

DFI ROADS SOUTHERN DIVISION

Report to

**ARDS AND NORTH DOWN
BOROUGH COUNCIL**

Annual Report 2023/24

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Foreword

I have pleasure in submitting the Roads 2023/24 Annual Report on the work of the Department for Infrastructure (DfI) Roads across the Ards and North Down Borough Council area.

This report deals with works completed across the Council area during the year 2022/23 and sets out our initial proposals for schemes to be undertaken in the year 2023/24.

The road network is Northern Ireland's largest and most valuable strategic infrastructure asset. Its presence and quality is an implied assumption in all public services but has not been given the sufficient funding needed for its essential maintenance. This is a strategic risk to our future prosperity, safety and well-being. Road maintenance expenditure is consistently below the required levels to maintain our existing standard of infrastructure. By way of an example, improvements to extend the lifespan of our roads (through essential maintenance) over the past decade has totalled almost £1bn of underinvestment. The consequence of this underinvestment is an asset that deteriorates more quickly and results in more costly and complex interventions in the future. Put simply, we recognise that it would be better value to maintain the asset well and in a timely fashion but regrettably we currently do not have the funding to be able to do more.

The Secretary of State provided all NI Departments with budgets for 2023/24.

The Department is managing a 14% reduction in its 2023/24 Resource budget allocation when compared to 2022/23 on a like for like basis. Despite every effort to reduce spend across the Department and its Arms Length Bodies, we still face a significant funding gap.

The opening Capital budget for structural maintenance of the road network in 2023/24 is £85m, which is welcomed but still falls well short of the £143 million (£192m at today's prices) required annually to maintain the road network in a reasonable condition.

The Department's ability to spend its budget allocation is dependent on having sufficient contracting resource to hand to deliver the work. Following the legal challenges to the award of asphalt resurfacing contracts in 2021 the Department successfully procured a new term contract for the Council area in March 2023. Whilst regrettably this has meant that only limited planned work was able to be delivered late in the 2022/23, progress is now being made to deliver much needed resurfacing across the Council area. The Department is also developing a Procurement Enhancement Programme to further improve the procurement and delivery of contracts.

Capital funding has continued to be provided for Active Travel schemes given the requirement of the Climate Change Act (NI) 2022 to invest into walking, wheeling and cycling. The Department has put in place a range of measures to increase delivery of high-quality active travel infrastructure throughout Northern Ireland.

The Department is working closely with Councils to better understand their five-year active travel programme and developing an appropriate grant and support framework for the delivery of greenways. We have commissioned a Northern Ireland wide Active Travel Network Delivery plan which is due for consultation in 2024. When complete, this Plan will provide a firm basis for the prioritisation of delivery of active travel infrastructure within and connecting

our towns and cities. The Plan will complement and take account of the greenways network. We are also implementing changes in the procurement of our active travel supply chain to ensure sufficient design resources are available to deal with increased demand in the coming years.

For many years, the Department has operated within a constrained Resource budget, with the opening baseline allocation insufficient to properly manage the public assets for which we are responsible and this is no different for this current year. As a result, we have historically relied on in-year funding to deliver many of our services. Added to these longer-term pressures are the unprecedented increases in energy and inflation prices.

In the face of such acute budgetary pressure the Department is currently continuing with a Limited Service policy for routine maintenance activities such as defect repair, grass cutting and gully emptying. The Limited Service policy allows the Department to repair defects greater than 50mm on all roads including low trafficked rural roads and on high trafficked roads, defects greater than 20mm will also be repaired. The Department will aim to cut all roadside verges and sightline grass at least twice between April and October on the more heavily trafficked roads and once a year on other roads when it is safe to do so. This aims to balance the need for road safety while protecting our environment and encouraging biodiversity. However, sightlines at bends and junctions will be cut as frequently as required to ensure public safety.

At present a full street lighting repair service continues during 2023/24.

However, with the uncertainty around budgets it is important for us to monitor all maintenance activities within the constrained funding available going forward and difficult decisions may need to be made to re-align activities within funding levels as the year progresses.

The Division is currently facing significant staffing pressures which is impacting on our ability to deliver key services and public safety responsibilities. Therefore, in an effort to maximise our effectiveness I would strongly encourage Councillors who have access to the internet to please report road defects using the DfI online reporting facility provided by NIDirect. My operational staff are of course available to assist with an emergency and public safety related queries.

I hope that you find this report informative. We value constructive comments on all its activities and I, along with Section Engineer Stephen Gardiner, and Deputy Secretary Colin Woods look forward to meeting the Council.

Mark McPeak
Divisional Roads Manager

Southern Division - Senior Management Structure



Mark McPeak
Divisional Manager

DfI Roads wishes to build upon the good working relationships it has with Council Members and Officers. The Divisional Senior Management Team is listed below. Day to day operational matters should be raised with the relevant Senior Engineers whose details are listed at the start of each section.



Aloysius Loughran
Road Planning Manager

Development Control, Private Streets, Local Development Plans and Street Lighting



Ryan Gough
Road Development Manager

Road improvements and minor works



Alan McMurray
Road Maintenance Manager

Maintenance of existing road network



Brian McClelland
Major Projects Team South Manager (Acting)

Major works schemes (>£5M)

About Southern Division

Southern Division is one of four Client Divisions within DfI Roads. It spans the local Council areas of Armagh City, Banbridge and Craigavon; Newry Mourne and Down; and Ards and North Down Council Areas (see map below).



In Southern Division we are responsible for approximately 8000km of public road together with 1275 bridges, 121 signalised junctions, 182 stand alone signalised pedestrian controlled crossings, 83,412 streetlights and over 1000 illuminated signs and bollards. We carry out functions under the headings:

- **Major Projects South** – Major capital projects (£5M) on Key Transport Links.
- **Road Maintenance** – Maintenance of the existing network. Maintenance activities include resurfacing, surface dressing and drainage works as well as grass cutting, gully emptying, patching, embankment/verge maintenance, fencing and provision of the Winter Service.
- **Road Development** - Improvements to the existing network to improve safety and traffic progression including Minor Works and Local Transport & Safety Measures.
- **Road Planning** - Regulation of additions to the network proposed by developers.

