

SOUTHERN DIVISION

Annual Report 2020/21 to Ards and North Down Borough Council





Contents Foreword	Page No. 3
Senior Management Structure	5
Southern Division	6
Section 1 - Strategic Road Improvements	8
Section 2 - Network Maintenance	9
 2.1 Completed Asphalt Resurfacing 19/20 2.2 Completed Bitumen Macadam Resurfacing 19/20 2.3 Completed Surface Dressing 19/20 2.4 Completed Footway Reconstruction 19/20 2.5 Completed Drainage Maintenance 19/20 2.6 Completed Coastal Defences 19/20 2.7 Proposed Asphalt and Bitmac Resurfacing 20/21 2.8 Proposed Surface Dressing 20/21 2.9 Proposed Footway Reconstruction 20/21 2.10 Proposed Drainage Maintenance 20/21 2.11 Proposed Coastal Defences 20/21 2.12 Structures Maintenance Completed 19/20 2.13 Structures Maintenance Proposed 20/21 2.14 Winter Service 	13 13 14 15 16 17 18 19 20 21 21 22 22 23
Section 3 - Network Development	24
3.1 Network Development Completed 19/203.2 Network Development Proposed 20/21	26 34
Section 4 - Network Planning & Street Lighting	43
4.1 Development Control4.2 Private Streets4.3 Street Lighting4.4 Strangford Ferry	44 47 49 51
Section 5 - Useful Contacts	52

Foreword

Ards and North Down Borough Council Dfl Roads Report — 2020/21

Chairperson and Councillors Ards and North Down Borough Council

I have pleasure in submitting the 2020-2021 Annual Report on the work of Dfl Roads across the Ards and North Down Borough Council Area.

This report deals with works completed across the Council area during the year 2019-2020 and sets out our initial proposals for schemes to be undertaken in the year 2020-2021.

This has been an unprecedented year caused by the impact of the Covid-19 pandemic. However I am pleased to advise that our contractors have been working hard again since May, to complete the schemes that were stopped as a result of the restrictions and we are now implementing our 20/21 works programme.

Since 2013 the Department for Infrastructure's baseline Resource budget has been insufficient to meet its needs and we have relied on in year funding to deliver core services including public transport and winter gritting. This continues to be the case for 2020-21. In Capital terms, the 2020-21 is similar to last year with almost 70% of this budget taken up with committed or priority projects, leaving insufficient budget to meet the Department's responsibilities as custodian of some £40 billion of public assets which includes the Water and Sewerage network as well as the Roads and Public Transport systems.

In the current year we are pleased to welcome a similar level of initial funding for Structural Maintenance when compared to last year with £75m allocated of which £10m has been set aside for a 'rural roads fund'. While this level of investment is welcome it still falls far short of the £143 million required annually to maintain the road network in a reasonable condition.

Funding for our Structural Maintenance and Local Transport and Safety Measures programmes is provided from the Capital allocation available to the Division. The Capital allocation therefore influences the extent of work programmes that we can deliver each year. In 20/21 additional funding is being made available for walking and cycling and safer routes to schools and this will allow the introduction of part time 20mph speed limits at 6 schools in the Ards and North Down Borough Council Area.

Foreword (cont'd)

Ards and North Down Borough Council Dfl Roads Report — 2020/21

The opening allocation for routine maintenance (Resource funding) is also similar to that for 2019 -20 and I am pleased to report that the Minister has allocated sufficient funding to allow a full street lighting repair service for the entire year. While the operation of a limited service continues, the funding that is available allows the Department to repair defects greater than 50mm on all roads including low trafficked rural roads, and undertake two cuts of grass on roadside verges between April and October.

Our Divisional email address, dfiroads.southern@infrastructure-ni.gov.uk or the Dfl Roads telephone number 0300 200 7899 can be used to raise local issues with the Department, or deal with matters that are not directly related to my report. In addition I have included in the Report useful Dfl Roads contact details.

I would encourage Councillors to avail of the online fault reporting system on NI Direct. My operational staff are of course also available to assist with queries.

I hope that you find this report informative. The Department values constructive comment on all its activities and I, along with Section Engineer Colin Pentland, look forward to meeting the Council.

