change (2007) the government state:

*“Every child needs a good parent who looks out for them, speaks out on their behalf and responds to their needs. For children in care, this is a statutory role for local authorities – all local councillors and council offices share the corporate parenting responsibility. This responsibility is paramount and councillors and council officers should carry it with them as they go about their daily business. They should also be clear about how, as corporate parents, they work with and support the Lead Member and Director of Children & Adult Services, in their strategic roles. However, it is not just local authorities that have a parenting role. In the same way that a family shares responsibility for bringing up their children with their extended family members, the corporate parenting responsibility must be shared by everyone involved in supporting children in care. This includes health bodies, education services such as schools and colleges, the police, youth and youth justice organisations, and the private and third sectors too. The response to the Care Matters green and white papers emphasised that unless this wide*

*range of partners accept their responsibilities, we will not make a difference to the lives of children in care.”*

- The Virtual School Head (VSH) is the lead responsible officer for ensuring that arrangements are in place to improve the educational experiences and outcomes of Telford & Wrekin’s children in care, including those placed out-of-authority. The role of the VSH is to ensure that there are effective systems in place to ensure the educational achievement of children in care and care leavers.

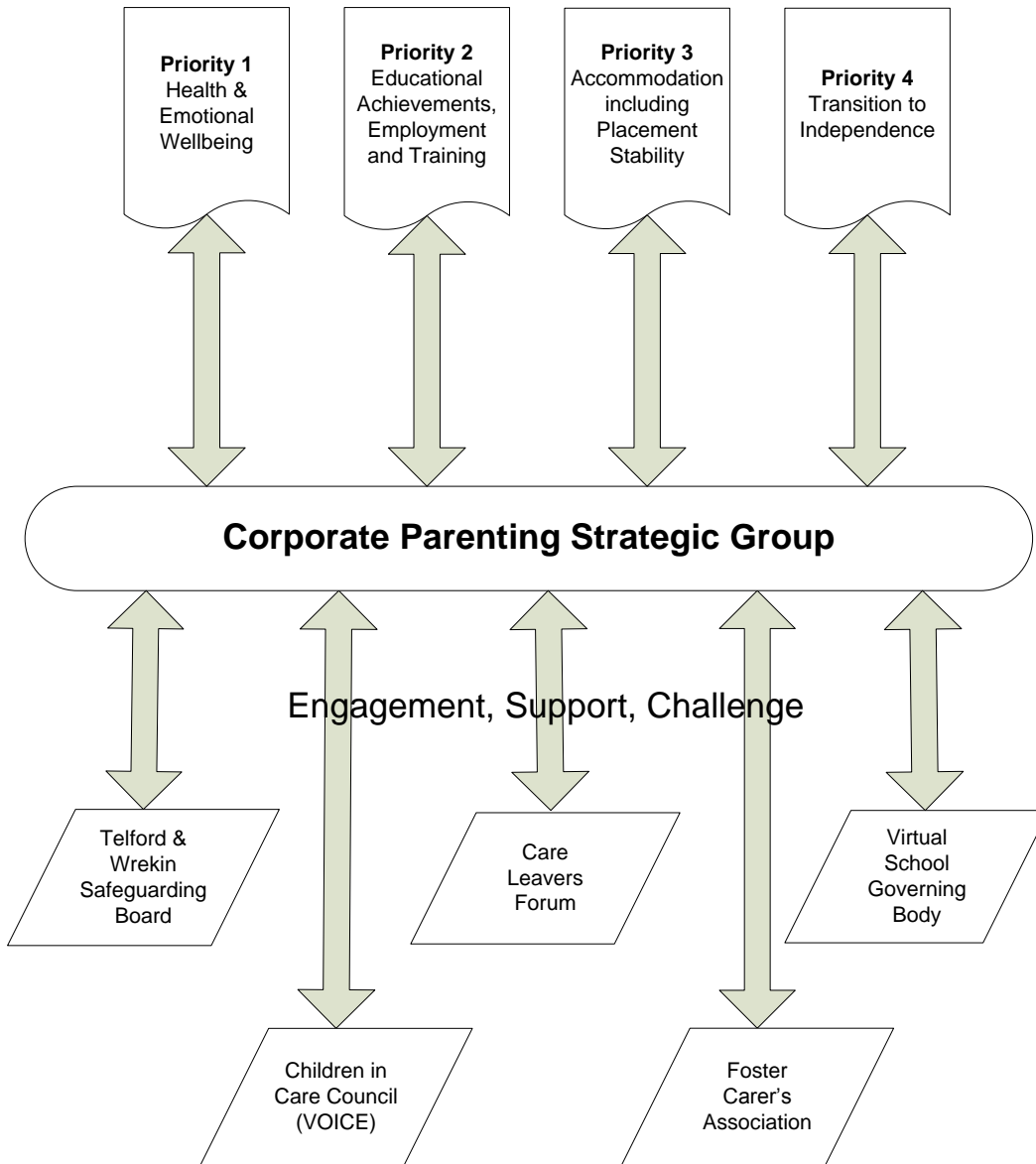
## **10. GOVERNANCE ARRANGEMENTS**

The Corporate Parenting Strategic Group (CPSG) is a strategic partnership which is committed to ensuring that the most vulnerable children and young people achieve more and are better prepared for adult life.

The CPSG will be held to account by the Care Council, VOICE, and the Care Leaver’s Forum. The CPSG will also be scrutinised by the Telford & Wrekin Council’s Children and Young People’s Scrutiny Committee when required.

The CPSG will draw upon support and challenge from Foster Carer’s Association and the Telford & Wrekin Safeguarding Children Board (TWSCB) to ensure that the Corporate Parenting Strategy effectively safeguards and promotes the welfare of our children in care and care leavers.