Department for
Infrastructure
Southern Division HQ
Marlborough House
Central Way
CRAIGAVON
BT64 1AD

Tel: 0300 200 7899 (24 hours a day)

E-mail: dfiroads.southern@infrastructure-ni.gov.uk

Website: <https://www.infrastructure-ni.gov.uk/>

SECTION 1 - NETWORK PLANNING & STREETLIGHTING

Network Planning Manager Aloysius Loughran

Aloysius is supported in Ards and North Down by the following staff:



Jason Killen

Senior Engineer

Development Control
Rathkeltair House
Downpatrick

Tel: 0300 200 7899

Email: Rathkeltairdevelopmentcontrol@infrastructure-ni.gov.uk



Kieran Conlon

Senior Engineer (Acting)

Private Streets
Marlborough House
Craigavon

Tel: 0300 200 7899

Email: marlboroughdevelopmentcontrol@infrastructure-ni.gov.uk



Joseph O'Neill

Senior Engineer (Acting)

Street Lighting Depot
Carn Industrial Estate
Portadown

Tel: 0300 200 7899

Email: streetlightingsouthern@infrastructure-ni.gov.uk

4.1 Development Control

Planning Consultations

In carrying out their planning functions Councils have a duty to consult a range of statutory bodies. DfI Roads on behalf of the Department for Infrastructure has entered into an agreement with each Council to provide views and advice on roads and transportation related issues.

DfI Roads in its consideration of planning applications, takes into account aspects of development which could prejudice traffic progression and safety in terms of junction capacity, access arrangements, parking standards and provision, road width, radii, gradients, drainage and sight lines. This consideration usually involves site visits and technical work. Compliance with transport policy and compatibility with road infrastructure is taken into account as well as any need for developer led improvements. Proposals are also checked for potential encroachment upon any future road lines. A detailed Transport Assessment may be required for larger developments where potential traffic impact may extend to road junctions some distance from the development site and where infrastructure improvements are deemed necessary as mitigation. For smaller developments a Transport Assessment Form is required to be completed by the applicant in order to ascertain the likely impact.

In the case of housing developments, the Private Streets (NI) Order 1980 is applied if a planning application includes streets which are to become public and maintainable by the Department. Development Control along with the associated Private Streets team determines the area to be adopted, arranges for the calculation of the bond amount, supervises construction of the streets and, following satisfactory completion by the developer, complete the process for adoption into the public road network. Should the developer not complete the street, DfI Roads can take appropriate enforcement action under the Private Streets Order to ensure satisfactory completion of works funded by the bond.

Other Development Control work includes participating in pre-application discussions and planning meetings, preparation of evidence and presentation of this at Planning Appeals. Assistance is given with enforcement cases associated with breaches of planning control. Input is provided for the use of planning case officers at Council Planning Committee meetings with attendance by members of the Development Control team as required.

Please see Table 1, which shows all consultations our Development Control dealt with during the reporting period from 1 April 2022 to 31 March 2023 within the Ards and North Down Borough Council Area.

TABLE 1: Planning Consultations

Consultation Details	Southern Division	Ards & North Down Borough Council Area
Number of consultations	3865	704
Number of Pre-Planning Enquiries	91	25

Of the above applications 21 were housing developments involving the Private Streets (NI) Order 1980. Creating approximately 8.7 km of new road and 0.9 km of new footway.

Examples of major applications being dealt with are included in Table 2.

TABLE 2: Planning Consultations – major applications

Application	Location, Town / Townland
LA06/2021/0118/F Housing	St Andrews Point, Ballyhalbert
LA06/2022/1076/F Housing	Main Street, Carrowdore
LA06/2018/0997/F Housing	Copeland Link, Comber
LA06/2019/1252 Housing	Copeland Link, Comber
LA06/2019/0568 Housing	Copeland Link, Comber
LA06/2022/0459 Housing	Castlelodge Park, Comber

Another application of significance is provided in Table 3.

TABLE 3: Planning Consultations – significant applications

Application	Location, Town / Townland
LA06/2018/1295 Business Park	Copeland Link, Comber

Licensing of Pavement Cafes Act (NI) 2014

Development Control also responds to the Council in respect of applications under the Licensing of Pavement Cafes Act (NI) 2014 and gives advice on various ad-hoc matters such as placing of planters and signage.

Roads (NI) Order 1993, Article 80

Article 80 applies to new vehicular accesses on to unclassified roads or agricultural accesses on to classified and unclassified roads. It covers proposals such as new driveway entrances

and dropped kerbs and is used where planning permission is not required. During the reporting period DfI Roads dealt with **41** Article 80 applications.

Development Control also provides evidence in respect of associated Article 84 appeals which are determined by the Planning Appeals Commission.

1.2 Private Streets - Adoptions

Completed Works 2022 – 2023

TABLE 4: Private Streets – Adoption numbers

Adoption Details	Southern Division	Ards & North Down Borough Council Area
Number of adoptions	60	17

TABLE 5: Adoption Locations

Adoption locations	Date of Adoption
Rosstown Lane Court & Meadows, Bangor	27/04/2022
Helens Wood, Rathgael Road, Bangor	28/04/2022
Ardnalvalley Park, Ballydrain Road, Comber	28/04/2022
Towerview Meadows, Cloughey	28/04/2022
Rivenwood, Movilla Road, Newtownards	26/05/2022
Pirrie Manor, Ballygowan Road, Comber	17/06/2022
Montgomery Meadows, High Bangor Road, Donaghadee	17/06/2022
Ballycopeland Place, Moss Road, Millisle	17/06/2022
Shorelands, Cloughey	08/07/2022
Newtown Green, Comber	19/07/2022
Ashgrove, Killinchy Road, Comber	03/11/2022
66-70 Bloomfield Road, Bangor	22/11/2022
Regents Park, Newtownards	10/01/2023
Green Road, Conlig	31/01/2023
Glenard Road, Newtownards	07/02/2023
Cedarfield, 4 Bloomfield Road, Bangor	28/02/2023
High Trees, Donaghadee	28/03/2023

During the reporting period Private Streets Section has been successful in adopting a total of 17 private developments comprising 1982 metres of carriageway and 619 metres footway into the publicly maintained road network.

1.3 Private Streets - Enforcement

Private Streets Section continues to invoke enforcement proceedings against developers who fail in their responsibility to provide road bonds before commencement of work on site. This takes the form of a series of warning letters followed, if necessary, by enforcement action.

Private Streets Section continues to work with developers on backlog housing sites with the objective of having work completed to an adoptable standard. Where it becomes evident that a developer is either no longer trading or is incapable or unwilling to complete the work, DfI Roads will consider initiating enforcement action. This may result in the need for DfI Roads to complete the works and recover the costs from the road bond under Articles 13 and 15 of the Private Streets Order 1980.

DfI Roads is currently carrying out works on the following development site through enforcement action:

Planned Works 2023 – 2024

TABLE 6: Private Streets – Enforcements

Enforcement location
McBriars Meadow, Carrowdore

Property Certificates

Private Streets Section coordinates the DfI Roads response to Property Certificate Enquiries. Property Certificate numbers are not available for the full year 2022/23, as the new NI Planning Portal was launched in December 2022 and the old system is not available.

The Planning Portal can be used to submit, view and comment on planning applications online by the link <https://www.nidirect.gov.uk/services/planning-portal>.

1.4 Local Development Plans

Advice

The Department can provide advice to the Council area on transportation matters for Local Transport Plans and Community Plans as well as work on strategic development planning applications.

