

APSE National Highways Advisory Group

Working with Utilities in Dealing with Poor
Performance

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Wigan Council

31st October 2023

Presentation Overview



Wigan Council



A Pragmatic Approach to Poor Performance



Charging and Inspection Mechanisms



Key Outcomes/Successes & What's Next?

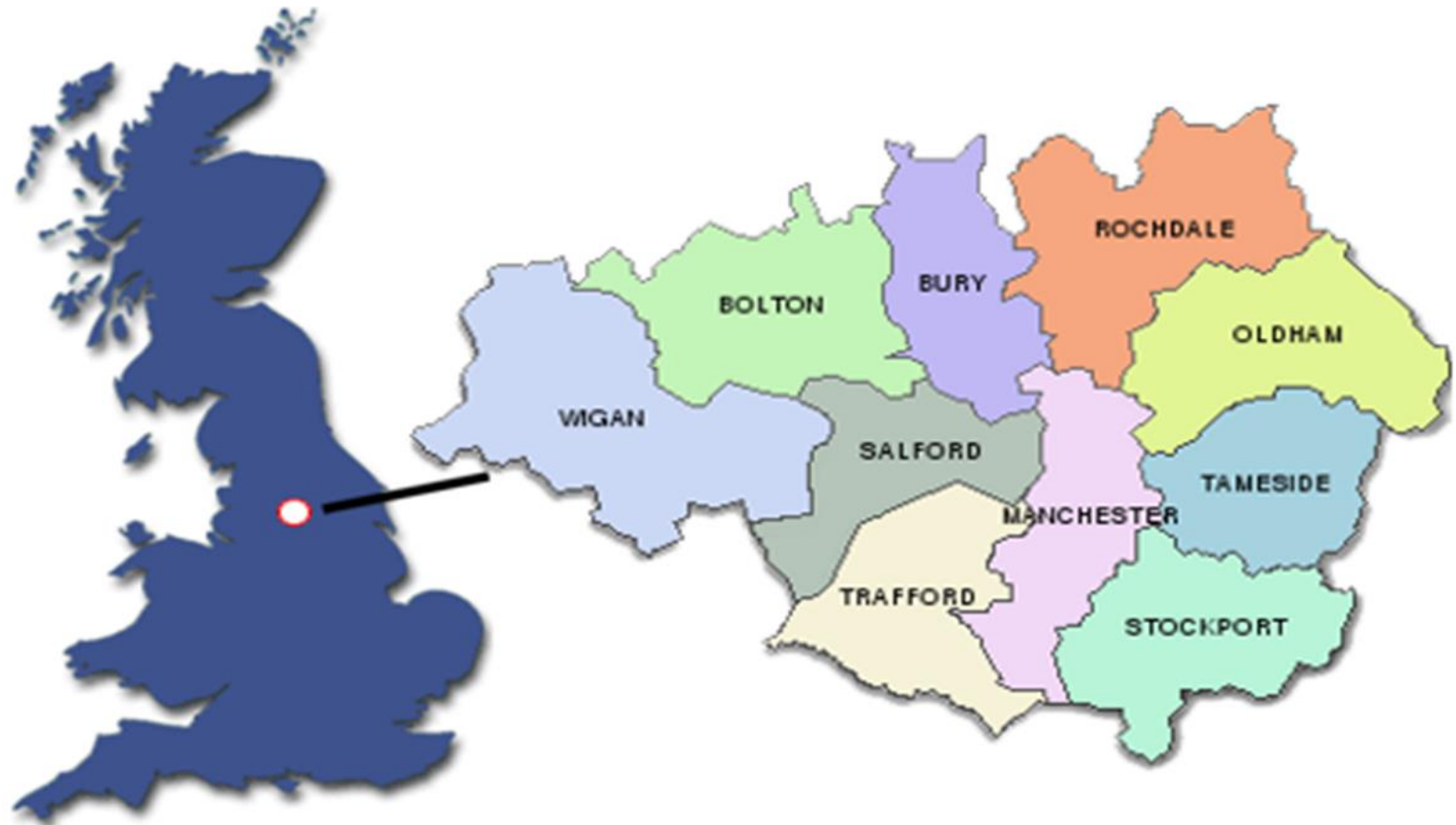


Is Lane Rental the Answer?



Q&A

Wigan Council



Confident Place, Confident People.

A Pragmatic Approach to Poor Performance

- Historical poor performance
- Working closely with Utility companies
- Benchmarking - NWWHAUC
- Sharing best practice – GMRAPS
- Collaboration to drive innovation and improvements.

Charging & Inspection Mechanisms

- New C.O.P. for Inspections 2023
- Performance Based – Drives Improvement
- Sample Inspections and Defect Meetings
- Data to analyse trends
- Understanding our Road Network
- Joined up working to protect Wigan's assets

Key Outcomes

What's Next

- Seen an average failure rate of under 10%
- 100% Sample inspections completed
- Increase in permit requests but occupancy has reduced
- Excellent working relationships with major utilities
- Reduction in complaints
- Regular performance and co-ordination meetings
- Aiming for continuous improvement
- Innovation – Materials, Smart Signals, Techniques

Is Lane Rental the Answer?

- Splits opinions - Matter for Discussion.
- Not currently in place in Wigan/GM
- How will this be monitored?
- Financial Implications
- The impact on Local Authority works
- Drive Innovation?

**Thank you for your time
and attention.**

Any Questions ???