



Wigan[♥]
Council

Asset Management Annual Report 2023/2024

A Well-Connected Place – that keeps traffic moving and provides well maintained highways and safe and accessible routes for walking and cycling.”



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Foreword



Cllr Paul Prescott
Portfolio Holder for Planning
Environmental Services and Transport

The highway infrastructure is a key asset that we are actively using to support the delivery of the Council's vision and strategic priorities by making Wigan borough a Well-Connected place that keeps traffic moving and provides well-maintained highways and safe and accessible routes for walking and cycling. It will also help in realising our ambition of growing the economy and attracting investment into the borough to help create new employment opportunities and homes for our residents and businesses.

As such the Council places a high significance on how it manages and maintains its highway infrastructure by implementing its Highway Asset Management Policy, Strategy and Plan. This approach ensures we use whole life costing to optimise our investment to realise its long-term benefits and that our highway maintenance services respond to meeting customer's expectations and align to implementing The Deal 2030.

In addition, the Council recognises the importance of using innovation in order to adapt its systems, processes and procedures so that our highway network is maintained to a safe standard, whilst improving our service efficiency and reducing our impact of the environment and helping to achieve Carbon net zero by 2038.

The following report will highlight the key outcomes and the successes that we have achieved over the last year, despite the ongoing impact of the Covid-19 pandemic, along with outlining some of the significant challenges that we will face going forward.

Introduction

Purpose of the Annual Report

The purpose of this report is to provide all stakeholders with an update on the implementation of our highway asset management approach to managing the borough's highway infrastructure; to review the performance of our highway services over the last twelve months, identify areas of success, lessons learned and to raise awareness of some of the key issues that we will face going forward.

This report also forms, in part, our response to the Government's national approach through the Department for Transport (DfT), in that local authorities adopt a highway asset management approach to managing its highway infrastructure. The Council's Highways Asset Management Policy and Strategy were reviewed by the Places Scrutiny Committee in March 2015, approved by Cabinet in April 2015 and are currently being reviewed. This report forms a part of our communications plan as per recommendation 2 of the Highway Infrastructure Asset Management Guidance for Communications, which states:

Relevant information associated with asset management should be actively communicated through engagement with relevant stakeholders in setting requirements, making decisions and reporting performance.'

The above recommendation is also included within the Well Managed Highway Infrastructure: A Code of Practise, Recommendation 4. Also, it will be used to support our DfT self-assessment question 2:

'Has your local authority communicated its approach to highway infrastructure asset management?'

Furthermore, the Band 3 performance self-assessment requires Councils to have a:

'Communication strategy is in place; its implementation is monitored and lessons learnt are incorporated. Stakeholder consultation information is used to develop levels of service. There is a transparent process for decision-making available to the public'.

Key Capital Investment Activities

The Council has been very successful in securing Greater Manchester Combined Authority (GMCA) City Region Sustainable Transport Settlement (CRSTS) and Council capital funding of over £8.2m to support its highway infrastructure to ensure that we continue to deliver improved asset condition, performance and resilience and value for money. The key investment activities comprise of:

- £4.8m Core Maintenance funding allocation to undertake the delivery of the annual highway infrastructure programme of planned and preventative maintenance works.
- £1.5m Strategic Maintenance capital maintenance funding for targeted investment in maintaining the borough's section of the Greater Manchester Key Route Network (KRN).
- £908k Integrated Transport Block funding to carry out to support the delivery of road safety, congestion, air quality and sustainable transport schemes.
- £400k funding from Wigan Housing to carry out planned resurfacing works to housing footways and service access roads.
- £610k funding via additional Government highway maintenance funding to the GMCA City Region Sustainable Transport Settlements.