The Table below shows all consultations dealt with, during the reporting period from 1 April 2022 to 31 March 2023 within the Ards and North Down Borough Council Area.

TABLE 7: Local Development Plan Consultations

Consultation Details	Southern Division	Ards & North Down Borough Council area
Number of formal consultations	2	0
Number of informal consultations	0	0

1.5 Street Lighting

The total number of lights in Southern Division is approximately 83,412 of which approximately 25,581 (30%) are within the Ards and North Down Borough Council area.

Completed Works 2022 – 2023

TABLE 8: Street Lighting – completed

Location	Scheme Description
East Circular Road, Bangor	Replacement
South Circular Road, Bangor	Replacement
Ashbury Road, Bangor	Replacement
Lisnabreen, Bangor	Replacement
Brooklands Road, Newtownards	Replacement
Glenford Way, Newtownards	Replacement
Manse Green and Manse Road, Newtownards	Replacement
Broomhill Park, Bangor	Replacement
Ravelstone Avenue, Bangor	Replacement
The Close and Marino Park, Holywood	Replacement

Upgrading of existing street lighting to LED Lanterns

The LED retro fit programme is continuing across the Division. The intention is to reduce energy and maintenance costs by replacing old SOX and SON Lanterns. These are expensive to maintain and the ability to replace parts is diminishing as the production of these parts are being run down. Our target of replacing 2510 SOX and SON lanterns with modern LED lanterns in the council area has been met.

Street Lighting Maintenance

Since April 2015, DfI Roads only repairs those defective streetlights reported by the public or their representatives. In order to facilitate this process, reports of defective lights can now be made directly online via the NI Direct website at the web address:

<https://www.nidirect.gov.uk/services/report-street-light-fault>

Reports made via this web page automatically generate a works order to the appropriate contractor to have the defect repaired.

Reports can also be made by telephone at 0300 200 7899.

Priority is given to emergency defects i.e. those defects posing a direct structural or electrical hazard, then to groups of lights out, groups of lights burning continuously and finally to individual lights out.

Repair of faults to streetlights

Our response times are:-

Emergency, responded to a Road Traffic Collision within an hour and a half to site (1.5hrs) where a streetlighting column has been damaged. This is only to make safe and protect the public from danger to exposure of live cables or the column falling down.

Urgent, respond within twenty-four hours (24hrs). This is to reinstate a knockdown of a column possibly at a critical junction.

Normal lamp maintenance within five days (5 days). It is not always possible to fulfil the 5-day response. This can be down to a combination of factors. The amount of outages on the system, cable faults on the cable network or staff shortages. We also try to ensure that at least 95% of streetlights are recorded as working on the LMS at anytime, subject to budget being available.

Planned Works 2023 – 2024

TABLE 9: Street Lighting – planned

Location	Scheme Description
Frances Street, Newtownards	Replacement
Portaferry Road, Newtownards	Replacement
Castle Street / Court Street, Newtownards	Replacement
West Circular Road, Bangor	Replacement
Belgravia Avenue Area, Bangor	Replacement
Kircubbin Road, Cloughey	Replacement
Cannyreagh Road, Donaghadee	Replacement
Clandeboyne Road, Bangor	Replacement
Barnagh Park Area, Donaghadee	Replacement
Hillside Park / High Donaghadee Road	Replacement

Location	Scheme Description
Henderson Avenue, Conlig	Replacement
Hilfoot, Newtownards	Replacement
Mark Street, Newtownards	Replacement
Towerview, Bangor	Replacement

SECTION 2 - NETWORK DEVELOPMENT

Network Development Manager: Ryan Gough

Ryan is supported in Ards and North Down by:



Vincent McConville
Senior Network Development Engineer (Acting)

Rathkeltair House
Market Street
Downpatrick
BT30 6AJ

Tel: 0300 200 7899

Email: tninddownpatrick@infrastructure-ni.gov.uk

LOCAL TRANSPORT AND SAFETY MEASURES

The Regional Transportation Strategy (RTS) identified the importance of Local Transport and Safety Measures (LTSM) and highlighted some of the principal initiatives to be addressed, including:

- local improvements in towns across the North to assist pedestrians and cyclists;
- local highway infrastructure measures to improve safety, such as collision remedial schemes and traffic calming schemes; and
- Network Development schemes (minor works).

LTSM expenditure tends to be widely spread and most communities benefit, as an individual scheme is relatively low cost in comparison to the cost of projects on the Strategic Works programme. They are usually very visible measures and provide good value for money in terms of a safer road transport system, which benefits society, the economy, the environment; and actively contributes to everyone's quality of life.

Types of LTSM projects include:

- Minor Works and Micro Schemes
- Traffic Management
- Pedestrian Measures
- Traffic Calming
- Collision Remedial
- Safer Routes to School
- Bus Priority Measures
- Cycling Measures
- Road and Lane Closures
- Legislation

2.1 Completed Works 2022 – 2023

TABLE 10: Collision Remedial completed

Road Number	Road Name	Scheme Description	Status
C0252 / C0254	Ballyblack Road East and Grange Road Crossroads, Newtownards	To highlight further the existence of the junction this scheme will include the provision of enhanced stop ahead, stop, crossroads ahead and crossroads signage on yellow backing.	Complete

TABLE 11: Road Signs, Markings, and Bollards completed

Road Number	Road Name	Scheme Description	Status
A0002	Main Road, Cloughey	No footway for 115 yds warning signs.	Complete
A0020	Portaferry Road, Kircubbin	Centreline and slow markings.	Complete
A0021	Ballygowan Road, Comber	Works access warning signage.	Complete
A0021	Ballygowan Road, Comber	No footway for 50yds warning sign.	Complete
A0048	Donaghadee Road, Newtownards	Slow markings.	Complete
B0170	Ballymiscaw Road, Holywood	Slow markings.	Complete
C0258	Glastry Road, Kircubbin	Centreline and slow markings.	Complete
C0258	Glastry Road, Kircubbin	Chevron signage on yellow backing.	Complete
C0263	Whinney Hill, Holywood	Slow markings.	Complete
C0266	Ballyrainey Road, Newtownards	Central line markings.	Complete
U9001	Scrabo Road, Newtownards	30mph gateway signage	Complete
U9001	Scrabo Estate, Newtownards	3no Playground signage on grey backing.	Complete
U9008	Valencia Way, Newtownards	Junction markings.	Complete
U9200	Bow Street, Donaghadee	T Bar marking.	Complete
U9650	The Strand, Portaferry	Yellow Box Marking.	Complete

TABLE 12: Legislation - Disabled Parking Bays completed

Road Number	Road Name	Scheme Description	Status
A0048	6 Donaghadee Road, Newtownards	New accessible parking bay	Complete
B0197	Hamilton Road, Baptist Church, Bangor	New accessible parking bay	Complete
U8015	48 Princetown Road, Bangor	New accessible parking bay	Complete
U8106	11 Spencer Street, Hollywood	New accessible parking bay	Complete
U9009	13 West Street, Newtownards	New accessible parking bay	Complete
U9009	32 Talbot Street, Newtownards	New accessible parking bay	Complete

