



Corporate & Housing Services

Tenants and Residents Forum

27.11.2019

Municipal Buildings Falkirk

PRESENT:

Karen Strang (KS), Chair, Strategy and Development Co-ordinator
Dawna Chisholm (DC), Community Engagement Officer
Natalie Moore Young, (NMY), Strategy and Performance Manager
Steve Bentley, (SB), Housing Operations Manager
John Apperson, (JAp), Property and Asset Manager
Simon Williams, (SW), Team Leader – Community Safety and Pest Control
Christine Thomson, (CT), Performance & Information Officer
Gary Neill, (GN), Area Roads Engineer
Lisa Evans, Photographer, part of meeting

Sharon Mercado (SM), How Your Rent is Spent Group
Jim Gannon (JM), Scrutiny Panel
Mary MacDonald (MMac), Thornwood Tenants and Residents Association, Editorial Panel
Liz Godfrey (LG), Thornwood Tenants and Residents Association, Editorial Panel
Colin Rowbotham (CR), HAMP Group
Liz Jardine (LJ), Scrutiny Panel and Editorial Panel
Denis R Shovlin (DS), Scrutiny Panel, Editorial Panel, How Your Rent is Spent Group
Geoff Morgan (GM), BACCRA
J.Watt, (JW), Antonshill Tenants and Residents Association
Billy Paterson, (BP), Antonshill Tenants and Residents Association
Margaret Meek, (MM), Scrutiny Panel
James Allison, (JA)

APOLOGIES:

Alan Christie (AC), Community Engagement Co-ordinator
Cllr Gordon Hughes (Housing Portfolio Holder)
Tamfourhill Tenants and Residents Association

	ITEM	To do
1.	Opening remarks & welcome	
	<p>NMY opened the meeting and introduced herself as the new Strategy and Performance Manager. KS welcomed all to the Forum. KS pointed out that pictures were being taken during the meeting for the purpose of promotion of the Tenants Forum and for Tenant Talk. KS also asked members to complete the questionnaire asking for suggestions for future agenda topics and location. UPDATE: Camelon Community Project (Education Centre) has been suggested as a more suitable location – as parking is free and ample, there is also disabled access, and a large meeting room. Topic suggested as follows, Fuel Poverty and Fly Tipping.</p>	All
2.	Tackling Dogs & Dog Fouling	
	<p>Presentation attached: SW added that Officers wear bodycams for safety, and that two additional Officers will be hired in the near future. SW advised that dog fouling is one of the top complaints made by members of the public. Police Scotland have made many referrals to the team, who can enforce conditions such a keeping a muzzle on the dog/s, keeping the dog/s on a leash, having the dog/s microchipped and neutered.</p> <p>GM asked what hours do the Officers work – SW advised between 7 am and 8pm. GM suggested that the high flats would give Officers a good view of those guilty of letting their dogs foul in public areas.</p> <p>DS asked if fixed penalties can be issued to those who allow their dogs to foul in private gardens. DS added that allowing this behaviour will affect the plant growth and will leave a foul smell. SW advised that their remit does not cover private properties, and suggested that depending on the extent of the fouling and mess, Environmental Health may be able to assist in these cases.</p> <p>Antonshill RTO said that there are particular problems in Stenhousemuir at ‘Corrie Park’, since new houses were built the problem has got worse, as there are no bins to dispose of dog dirt. The RTO have concerns about Willow Wood – permission has been granted to build in this area – the group have observed that there will be no public waste bins installed. The group feel this will make matters at ‘Corrie Park’ worse.</p> <p>SW asked if this was a bin or fouling problem – the RTO responded both, asking why the Council had decided not to install bins. SW asked that the RTO provide him with contact details in order that they might discuss these concerns in more detail outwith the meeting. SW provided the group with a direct number to contact with concerns.</p> <p>SM remarked that dogs are territorial and pee and foul in the same places, asking SW what can be put down to deter the dog from fouling or peeing in the same area all the time. SW advised a sprinkle of pepper. SM said that she did not want to confront owners, SW advised that if his team are given details about the person, dog type and times of fouling they will take action.</p> <p>JG remarked that the 50 60 70 number is not helping matters, he and others have had problems getting through, there is no option to leave your name and address for an Officer to contact the caller. JG would like this option to be made available to callers. JG asked if horse fouling is dealt with in a similar manner, SW responded that not many services are able to deal with this, and that education is key.</p> <p>DS suggested that permission to keep dogs should be based on the size of a property. DS asked if there was anything SW could do in regards to tenants running kennels and breeding dogs from their home. SW advised that he was aware of an Officer who dealt with this, DS asked if this Officer could present at the next Forum – members did not comment further.</p>	RTO