The Virtual School Governing Body acts as the governors for the Virtual School and ensures progress is made for children in care and care leavers in terms of education. This group is chaired by the Lead Member for Children and Adults. This group is accountable to the CPSG and will drive forward progress in terms of the educational priorities.



## 11. REFERENCES

**Care Matters: Time for Change, June 2007.**

[www.gov.uk/government/publications/care-matters-time-for-change](http://www.gov.uk/government/publications/care-matters-time-for-change)

**Working together to Safeguard Children – March 2015**

[www.gov.uk/government/publications/working-together-to-safeguard-children--2](http://www.gov.uk/government/publications/working-together-to-safeguard-children--2)

**Integrated inspections of services for children in need of help and protection, children looked after & care leavers & joint inspection of the Local Safeguarding Children Board.- February 2015.**

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

**Statutory Guidance: Director/Lead Member for children’s services: roles and responsibilities – April 2013**

[www.gov.uk/government/publications/directors-of-childrens-services-roles-and-responsibilities](http://www.gov.uk/government/publications/directors-of-childrens-services-roles-and-responsibilities)

**Care Leavers Strategy, October 2013**

[www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/266484/Care\\_Leaver\\_Strategy.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/266484/Care_Leaver_Strategy.pdf)

**National Statistics: Children looked after in England, including adoption**

[www.gov.uk/government/statistics/children-looked-after-in-england-including-adoption--2](http://www.gov.uk/government/statistics/children-looked-after-in-england-including-adoption--2)

**Keeping Children safe in Education. Statutory guidance for schools and colleges – March 2015**

[www.gov.uk/government/publications/keeping-children-safe-in-education--2](http://www.gov.uk/government/publications/keeping-children-safe-in-education--2)

**Children and Social Work Act 2017**

[www.legislation.gov.uk/ukpga/2017/16/contents/enacted](http://www.legislation.gov.uk/ukpga/2017/16/contents/enacted)

**Applying corporate parenting principles to care and pathway planning, Statutory guidance for local authorities – consultation document (DRAFT – October 2017)**

