

EXECUTIVE MEMBER REPORT TO COUNCIL Monday 23rd December 2019

Strategic

1. Middlesbrough Incident Management System (MIMS)

As part of the Councils review into the management of Health & Safety (H&S) a MIMS (Middlesbrough Incident Management System) has been developed, this system replaces a paper based process, contributing to the Digital strategy and allowing Managers to report / manage incident and accidents in an effective manner and allow the Health & Safety team to have an overview of the wider organisations H&S trends.

Middlesbrough Council was tasked with producing an internal incident investigation system. Working with the IT Department they used their Firmstep platform to produce the new system which was named the Middlesbrough Incident Management System (MIMS). A new incident management procedure was produced to support this change of process and the following training has also been developed to inform relevant staff of their responsibilities:

- Incident Reporting Course (E Learning); and
- Incident Investigation Course (Face to Face).

The system aims to improve incident investigations and ensure actions are put in place to prevent recurrences. The following types of incident will be documented within the system:

- Near miss reports;
- Violent incident reports; and
- Accident reports.

The system now allows management to investigate incidents online and upload all associated documentation. However the platform that the system is built on is not able to produce statistical data to formulate incident trend reports and therefore another council system (Power BI) is being developed for this purpose.

Key Milestones

- New Incident Management Procedure uploaded onto the intranet - September 2019
- Incident Investigation Training (e learning) - September 2019
- Middlesbrough Incident Management System - 1st October 2019

Future Plans

- Complete snagging list on MIMS

- Finalise Power BI side of MIMS
- Deliver face to face incident investigation training to relevant management
- Establish if the system can be further developed to support:
 - Action tracking
 - Root cause analysis
 - Accident frequency rates (AFRs)
 - Online reporting
 - Improved statistical data

2. Overview of Technology Forge

History

The move to a Cloud based system in April 19 will also provide huge benefits for future accessibility and storage of a wide range of Asset data.

The system was implemented over 10 years ago, with the original driver being around the capture of the Councils Asset portfolio and associated CAD, Asbestos and Condition data. This then progressed over the first few years to Plant, Planned Maintenance, DAA and Terrier to name a few.

This focussed approach allowed the Assess Management team to provide a collective picture on Council Assets from Whole Life Costing to Statutory Compliance requirements, which in turn met statistical data requirements imposed by Central Government. The council has a wide portfolio of buildings & land made up from corporate (Offices, community hubs, children centres), Commercial, Community transfer and schools. Technology Forge is a cloud based ICT system that allow for the effect management of these buildings.

Achievements

The drive to further develop this system has been increased over the last few years, with the emphasis on collaborative working across Assess Departments in areas such as:

- Reactive Maintenance
- Mobile Working
- Health and Safety

This has seen a vast change in the working processes of Property Services and brought the department into the Digital World, whilst addressing Local Government directives of Paperless Officers / Electronic Storage / Digital by Default.

Future

The focus for 20/21 is to further roll out this centralised Asset system to see the inclusion of 'Site Access' to help address long standing issues of 'silo' working, lack of information for all parties and responsibility awareness.

The vision is to encourage the delivery of a collective approach to Property Management from all perspectives and levels of responsibility for:

- Health and Safety
- Statutory Compliance
- Reactive Works
- Asbestos
- Condition

- DAA
- Valuation and Estates

3. Environment

Grass cutting works have now ceased throughout the town and the winter work programmes of shrub pruning and lifting of highway trees has commenced, resources permitting.

The tree, shrub and bulb planting programme on Dixon's Bank has been agreed with Councillors and residents. There are 76 trees, various shrubs and flower bulbs to be planted in the location and the work began on Monday 25th November 2019.

Tree felling and replanting at Whernside is still planned however the ground conditions at present are too wet for access. Once the ground conditions allow and the felling has taken place Area Care will be involving the Councillors and any interested residents in the replanting of trees.

Area Care have arranged for the felling of one diseased tree outside of 42 Whinney Banks Road. The footpath and kerb set will need to be reconstructed by our Highways Department.

Arrangements have been made for the felling of four trees on Deepdale Avenue. One tree has basal and root decaying disease and three have structural issues rendering the trees unsafe in the interest of public safety.

Performance

4. Lighting at Pallister Park

At this time of year we want to encourage residents to still be able to use our parks for recreation / exercise / dog walks / fitness, so following recent issues within Pallister Park on a night, we identified a number of lights not working around the walkways of the park back in 2018. We looked into the old lighting around the park and identified the lamps that were used on the lights were becoming obsolete and were very expensive to change. We did a costing exercise and felt it would be more beneficial to replace the old lights that were not working with new LED Lighting. I spoke to one of the leading lighting manufacturers in street lighting who advised us of the light fittings suitable to our requirements. We replaced approx. 10 lights in February 2018 and a further 11 in November 2019.