TABLE 13: Accessible Parking [Dropped kerbs/mobility ramps] completed

Road Number	Road Name	Scheme Description	Status
A0020	Frances Street, Newtownards	Two sets of dropped kerbs installed adjacent to the Maxol Garage to assist pedestrian movement.	Complete
A0020	Church Street, Newtownards	Three sets of dropped kerbs reset adjacent to Ards Hospital entrance and Darragh Lane to assist pedestrian movement.	Complete
A0020	Regent Street, Newtownards	One set of dropped kerbs reset adjacent to Ards Court entrance to assist pedestrian movement.	Complete
U8032	Baloo Avenue Industrial Estate, Bangor	One set of dropped kerbs installed at the pedestrian entrance of the Woodland nature	Complete
U8023	Dixon Park at junction with Dixon Road, Bangor	One set of dropped kerbs have been installed at this location to assist pedestrian movement.	Complete
U8022	Ashford Park at junction with Ashford Drive, Bangor	One set of dropped kerbs have been installed at this location to assist pedestrian movement.	Complete
U8022	Ashford Avenue at junction with Ashford Drive, Bangor	One set of dropped kerbs have been installed at this location to assist pedestrian movement.	Complete
U8021	Greenland Drive at junction with Greenland drive at A2, Bangor	One set of dropped kerbs have been installed at this location to assist pedestrian movement.	Complete

Road Number	Road Name	Scheme Description	Status
U8021	Ivyhill Drive at junction with Ballymacormack Avenue, Bangor	One set of dropped kerbs have been installed at this location to assist pedestrian movement.	Complete
U8021	Sherwood Park at junction with Sherwood Road, Bangor	One set of dropped kerbs have been installed at this location to assist pedestrian movement.	Complete
U9007	Glenford Road, Newtownards	One set of dropped kerbs installed at Hardford Link junction to assist pedestrian movement.	Complete
U9007	Glenford Road, Newtownards	One set of dropped kerbs installed at Saratoga Avenue junction to assist pedestrian movement.	Complete

2.2 Planned Works 2023 – 2024

TABLE 14.1: Transportation - Pedestrian Measures planned

Note that the delivery of the schemes listed below will be dependent on availability of contractor resources.

Road Number	Road Name	Scheme Description	Status
A0020	Portaferry Road, Newtownards (near Cunningburn Road junction)	The provision of a new footway link, approximately 320m on the A20 Portaferry Road, between Newtownards and Greyabbey. This will complete the footway from Ards to Greyabbey and provide a safe facility for pedestrians in this area.	Planned 24/25
A0021	Bangor Road, Newtownards (adjacent to Zion Place)	The Pedestrian Crossing at this location remains on the programme for upgrading to a Puffin Crossing. This will improve pedestrian safety and introduce the latest Puffin technology and software.	Planned 24/25
A0048	Donaghadee Road, Newtownards (adjacent to Movilla High School)	The Pedestrian Crossing at this location remains on the programme for upgrading to a Puffin Crossing. This will improve pedestrian safety and introduce the latest Puffin technology and software.	Planned 24/25
B0172	Movilla Road, Newtownards (in close proximity to junction of Abbott Drive, Stratheden Heights, Newtownards)	The Pedestrian Crossing at this location remains on the programme for upgrading to a Puffin Crossing. This will improve pedestrian safety and introduce the latest Puffin technology and software.	Planned 23/24
U9002	John Street, Newtownards (Near new Ards Blair Mayne Wellbeing and Leisure Complex)	A new Puffin Crossing has been identified for provision. This will improve road safety for pedestrians.	Planned 23/24
B0109	Clandeboyne Road, Bangor	The programmed works will provide central pedestrian islands on the B0109 Clandeboyne Road in Bangor. The works will include the provision of dropped kerbs, tactile paving and central hatching road markings to assist pedestrians crossing this busy road and prevent overtaking.	Planned 24/25

Road Number	Road Name	Scheme Description	Status
U8033	Bloomfield Road, Bangor	A new Puffin Crossing has been identified for provision this financial year at this location. This will improve road safety for pedestrians.	Planned 24/25
A0002	East Circular Road, Bangor (Near St Columbanus College)	A new 2 stage staggered puffin crossing has been identified for provision. This will improve road safety for pedestrians crossing this heavily trafficked A class road.	Planned 24/25
A0002	Main Street, Cloughey	A new uncontrolled Crossing has been identified for provision adjacent to Kirkistown Primary School. This will improve road safety for pedestrians.	Planned 23/24

TABLE 14.2: Transportation - Cycling Measures planned

Road Number	Road Name	Scheme Description	Status
A0022	Comber Greenway	Widening of the existing Comber Greenway from 3m to 4m from the Ballyrainey Road to the end of the Comber Greenway at Old Belfast Road.	Planned (Subject to Contractor Availability)

TABLE 14.3: Transportation - Bus Priority Measures planned

Road Number	Road Name	Scheme Description	Status
A0021	Ballygowan Road, Ballygowan	Two bus stop hard stands installed adjacent to property 78.	Planned

Collision Remedial

The Department annually receives data from the PSNI relating to collisions on the network where injuries have been sustained. This information is assessed to identify clusters where incidents have occurred. These clusters are identified for further examination to determine the nature of the collisions, contributory factors and possible patterns. When engineering methods can be applied to address or improve the situation design proposals are then drawn up and implemented on a priority basis.

While we regret and are concerned about all road traffic collisions and give a high priority to collision reduction and prevention measures, councillors can hopefully appreciate that traffic collisions can be caused by a wide range of contributory factors, not all of which can be influenced or controlled by the provision of engineering measures.

The following schemes are planned for delivery in the Council area in the current financial year.