Arnold Hamilton

Divisional Roads Manager (Acting)

Southern Division - Senior Management Structure



Arnold Hamilton
Divisional Manager (Acting)

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



Liam McEvoy Strategic Road Improvements (SRI) Manager

Major works schemes (>£1.5M)



Stephen Duffy Network Maintenance Manager (Acting)

Maintenance of existing road network



James Kelly Network Development Manager

Improvements and minor works



Cyril (Sid) Stevenson Network Planning Manager (Acting)

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

Southern Division

Ards and North Down Borough Council Dfl Roads Report — 2020/21

Southern Division is one of four Client Divisions within Dfl 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 1300 bridges, 250 sets of traffic lights, 82,000 streetlights and over 4000 illuminated signs and bollards. We carry out functions under the headings:-

- Strategic Road Improvements Major capital projects (>£1.5M) on Key Transport Links.
- **Network 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
- **Network Development** Improvements to the existing network to improve safety and traffic progression including Minor Works and Local Transport & Safety Measures.
- **Network Planning** Regulation of additions to the network proposed by developers

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

Tel: 0300 200 7899 (24 hours a day)

E-mail: <u>dfiroads..southern@infrastructure-ni.gov.uk</u>
Website: <u>https://www.infrastructure-ni.gov.uk/</u>

Rural Roads Fund

As a result of the 2020/21 budget, the Department has been able to allocate £75m to Structural Maintenance across the four Roads Divisions. Of this £75m, £10m has been allocated to a Rural Roads Fund specifically designed to address the roads which have been worst affected by recent under investment.

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.

Report a Fault Service

One area of significant workload for Dfl Roads staff is dealing with correspondence and, in particular, dealing with correspondence relating to individual defects. In such cases we are continuing to ask the public, and public representatives, to report defects through our "Report a Fault" service rather than writing through normal correspondence.

Defects reported through the "Report a Fault" service are recorded directly onto our work planning system and helps get the work done quicker.

You can report a fault on-line at the NI Direct Website

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

SECTION 1

Strategic Road Improvements

Strategic Road Improvements Manager: Liam McEvoy

Liam is supported by the following staff



Brian McClelland Strategic Road Improvements Marlborough House Central Way Craigavon BT641AD

Tel: 0300 200 7899

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



Neville Dynes Strategic Road Improvements Marlborough House Central Way Craigavon

Tel: 0300 200 7899

BT641AD

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



Aloysius Loughran Strategic Road Improvements Marlborough House Central Way Craigavon BT641AD

Tel: 0300 200 7899

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

There are currently no Strategic Road Improvement schemes programmed within the Ards and North Down Council area.

SECTION 2 NETWORK MAINTENANCE

Network Maintenance Manager: Stephen Duffy (Acting)

Stephen is supported by:-



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

Tel: 0300 200 7899

Email: ArdsandNorthDown@infrastructure-ni.gov.uk



David EwingStructures, Maintenance Support and Lands
Marlborough House
Craigavon
BT641AD

Tel: 0300 200 7899

Email: SouthernMaintenance@infrastructre-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 road base. 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.

Explanation of Maintenance Operations (continued)

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.

Micro Surfacing

This material is a cold applied bituminous material with a relatively fast setting time. It can be laid in two courses up to a total thickness of 20mm to allow limited surface re-shaping. Its main benefits, are that it can be laid quickly with minimal preparatory work thereby reducing traffic disruption. It is suitable for busy urban roads and the new surface can be trafficked within 15 to 20 minutes.

Refurbishment

This is the laying of bituminous materials on roads as one layer over shorter lengths to provide an improved surface.

Drainage Works

The quick and effective drainage of surface water from the carriageway contributes significantly to the safety of the road. 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.

Explanation of Maintenance Operations (continued)

Grass Cutting

Grass cutting is carried out for road safety reasons rather than for amenity purposes. Previous grass cutting policy allowed for routine cutting of 1 swathe width (approximately 1.2m) twice a year in rural areas and five times a year in urban areas. However, due to financial constraints, the policy has been amended to allow for two cuts across both rural and urban areas, with the excep-

tion of sightlines which are re-cut as necessary.

Gully Emptying

In 2020/21 as in the previous year, my 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.

Emergency Out of Office Hours Assistance

We have a call centre to deal with calls outside normal office hours.

Dfl 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 <u>not</u> dealt with by this service and should be raised with Dfl Roads offices during normal working hours.