These investments are making a significant difference in ensuring we can implement a maintenance strategy based on the longer-term view and consider the whole life cycle planning of assets. In particular:

- Highway Maintenance – adoption of a prevention is better than cure approach to carriageways and footways.
- Street Lighting – sustainability for the future by reducing our energy consumption and carbon footprint.
- Drainage – improving the resilience of the network by improving the accuracy of our asset records and gaining a better understanding of risk from flooding through use of remote sensors.
- Network Management - safety, congestion, air quality and sustainable transport schemes.

Key Message:

Successful bidding for capital funding is essential to enable significant levels of planned maintenance and network management works on our highway infrastructure.

Service Performance

By adopting the principles of asset management and whole life cycle costing, the Council will be able to maintain its highway infrastructure so that it is fit to serve current and future highway user's needs; and provide levels of service that can meet stakeholder's expectations for a given budget allocation. Our strategy outlines that our highway maintenance services are organised into three distinct approaches, comprising of Reactive, Planned and Preventative maintenance activities.

As part of our asset management system, a range of key performance indicators have been developed that will enable us to measure the performance of our assets and the delivery of our services. By using this approach, we will be able to identify critical areas regarding performance, develop improvement action plans and review our systems and processes to effectively demonstrate 'lessons learnt'. A range of the key measures are shown in the following tables.

Asset Data

PI Description	Target	2021-22	2022-23	2023-24	Performance
% of principal roads needing planned maintenance soon	N/A	2	3	2	Good
% of other classified roads needing planned maintenance soon	N/A	2	2	2	Good
% of other classified roads needing planned maintenance soon	N/A	15	19	13	Good
Number of reported highway defects such as potholes	N/A	8,545	7,204	8,541	Average
% of highway gullies not working as planned	N/A	0.46	0.59	0.86	Average
Current average stock bridge condition indicators	N/A	89.92	87.04	86.18	Good
% of Street Lights that are LED	N/A	99.9	99.9	99.9	Good
Kwh of street lighting electricity consumed	N/A	5,422,681	5,448,679	5,464,695	Good
Tonnes of CO2 emissions from street lighting electricity	N/A	2,401	2,412	2,419	Good

Service Performance

Key Message:

The Council's highway infrastructure is currently being maintained in a steady state and is measured as some of the best both regionally and nationally. However, the significant increase and prolonged periods of wet weather over the last 12 months has impacted the carriageway and drainage assets.

Asset Growth – New housing development

PI Description	Target	2021-22	2022-23	2023-24
Length of new carriageway adopted (m)	N/A	1,532	1,424	3,322
Length of new footways adopted (m)	N/A	3,064	3,064	6,644
Number of new gullies	N/A	102	96	290
Number of street-lights adopted	N/A	51	48	121
Private Streets	N/A	653	653	653

Key Message:

The Council's highway infrastructure is continuing to grow in length, size and quantity which will increase maintenance costs by approximately £70k per annum, based on the last three years growth.

Service Delivery

PI Description	Target	2021-22	2022-23	2023-24	Performance
% General bridge inspections completed on time	100	100	100	100	Good
% of Planned highway carriageways schemes completed	100	93	99	100	Good
% of Planned highway footway schemes completed	100	97	95	100	Good
% of highway safety inspections completed on time	100	100	100	100	Good
% of Emergency minor highway repairs completed on time (2 hours)	100	97	99	99	Good

Service Performance

Service Delivery Continued

PI Description	Target	2021-22	2022-23	2023-24	Performance
% Standard response for highway minor repairs completed on time	90	87	94	90.79	Good
% of planned highway gulley cleaning complete	95	64.19	96	96	Good
% highway gulley reactive cleans complete within 14 calendar days	90	97	94.95	94	Good
% highway gulley reactive cleans complete within 28 calendar days	90	92	90.67	91	Good
% of street lighting faults attended in 5 working days	92.5	90.29	98.62	97.52	Good
% street lighting faults repaired at first visit	90	83.50	81	87.24	Average
Journey time reliability congestion/measure (mph)	N/A	21	23	25.8	Good
Number of Streetworks subject to GMRAP's	N/A	15,553	16,885	15,740	Good
Total duration of street works (days)	N/A	50,547	57,409	46,905	Good
Average duration of street works (days)	N/A	3.3	3.4	2.98	Good

Key Message:

The service has delivered its safety inspections and planned maintenance services to a high standard. This approach plays a key role in reducing the number of reactive works that the Council has to undertake, which helps to protect the safety of highway users and provide better value for money in service delivery.