The new LED Lighting provides energy savings, the LED is 40w in power as opposed to the 120w lamp which are in the old light fittings. This will reduce our power consumption and carbon foot print by approx. 66% per light. The lights are also fitted with photocells to assist with further savings. The lighting gives an improved lumens / light output and are made out of die-cast aluminium to keep it as vandal resistant as possible. These lights were attached to the existing columns and are smaller in size to the current lights. We also carried out various repairs to the old lights as required.

Following the start of the installation and the first 10 lights in 2018, we have gained some good comments from the staff who work in the park. Hopefully this project will assist in safety within the park and encourage more people to walk through the park knowing there is adequate lighting.

5. Transporter Bridge

Inspection works and essential repairs are ongoing at the Transporter Bridge and officers are working closely with Audit on an action plan to ensure the Council has an effective maintenance regime in place going forward.

6. Fly Grazing on Riverside Park

We have had a number of complaints regarding fly grazing across Riverside Park as a result of displaced horses as a consequence of the Tees AMP development. The Council is currently considering its options regarding addressing this issue and potential enforcement powers.

7. School Transport

Government legislation requiring buses to be fully accessible comes into force in January 2020. Until very recently it was thought that school transport was exempt, however this is not the case and many private bus companies which transport school children will not be compliant.

The Council's School Transport Service is working closely with schools to mitigate the impact of this legislation through the use of public transport wherever possible.

8. Christmas Lights

The Mayor requested that central buildings be lit up for Christmas to complement the other Christmas lights, this was achieved by lighting up the Town Hall Clock, the corner of the Town Hall on Albert Road / Corporation Road Junctions, Buildings 1 & 2 and Middlesbrough House.

This is part of the wider programme of improving Middlesbrough as a Christmas shopping experience.

Involvement and Promotion

9. One More Light

On the 10th October as part of World Mental Health Day Mike McGrother and 93 members of The Infant Hercules Male Voice Choir walked from Middlesbrough Town Centre to the Transporter Bridge on the evening to sing a new song "One More Light". The lyrics highlight the profound sense of sadness and loss for those suffering mental illness. Darkness had descended and as the choir began to sing the lights for the Transporter Bridge were switched off for 94 Seconds symbolising very powerfully the 94 lives that are lost each week through suicide. Timed perfectly so the lights came back on as the Choir got to the line "Just 'cos you can't see it, doesn't mean it isn't there."

It was a moving occasion with the added poignancy of family members attending that had lost loved ones through suicide. The Transporter Bridge Supervisor was on hand to ensure everything went smoothly and feedback from those that attended was very good on this moving occasion.

"John, Just a quick note to thank you for being so responsive and helpful with the bridge last night. It was an incredibly emotional night - a lot of families of victims of suicide came, (unexpectedly) to reflect and be 'together' along with Infant Hercules and me.

Rather poignantly, (the song being about mental illness), the bridge lights came back 'on' just as I sang the line 'just 'cos you can't see it, doesn't mean it isn't there' - one of those 'timing' moments that just happens.

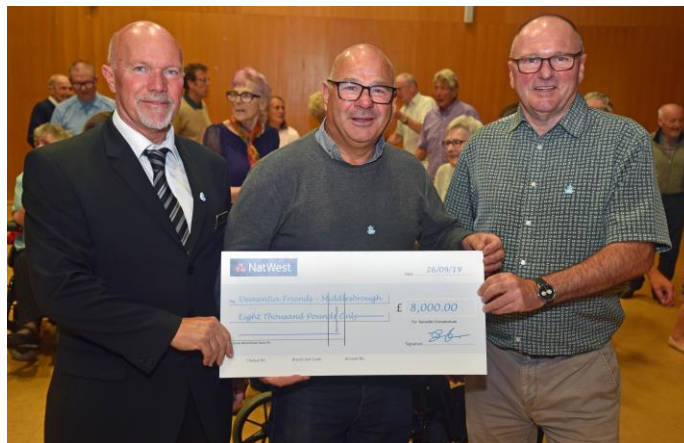
Thanks again. If you or any of the lads are 'off' / around this afternoon I am back in the Zetland Hotel meeting people with stories about Middlesbrough / Teesside - and particularly the river. First drink on me. 2.30pm - 4.30pm."