The Emergency Out Of Hours telephone number is: 0300 200 7899

Network Maintenance Schemes Completed 19/20

2.1 Completed Asphalt Resurfacing

Route No	Road name/location	Area (m2)
A0021	Comber Road roundabout, Newtownards (TRN Scheme)	1800
B0020	Crawfordsburn Road, Bangor	1650
A0021	Comber Road, Newtownards	3640
B0020	Grays Hill, Bangor	1800
C0251	Crawfordsburn Road, Newtownards	5200
B0173	Rubane Road, Kircubbin	9000
A0002	Millisle Road, Donaghadee	12500
U8017	Victoria Road, Bangor	1890
U9011	North Street, Newtownards	520
C0272	Carrickmannon Road, Ballygowan	9920
U8021	Ballymacormick Road, Bangor	6560

2.2 Completed Bitumen Macadam Resurfacing

Route No	Road name/location	Area (m2)
U8016	Primrose Avenue, Bangor	200
U9105	Dalton Park, Comber	800
U8007	Lynne Road, Bangor	2100
C0271	Kilcarn Road, Killinchy	3700
U8106	Trevor Street, Holywood	830
U8017	Victoria Drive, Bangor	1140
U9010	Glenbrook/Glenburn Road, Newtownards	8500
U8003	Clandeboye Road, Bangor	1680

2.3 Completed Surface Dressing

Route No	Road name/location	Area (m2)
U0210	The Burn Road, Ballygowan (1)	6040
U0210	The Burn Road, Ballygowan (2)	14250
U0250	Ballygraffan Road, Comber	3890
U0228	Ballymaleddy Road, Ballygowan	5390
U0227	Ballyalloly Road, Ballygowan (1)	4250
U0227	Ballyalloly Road, Ballygowan (2)	2430
U0226	Ballybeen Road, Ballygowan (1)	3210
U0227	Ballybeen Road, Ballygowan (2)	4385
U0381	Ballymorran Road, Killinchy	6910
U0368	Bayview Road, Killinchy	4920
U0368	Upper Ballymorran Road, Killinchy	1720
U0368	Islandview Road, Killinchy	2780
U0271	Killnakin Road, Killinchy	5610
U0169	Islandhill Road, Millisle	4710
U0113	Killaughey Road South, Millisle	3700
U0112	Ballyhay Road, Donaghadee	8540
U0165	Kilbright Road North, Ballywalter	2540
U0162	Craigboye Road, Millisle	8580
U0105	Ballygrainey Road, Holywood	10530
U0005	Kearney Road, Portaferry	2400

2.4 Completed Footway Reconstruction

Route No	Road name/location
U8023	Alanwood Park, Bangor
U8026	James Mount, Bangor
U9012	Londonderry Road,
U8004	Greenmount Avenue, Bangor
U8001	Shrewsbury Drive, Bangor
U8001	Chester Avenue, Bangor
U9012	Stewart Road, Newtownards
U8007	Lynne Road, Bangor
U8106	Trevor Street, Holywood
B0020	Crawfordsburn Road, Newtownards
U9105	Dalton Park, Comber
U9000	Catalina Gardens, Newtownards
A0048	Donaghadee Road, Newtownards
U9950	Ganaway Drive, Killinchy
U9950	Ganaway Park, Killinchy

2.5 Completed Drainage Maintenance Works

Route No	Road name/location
B0178	Hillsborough Road, Ballygowan
U0326	Ballymacashen Road, Killinchy
U0232	Ballystockart Road, Comber
A0021	Ballygowan Road, Comber
A0002	Ballywalter Road, Millisle
U0119	Cardy Road, Greyabbey
U9200	Norwyn Avenue, Donaghadee
B0021	High Bangor Road, Donaghadee
U8101	Kintyre Avenue, Holywood
U8019	Lyle Road, Bangor
U8020	Springwell Drive, Groomsport
C0262	Bridge Road, Helens Bay
U8103	Ardmore Road, Holywood
U0214	Springmount Road, Ballygowan
U0243	Scrabo Road, Newtownards
U9004	High Street, Newtownards
U0200	Manor Road, Comber
U0209	Ballykiegle Road, Comber
U0252	Castle Espie Road, Comber
U0254	Trench Road, Comber
U0144	Ballyhemlin Road, Kircubbin
C0257	Kircubbin Road, Ballywalter
C0257	Innishargie Road, Kircubbin
U0303	Ballyquinton Road, Portaferry
U00302	Barrhall Road, portaferry
A0002	Cloughey Road, Portavogie
C0261	Springfield Road, Portavogie
A0002	Shore Road, Ballyhalbert
U8015	Bryansglen West, Bangor