3.	Managing Road & Footpaths	
	<p>Presentation is attached: GN added that not all defects are natural, and that road network changes over the years in relation to classified roads and new developments meaning that the length of road the Council is responsible for maintaining increases every year.</p> <p>GM asked if there was a map of non-adopted roads – GN responded that his section do not look after these roads, unless asked to by the owner. The road could be owned/maintained by another service.</p> <p>CR asked why cul de sacs and local access roads are not cleared in winter. GN responded that these were not priority routes. GM remarked that these roads would only be cleared if there were ongoing roadworks. GN advised that a Roads Inspector will visit each street/area at least once a year to assess. GM asked how it is decided what pavements will be gritted. GN advised that his team would need to know specific details and circumstances. All defects are recorded, and have timescales for repair. GN went on to explain the importance of planning and investment for the future. Every road has a score and reason for improvement or not. GM remarked that the second slide of the presentation only stated when roads will be cleared not where. JA asked for an update on the Denny bypass as this had been going on since the early 60's: GN advised that this work is not being carried out by his team, however will request an update from the team to include in the minutes.</p> <p><i>Post meeting note, GN forwarded the following update:</i></p> <p>“the Council are still in negotiations with land acquisition and therefore no start date has been determined as yet but design work is in progress”</p> <p>JA identified the Old Post Office at the Chapel, Broad Street and shanks foundry as having road defects. JA suggested that it is the Stirling side that has problems with traffic, and that perhaps the by pass could come off at Denny High School heading to Nethermain Road. JA suggested that Officers from Falkirk Council, West Lothian Council and the Scottish Government meet up to discuss the upgrade of the Avon Gorge.</p> <p>SM highlighted that there has been an increase in articulated lorry traffic through Slamannan. SM asked if the Roads Section have considered using different materials to repair roads, materials that would be able to withstand heavy vehicles and adverse weather conditions. SM suggested that granual plastics be considered as a potential material. GN responded that roads are not designed for function i.e. they take more different types of traffic as society has moved on and the roads have evolved in terms of makeup and that local factors are taken into consideration. GN also advised that the granual plastics are being used in a pilot at the Bankside Industrial Estate, Falkirk and Stirling Street, Denny; and that the impact from this pilot should be revealed in a few years. SM asked if articulated lorries can be prohibited. JG asked if he could speak with GN after the meeting in relation to flooding.</p> <p>Post meeting note: The Council's Winter Service Policy https://www.falkirk.gov.uk/services/roads-parking-transport/policies-</p>	

	strategies/winter-service-policy.aspx	
4.	Annual Assurance Statement	
	<p>CT presented the Annual Assurance Statement to the Forum – attached. CT explained that Annual Assurance Statements are an important way for social landlords to assure themselves that they comply with regulatory requirements and legal duties. All social landlords need to submit an Annual Assurance Statement to the Scottish Housing Regulator by 31 October. This statement must be approved by Executive (Elected Members). CT went on to say that this was the first time Falkirk Council have submitted an Annual Assurance Statement, that Housing Services will continue to make improvements, and have begun an programme of embedding excellence - which is an innovative and flexible framework that is designed to help landlords to excel by assessing their current performance against three elements; organisational culture, assurance and governance and customers voice. The programme aims to stretch organisations by identifying both strengths and weaknesses, building on what we do well, and focus activity on improving areas that matter most.</p>	
5.	Landlord Report to Tenants 2019	
	<p>CT presented the Landlord Report video for members to view – the video can be accessed at: https://www.falkirk.gov.uk/services/homes-property/policies-strategies/housing-performance.aspx</p> <p>LG asked if the video would be shown in HUBS. CT responded that there is a restriction on playing a video- this option was explored. CT invited members to make suggestions. DC suggested that the link could be shared on RTO facebook pages if they had one.</p> <p>GM remarked that new tenants have been complaining about the condition of the property when let. CT advised that Housing Services have a high void standard, and reminded members that groups have fed into this standard. CT also asked the tenants be encouraged to contact FC about the condition of the property or repair.</p> <p>DS remarked that the Landlord Report was an excellent synopsis of performance in housing.</p> <p>CT then asked members if they wanted to take part in a quiz about performance – using the Landlord Report to Tenants 2019/2020, CT advised there would be a prize for the winner. Members agreed, both CR and SM won the quiz prize – which was a box of chocolates.</p>	RTO DC
6.	Sub Group Updates	
	Attached updates from HAMP, Editorial Panel, Scrutiny Panel, How your Rent is Spent Group.	

7	Agenda Items for next Forum	
	<p>KS asked members to suggest topics for the next Forum; if they could not think of anything at the time, to contact DC with suggestions. Suggestions as follows:</p> <ul style="list-style-type: none"> • Communication • Fuel Poverty • Fly Tipping • Breeding dogs and running kennels from a Council house <p>JW highlighted that Communication had been suggested previously, asking why it has not been placed on the agenda, DC assured JW that this topic will be included on the next agenda. Given the number of suggestions made, it would not be practical to accommodate them all in one meeting.</p>	KS/AC
9.	AOCB	
	<p>KS asked if there was any other business anyone wanted to raise.</p> <p>JA asked about fencing and whether or not a tenant is responsible for maintain the fence - CR advised that this is the tenant's responsibility. GM asked CR about the review of lock up garages at Breton and Corenton Court. CR responded that all lock ups were being reviewed. GM remarked that the garages are regularly visited by children who run across the roof, GM has concerns that the children may hurt themselves, as GM believes the roof are unstable. GM also reported that items have been stolen from the garages, and that there are ongoing historical issues. GM remarked that having 1 Caretaker cover the full central area, that includes all the high flats, has not helped matters.</p> <p>JA asked for his details to be passed to the West Hub in order than he can discuss his fencing concerns.</p> <p>SM suggested fuel poverty as a topic for the next Tenants Forum. 'The Forgotten Villages of Falkirk' has set up a petition in relation to Scottish Power tariffs being too high. JA advised that Property Services are aware of the situation and will be entering into discussions with Scottish Power and Ofgem, in an attempt to assist tenants in what has been recognised as a crisis situation. JAp stressed that Falkirk Council have NOT entered into a contract with Scottish Power. SM asked why boilers in the area are not being serviced, JAp advised that there is a contractor who repairs and checks the operation when required. Another is being sourced to undertake independent checks on the system following the claims of unusually high bills. JAp said that communication in relation to this will made with the affected tenants.</p> <p>DS asked if grit bins could be placed in at risk areas, DS fears the Winter Strategy may not be prepared for another 'Beast of the East'.</p> <p>GM suggested using a 'proper' projector screen at the next meeting, and that parking fees</p>	DC