TABLE 15: Collision Remedial planned

Road Number	Road Name	Scheme Description	Status
A0020	Kempestones Road Roundabout, Newtownards	A review of the collision data provided by the PSNI has identified vehicles colliding within the roundabout circulatory as they prepare to exit the roundabout onto Nursery Road. The scheme will introduce circulatory road markings which will ensure lane discipline and improve safety for all road users on approach to the roundabout. Spiral road markings involve a series of lane-gains and lane-drops around the circulatory carriageway of the roundabout so that drivers enter in the lane appropriate for their desired exit and follow that lane around the roundabout to be led off at the exit.	Planned 24/25

TABLE 16: Road Signs, Markings, and Bollards planned

Road Number	Road Name	Scheme Description	Status
A0002	Main Road, Cloughey	No footway for 115 yds warning signs.	Planned
A0020	Portaferry Road, Newtownards	Speed camera signage.	Planned
A0021	Ballygowan Road, Comber	Upgrade existing 30mph gateway signage.	Planned
A0048	Six Road Ends, Bangor	40mph repeater signs.	Planned
A0048	Newtownards Road, Donaghadee	Bend warning signs.	Planned
B0005	Greyabbey Road, Ballywalter	Bend left warning sign 150yds on yellow backing, Bend right warning sign 80yds on yellow backing, 4no chevron signs on yellow backing.	Planned
B0170	Craigantlet Road, Newtownards	Slow markings.	Planned
B0173	Kirkistown Hamlet, Cloughey	Junction ahead warning signs.	Planned
B0178	Hillsborough Road, Comber	Crossroads ahead warning signage on yellow backing.	Planned
B0198	High Street, Holywood	Limited waiting signage.	Planned
C0225	Abbey Road, Millisle	School Ahead markings.	Planned
C0252 / B0172	Ballyblack Road East / Moss Road Junction, Millisle	Junction and centreline markings.	Planned
C0255	Main Street, Carrowdore at Strangford College	Yellow school keep clear and zig zag markings.	Planned
C0258	Glastry College, Ballyhalbert	3 no bands of red textured surfacing, School Ahead markings, Yellow zig zag and keep clear road markings.	Planned
C0260	Ardmillan Road, Cloughey	Bend warning signage.	Planned
C0263	Belfast Road, Newtownards	Pedestrian warning sign.	Planned
C0263	Whinney Hill, Holywood	Upgrade of existing speed limit gateway signage.	Planned
C0270	Glen Road, Comber	Crossroads warning sign 120yds on yellow backing.	Planned
C0367	Moss Road, Ballygowan	Directional signage.	Planned
C0368	Green Road, Bangor	Upgrade existing 30mph gateway signage.	Planned

Road Number	Road Name	Scheme Description	Status
U0126	Bowtown Road, Newtownards	Bends for 1 mile warning signs.	Planned
U0134	Balloo Walk, Bangor	T bar marking.	Planned
U0198	Seahill Drive, Holywood	Junction marking.	Planned
U0216	Tullyhubbert Road, Ballygowan	Slow markings.	Planned
U0263	Ballynicol Road, Newtownards	Give way signage.	Planned
U0272	Whiterock, Killinchy	Pedestrian warning signs.	Planned
U0310	Quarter Road, Cloughey	30mph repeater signs.	Planned
U9000	Cambourne Road, Newtownards	30mph signage.	Planned
U9000	Landsdowne Road, Newtownards	T Bar marking.	Planned
U9003	John Street, Newtownards	T Bar marking.	Planned
U9003	Mill Street, Newtownards	No waiting markings.	Planned
U9009	East Street, Newtownards	T Bar and Keep Clear markings.	Planned
U9010	Ash Grove, Newtownards	No waiting markings.	Planned
U9107	Mill Street, Comber	Waiting restriction signs.	Planned
U9201	Carnmoon Estate, Donaghadee	No waiting markings.	Planned
U9450	Millers Lane, Balloo	No through Road sign.	Planned
U9600	Oakdale, Ballygowan	Slow marking.	Planned

TABLE 17.1: Legislation – Speed Limits planned

Road Number	Road Name	Scheme Description	Status
C0255	Abbey Road, Millisle	A 40mph speed limit infill of approximately 520m to be installed in the interest of uniformity.	Planned

TABLE 17.2: Legislation – Waiting Restrictions planned

Road Number	Road Name	Scheme Description	Status
A0021	Comber Road, Ballygowan	24 Hour restriction in turning head adjacent to Alexander Dickson Primary School.	Planned
A0021	Andrews Memorial Primary School, Ballygowan Road, Comber	Prohibition of waiting Legislation to cover existing yellow zig zag plus School Keep clear markings.	Planned
U8015	Brompton Road, Bangor	Prohibition of waiting legislation.	Planned
U9010	Ash Grove / Glenbrook Road, Newtownards	Proposal to install 24/7 No Waiting adjacent to property 11 Glenbrook Road.	Planned
U9107	Mill Street, Comber	Proposal to install 24/7 No Waiting adjacent to Windmill Mews.	Planned

TABLE 17.3: Legislation - Accessible Parking Bays planned

Road Number	Road Name	Scheme Description	Status
C0379	7 Springwell Road, Bangor	Remove Accessible Bay	Proposed
U8016	11 Central Street, Bangor	New Accessible Bay	Proposed
U8110	41 Firmount Crescent, Holywood	Remove Accessible Bay	Proposed
U9018	23 Kilbeg Walk, Newtownards	Remove Accessible Bay	Proposed

TABLE 18: Accessible Parking [Dropped kerbs/mobility ramps] planned

Road Number	Road Name	Scheme Description	Status
U9002	Moray Crescent / Rugby Avenue, Newtownards	Two sets of dropped kerbs to be installed between Moray Crescent and Circular Road junctions to assist pedestrian movement.	Proposed
U9007 / U9008	Glenford Road, Saratoga Avenue, Newtownards	Five sets of dropped kerbs to be installed between Hardford Link and Crawfordsburn Road junctions to assist pedestrian movement.	Proposed

Accessible Parking Bays – General

Individual Accessible Parking Bay applications will be assessed before the completion of the necessary legislative process. Successful applications are required to be notified in local newspapers offering the opportunity for the public to submit their views.

Any objections must be fully considered before the application can progress to the Legislative Stage. Due to the processes involved, approved applications are required to be grouped and processed in batches on two or maybe three occasions during the year.

Deillumination of signs

The Department is continuing to develop a programme of replacing internally illuminated bollards with retroreflective boards, as resources permit, thus helping to reduce energy costs.

Legislation

All proposals to introduce or amend legislation are subject to successful completion of the necessary processes. This includes Accessible Parking Bays, Speed Limits, Traffic Regulation Orders (such as one-way), Parking and waiting restrictions (such as yellow lines) etc. A notice of intention of proposals is published in local papers which offers the opportunity for the general public to submit their views on the proposals. Objections, when received, must be fully considered and addressed before any scheme can be taken forward for implementation.

SECTION 3 - NETWORK MAINTENANCE

Network Maintenance Manager: Alan McMurray

Alan is supported by a Section Engineer and a Structures Engineer.



Stephen Gardiner

Section Engineer Ards and North Down
Jubilee Road
Newtownards
BT23 4YH

Tel: 0300 200 7899

Email: ArdsandNorthDown@infrastructure-ni.gov.uk



Robert Twinem

Structures, Maintenance Support and Lands
Marlborough House
Craigavon
BT641AD

Tel: 0300 200 7899

Email: SouthernMaintenance@infrastructure-ni.gov.uk

EXPLANATION OF MAINTENANCE OPERATIONS

Resurfacing and Strengthening

Roads generally fail by cracking and rutting. They usually do not fail suddenly, but gradually deteriorate due to the impact of traffic, age and weathering. Wear normally appears as either excessive permanent deformation of the whole or part of the carriageway structure or is associated with the cracking of the bituminous layers.