2.6 Completed Coastal Defences

Route No	Road name/location
A0002	Springvale Road, south of Roddens Road
	Rock armour repairs
U0005	Kearney Road, Portaferry
	Rock armour repairs

Network Maintenance Schemes Proposed 20/21

2.7 Proposed Asphalt & Bitmac Resurfacing

Asphalt

Route No	Road name/location	Area (m2)
C271	Kilcarn Road / Station Road, Killinchy	12500
U0132	Cultra Road, Holywood	3600
C252	Gransha Road, Bangor	5500
U0103	Main Street, Conlig	4500
U0103	Tower Road, Conlig	1200
A23	Belfast Road, Ballygowan	2500

Bitumen Macadam

Route No	Road name/location	Area (m2)
U8001	Church Drive, Bangor	500
C254	Grangee Road, Carrowdore	11400
U0112	Ballybuttle Road, Millisle	5800
U0133	Kylestone Road, Donaghadee	6300
U8004	Manse Road, Bangor	1700

Network Maintenance Schemes Proposed 20/21 (continued)

2.8 Proposed Surface Dressing

Route No	Road name/location	Area (m2)
U0111	Hawe Road, Bangor	7100
U0135	Hannays Hill, Bangor	2600
U0105	Ballygrainey Road, Holywood	3600
U0102	Creightons Green Road, Holywood	12200
U0251	Ballyglighorn Road, Comber	6300
U0257	Ardmillan Road, Comber	10200
U0252	Castle Espie Road, Comber	9100
U0249	Castle Espie Road, Comber	700
C0267	Craigarusky Road, Killinchy	12000
C0273	Thornyhill Road, Killinchy	26500
U0321	Ardview Road, Killinchy	6000

Network Maintenance Schemes Proposed 20/21 (continued)

2.9 Proposed Footway Reconstruction

Route No	Road name/location
U8002	Croft Street, Bangor
U8034	South Avenue, Bangor
U8027	Silverbirch Road, Bangor at school
U8101	Croft Park/Close, Holywood
U8001	Church Drive, Bangor
U0103	Tower Cresent, Bangor
U0132	Cultra Avenue, Holywood

Network Maintenance Schemes Proposed 20/21 (continued)

2.10 Proposed Drainage Maintenance Works

Route No	Road name/location
B0020	Bryansburn Road, Bangor
U8015	Farnham Road, Bangor
U8003	Drumawhey Gardens, Bangor
U8023	Windmill Road, Bangor
C0252	Castle Street, Bangor
C0262	Craigdarragh Road, Helens Bay
U1103	Church Road, Holywood
U8101	Rannoch Road, Holywood
U0227	Ballyalloly Road, Comber
U0105	Tullynagardy Road, Newtownards
A0048	Newtownards Road, Donaghadee
A0020	Main Street/Portaferry Road, Greyabbey
A0020	Newtownards Road, Greyabbey
U0319	Mountain Road, Portaferry
A2	Shore Road, Ballyhalbert
U0112	Windmill Road, Millisle

2.11 Proposed Coastal Defences

Route No	Road name/location
A2	Shore Road, Kircubbin
U0301	Loughshore Road, Portaferry

Network Maintenance Schemes Proposed 20/21(continued)

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 1,278 bridges and culverts with a span of 1.8m and greater within the Division, 133 of which are in the Ards & North Down Borough Council Area. Smaller structures are managed by the local Dfl Section Offices.

2.13 Structures Maintenance Schemes Proposed 20/21

Structures maintenance work proposed within Ards & North Down Borough Council in 20/21;

Bridge Name	Bridge Number
Portaferry Road, Newtownards (Invert Repairs) -	_
Completed July 2020	50530
Carleton Bridge A21 South Street Newtownards	
(under review)	50421

Other maintenance schemes within the Ards & North Down Borough Council Area will be dependent on the available budget within the year. All other bridges are inspected routinely. This generates an ongoing programme of maintenance/repairs to bridges and other structures.

2.14 Network Maintenance - Winter Service 2019/20

The aim of winter service is to help, as far as possible, main road traffic to move safely and freely in wintry conditions by spreading salt at the most effective times. It is vital that we cover as much traffic as possible for the available budget and criteria have been devised to identify the roads that would provide the best cost benefits.