Of particular note this year, is the significant improvement in the performance of completing highway minor repairs and planned highway gulley cleans within service standards, as these are services that are most often reported to the Council by local Councillors and residents.

There has also been a notable reduction in the average duration of street works that occur on the network, which helps to reduce congestion and improve journey time reliability, which is particularly important for public transport achieving their scheduled timetables.

Public Satisfaction

The highway infrastructure is accessed on a daily basis by residents, businesses and visitors. As such we recognise the importance of engaging with the public to understand their levels of satisfaction and obtain their views on the condition of our highway infrastructure, service standards and levels of performance. Therefore, in order to better understand resident's views, we have commissioned the National Highways and Transport (NHT) Public Satisfaction Survey.

In addition, we have worked internally with our Customer Services and Media and Communications teams to transform public access to our services through technology to enable residents to digitally access self-service information and to empower them to make enquiries and report issues. A key part of this has been the development and of the Report It App to cover highway services.

Consequently, many of our service policies, standards and annual programmes are now accessible directly by the public via the Councils website: [Roads and pavements \(wigan.gov.uk\)](https://www.wigan.gov.uk)

Analysis of customer feedback data is used to measure and benchmark our performance and used to develop and improve services from 'lessons learnt'. The table below shows an overview of the customer enquiries that the Council received relating to highway services, which shows that with the exception of highway public enquiries.

PI Description	2021-22	2022-23	2023-24	Direction of travel
Overall number of highway public enquiries	5,318	3,250	6,694	Up
Highways carriageway public enquiries	1,445	1,672	3,691	Up
Highways footway public enquiries	633	582	774	Up
Highways drainage public enquiries	885	682	1,584	Up
Number of Councillor highway enquiries	607	851	1,799	Up
Overall number of street lighting public enquiries	464	559	329	Down
Number of Councillor street lighting enquiries	84	75	66	Down

Public Satisfaction

Key Message:

The introduction of the new JADU Customer Contact system has resulted in an increased level of contact relating to highway enquiries. This is primarily due to improved functionality of this system in allowing ease of access to residents and the service to update residents on the progress of dealing with their enquiries. However, the service will continue to develop our digital communications offer, to manage the level of avoidable contact and to create a similar opportunity for ease of accessing other highway services.

In order to better understand the views of our residents we use the national standard NHT Public Satisfaction Survey. The survey is carried out by IPSOS/MORI and allows comparison on performance at a local, regional and national level. A summary of the key findings of the survey are summarised below.

Key Benchmark Indicator (KBI)	Wigan 2022	Wigan 2023	National Average	Performance
Condition of road markings	48	47	44	Good
Provision of street lighting	61	58	57	Good
Speed of repair of streetlights	56	55	53	Good
Speed of repair to damaged pavements	36	37	34	Good
Quality of repair to damaged pavements	43	44	40	Good
Speed of repair to damaged roads	26	24	22	Average
Quality of repair to damaged roads	35	30	28	Average
Undertakes cold weather gritting	58	57	56	Good
Provides Information on gritting	43	42	43	Average
Condition of Rights of Way	51	52	52	Good
How easy to get in touch to report a problem	43	51	51	Good
The speed of response from council staff	42	44	44	Good
The quality of response from council staff	46	48	47	Good

Public Satisfaction

Key Message:

The data from this year's survey shows that the overall level of satisfaction that our residents have with the Council's highway services compares very well with the national average. The service has improved the ease in which residents can contact the service for dealing with enquiries and the speed and quality of response from Council staff is also assessed as improving. However, we recognise the need to improve the areas of service associated with highway repairs.