### SUPPORTING DOCUMENTS

- Children in Care Placements – Fostering Strategy 2017
- Telford & Wrekin Community Strategy “Shaping Our Future – Our Journey to 2020”

**TELFORD & WREKIN COUNCIL**

**CABINET – 15 MARCH 2018**

**DUKE OF YORK – INSPIRING DIGITAL ENTERPRISE AWARD**

**REPORT OF ASSISTANT DIRECTOR: EDUCATION & CORPORATE PARENTING**

**LEAD CABINET MEMBER – CLLR SHIRLEY REYNOLDS, CABINET MEMBER FOR EDUCATION & SKILLS**

## **PART A) – SUMMARY REPORT**

### **1. SUMMARY OF MAIN PROPOSALS**

The purpose of this report is to advise members of a new exciting award known as the ‘Duke of York – Inspiring Digital Enterprise Award’ (iDEA) and how Telford and Wrekin Council will be promoting and using it.

The Duke of York Inspiring Digital Enterprise Award, known as iDEA, aims to equip people across the UK with digital and enterprise skills through a free online training portal.

### **2. RECOMMENDATIONS**

**To support the delivery of this programme to students and residents of Telford**

### **3. SUMMARY IMPACT ASSESSMENT**

<b>COMMUNITY IMPACT</b>	Do these proposals contribute to specific Co-operative Council priorities?	
	Yes	Put our children and young people first. Improve local people’s prospects through education and skills training.
	Will the proposals impact on specific groups of people?	
	Yes	We are aiming for this programme to engage all of Telford’s residents in providing them with free access to online digital training, to inspire them and to help unlock their potential to learn, work and survive in the digital age.
<b>TARGET COMPLETION/DELIVERY DATE</b>	Launch date – 20 <sup>th</sup> March 2018	
<b>FINANCIAL/VALUE FOR MONEY IMPACT</b>	No	The iDEA programme provides Schools and individuals free registration and access to online resources via their own Smartphone, tablets and computers. Promotion of this will be facilitated by an initial launch at Telford College and further events

		planned such as Big Bang, Digital 50. Representatives from the Authority will support those events from current resource levels. Individuals will set their own accounts up, however support will be provided by Schools, Libraries and Community based staff if required. There are no additional costs to the Authority associated with this award programme or launch events. (AEM 20/02/18)
<b>LEGAL ISSUES</b>	No	
<b>OTHER IMPACTS, RISKS &amp; OPPORTUNITIES</b>	No	
<b>IMPACT ON SPECIFIC WARDS</b>	No	

## **PART B) – ADDITIONAL INFORMATION**

### **4. INFORMATION**

#### **4.1 What is ‘The Duke of York Award – iDEA’?**

The Duke of York Inspiring Digital Enterprise Award, known as iDEA, aims to equip people across the UK with digital and enterprise skills. It is a free online training portal that can be accessed by going to [www.idea.org.uk](http://www.idea.org.uk) and registering to create an account. Wherever they are - on the bus, in the library, at school or at home - people young and old can access resources to inspire them and help unlock their potential to learn, work and survive in the digital age.

With 90% of new jobs in the UK requiring digital skills and more than 12 million adults lacking these, it is hoped that the scheme will offer participants a better chance of entering the workforce.

The Duke of York said: “iDEA hopes to play a crucial role in ensuring that young people have the best possible opportunities to become economically active – to get jobs.”

#### **4.2 Who is it for?**

It has been designed to maximize social impact and benefit everyone. All any person needs to access digital badges, is to be able to get online. This can be on a smartphone, home PC or tablet, or if they do not have access to one, then they will be able to access the PCs available in any Telford Library or Community Centre.

The programme also enables employers, schools and colleges to be part of the Council’s Telford Online Digital Strategy – ‘To ensure we are embracing the opportunities presented in this digital age for the benefit of everyone in Telford and Wrekin – residents, businesses, staff and visitors alike’.