Within Southern Division, a fleet of 38 gritters and over 140 personnel were available, from mid October 2019 to mid-April 2020, to salt approximately 1708 km of main roads. We aim to complete a salting action in just over 3 hours, which is an immense logistical exercise. There was an average of 88 equivalent full salting actions this year over the 26 gritting routes, at an approximate cost of £22,000 per action with just over 13,014 tonnes of salt used. These figures do not include work carried out on the M1 and the A1 which are maintained by DBFO companies.

Because of the high costs involved, it is essential that our engineers take informed decisions and they are assisted in this task by Met Office staff and the very latest technology. There are currently 21 DFI maintained weather stations across Northern Ireland with an additional 4 stations maintained by our partner companies, and with further data provided from 10 sites in Southern Ireland.

Information on our salting activities continues to be relayed electronically to the broadcast media to ensure that the latest news on road conditions is available to motorists across Northern Ireland. Additional information, including our winter service leaflet, can be found on our website along with advice on driving in poor weather conditions.



SECTION 3

NETWORK DEVELOPMENT

Network Development Manager: James Kelly

The Network Development Section deals with all matters pertaining to;

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

James is supported by:-



Heather Bradley Senior Network Development Engineer 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 Northern Ireland 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.

MINOR WORKS

A2 BANGOR / BELFAST ROAD at BALLYMONEY ROAD JUNCTION - Installation of traffic signals

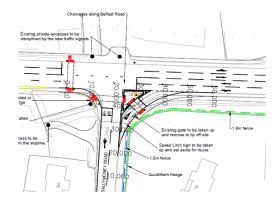
New traffic signals have been installed at the junction of A2 Bangor to Belfast Road with Ballymoney Road to aid road safety and traffic progression.

The provision of traffic signals will reduce the likelihood of collisions caused by right turn manoeuvres as motorists will be less likely to take risks when they know they will be given the opportunity to do so as part of the traffic signal sequence.

The provision of additional traffic signals at this location will complement the existing signals at Craigdarragh Road which will aid traffic progression along this busy route.



A2 / Ballymoney Road junction / Craigdarragh Road junction



New Signalised junction with left slip

Part of our strategic road network, the A2 Belfast to Bangor road is one of the key routes on our Trunk Road Network carrying in excess of 45,000 vehicles per day with approximately 5000 vehicles per hour during peak period. At this location the annual average daily traffic flow is 35,000 vehicles.



New scheme-Ballymoney Road



New scheme -A2 Belfast Road

PEDESTRIAN MEASURES - HARDSTANDINGS

A2 DONAGHADEE ROAD, GROOMSPORT

A section of new infill footway and hardstanding has been provided to improve road safety and accessibility for those pedestrians who use this section of the A2 Donaghadee Road close to Lower Balloo Road.



Existing Bus Stops



New Hardstand areas



PEDESTRIAN MEASURES - DROPPED KERBS

Dropped kerbs have been provided in the North Down area at the following locations to assist pedestrian movement;-

- Belfast Road, Bangor
- Craigboy Park, Bangor
- Southwell Road, Bangor
- Willowbrook Gardens, Bangor
- Kensington Park, Bangor

PEDESTRIAN MEASURES - CONTROLLED CROSSINGS

New **PUFFIN CROSSINGS** have been installed at the following locations;

B21 Donaghadee Road adjacent to
 Windmill Road / Chippendale Avenue,
 Bangor.



A21 Bangor Road adjacent to Victoria
 Road, Newtownards



The crossings will help improve safety for pedestrians and encourage more walking in the area.

UPGRADED CROSSINGS

The controlled crossings at the following location have also been upgraded to **PUFFIN CROSSINGS**;

High Street / Bingham Street junction, Bangor

PUFFINS are relatively new in Northern Ireland and further information on their use is available at nidirect website at the web address: https://www.nidirect.gov.uk/articles/puffin-crossing

COLLISION REMEDIAL

A21 COMBER ROAD / CAMBOURNE ROAD, NEWTOWNARDS

High fiction surfacing (HFS) has been provided to aid a reduction in the number of collisions occurring along the Newtownards bound carriageway on the approach to the junction with Cambourne Road as part of the resurfacing works of A21 in June 2019.

COMBER ROAD ROUNDABOUT AT MESSINES ROAD, NEWTOWNARDS

A number of traffic management measures have been introduced on the roundabout at Comber Road to help reduce conflicts between vehicles on and around the roundabout. The measures include the introduction of spiral road markings, alteration to the existing road markings with associated signs and a dedicated left turn lane for Portaferry from Newtownards. The works were provided in association with resurfacing of A21 in June 2019.