Value for money

We recognise the need to ensure that our services are delivered in a cost effective and efficient manner. As such we have implemented our 'Fresh Look' service review procedure which has also enabled us to contribute financial savings towards the corporate efficiency targets.

To aid this approach we have accessed the resources made available through the Greater Manchester Highways and Street Lighting Groups and Local Council Roads Innovation Group (LCRIG) which have been established to support the sector on its journey to transform the delivery of highway services.

In order to better understand how our service's compare in terms of value for money, we have performed a detailed benchmarking survey through the Association of Public Service Excellence (APSE) Performance networks annual survey.

The table below shows a summary of key highway service costs for comparison:

Service	Wigan Council	Family Average	Performance
Service Cost per gulley	£5.86	£17.14	Good
km inspected per Safety Inspector (carriageway and footways)	2,040.46	1,272.14	Good
Ratio of annual footway claims costs to structural expenditure (p/£)	0.00	3.54	Good
Total Carriageway Maintenance Expenditure by sq.m of area treated	£28.74	£40.44	Good
Total cost for carriageway winter maintenance treatment over the entire winter period divided by the total carriageway network length	£522.79	£1,133.30	Good
Average cost per routine street lighting repair	£88.79	£235.65	Good
Total investment per street-light (providing and maintaining street lighting)	£22.48	£67.59	Good
Energy Cost per street-lamp	£46.41	£49.39	Good

In addition, a range of service cost benchmarking comparisons have been undertaken through the National Highways & Transportation (NHT) Customer, Quality and Cost (CQC) Efficiency Network. This network provides members with an annual assessment of their efficiency, using CQC methodology, focusing on key areas of high maintenance expenditure.

Value for money

The CQC approach is unique in that it also takes into consideration factors outside of the council's control that are affecting its cost, so that it can be compared with other authorities on a like-for-like basis. It does this by normalising each Authorities actual costs (£ per km) using statistical analysis of their size, traffic volume, road condition, wages, and public satisfaction. The graph below shows the council's normalised cost ranking against the other authorities in the Network (the smaller the bar the better the ranking).



The table below summarises the comparison of costs:

	Wigan Council	Lowest Cost	Average Cost	Highest Cost
Normalised Cost (£/km)	£3,730	£3,509	£3,875	£5,761

Using the CQC approach, we have also been able to measure the council's efficiency savings in monetary terms, by measuring our performance against the minimum normalised costs for all Authorities across the whole Network. The results are summarised below, which cover the period up to the last available full financial year.

Last available full financial year (2022-23)	Efficiency Savings £99,363
Cumulative savings (since 2013-14)	Cumulative Efficiency Savings £3,169,323

Key Message:

Benchmarking shows that our highway services are being delivered cost effectively and generating continual efficiencies through both using best practise and developing new or innovative methods of service delivery.

Key Successes

One of the key outcomes of this report is to recognise the areas where we have been successful so that we learn from the good practises and use this learning to improve in other areas that may not have performed as well as planned. In broad terms our successes are outlined in the following categories:

Financial

- Supported TfGM and GMCA to secure the City Region Sustainable Transport Settlement (CRSTS) in particular the element of Core Highway Maintenance funding.
- Secured the Strategic Maintenance funding for investing into the Key Route Network through successfully completing the outline business case with TfGM.
- Achieved DfT self-assessment Band 3 performance.
- Delivered a further £99k of annual efficiency savings, as measured by the National Highways and Transportation Customer, Quality and Cost metrics.

Service Delivery

- Substantially delivered the annual planned highway maintenance carriageway programme of works.
- Substantially delivered the annual planned highway maintenance footway programme of works.
- Completed the Wigan Housing planned resurfacing maintenance works to housing footways and service access roads.
- Achieved the Council's performance standards for key reactive maintenance services, in particular highway minor repairs and street lighting.