	<p>should be waived.</p> <p>Antonshill RTO said that a review of lock ups was carried out in Aug 2018, and asked for the subsequent report. The group do not understand why the lock ups are being painted, when repairs are a priority. They asked CR to raise this at the next HAMP meeting. JW suggested that tenants be consulted on the use and condition of lock ups.</p> <p>CR stated that he felt more time should be given to members to network, and that tenants should be setting the agenda for meetings, SM remarked that the venue was not suitable. GM thought that changing the venue would not attract anymore members. CR disagreed with this, referring to a time when Forums where held in various locations, and facilitated by the RTO (if there was one in that area). KS made members aware that changes to location were being considered, and asked members for suggestions:</p> <p>CR suggested different locations that include more rural areas and the high flats.</p> <p>SM Camelon Community Project/Sensory Centre</p> <p>Post Meeting Note: There has since been discussion around alternative venues, extending the time, and having members contribute to the agenda. As suggested the next Forum meeting will take place at the Camelon Community Project from 10 – 12.</p>	<p>CR/DC</p> <p>ALL</p>
<p>10.</p>	<p>Date of next meeting</p>	
	<p>12.02.2019 10 – 12 pm Camelon Community Project, anyone requiring transport to and from the meeting should contact Dawna Chisholm on 01324 590858</p>	



Environmental Enforcement Team

Falkirk Council

Environmental Enforcement Team

- Team dynamics
- Aims
- Responsibilities
- Fixed Penalty Notices
- Resources
- Activities



Environmental Enforcement Team

'a uniformed, semi-official presence in an area with the aim of improving quality of life'

- Team consists of 5 Officers
- Designated specific patrol areas

AIMS

- Provide re-assurance to those that live, work or visit the area
- Report/Receive incidents of Dog fouling (Scotland) Act 2003 and/or Control of dogs (Scotland) Act 2010.
- Refer to other council services for clean up.
- Adopt multi-agency approach (if required)

Anti Social Behaviour



- **Dog Fouling (Scotland) Act 2003**
 - **Control of Dogs (Scotland) Act 2010**
- Civil Law*

Dog Fouling Complaints

2017 - 517

2018 - 418

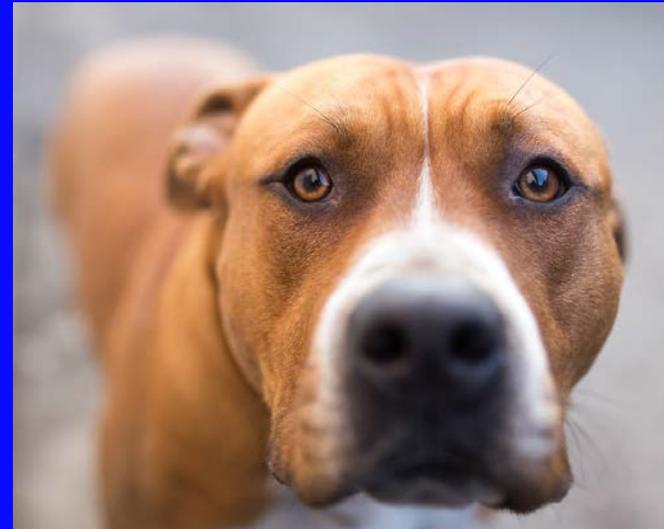
2019 - 389



Control of Dogs Act

Reports:

- 2017 – 192
- 2018 – 199
- 2019 - 135 to date



Our Responsibilities

- Report incidents to Police and Partner agencies
- Act as professional witnesses
- Report issues directly to relevant services e.g. Housing, Street Cleansing or Private Sector.
- Engage with residents, community groups and local businesses.

Local Authority Powers:

- Authorised to issue Fixed Penalty Notices (£80 dog fouling)
- Investigate Control of Dog incidents. (Dog Control Notices where appropriate)



Dog Control Notice

- The Local Authority can impose certain restrictions on a dog in order to prevent a re-occurrence of bad behaviour.
- There is no limit to the number of restrictions that can be imposed.
- The Notice is monitored at regular intervals by the Environmental Enforcement Team.
- Any witnessed breach of the conditions of the notice constitutes a criminal offence.