Roads are normally designed for an operational life of 20 years. During this period and beyond, there is a need for the highway authority to intervene at times to either treat or replace the top layer of bituminous material known as the "surface course" or to provide additional depth to preserve the underlying structure of the road and extend its life.

Resurfacing is the application of a layer of this mixed material of 40mm minimum thickness. It strengthens the road, seals it against the ingress of water, and improves skidding resistance and riding quality.

Surface course Bitumen Macadam (Bitmac) has an expected life of 7-12 years which can be extended by subsequent surface dressing. Bitmac is a more flexible material than Asphalt and more suitable for the deformation and movement associated with weaker underlying ground conditions.

Asphalt resurfacing is more appropriate to heavily trafficked roads and junctions having a robust roadbase. It is more expensive and has a longer expected life of 15-20 years.

Resurfacing of existing roads can usually be carried out on top of the existing surface (overlay) but where drainage or kerb levels or bridge heights are restricted the existing surface may need to be removed before the resurfacing takes place.

Surface Dressing

This process involves spraying a bitumen emulsion binder onto the existing road surface, followed by a layer of stone chippings, which is then rolled. This seals the road preventing ingress of water thus extending the life expectancy of the road and also helps to improve the skid resistance on the surface.

Drainage Works

The quick and effective drainage of surface water from the carriageway contributes significantly to road safety and helps to prevent damage to the road itself. Improvement works carried out include the upgrading of the existing drainage facilities to ensure effective dispersal of surface water and prevent as far as possible the occurrence of standing water or flooding

of the road. In many cases the provision of new drainage facilities have to be undertaken including the installation of road gullies, pipes and manholes leading to a suitable discharge point.

Grass Cutting

Grass cutting is carried out for road safety reasons rather than for amenity purposes. The Department's grass cutting policy has evolved to focus on protecting wildlife and promoting biodiversity when managing roadside verges. A single swathe will be cut along the verges on the strategic road network twice per year. Other areas that are needed for road safety purpose, such as sight lines at junctions, will also be cut at least twice each year with additional cuts as and when needed. A similar approach will be introduced on heavier trafficked rural roads and on lighter trafficked rural roads, one cut will be carried out late in the growing season.

Gully Emptying

In 2023/24 as in the previous year, the Department currently aims to maintain the level of service and inspect and clean, where necessary, all gullies once annually. Open outlets are also cleaned once per year.

Rural Roads Fund

In 2023/24, approximately £10m has been allocated to a Roads Recovery Fund from the structural maintenance budget specifically designed to address the roads which have been worst affected by recent under investment. £8m of this investment is being targeted towards rural roads. We will use this fund to carry out short lengths of resurfacing rather than repairing a large number of individual potholes in problem areas. Section Engineers, and their staff, across the Division are identifying the worst locations for inclusion on our works programmes. This work will reduce the number of potholes across the network and help prevent additional defects from forming.

Defects

Section Office staff regularly inspect the local network for actionable defects in accordance with the Road Maintenance Guidelines. These guidelines classify the local roads according to traffic volume and establish corresponding deadlines for the repair of any defects identified. Also, in an effort to maximise our effectiveness in delivering key road maintenance functions, we ask that members of the public and elected representatives who have access to the internet to please report road defects via the DfI online reporting facility provided by NI Direct; <https://www.nidirect.gov.uk/information-and-services/travel-transport-and-roads/problems-roads-and-streets>. Alternatively, faults that are considered to be an emergency (during working hours) can be reported by telephone to 028 90 540540.

Street Works

TABLE 19: Street Works by Utility companies

Number of Notifications in Southern Division	Number of Notifications in Ards & North Down Borough Council	Number of Notifications in Ards & North Down Borough Council Area subject to inspection	Percentage of those inspected that were unsatisfactory
25,765	4164	2803	59

STRUCTURAL MAINTENANCE COMPLETED WORKS 2022 – 2023

Completed Surfacing

TABLE 20: Resurfacing – Trunk Road Network completed

Total length completed
1.1 Km

TABLE 21: Resurfacing – Trunk Road Network locations

Road Number	Road Name
A0022	Comber Road, Comber

TABLE 22: Resurfacing – Remaining Road Network completed

Total length completed
2.5 Km

TABLE 23: Resurfacing – Remaining Road Network locations

Road Number	Road Name
A0021	Ballygowan Road, Ballygowan
C0262	Bridge Road South, Helen's Bay

TABLE 24: Surface Dressing completed

Total length completed
21 Km

TABLE 25: Surface Dressing locations

Road Number	Road Name
C0254	Grangee Road, Carrowdore
C0267	Quarry Road, Lisbane
C0367	Ballyminstragh Road, Balloo
U0122	Ballybuttle Road, Millisle
U0140	Gransha Road, Kircubbin

Road Number	Road Name
U0140	Manse Road, Kircubbin
U0200	Manor Road, Drumreagh
U0207	Tullynagee Road, Comber
U0301	Lough Shore Road, Portaferry
U0303	Ballyquintin Road, Portaferry
U0317	Lough Shore Road, Portaferry

TABLE 26: Roads Recovery completed

Total length completed
14.8 Km

TABLE 27: Roads Recovery locations

Road Number	Road Name, Location
C0271	Kilcarn Road, Killinchy
U0101	Ballyrogan Road, Ards
U0112	Windmill Road, Donaghadee
U0112	Hogstown Road, Donaghadee
U0122	Ballybryan Road, Greyabbey
U0144	Ballyhemlin Road, Kircubbin
U0149	Bairdstown Road, Ballywalter
U0152	New Road, Carrowdore
U0165	Kilbright Road, Newtownards
U0232	Ballystockart Road, Comber
U0243	Killynether Road, Ards
U0245	Ballyalton Road, Ards
U0310	Blackstaff Road, Kircubbin
U0310	Quarter Road, Cloughey
U0318	Lough Cowey Road, Portaferry
U8000	The Brambles, Bangor

Road Number	Road Name, Location
U8001	Cleland Park, Bangor
U8002	Troutbeck Avenue, Bangor
U8002	Derwent Drive, Bangor
U8002	Harehill's Drive, Bangor
U8002	Croft Street, Bangor
U8003	Birch Drive, Bangor
U8005	Brunswick Park, Bangor
U8005	Brunswick Avenue, Bangor
U8012	Rushfield, Helen's Bay
U8017	Shandon Park West, Bangor
U8021	High Donaghadee Road, Bangor
U8031	Rowan Glen, Bangor
U8037	Bexley Green, Bangor
U8101	Woodbank Lane, Holywood
U8101	Woodgrange, Holywood
U8102	Croft Gardens, Holywood
U9400	Johnston Park, Carrowdore