Service Performance

- Finalist of the APSE Roads, Highways and Winter Maintenance Best Performer award 2023.
- Finalist of APSE Highways Innovation Award for Highway Minor Repairs.
- Winner of the APSE Street Lighting Best Performer award 2023.
- Winner of APSE Street Lighting Innovation Award for Solar Powered Street Lighting initiative 2023.
- Partnered with key national service providers for highway drainage management and hazardous waste management through the Local Council Roads Innovation Group.

Key Successes

Service Development - Strategic

- Continued to collaborate with the Campbell Scientific to further develop and implement a trial of roadside 'ice sensors' to help drive improvement in our future winter maintenance service delivery model.
- Collaborated with 'In Touch' to develop and implement a trial of 'Smartwater' sensors to help drive improvement in our future flood risk management service delivery model.
- Supporting the Council's response to Climate Change by playing a lead role on the delivering the Our Adaptation and Resilience action plan.
- Commenced the mapping of maintenance CO2 baseline savings realised from using recycled products/materials.
- Successfully applied for Moving Traffic Enforcement powers to help to improve driver behaviour, improve road safety and improve air quality.

Service Development – The Deal

- Further developed self-help information to support our residents and communities to build self-reliance in dealing with speeding and on-street parking and enforcement issues.
- Used social values as a key part of our tendering processes to engage contractors in engaging with our local businesses and giving back to our communities, some of these examples are detailed in this report.
- Implemented our 7th School Street Scheme on Rookery Avenue, Ashton for St Edmund Arrowsmith Catholic High School which aims to reduce congestion around schools and improve air quality, road safety and sustainable modes of travel.

Service Development – Lessons Learnt

- Continue to use councillor and customer feedback to improve our communications such as notifying residents in advance of highway and streetworks.
- Further developed contractor engagement meetings, including Meet the Buyer events, to improve the opportunity to engage with our supply chain and potential contractors at an early stage.
- Continued to develop practical social values within our contract procurement process to engage our contractors into delivering The Deal.
- LCRiG Festival of Innovation – Wigan has agreed to open its highway network to trail new and innovative products and processes.

Key Successes

Staff Development

- Recruited one Business and Finance apprentices who will undertake an NVQ Level 3 & Diploma in Business Administration.
- Two staff have started an Urban Driver NVQ 2 qualification.
- One Streetworks Co-Ordinator is currently undertaking a Level 3 apprenticeship in Leadership.
- One Highways Technician is being supported to undertake a HNC in Civil Engineering
- One Assistant Structural Engineer is being supported to undertake a Masters in Civil Engineering.
- Three Roadworker apprentices within the Highway Operations have successfully completed their apprenticeship and secured full time employment with the Highways and Network Management services.
- Five staff within Highway Operations have completed the City & Guilds Winter Maintenance Supervisor Training
- One Highways Manager is currently undertaking the New Local 'Next Generation Programme' for future senior leaders.

Other

- Invited to showcase Wigan Council's Highway Service Performance and Innovations at APSE Seminars in December 2023 and March 2024.
- Won the 'Improvement Award for Streets' as the Council that made the biggest improvement across GeoPlace's Improvement Schedule criteria between April 2023 and March 2024.
- Council Case Studies included in APSE 2024 Report for Best and Innovative Service Performers.

Climate Change and Sustainability

In July 2019, Wigan Council declared a Climate Emergency and subsequently developed its Outline Climate-Change Strategy, which committed the Council to reach the target of net zero carbon by 2038; and also sets out how the council will work collaboratively to protect the future of the borough and its residents. In addition, our corporate strategy The Deal 2030, outlines the desire of our residents to live in a cleaner, greener borough with environments and greenspaces they can be proud of and for a borough that is climate resilient to the risks of flooding, extreme heat and cold.