A21 NEWTOWNARDS ROAD, CONLIG AT GREENS ROAD

The provision of right turn signals on the existing traffic signal system were provided in Autumn 2019 to control traffic travelling from Newtownards into Greens Road and from Bangor to Haldane Fishers. These dedicated signals will help to address a collision history of vehicles failing to give way to oncoming traffic at this junction.

A20 BLAIR MAYNE ROAD / CINEMA ACCESS

High Friction Surfacing has been provided on the northbound approach to the Kempe stones Roundabout in order to reduce the number and severity of collisions occurring from vehicles exiting the carpark. This work was completed in January 2020.

C254 BALLYBLACK ROAD / C252 BALLYBLACK ROAD EAST, NEWTOWNARDS

Provision of black coloured high friction surfacing applied along the main Ballyblack Road East to aid braking for motorists travelling along the priority route. This complements the existing high friction surfacing and signage at Ballyblack Road and Grangee Road which aids motorists approaching the junction from both side roads. Surfacing was completed in January 2020.

TRAFFIC MANAGEMENT

ACCESSIBLE PARKING BAYS PROVIDED

- 18 Beatrice Road, Bangor
- 1 Lisadell Place, Bangor
- 27 Skipperstone Drive, Bangor
- 18 Windsor Gardens, Bangor
- 5 Lime Grove, Comber
- 19 Castle Street. Comber (2 hour max stay)
- 8 Killaughey Road, Donaghadee
- 12 Manor Street, Donaghadee
- 15 Shore Street, Donaghadee
- 24 Main Street, Kircubbin
- 7 Hardford Mews, Newtownards
- 56 John Street, Newtownards
- 174 Mill Street, Newtownards
- 49 Victoria Avenue, Newtownards

ACCESSIBLE PARKING BAYS REMOVED

- 15 Primrose Avenue, Bangor
- 168 Mill Street, Newtownards

TRAFFIC MANAGEMENT

WAITING RESTRICTIONS PROVIDED

• Manse Road Newtownards – Waiting Restriction, Monday to Friday,8am to 6:30pm

TRAFFIC MANAGEMENT

ROAD MARKINGS PROVIDED

- Castle Park Ave, Bangor at PSNI Station 15m corner restrictions
- Lyle Road, Bangor, road junction and arrow road markings
- Sandringham Drive, Bangor junction and arrow road markings
- Springhill Avenue, Crawfordsburn Park, Bangor –15m corner restriction
- Springhill Road, Bangor —15m corner restrictions
- Well Road, Ballywalter T Bar marking
- Balloo Hamlet 15m corner restrictions plus T bar marking
- Ballystockart Road, Comber junction and slow markings
- Belfast Road, Comber—T Bar marking
- Glen Road, Comber junction and slow markings
- Killinchy Street, Comber—T Bar marking
- Bow Street, Donaghadee on street parking markings.
- Millisle Road, Donaghadee Lay by and zig zag markings
- 116 Downshire Road, Holywood T Bar marking
- East Street, Newtownards T Bar marking
- Frances Street, Newtownards—T Bar marking
- Glenford Road, Newtownards—T Bar marking
- John Street Lane ,Newtownards T Bar marking
- Manor Court, Newtownards 15m Corner Restriction markings.
- Mark Street, Newtownards T Bar marking
- Mill Street Court, Newtownards 15m Corner Restriction markings.
- Talbot Street, Newtownards T Bar marking

TRAFFIC MANAGEMENT

TRAFFIC SIGNS PROVIDED

- Bangor Quiet Street Cycle Route signage
- Craigdarragh Road, Bangor 40mph repeater signs
- Craigdarragh Road, Bangor chevron signs on yellow backing board
- Crawfordsburn road, Bangor chevron signs on yellow backing board
- Crawfordsburn road, Bangor bend left warning sign
- Crawfordsburn road, Bangor bend right warning sign
- Gransha Road, Bangor chevron signs on yellow backing boards
- The Barn Road, Ballygowan left hand bend warning sign
- Belfast Road Roundabout, Comber school warning signs on yellow backing boards
- Glen Road / Ballystockart Road junction, Comber upgraded junction and advanced junction ahead signage
- Ballymullan Road, Crawfordsburn waiting restriction signs
- Canneyreagh Road, Donaghadee School signage on yellow backing board
- Stockbridge Road, Donaghadee 2no horse warning signs
- Ballywalter Road, Greyabbey chevron signs on yellow backing boards
- Cardy Road, Greyabbey horse warning signs
- Whiterock Bay, Killinchy 30mph repeater signs
- Lisbarnett Road, Lisbane chevron signs on yellow backing boards
- Cunningburn Road, Newtownards chevron signage on yellow backing board
- Crawfordsburn Road, Newtownards chevron signs on yellow backing boards
- East Street, Newtownards direction sign
- Half Acre Lane, Newtownards waiting restriction signs
- High Bangor Road, Newtownards junction right warning sign
- High Bangor Road, Newtownards bend left warning sign
- Miller Park Drive North, Newtownards No through Road sign
- Killynether Wood, Newtownards Tourist signs
- Bangor Castle Walled Garden Tourist sign