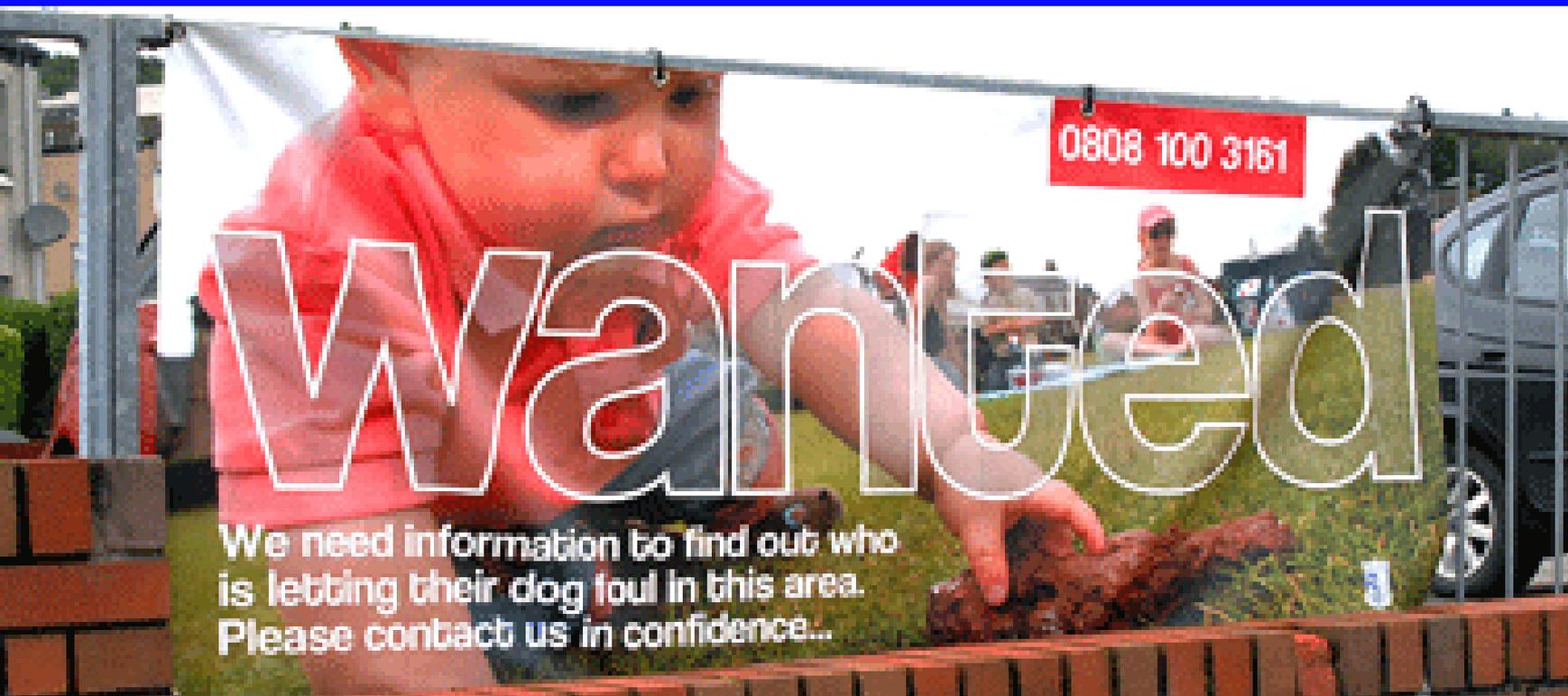
RESOURCES

- Vehicles, Bicycles or foot patrols
- CCTV - personal cameras
- Monday - Sunday 07.00 - 20.00



ACTIVITIES

- Campaigns



Environmental Enforcement Team



- Contact number

01324 506070

Or email:

waste.services@falkirk.gov.uk



Falkirk Council's Maintenance Strategy and Hierarchical Approach

Gary Neill BSc (Hons) IEng FIHE

Area Roads Engineer | Roads & Grounds Services | Falkirk Council

Annual Assurance Statement

Christine Thomson
Performance & Information Officer



Falkirk Council

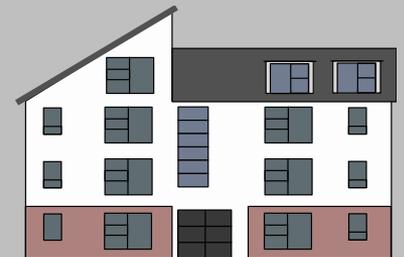
Annual Assurance Statement

Why do we submit it?

- Scottish Housing Regulator – new Regulatory Framework
- Required from all social landlords by 31 October

How did we submit it?

- Worked with Internal Audit on the outcomes and standards of Scottish Social Housing Charter
- ‘Substantial assurance’
- Approved by Committee 29 October 2019



Annual Assurance Statement

Our Annual Assurance Statement

The following statement confirms that:

We comply with the regulatory requirements set out in Chapter 3 of the Regulatory Framework. This includes that we:

- ✓ achieve all the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services;
- ✓ comply with our legal obligations relating to housing and homelessness, equality and human rights, and tenant and resident safety.

We confirm that we have seen and considered an appropriate level of evidence to give us this assurance. The evidence provided has been reviewed by our Internal Audit Team and was awarded 'Substantial Assurance'. The information required to provide the necessary level of assurance will continue to be reviewed on an on-going basis.

We approved our Annual Assurance Statement at the meeting of our Executive Committee on 29th October 2019.

I sign this statement on behalf of the Executive Committee.

Chairs signature:

Signed

Landlord Report to Tenants 2019

Christine Thomson
Performance & Information Officer



Falkirk Council

Quiz – Part 1

1. What percentage of tenants are satisfied with the repairs and maintenance service?

93.7%

2. What is the average weekly rent for our properties?

£66.53

3. What is the percentage of new tenancies sustained for more than 12 months?

88.7%



Quiz – Part 2

4. What is the percentage of rent collected of the total rent due?

98.98%

5. What is the Scottish average for average length of time to re-let properties?

31.9 days

6. How much did we increase the rent by in 2018/19?

3.6%

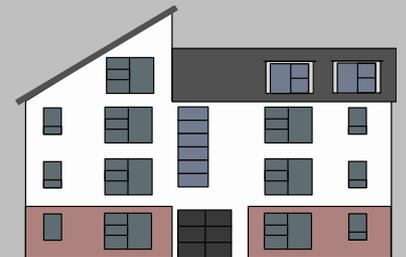


Decider Question

In the event of a draw....

Which city is the Scottish Housing Regulator based in?

Glasgow

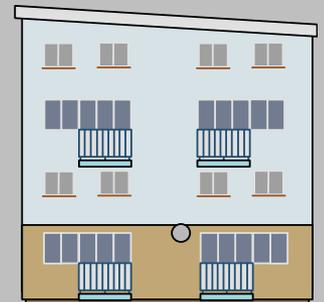


Performance Video

www.falkirk.gov.uk/housingperformance

https://www.youtube.com/watch?v=U_DITbhoeSA&feature=emb_logo

A different way to present this information
– your thoughts are welcome!





Falkirk Council

- Introduction
- Challenge(s)
 - Why?
 - How?
 - What?