### 4.3 How does it work?

Similar to The Duke of Edinburgh Award, The Duke of York Award is based on rewarding participants with badges for the effort they put in to acquiring skills.

Each badge is worth a number of points which accumulate into Awards. The Bronze Award, for example, requires participants to have achieved 250 points.

Each person will be able to log on to their own personalised iDEA account and select a badge in one of four categories:

- Citizen – teaches digital awareness, safety and ethics
- Worker – teaches tools and techniques that are useful in the workplace
- Entrepreneur – teaches how to come up with ideas and bring them to life
- Maker – teaches digital creativity and how to create things in a digital world

Within each category there are a number of online training badges that take around 20 minutes each to complete, such as E-Safety, Digital Ethics, Team Working and Cyber Security. Each badge is worth points and you are able to build up the points in order to achieve a Bronze, Silver or Gold Award.

There are also two bonus categories – Gamer, which teaches youngsters how to make video games, and Independent, which teaches other, useful digital and enterprise skills. There will be a Telford Online badge to click and register as being part of the Telford community. This will automatically credit the user with 2 points towards their badge and will enable us to record how many people in Telford have registered and are actively using the training portal.

### 4.4 What are we doing and why?

We are working within a number of areas across the Council where participating in this programme has the potential for huge benefits, such as Libraries, Customer Services, Job Box, Cooperative Council Team and Education and Corporate Parenting. A number of these areas are also creating a number of our own badges. Currently, these are in the areas of Digital Council - How to interact with Local Authority Services and Job Box - How to gain access to employment.

## Areas currently participating with the Duke of York Award:-



It is an ideal time to launch this programme in Telford's 50<sup>th</sup> Year, whilst celebrating the past and looking forward to the future and the opportunities this can bring to our residents.

This programme compliments the work being done with the Telford Online Digital Strategy, improving access to the Council's online services and supports the learning of digital skills within our community such as the launch of the new 'easy to use' Telford Online Wi-Fi system, where you are easily able to login with Social Media or create your own account; and the extension of our Wi-Fi offering from not only within all Council buildings but out within the High Streets as part of the Pride Programme. This has started with the early pilot areas of Wellington, Oakengates and Ironbridge.

### 4.5 How will people know about this?

Led by Cllr Shirley Reynolds, we are hosting a launch event at Telford College on 20<sup>th</sup> March. All School leaders and ICT leads will be invited along with key employees of the Council and our Corporate Communications Team who will help promote this programme.

We will also have representation from the Palace with Kerensa Jennings – Director of the Duke of York Office - speaking about the programme and there will be an opportunity for all schools to obtain their unique school specific sign-in codes and register to use the website.

Following this launch, we will then proceed with publicising this to our residents through our social media channels, libraries and community groups and through encouragement of those Council employees who work with the public.

There are also a number of events that will be taking place such as Big Bang, and the Digital 50 Event at Southwater in June, where we will have the STEM bus, driverless car and other exciting digital items on display where we will be able to promote the Award and assist people to sign up and take on the challenge.

## **5. IMPACT ASSESSMENT – ADDITIONAL INFORMATION**

This programme will impact on the following Council Priorities:-

### **Put our children and young people first**

Through providing them with the tools and easy access through a range of devices to inspire them to achieve a digital award and gain key skills for supporting them in their education.

### **Improve local people's prospects through education and skills training**

This will be available to any resident in Telford of any age. They can access the online training from home or a smartphone. Where they do not have access to technology, we will be promoting access to the online training at all of our community centres and library facilities.

We are engaging with Age UK and Job Box to encourage these groups to obtain digital skills and enhance their digital awareness.

## **6. PREVIOUS MINUTES**

None

## **7. BACKGROUND PAPERS**

None

**Report prepared by Kirsty King, Commercial Services Manager: ICT, Telephone: 01952 383480**