The council's Highways and Network Management Group services will play a key role in the delivery of this vision by:

- Taking actions to adapt the borough's highway infrastructure and services so that they become more resilient to the impacts of climate change and mitigate the risk of harm to our people and place from extreme weather.
- Supporting the creation, protection, enhancement, and accessibility of sustainable green-grey infrastructure that also improves connectivity across the borough.]
- £908k Integrated Transport Block funding to carry out to support the delivery of road safety, congestion, air quality and sustainable transport schemes.
- Use community wealth building by identifying local business and innovation opportunities that will arise from the move towards a low carbon future.
- Embedding climate considerations into our policy, service planning and investment priorities.

Over the last 12 months, in collaboration with our key contractors, we have reviewed the types of materials used in our annual surfacing programme to identify lower carbon products including recycled aggregates, foamed binder mixes and warm mix asphalts. This approach has delivered significant benefits:

- Utilised 38,412t lower carbon material's
- Reduced footway CO₂ impact by 27.5% and carriageway by 8.3% equating to 215 tCO₂ avoided
- Recycled 99% of all excavated material.

And a number of positive actions have already been embedded into the services in reducing their impact on the environment and reducing our carbon footprint, including:

- Highway drainage service recycles 100% of waste arisings from highway gully cleaning.
- The street lighting LED project has significantly reduced the council's energy consumption and carbon emissions for this service.
- The street lighting service has started to use solar lighting columns at suitable locations across the borough, with over 80 units installed on 4 separate schemes.
- The street lighting service recycles all its electrical waste through the WEEE scheme.
- The street lighting service recycles 100% of its metal columns, traffic sign poles and faces that are being replaced.

Climate Change and Sustainability

- All traffic signs have been retrofitted with LED lighting units where they need to be illuminated or de-illuminated as appropriate.
- All traffic sign bollards have been retrofitted with solar powered LED lighting units where they need to be illuminated or de-illuminated as appropriate.
- Winter Maintenance service has carried out a route optimisation exercise to minimise the total number of miles having to be driven to carry out the preventative gritting treatment.
- Winter Maintenance service has adopted the use of 'coated' salting products which reduces the overall amount of grit salt being used and reduces impact of salt run-off into adjacent water courses.
- Digitised most of our business operating processes to significantly reduce or eliminate the use of paper and printing.

The highway services have also used innovation and new technology to assess the opportunity to make further environmental improvements, including:

- Winter Maintenance service continues to trial remote sensor technology to better understand temperatures across the whole of our highway network. This is expected to enable our teams to interpret weather forecasts and the effects on individual routes as well as the whole network.
- As a part of the Challenge Funded drainage remediation works, the Highways Drainage team have installed 52 smart sensors in highway gullies across the borough. This trial is enabling our teams to monitor the silt levels building up in highway gullies and where severe rain is forecast, the gullies can be cleaned in advance of those events to reduce the risk of highway and surface water flooding.
- The street lighting service is trialling the use of solar powered LED streetlights, activated by movement sensors, as a part of a Safer Streets Initiative in the Leigh area of the borough. These lights only consume electricity that is generated from solar power and switch on only for the times that residents are using the area to be lit. The project won an APSE Innovation award.

In the future we will be reviewing the current highway maintenance specifications, design arrangements for new developments and procurement contracts for suppliers and contractors that will include:

- Ensuring the palette of materials used on new developments are sustainable and responsibly sourced.
- Optimising the use of Sustainable Urban Drainage Systems (SUDS) on new schemes and developments.
- Using an approach that fully utilises a blue-green-grey approach, particularly the maintenance and installation of highway surface water, verges and trees.
- Exploring the use of new and innovative techniques for carrying out highway works such as lower temperature bituminous products.

Climate Change and Sustainability

- Reviewing and updating the highway operations plant and equipment in line with low carbon emissions or electric powered, where practicable.
- Improving the asset data held on the highway drainage infrastructure that will be used to shape future investment priorities and developing funding bids.
- Challenging our key suppliers and contractors to demonstrate their commitment to achieving environmental sustainability and carbon neutrality.
- Ensuring our services align to the Council's Outline Climate Change Strategy and the Our Adaptation and Resilience action plan.
- Support the development of the borough's highway infrastructure to facilitate future planned growth in sustainable transport, in particular the use of walking, cycling, buses and electric vehicle charging infrastructure.