Gary Neill BSc (Hons) IEng FIHE

Area Roads Engineer | Roads & Grounds Services | Falkirk Council

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council of the future

Introduction



Gary Neill BSc (Hons) IEng FIHE
Area Roads Engineer – Falkirk Council.

Worked in the Roads Service since 2005

I manage the team responsible for co-ordinating:

- Roads Maintenance;
- New Roads and Streetworks Act (public utility works co-ordination) and;
- Roads Asset Management functions

Road length of 987km and over 1,034km of footways / footpaths.

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Challenge



HEADLINE BACKLOG (Cost to remove all carriageway defects) **£37.9m**
STEADY STATE (Annual cost to maintain at current condition) **£ 5.6m**

Year	Investment in carriageways (£'000s)
2008-09	£1,053
2009-10	£1,287
2010-11	£2,215
2011-12	£2,492
2012-13	£2,750
2013-14	£2,017
2014-15	£1,557
2015-16	£2,282
2016-17	£2,334

Figure 1 – Carriageway Investment History

Beast from The East



	Jan 2016	Jan 2017	Jan 2018	% increase (17-18)	Feb 2016	Feb 2017	Feb 2018	% increase (17-18)
Potholes	444	112	656	586%	776	164	1013	586%
All Defects	975	415	1785	430%	1389	565	1580	280%

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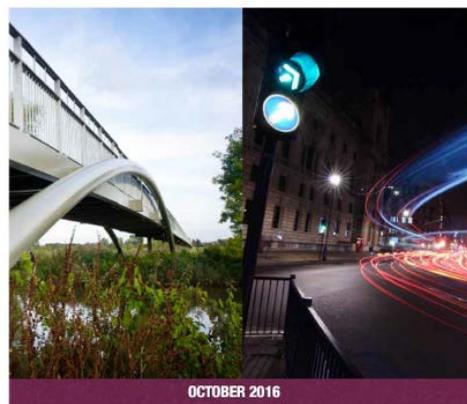
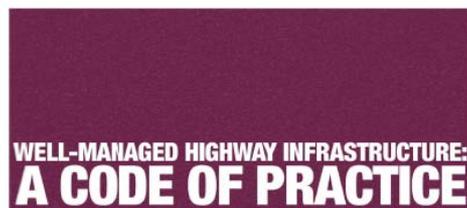
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Why?

Maintenance Hierarchy

UK ROADS LIAISON GROUP



OCTOBER 2016

Well-managed Highway Infrastructure

Part A – Overarching Principles

A.4.3. FUNCTIONAL HIERARCHY

- A.4.3.1. **A network hierarchy based on asset function is the foundation of a risk-based maintenance strategy. It is crucial in establishing levels of service and to the statutory network management role for developing co-ordination and regulating occupation.**

- A.4.3.2. It is important that the hierarchy adopted reflects the whole highway network and the needs, priorities and actual use of each infrastructure asset. The carriageway hierarchy, for example, may be determined by traffic volume or by local social and economic importance – perhaps a route leading to a major hospital or industrial area, or urban, rural or busy shopping street, residential street, etc. Hierarchy may also be influenced by factors such as pedestrian or cyclist usage. Collectively, these issues may be referred to as the 'functionality' of the section of highway in question.

Why?

Maintenance **Hierarchy**



Falkirk Council

What is it?

“A network hierarchy based on the asset function is the foundation of a risk-based maintenance strategy. It is crucial in establishing levels of service and to the statutory network management role for developing co-ordination.”

What does that mean in practice?

Looks in to the actual use of the road rather than only the classification as was traditionally the case. i.e. there may be an A Class road in the middle of nowhere that's rarely used and a C class or unclassified road that is very important to society and locals needs.



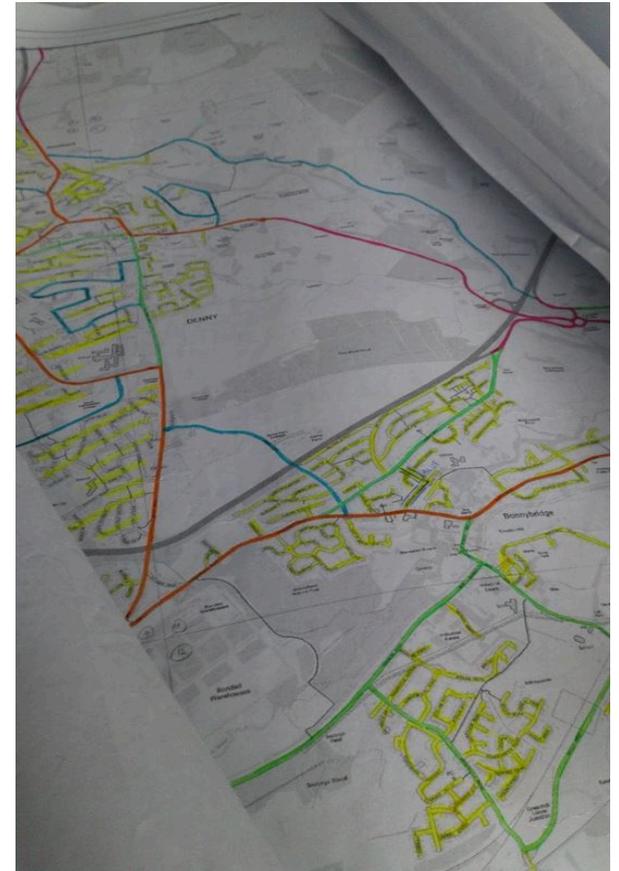
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How?

Maintenance Hierarchy



In 2009 – the old-fashioned way!



