

Questions Submitted for Council – 19 July 2023

Question 1 - Submitted by Councillor Eckersley

“At the last Executive meeting I asked whether the Council had put in place metrics and KPI's to monitor and manage the efficient delivery and maintenance of services provided by Be Ev. I have not had a response since the meeting.

If the Council is going to remove car parking spaces from motorists, which will impact our high street businesses, will the Council introduce a financial penalty to Be Ev for failing to meet certain KPI's, such as time to go back live after a fault or damage?”

Response

Within the Lease, Trafford Council, TfGM & Be.EV have set out strict service levels and KPI's to ensure all electric vehicles chargers are available for public use and any incidents are resolved in a timely manner. These are similar service levels set throughout GM. An extract from the Lease is given below.

Expected Service Levels:

Performance Standard	Expected Service Level	Definition of Service Level
Availability of Electric Vehicle Charging Services	80% per Service Measurement Period	% of time Electric Vehicle Charging Services are Available for public use at the Site based. Calculated by: $100 - (\text{No of mins Downtime} / (\text{days in Service Measurement Period} \times 24 \times 60)) \times 100$
Incident Resolution (Severity Critical)	> 1 Failure per Service Measurement Period	number of Incidents Resolved within Resolution Time Requirement set out at Table 3
Incident Resolution (Severity Moderate)	> 2 Failures per Service Measurement Period	number of Incidents Resolved within Resolution Time Requirement set out at Table 3

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Incident Resolution:

Priority Level Category	Priority Level Description	Resolution Time Requirement
1 (Severity Critical)	A failure which results in a health and safety risk to Users or members of the general public.	12 hours
2 (Severity Moderate)	Technical fault on individual Charging Post resulting in inability for User to charge but which does not result in a health and safety risk to Users or members of the general public.	7 days

If Be.EV are not meeting the service levels outlined within the lease, it will be brought to an Escalation Issues meeting to resolve.

That said, Be.EV have fully funded the capex costs of the infrastructure (both the physical chargers and the grid reinforcement) so it is in their best interest to ensure their network is reliable and available for public use in order to recover their upfront investment and on-going opex costs. Be.EV to date have one of the most reliable networks across the UK, hitting 99.6% availability in 2022.

Question 2 - Submitted by Councillor Holden

“As spring moves into summer in Manor Ward we have been promised our annual weed spraying.

Could we be told - roughly – when we can expect this weed spraying to begin?”

Response

The programme of weed spraying commenced on the 10 July 2023. The spraying is expected to take 4 – 6 weeks based on the current forecasts for July and August. An email detailing this information was sent to all members on Friday 30 June. The teams progress through the borough on a ward by ward basis. With some wards being larger than others it is difficult to say when the teams will be in a particular ward in advance with any accuracy at this time however, weekly communications to ward members will be issued to keep members up to date on progress.

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Question 3 - Submitted by Councillor Holden

“How many school appeals were submitted this year by parents who were not offered a place at their choice of secondary school?”

Response

A total of 3,384 offers were made on national offer day and every Trafford resident who applied was offered a place. Appeals information collected from individual schools shows a total of 235 appeals for entry into secondary school in September 2023 have been heard across the 12 non-selective schools in Trafford. Many parents appeal to multiple schools and so this does not represent individual families. All appeals are heard by independent appeal panels, 5 schools commission Trafford Democratic Services to administer their appeals, the other 7 schools make their own arrangements.

Question 4 - Submitted by Councillor Holden

“As the planned road surfacing work continues in various areas of the borough, is the Council content with the quality of the work being delivered?”

Response

The surface treatment programme that has been rolled out during recent months has been going well and is being supervised and post inspected by relevant officers to assess the quality. The vast majority of the roads that have been treated are deemed to be of the standard expected however, due to the high temperatures experienced in June there are a handful of locations where the surface has ‘scuffed’ due to turning tyres.

These locations are on a watch list and if require any remedial work will be re-treated if necessary. The surface treatment also has a 12month guarantee period and will be resurveyed prior to the expiry of the guarantee period to ensure it has bedded in and protecting the road surface as intended.