3.2 NETWORK DEVELOPMENT SCHEMES PROPOSED 20/21

PEDESTRIAN MEASURES

ABBEY ROAD, MILLISLE

It is proposed to provide approximately 400m of new footway along the southern side of Abbey Road, Millisle, between Nos 89 and 147. This will improve accessibility and road safety for pedestrians who regularly walk along this section of Abbey Road. Delivery of the scheme will be dependent on the satisfactory acquisition of land and availability of funding

UNCONTROLLED PEDESTRIAN CROSSINGS will be provided as part of the proposed Traffic Calming measures at the following locations:-

- A20 Portaferry Road, Newtownards
- B109 Clandeboye Road, Bangor

PEDESTRIAN MEASURES - DROPPED KERBS

Dropped kerbs have been identified for provision at the following location to assist pedestrian movement;-

Opposite 15 Copeland Road, Comber

3.2 NETWORK DEVELOPMENT SCHEMES PROPOSED 20/21

PEDESTRIAN MEASURES - CONTROLLED CROSSINGS

A new **PUFFIN CROSSING** has been identified for provision this financial year at the following location;

Bloomfield Road, Bangor

A number of **EXISTING PEDESTRIAN CROSSINGS** remain on the programme for upgrading to **PUFFIN CROSSINGS** at the following locations;

- A21 Bangor Road, Newtownards adjacent to Zion Place.
- A48, Donaghadee Road, Newtownards adjacent to Movilla High School
- A48, Donaghadee Road, Newtownards adjacent to Cronstown Road.
- B172, Movilla Road, Newtownards in close proximity to junction of Abbott Drive,
 Stratheden Heights, Newtownards.

These upgrades will improve pedestrian safety and introduce the latest PUFFIN technology and software.

A **TRAFFIC SIGNAL JUNCTION UPGRADE** incorporating PUFFIN facilities will also be undertaken in 2020/21 at;

Hardford Link, Blair Mayne Rd North, Church Street and Belfast Rd, Newtownards

This scheme is proposed to upgrade the existing equipment, (signals, poles etc) and introduce MOVA traffic technology to improve traffic progression along with PUFFIN crossing facilities.

3.2 NETWORK DEVELOPMENT SCHEMES PROPOSED 20/21

SAFE ROUTES TO SCHOOLS

The Department is committed to installing road safety measures outside schools as part of our Safer Routes to Schools initiative. One of the main aspects of this scheme is the provision of flashing school warning signs and enhanced road markings on the approach to schools.

It is proposed to provide part-time 20mph speed limits at the following locations;

- Abbey Primary School
- Andrews Memorial Primary School
- Carrowdore Primary School
- Kirkistown Primary School
- Loughries Integrated Primary School
- St Patrick's Primary School, Ballygalget

The Minister intends to roll out the 20mph scheme to more schools in the next financial year, the extent of which will be dependent on the funding allocated to her Department.

TRAFFIC CALMING

A20 PORTAFERRY ROAD NEWTOWNARDS— CENTRAL ISLANDS

Two traffic islands, two pedestrian islands and central hatching road markings remain on the programme for delivery in 2020 to assist pedestrians, reduce speeds and prevent overtaking along this busy route. The pedestrian islands, with associated dropped kerbs and tactile paving will provide a safe crossing area on the pedestrian desire lines close to Londonderry Park to the Texaco garage and close to Old Shore Road. Waiting restrictions have been processed through legislation to address the current parking pattern at weekends close to the proposed island beside the Ards Football Grounds.