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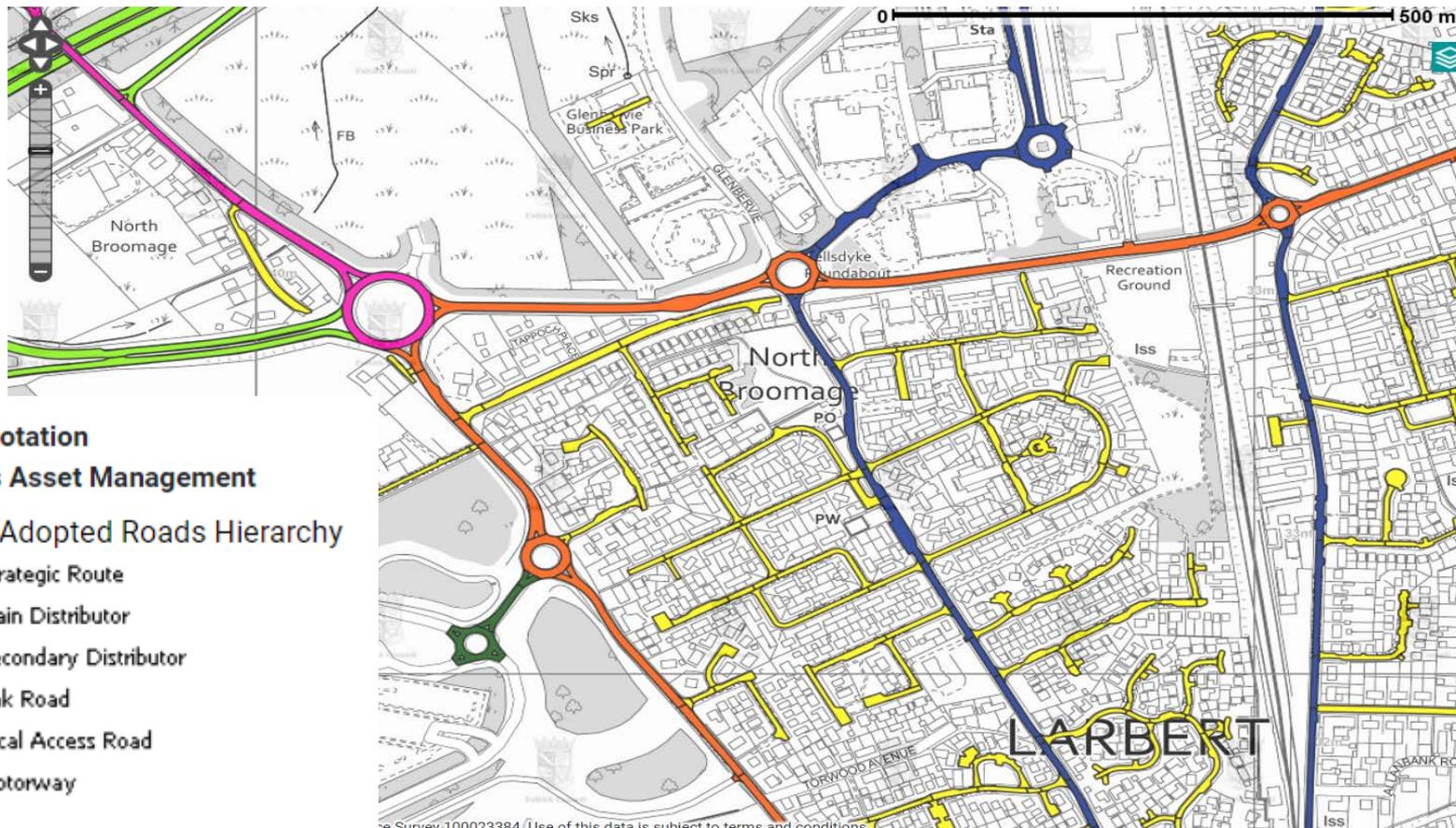
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How?

Maintenance Hierarchy

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What?

Maintenance Hierarchy



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What do we use this for? Safety inspection surveys

Feature	Hierarchy Description	Category	Falkirk Council Frequency	Code of Practice recommended Frequency
Carriageway (Driven)	Strategic Route	2	1 Month	1 Month
	Main Distributor	3a	1 Month	1 Month
	Secondary Distributor	3b	1 Months	1 Month
	Link Road	4a	3 Months	3 Months
	Local Access Road	4b	12 Months	12 Months

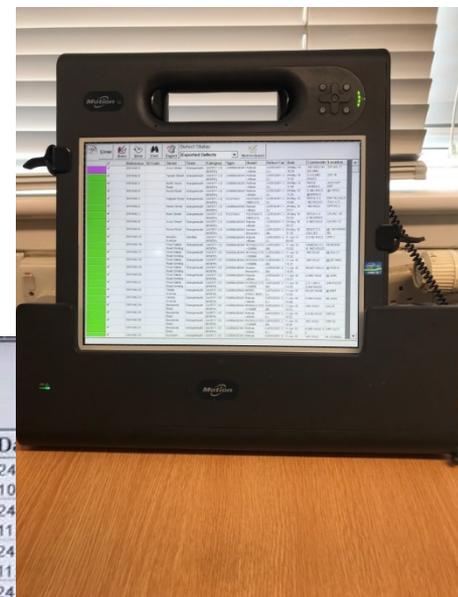


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What?