Key Message:

Climate change has been identified as the most substantial threat to our highway infrastructure. By taking actions now, we will ensure that are safeguarding the future of the borough's highway infrastructure and optimising the economic benefits from a cleaner environment and a green circular economy that comes with this approach.

Looking Forward

The Council and its Highway and Network Management Group have faced significant challenges from increased service demands, significant inflationary pressure on budgets and climate change in delivering its highway services. Notwithstanding these challenges, the condition of the borough's highway carriageways remains to be assessed as some of the best both regionally and nationally.

However, over the last 12 months, the weather experienced within the borough can be summarised as being very warm and wet. The UK experienced its warmest year for minimum temperature on record, with 8 of the 12 months of the year being warmer than average.

In addition, England experienced its sixth-wettest year on record, with average rainfall being around a third higher than normal. This has been compounded by short cold periods and a series of storms starting in the late summer of 2023.

As a consequence of the prolonged periods of wet weather, there has been an increase in the number of reported issues related to highway drainage and highway defects. And whilst the services have performed well in responding and dealing with these issues, there is clearly more work that needs to be done in improving the level of public satisfaction with how the Council is seen to be dealing with these issues.

In November 2023, the Government took the decision to re-allocate £8.3 billion funding from building the Northern section HS2, to be used to maintain roads across the country over the next 10 years. To date, only £300m of this funding has been allocated to Council's and the Government have not yet confirmed the final details on how or when the remaining funding beyond this period will be allocated.

As such, we will continue to work the Greater Manchester Combined Authority (GMCA) City Region Sustainable Transport Settlement (CRSTS) to deliver works currently funded through the current Core and Strategic highway maintenance budgets and look to develop and deliver future highway maintenance investment plans aligned to the proposed future budgeting.

In terms of safeguarding our future planned service delivery and service succession planning, we will continue to invest in our staff training and development scheme. Moreover, we will continue with our apprenticeship programme to recruit and grow the next generation of technical and operational staff within the group's services, which will also be aligned to the Council's planned New Era way of working.

Looking Forward

Staff Volunteering

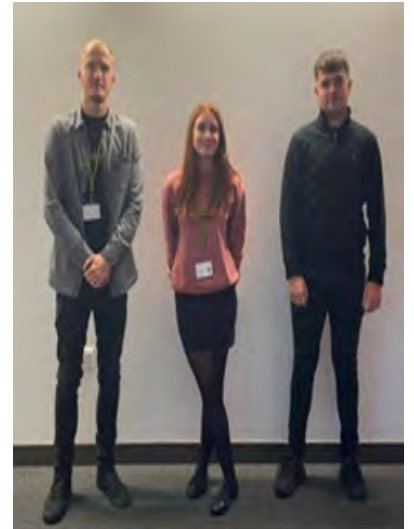
Using the Council's staff volunteering days, to 'give something back to our communities: helping to create a safe, secure and usable courtyard space at Heathside care home, Leigh (Millfield Construction for donation of some of the materials).



“Hi John, I just want to thank you and everyone else involved on behalf of all our residents, families, staff, myself, Chris and Natalie. This project has been an amazing transformation for us all at Heathside. We are looking forward to utilising this in the summer months. Thanks again and kind regards Kellie”.

Valuing Our Staff

Through investing in our young people by recruiting apprentices within our highway operations, street lighting and business administration teams. In addition, our staff supported local High Schools to provide work-place experience for their students and officer's taking part in their career's day and their Mock Interviews.



Looking Forward

Contractor Deal

Using 'Social Values' in our contracts, to 'give something back to our communities

Social value on the right track

A construction contractor has delivered on a project helping local residents through Wigan Council's commitment to community wealth building.