Resurfacing works on the Killynether Road, Newtownards



Completed Footway Resurfacing

TABLE 28: Footway Resurfacing completed

Total length completed
3 Km

TABLE 29: Footway Resurfacing locations

Road Number	Road Name
F8103	Pattons Lane, Holywood
F8103	Twisel Bridge, Holywood
U8002	Derwent Drive, Bangor
U8002	Harehill's Drive, Bangor
U8002	Troutbeck Avenue, Bangor
U8003	Birch Drive, Bangor
U8003	Birch Park, Bangor
U8005	Brunswick Park, Bangor
U8005	Brunswick Avenue, Bangor
U8104	Gray's Lane, Holywood

Completed Drainage Maintenance Works

TABLE 30: Drainage completed locations

Road Number	Road Name
A0002	Harbour Road, Ballyhalbert
A0002	Donaghadee Road, Millisle
A0020	Newtownards Road, Greyabbey
A0020	Portaferry Road, Newtownards
A0020	Newtownards Road, Greyabbey
A0021	Bangor Road, Newtownards
A0021	Cherryvalley Line, Comber
A0022	Belfast Road / Hillhead Road, Comber
B0005	Main Street, Greyabbey
C0252	Upper Gransha Road, Bangor
C0255	Abbey Road, Millisle
C0255	Ballyfrenis Cottages, Millisle
C0255	Abbey Road, Millisle
C0260	Ardminnan Road, Cloughey
F8003	Ganaway Walk, Bangor
F8003	Inishargie Gardens, Bangor
U0112	Windmill Road, Donaghadee
U0127	Ballyreagh Road, Newtownards
U0149	Bairdstown Road, Ballywalter
U0165	Kilbright Road North, Ballywalter
U0198	Beechlands Park, Seahill
U0227	Ballyalloly Road, Comber
U0232	Ballystockart Road, Comber
U0265	Bog Road, Ballygowan
U0301	Loughshore Road, Portaferry
U0302	Bar Hall Road, Portaferry
U0317	Loughshore Road, Portaferry

Road Number	Road Name
U1103	Church Road, Holywood
U8032	Balloo Avenue, Bangor
U9105	Dalton Drive, Comber
U9205	Rugby Crescent, Donaghadee
U9301	Gowland Meadow, Portavogie

STRUCTURAL MAINTENANCE PROPOSED WORKS 2023 – 2024

Proposed Surfacing

TABLE 31: Resurfacing – Remaining Road Network planned

Total length proposed
11.07 Km

TABLE 32: Resurfacing – Remaining Road Network locations

Road Number	Road Name
A0020	Main Street, Kircubbin
A0020	Rowreagh Road, Kircubbin
A0021	Comber Road, Newtownards
U8023	Cotswold Drive & Gardens, Bangor
U8109	Airport Road West, Holywood
U9014	Cronstown Road, Newtownards
U9015	Rose Park, Newtownards
U9350	Calhame Gardens, Cloughey

Resurfacing works at Main Street, Kirkubbin



TABLE 33: Surface Dressing planned

Total length proposed
59 Km

TABLE 34: Surface Dressing locations

Road Number	Road Name
C0254	Finlay's Road, Newtownards
C0257	Inishargy Road, Kircubbin
C0257	Kircubbin Road, Kircubbin
C0260	Ballyblack Road, Portaferry
C0271	Kilcarn Road, Ballygowan
C0271	Station Road, Ballygowan
C0367	Ballybunden Road, Killinchee
U0013	Tubber Road, Kircubbin
U0115	Drumfad Road, Millisle
U0117	Kilbright Road, Millisle
U0117	Ballyhaskin Road, Millisle
U0122	Ballybryan Road, Greyabbey
U0133	Kylestone Road, Donaghadee
U0133	Orlock Road, Groomsport
U0142	Ballyfrench Road, Ballyhalbert
U0144	Ballyhemlin Road, Kircubbin
U0146	Killyvolgan Road, Ballywalter
U0147	Ballyatwood Road, Ballywalter
U0151	Ganaway Road, Millisle
U0152	Gerystone Road, Ballywalter
U0152	New Road, Carrowdore
U0153	Kerrs Road, Newtownards
U0155	Ballywhiskin Road, Millisle
U0165	Kilbright Road North, Millisle

Road Number	Road Name
U0205	Drumreagh Road, Ballygowan
U0208	Kilmood Road, Ballygowan
U0305	Ballygelagh Road, Kircubbin
U0307	Ballygarvigan Road, Ballygalget
U0309	Ardminnan Road, Cloughey
U0309	Tullymally Road, Ballygalget
U0317	Marfield Road, Portaferry
U0319	Abbacy Road, Portaferry
U0319	Mountain Road, Portaferry

TABLE 35: Roads Recovery planned

Total length completed
4 Km

TABLE 36: Roads Recovery locations

Road Number	Road Name, Location
U0159	Ashley Park, Millisle
U9017	Movilla Road, Newtownards
U9108	Dermott Road, Comber
U9108	Longlands Drive, Comber
U9017	Movilla Road, Newtownards
U9108	Dermott Road, Comber
U9108	Longlands Drive, Comber

Proposed Footway Resurfacing

TABLE 37: Footway Resurfacing planned

Total length proposed
2.3 Km

TABLE 38: Footway Resurfacing locations

Road Number	Road Name
U0159	Ashley Park, Millisle
U8023	Cotswold Drive and Gardens, Bangor
U9014	Chesterbrook Crescent, Newtownards
U9014	Cronstown Road, Newtownards
U9015	Rose Park, Newtownards
U9201	Victoria Gardens, Ballyhalbert

Proposed Drainage Works

TABLE 39: Drainage planned locations

Road Number	Road Name
A0002	80 Millisle Road, Donaghadee
A0002	21 Millisle Road, Donaghadee
A0020	Deerpark Road, Portaferry
A0020	Coach Road, Portaferry
B0172	Ballyblack Road East, Moss Road
B0173	Rubane Road, Kircubbin
C0253	256 Killaughey Road, Donaghadee
C0259	Loughdoo Road, Portaferry
C0261	5 High Street, Ballyhalbert
U0154	Loughries Road, Newtownards
U9200	Gloucester Avenue, Donaghadee
U9206	Brakenridge, Donaghadee
U9207	28 Parade, Donaghadee
U9350	Calhame Park, Cloughey

ROUTINE MAINTENANCE COMPLETED WORKS 2022 – 2023

Grass Cutting

The grass verges on all rural roads were cut twice, with additional cutting carried out at sightlines as required.

TABLE 40: Grass cutting completed

Total Length cut
1813 Km

Defects

Section Office staff regularly inspect the local network for actionable defects in accordance with the Road Maintenance Guidelines. These guidelines classify the local roads according to traffic volume and establish corresponding deadlines for the repair of any defects identified.