Maintenance Hierarchy

What do we use this for?
Safety inspection surveys



Reference	ID Code	Street	Town	Category	Type	Detail	Defect Cat	D
V1642-5		Avon Street	Grangemouth	SAFETY (12 MONTH)	CARRIAGEWA	Pothole <40mm	CATEGORY 2 (L)	24 10
V1642-6		Tweed Street	Grangemouth	SAFETY (12 MONTH)	CARRIAGEWA	Pothole <40mm	CATEGORY 2 (L)	24 11
V1642-7		North Shore Road	Grangemouth	SAFETY (12 MONTH)	CARRIAGEWA	Pothole <40mm	CATEGORY 2 (L)	24 11
V1642-8		Kerse Road	Grangemouth	SAFETY (12 MONTH)	CARRIAGEWA	Pothole <40mm	CATEGORY 2 (L)	24 11:20
DW1642-1		Dalgrain Road	Grangemouth	SAFETY (12 MONTH)	FOOTWAY	FOOTWAYS TRIPS ETC	CATEGORY 2 (L)	24 May 18 10:48
DW1642-2		Kelvin Street	Grangemouth	SAFETY (12 MONTH)	CARRIAGEWA	Pothole <40mm	CATEGORY 2 (L)	24 May 18 10:51
DW1642-3		Bank Street	Grangemouth	SAFETY (12 MONTH)	FOOTWAY	FOOTWAYS TRIPS ETC	CATEGORY 2 (L)	24 May 18 10:54
DW1642-4		Avon Street	Grangemouth	SAFETY (12 MONTH)	CARRIAGEWA	Pothole <40mm	CATEGORY 2 (L)	24 May 18 10:57
DW1642-9		Kerse Road	Grangemouth	SAFETY (12 MONTH)	CARRIAGEWA	Sunken Ironwork >	CATEGORY 2 (M)	24 May 18 11:29
DW1642-15		Newton Avenue	Skinflats	SAFETY (12 MONTH)	CARRIAGEWA	Pothole <40mm	CATEGORY 2 (L)	11 Jun 18 09:49

✓									@ M/HOLE	
✓									PATCH 2 X 1M2 HOLES	ENT TO AULD TOLL C.P
✓									1M2 HOLE	OPP NO. 2
✓									PATCH 5 X 0.5M DWAY	O/S NO. 39
✓									0.5M2 HOLE	O/S NO.12
✓									RESET 2 X GULLIES	@ 120 KERSE RD
✓									0.5 M2 HOLE	OPP 3

Gary Neill BSc (Hons) IEng FIHE

Area Roads Engineer | Roads & Grounds Services | Falkirk Council



Falkirk Council

What?

Maintenance Hierarchy

What do we use this for? Capital Investment Programme

EXTRACT FROM COMMITTEE REPORT FROM 2011

6 RECOMMENDATION

Members are asked to note the progress that has been made to develop an asset management approach to maintaining and managing the Council's road and footway network and in particular:-

- 6.1 The progress made to gain compliance with the CIPFA Code of Practice on Transport Infrastructure Assets.
- 6.2 The methodology used to develop the 2011/12 Programme of Carriageway Works.
- 6.3 The proposal for developing a revised asset management methodology for the development of footway and footpath programmes of work.



Sea of yellow engulfs Scotland now SNP sets sights on make it happen

Gary Neil BSc (Hons) Eng FHEA

Area Roads Engineer | Roads & Grounds Services | Falkirk Council





What?

Maintenance Hierarchy

What do we use this for?

Capital Investment Programme – Technology

Location Description	Rutting	3M Profile	10M Profile	Texture	Cracking	Green	Amber	High Amber	Red	SCRIM 2016	SCRIM 2017	Overall Score
Bo'ness Road, Grangemouth	227.5	98.33	66.33	150	17.5	0	0	50	50	41.67	41.67	818
A883 From Checkbar Roundabout To A803	65.93	173.72	102.67	114.87	82.65	30.97	15.93	17.7	35.4	75	84.96	813.07

Location Description	Rutting	3M Profile	10M Profile	Texture	Cracking	Green	Amber	High Amber	Red	SCRIM 2016	SCRIM 2017	Overall Score
Vicar Street, Falkirk	115.5	160	110.83	61	70.17	33.33	16.67	16.67	33.33	87.5	100	813.33
High Street, Bonnybridge	148.74	97.86	91.55	150	13.57	4.32	43.78	18.38	33.51	65.43	69.68	775.2
Broad Street, Denny	86.67	113.21	96.95	103.07	79.87	37.18	17.09	20.09	25.64	82.99	97.18	758.44

Location Description	Rutting	3M Profile	10M Profile	Texture	Cracking	Green	Amber	High Amber	Red	SCRIM 2016	SCRIM 2017	Overall Score
Glen Brae, Falkirk	100.88	133.13	44.06	52.63	136.06	12.5	50	0	37.5	62.5	71.88	726.13
B825 From Main Street, Avonbridge To Main Street	106.8	129.25	121.01	51.5	98.94	12.5	12.5	37.5	37.5	28.13	40.63	720

Location Description	Rutting	3M Profile	10M Profile	Texture	Cracking	Green	Amber	High Amber	Red	SCRIM 2016	SCRIM 2017	Overall Score
C12 From B818 To Myoathill Road, Denny	128.5	85	133.96	129.09	39.94	0	12.5	12.5	75	0	0	697.74



What?

Maintenance Hierarchy

What do we use this for?

Capital Investment Programme – Treatment Hierarchy

Carriageway Asset Maintenance Strategy

Hierarchy Status	Survey Frequency	Treatment Options
Strategic Route (Cat 2)	Monthly	Resurface - Overlay/Inlay
		Reinstatement (1/2 carriageway min)
		Surface Dressing
Main Distributor (Cat 3a)	Monthly	Resurface - Overlay/Inlay
		Reinstatement (1/2 carriageway min)
		Surface Dressing
		Recycling
Secondary Distributor (Cat 3b)	Monthly	Resurface - Overlay/Inlay
		Surface Dressing
		Recycling
		Surface Treatments
Link Road (Cat 4a)	3-Monthly	Reinstatement followed by surface treatment
		Recycling followed by surface treatment
		Surface Dressing
		Surface Treatments
Note - where major structural deformity exists, more substantial treatment will be required. Discuss with Area Roads Engineer.		
Local Access Road (Cat 4b)	12-Monthly	Reinstatement followed by surface treatment
		Recycling followed by surface treatment
		Surface Dressing
		Surface Treatments
Note - where major structural deformity exists, more substantial treatment will be required. Discuss with Area Roads Engineer.		