The Leader of Wigan Council, Councillor David Molyneux MBE, recently visited Catherine Terrace, Scholes where carriageway surface repair works have been carried out.

Bethell Group has recently completed the project outside St Catharine's Junior and Infant School, and St Catharine's Church.

Coun Molyneux said: "Delivering social value is a high priority for us at the council and our community wealth building aspirations; ensuring that the money we spend with our contractors delivers the most benefit for our borough.

"Thank you to Bethell Group, who completed these works on this unadopted road at their own costs. They also did these works during the week of school half-term, keeping disruption at a minimum for the school and for Sunday services."

Wigan Council's social value work and community wealth building agreements with contractors, delivers millions of pounds of value for the borough.

This social value can include work experience placements or apprenticeships, donations to local charities, or works like this to repair a local unadopted road.



Cllr David Molyneux Leader of the Council, George Brockbank from Bethell Group, and representatives from St Catharine's Junior and Infant School, and St Catharine's Church.

St Peters church drains cleaned in advance of Remembrance Service (Sapphire Utility Solutions)



Mill Lane Footbridge - clearance of the adjacent public right of way (O'Callaghans)

Looking Forward

Customer Feedback

Whilst we like to celebrate our successes and use a 'lessons learnt' approach to improve our services, a simple 'Thank You' always makes our day.

Good morning,

On Monday evening I was the On Call Manager for Housing Repairs and attended the floods on Higher Folds, which the residents were very angry about. Without any assistance from Greater Manchester Fire Service and United Utilities to remove the excess flood water this was left solely to Wayne Reid and his team of operatives to resolve. In an emotive, hostile environment the professionalism and determination of your drainage team to resolve this issue and the way they conducted themselves was a credit to Wigan Council. I passed on my feedback individually to the operatives at the time, who are as always humble and treat it as part of their job, but I just wanted to make you all aware of it. Without their hard work on Monday evening, we could have been facing a far more costly clean up and remedial works to the flooded properties. Well Done Drainage Team!



To, Housing - Customer Care,

I would like to thank Mr Wayne Reid (highways), once he came to inspect the job for the first time it went like clockwork. He is a very easy person to deal with. But even though I have thanked them myself, if the Managers of these workmen could tell them of my gratitude. The workmen Mr Reid sent from Wigan Council (Gary and John) for my outside repair work were hard working, polite and excellent at the job they do. Would Customer Care be kind enough to send Mr Reid a copy of this, I have not got his email address. Kind Regards, Margaret

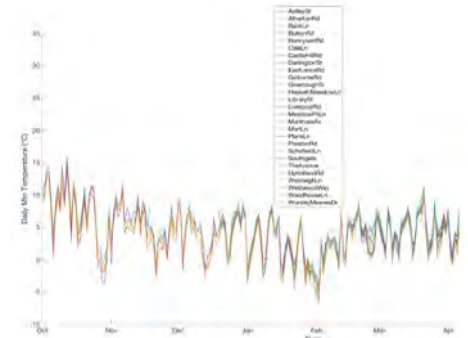
Good morning all,

Received a phone call Sunday evening from Councillor Ann Collins, Orrell Ward wishing to pass on her thanks and appreciation for a job well done, with the 2 incidents of Flooding on Saturday night at Smithy Glen Drive and Lodge Road areas. Great team work. Kindest regards Angela

Looking Forward

Innovation

Through partnerships with public and private sector companies, we are developing new and innovative solutions that will offer service efficiencies, improved decision making and adaptation and resilience to climate change.



Over the last year, we also successfully partnered with the Environment Agency and trialed an innovative fully green sustainable solution to reduce the risk of highway flooding by the use of 'leaky dams', which use natural materials that are laid in streams/ditches to reduce the risk of flooding downstream by temporarily holding back floodwater within the stream; or encouraging it to spill onto the banks behind the barrier.