TABLE 41: Defects details

Description	Detail
Total priority defects recorded	6766
Total repaired within specified timescales	81 %

Public Liability Claims

TABLE 42: Public Liability Claims details

Description	Detail
Total claims received	371
- vehicular damage	277
- personal injury	73
- property damage	21
Total claims settled	171
Total claims rejected	123

Please note that statistics above for Total Claims settled are claims, where compensation was paid, and statistics for total claims rejected are for claims where no compensation was paid

MAINTENANCE OF STRUCTURES

Highway Structures include bridges, sign gantries and retaining walls. All bridges must be capable of carrying 40 tonne vehicles and this requirement has led to the ongoing assessment of bridges in the area.

Structures Section manages the 1,275 bridges and culverts with a span of 1.8m and greater within the Division, 134 of which are in the Ards & North Down Borough Council Area. Smaller structures are managed by the local Section Office.

LANDS SECTION

The Dfl Lands Team manage the Divisions lands assets and are responsible for the acquisition of land required for road improvement schemes. The work also involves processing abandonments of land, disposal of land assets that are no longer required and dealing with a range of land queries.

Abandonments

Abandonments of public rights-of-way such as sections of adopted roads and footways are procedures separate from the planning process. These involve a public consultation exercise which informs Dfl Roads' decision.

TABLE 43: Abandonments and Stopping Orders

Abandonment Orders
There were no Abandonment Orders in Financial year 2022/23.
Stopping-Up Orders
There were no Stopping Orders in Financial year 2022/23.

WINTER SERVICE

TABLE 44: Winter Service - dates of operations

Description	Start date	Completion date
Official winter maintenance period 2022-2023	17 October 2022	2 April 2023
Salting Operations in this period	82	

TABLE 45: Winter Service - details of operations

Description	Details
Depot location in Ards & North Down Borough Council area	Ards and North Down Depot, Balloo Road, Bangor
Number of gritters used during 1 gritting action	6
Number of personnel involved in gritting operation in Southern Division	135
Length of roads salted Ards & North Down Borough Council area	430 km
Total volume of salt used during 2022-2023 winter season	18,397 tonnes



SECTION 4 – MAJOR PROJECTS SOUTH

Major Projects Team South Manager (Acting) Brian McClelland

Brian is supported by the following staff:



Neville Dynes

Major Projects Team South
Marlborough House
Central Way
Craigavon
BT641AD

Tel: 0300 200 7899

E-mail: southern.SRI@infrastructure-ni.gov.uk



Cyril (Sid) Stevenson

Major Projects Team South
Marlborough House
Central Way
Craigavon
BT641AD

Tel: 0300 200 7899

E-mail: southern.SRI@infrastructure-ni.gov.uk

MAJOR PROJECTS

There are currently no major project schemes programmed within the Ards and North Down Council area.

SECTION 5 - STRANGFORD LOUGH FERRY SERVICE

Responsibility for the Strangford Ferry no longer falls under the remit of DfI Roads Southern Division, responsibility has transferred to the Department's Public Transport Operations Division.

General Level of Service

In general, the ferry service has operated smoothly throughout the period April 2022 to March 2023. Of a total of 22,773 scheduled sailings, 18 were cancelled due to fog, 30 sailings were cancelled due to staff unavailability and 8 sailings were lost as a result of mechanical and technical issues. This represented an overall reliability of 99.83% for the year.

During this period the ferry service also provided an additional 1269 off schedule sailings

Revised Timetable

The ferry service continued during this period to operate an off-schedule service during the weekday morning peak to provide additional morning sailings between Portaferry and Strangford. This was introduced as a COVID-19 mitigation measure to enable provision of a passenger only sailing, since the removal of social distancing requirements has carried vehicles as normal. This off-schedule service is currently being affected by strike action.

Strangford and Portaferry Harbours

The marshalling system in Strangford continued to operate at weekends and on busy holidays from April to mid-September. This alleviated most of the congestion from the remainder of the village.



SECTION 6 – ENGAGING WITH DfI ROADS

Dealing with Correspondence / Public Interface

As you will be aware following a restructuring exercise the Department has adopted a new approach in relation to dealing with some queries. It is perhaps worth refreshing on this process and the background to it.

The Department lost a significant number of staff in 2015 through the Voluntary Exit Scheme which was implemented across the whole of the Northern Ireland Civil Service. As a result of this Divisions had to develop new staffing structures across all work areas to try to maintain an acceptable level of service.

One area of significant workload is dealing with correspondence. The Department, and in particular DfI Roads, receives a large volume of correspondence from the public and public representatives throughout the year. To give a sense of scale, Southern Division has in the past received over 19,000 items of correspondence in one year. Indeed, the level of correspondence has been increasing in recent years at a time when resources have been reducing which is adversely impacting on our ability to deliver key services and public safety responsibilities. Therefore, in an effort to maximise our effectiveness in delivering key road maintenance functions, we ask that members of the public and elected representatives who have access to the internet please report road defects via the DfI online reporting facility provided by NI Direct; <https://www.nidirect.gov.uk/information-and-services/travel-transport-and-roads/problems-roads-and-streets>.

Alternatively, faults that are considered to be an emergency (during working hours) can be reported by telephone to 028 90 540540.

Section Offices will be opened to the public from 10am - 12noon with meetings outside of this able to be arranged by appointment also.

Emergency Out of Office Hours Assistance

We have a call centre to deal with calls outside normal office hours. DfI Roads personnel can be called upon to deal with emergencies such as flooding, obstructions such as fallen trees, and when requested by Emergency Services, in clearing up after road traffic collisions. Routine roads related matters are not dealt with by this service and should be raised with DfI Roads offices during normal working hours.

The Emergency out of Hours telephone number is: 0300 200 7899

Reports of Flooding can be directed to the Flooding Incident Line 0300 2000 100 (24 hours a day).

DFI Roads Contact Details

Ards & North Down Borough Council Area

Report a fault - (eg, street lights, pot holes, blocked gullies, etc)

<https://www.nidirect.gov.uk/information-and-services/travel-transport-and-roads/problems-roads-and-streets>

Maintenance

ArdsandNorthDown@infrastructure-ni.gov.uk

Traffic

tninddownpatrick@infrastructure-ni.gov.uk

General

dfiroads.southern@infrastructure-ni.gov.uk

Street Lighting

streetlightingsouthern@infrastructure-ni.gov.uk

Strangford Ferry

StrangfordFerry@infrastructure-ni.gov.uk

Telephone

During working hours Emergencies: **Tel: 028 9054 0540**

Out-of-Hours Emergencies: **Tel: 0300 200 7899**

DfI Roads website

<https://www.infrastructure-ni.gov.uk/>

TRAFFICWATCH website

www.trafficwatchni.com

Floodline Incident Line

The Flooding Incident Line is available 24 hours a day, every day. You can report flooding problems on roads or burst water mains and blocked drains. **Telephone: 0300 2000 100**