Footway Asset Maintenance Strategy

Hierarchy Status	Survey Frequency	Treatment Options
Prestige Walking Zones	Monthly	Assess on a case by case basis
Primary Walking Routes	3-Monthly	Overlay/Inlay - HRA
Secondary Walking Routes	Nil	Overlay/Inlay - HRA or 6mm Bitmac
		Surface Treatment - slurry seal
		Retread Process
Link Footways	Nil	Overlay/Inlay - 6mm Bitmac
		Surface Treatment - slurry seal
		Retread Process
Note -		
Local Access Footways	Nil	Overlay/Inlay - 6mm Bitmac
		Surface Treatment - slurry seal
		Retread Process
Note -		

Any Questions?

Gary Neill BSc (Hons) IEng FIHE

Area Roads Engineer | Roads & Grounds Services | Falkirk Council

EDITORIAL PANEL (Liz)

As the 14th edition lands on doorsteps we have already started in the 15th edition.

We got some good feedback on the new layout and font, and have also been complimented on the content. So we are definitely on the right track.

This edition will feature a day in the life of the Allocations Team, information about how your rent is spent, and the partnership between housing services, the Westfield Community Centre and the Thornwood Tenants and Residents group, in creating a community garden and having the carpark resurfaced. Panel members will interview staff and tenants for the articles.

We had the pleasure of sampling Mhari's Banoffee Pie – one of the perks of being on the Editorial Panel is that you get to taste all the recipes.

We continue to receive a good response to our competitions, and are hoping to get some professional pet and gardening advice for future editions.

If you want to join our team, please have a word with either myself or Dawna at the end, we would be happy to have you on-board.

Scrutiny Panel (Ian)

The Scrutiny Panel met up this month, we spoke about starting another exercise We chose to look at three areas:

1. We want to find out if the bin collection service has an influence on how satisfied tenants are with management of their neighbourhood.
2. We wanted to look at general customer services – we are still to decide what area we want to look at, we talked about repairs and the 50 60 70 number as possible options.
3. We also want to look at rent levels in areas of multiple deprivation.

We are hoping to complete all within the year, using a variety of methods to collect information – panel members will receive full and refresher training from TPAS, who will also guide the panel through the exercises.

We welcomed new faces, we are also looking forward to our Scrutiny Training for new member and refresher training for existing members.

If you want to join the panel now is the right time – please speak to either myself or Dawna if you want to join us.

HAMP (Colin)

We are pleased to see the new builds in Abbots Road Grangemouth near completion and being allocated. We hope that the development in Blinkbonny Road will be ready early next year. The new 5 year Strategic Housing Investment Plan was approved by Executive on 8 October 2019. The Council's planned programme will deliver 613 new build properties and 450 buy backs. Work is well underway updating the new Housing Asset Management Plan. The main components of the HAMP that are being updated include:

- Lock-up & Garage Review
- HRA Land Review
- Stock Number Changes
- Housing Quality Standards
- Updates Asset Valuation
- 5 Year HIP

Housing Services aims to acquire the following sites via internal land transfers to the Housing Revenue Account to facilitate the council's new build programme:

- Old Depot, Seabegs Road
- Old Denny High School (Phase1)
- Main Street, Bonnybridge
- Oakbank, Polmont
- King Street, S'muir

The group approved the disposal/transfer of the Cemetery Lodge, Camelon.

this property is currently vacant and it would be more cost effective to dispose of this asset than bring it up to SHQS and EESH standards. Cemeteries and Burial section of the Council have expressed interest in the property. If this interest is not taken further the property will be sold on the open market. The group agree to dispose of this HRA asset.

We are pleased to see our Tenants Groups working with the heating installation contractor at the high rise flats, to ensure minimal disruption to tenants, the group have opened the community room for tenants to give them a quiet space – they even supply a cuppa and biscuits. The feedback we have heard from tenants about the new heating system has been very positive – disruption has been kept to a minimum, but expected.

We will be speaking to the Editorial Panel about doing an article in Tenant Talk showing the new system and the tenant's experience.

How Your Rent is Spent Group (Denis)

The group plays an important role in making sure tenant participation is at the forefront of any decisions concerning housing revenue, (your rent).

All of the group feel it is important to consult tenants on any work being done, whether it is minor repairs or capital spend such as new house builds.

Soon after the group was formed it was obvious that a common denominator amongst group members was that of the fencing that has been installed around a number of properties across Falkirk.

Points and comments by the group included:

“Who and how is the decision made over what company gets the contract?”

and

“When removing any hedges to put in the fences, I felt there should have been some trees or bushes planted somewhere to balance it out for the environment”.

In some areas, flats have had walls with wrought ironwork in the common areas at the front and grassed areas have been replaced with chips for minimal maintenance, however due to weed growth and poor maintenance this is no longer viewed as a good option. Thanks partly to Tenants Forum who agreed.

The group did a field trip to various locations to look at fencing and walls recently erected to those that had been up for a few years to see how they are weathering.

Whilst tenants agreed it does look good to have a sense of uniformity, the fencing that has been up for some time is now looking old and grey, in need of painting.

The group will continue to meet, usually every 2 – 3 months to discuss more issues. In the recent rent consultation, we asked tenants if anyone would be interested in joining the group, and will write to those who expressed an interest shortly. Hopefully more tenants will become involved to voice their views about how their rent money is spent.