10. Donation to Dementia Friendly Middlesbrough

£8000 has been raised by Teesside Crematorium for Dementia Friendly Middlesbrough from its latest share of funds from the national Metal Recycling Scheme which is run by the Institute of Cemetery & Crematorium Management. Cllr Dennis McCabe presented Dementia Friendly Middlesbrough with the cheque on 26th September at the charities monthly tea dance at Acklam Green Centre.

Brian Rowcroft, Project Lead for Dementia Friendly Middlesbrough said "That is a fabulous donation to the project. It will enable me to support more activities for people living with dementia and their carers/families and friends in the community".

In previous years the scheme has raised thousands of pounds for Alzheimer's Research UK, Dementia Friendly Middlesbrough, for the Teesside branch of Sands, the stillbirth and neonatal death charity, Butterwick Hospice, Teesside Hospice and Zoe's Place.



11. New Fleet of Buses fit for a space race

INTREPID Middlesbrough travellers will boldly go to their destinations on a fleet of space inspired buses.

Middlesbrough Council's Integrated Transport Unit is introducing new vehicles to its fleet which transport children and adults with additional needs around the 'inner city' and beyond.

More than 1,500 journeys are completed every day by the service and to mark the occasion pupils at Priory Woods School in Netherfields were asked to name the first new bus.

After they came up with the name Saturn, it was agreed the next four buses would also be space themed and are named Earth, Saturn, Venus, Mars and Moon.

The inspiration came partly from 2019 being the 50th anniversary of the moon landings.

The service transports hundreds of Middlesbrough residents to schools and day centres on a daily basis and within five years the entire fleet of 20 vehicles will have been replaced.

To celebrate, the children at Priory Woods School were joined by Middlesbrough Mayor Andy Preston on Saturn's maiden voyage.

He said: "I think it's a brilliant idea to use the inspiration of the 50th anniversary of the moon landings to name these new buses.

"The size of the ambition 50 years ago to send people to the moon was massive and I want all of our young people here in Middlesbrough to be aiming for the stars and believing they can achieve great things."

12. North Ormesby Resource Centre Refurbishment

North Ormesby Resource Centre is a busy day centre offering services and support for older people. The centre has recently reopened following a major refurbishment over the summer. Design Services and Asset Management worked together with staff from Social Care to identify areas of the building that required refurbishment in conjunction with repairs and maintenance as well as redesign to accommodate the client group.

The building closed on the 03.06.19 and the service relocated to another site to allow the contractors full occupation of the building.

The 16 week long project resulted in total refurbishment of the main activity/dining room including new ceiling, lighting, heating and windows as well as redecoration and new flooring to the main circulation route. A new commercial kitchen has been installed as well as a new domestic kitchen for staff to work with clients. A redesign of the reception area with new entrance door has provided a more open and welcoming environment with clear sightlines for staff.

"On entering the building the front reception is very warm and welcoming. The Service users feel the main room is very homely bright and airy and they feel more secure in their new environment. Service users families are overwhelmed with the transformation" Jackie Reilly Centre Manager.

Refurbished main room





Redesigned accessible reception area

Refurbished main entrance



13. Environment

On Thursday 7th November 2019 the laying of the first poppy ceremony took place at Middlesbrough Cenotaph which was followed by the Remembrance Sunday parade on Sunday 10th November 2019.

Works in Sandringham Road Play Area are now complete and are proving very popular with residents, particularly over half term week.

14. Newham Grange Farm

After submitting an application for Newham Grange Farm for the Small Visitor Attraction of the Year Award, which is a category in the North East England Tourism Awards 2020, we were thrilled to receive notification that we have been shortlisted. Within the application we demonstrated all of the hard work and determination that has been put into transforming the farm into a regional visitor attraction and key leisure asset for Middlesbrough. We put forward how important it was to us to ensure that the farm was accessible for all with the recent renovations including a Changing Places toilet, new accessible toilets, improved pathways around the farm and accessible play equipment. We also demonstrated that the entry fee remained very affordable and there no extra charges following admission. The great work on the farm is still continuing and we set out the continued improvements still taking place which will see the addition of two new aspects: a historic interpretation installation and an environmental sustainability feature. The next step in the awards process is for a mystery shopper to visit the farm. Fingers crossed!

DECISIONS

15. Environment

As per previous years, Area Care teams covered Bonfire Night events where teams attended and removed any dangerous or unsafe bonfires throughout the town if deemed to be safe to do so. The Area Care Operatives safety was a priority throughout the operation. In addition to this all bonfire remains were scheduled to be removed prior to Wednesday 20th November 2019, weather and ground conditions permitting.