Portaferry Road, Newtownards

TRAFFIC CALMING

B109 CLANDEBOYE ROAD, BANGOR—CENTRAL ISLANDS

The programmed works to provide central pedestrian islands on the B109 Clandeboye Road in Bangor has been postponed from 2019/20 and will now take place with resurfacing of Clandeboye Road from West Circular Road to south of Avonlea Park, programmed for later in 2020. 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.



Clandeboye Road, Bangor

A2 BELFAST ROAD, BANGOR - CENTRAL ISLANDS

An initial assessment of pedestrian movements along the Belfast Road in Bangor, in the vicinity of the Springfield flyover, identified merit in considering a crossing facility of some type (controlled push button puffin type crossing or uncontrolled refuge islands)

The location was included for consideration in the 2019/20 annual report to Ards and North Down Borough Council

Crossings must achieve certain standards to ensure safety and visibility for road users and pedestrians. Unfortunately due a number of factors including proximity of junctions and locations of businesses and accesses, it was not possible to safely locate a pedestrian crossing in a suitable location.

The scheme has been removed from the work programme at this time and traffic engineers will continue to identify and assess potential locations for crossings facilities which serve the needs of pedestrians and improve the safety of all road users.

COLLISION REMEDIAL

The Department receives data from the PSNI on all personal injury collisions for engineering purposes. This information is assessed and areas where clusters of incidents have occurred 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 accident reduction and prevention measures, you can 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.

A review of collision data provided by PSNI has identified common issues which can be improved by the provision of engineering measures at the following location;

A2 SOUTH CIRCULAR ROAD / U8033 BLOOMFIELD ROAD;

Application of High Friction Surfacing on all approaches to the roundabout to enhance the existing HFS measures already in place.

TRAFFIC MANAGEMENT - ACCESSIBLE PARKING BAYS to be provided

53 Beatrice Road, Bangor

Rear of 40 Craigboy Park, Bangor

19 Primrose Street, Bangor

5 Union Street, Donaghadee

29 Trevor Street Holywood

56 Shore Road, Millisle

90 Blenheim Drive, Newtownards

48 Blenheim Drive, Newtownards

15 James Street, Newtownards

ACCESSIBLE PARKING BAYS to be REMOVED

23 Primrose Street Bangor

9 Broadway, Ballywalter

27 Bow Street, Donaghadee

35 Main Street, Greyabbey

34 Trevor Street Holywood

28 Trasnagh Drive, Newtownards

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 general public to submit their views. Any objections must be fully considered before the application can progress to the legislative.

Because of the processes involved, applications are required to be grouped and processed in batches on two or maybe three occasions during the year.

TRAFFIC MANAGEMENT

TRAFFIC SIGNS to be provided

- Moss Road, Ballygowan junction ahead warning signs
- Saintfield Road, Ballygowan 30/40 mph gateway signs
- Comber Road, Ballygowan 30mph gateway signs
- Ballybarnes Road, Bangor, junction ahead warning sign
- Bryansburn Avenue near Dufferin Ave, Bangor Roundabout ahead sign
- Bryansburn Avenue near Dufferin Ave, Bangor Chevron sign
- Springhill Road, Bangor, chevron signs on yellow backing
- Mill Street, Comber waiting restriction signs
- Ballydrain Road, Comber cow warning signs
- Bow Street, Donaghadee Car Park sign
- Ballywalter Road, Greyabbey horse warning signs
- Blackstaff Road, Kircubbin junction ahead warning sign

We hope to continue our programme of replacing internally illuminated bollards with reflective bollards, as resources permit, thus helping to reduce energy costs

WAITING RESTRICTIONS to be provided

A20 Portaferry Road, Newtownards at proposed uncontrolled crossing point - 24
 Hour restriction

WAITING RESTRICTIONS being reconsidered due to objections

U9600 Comber Road, Ballygowan adjacent to Alexander Dickson Primary School
 24 Hour restriction in turning head

TRAFFIC MANAGEMENT

ROAD MARKINGS to be provided

- Ballycrochan Road Bangor slow marking
- Ballygalget Hamlet school ahead markings
- Ballygalget Hamlet slow markings
- Craigdarragh Road, Bangor, 40mph roundels
- Bridge Street, Comber waiting restriction markings
- High Bangor Road, Donaghadee slow markings
- Stockbridge Road, Donaghadee junction markings
- Main Street, Greyabbey T bar marking
- Main Street, Killinchy school ahead markings
- Lisbarnett Road, Lisbane slow markings
- Ballyrainey Road, Newtownards centre line markings
- East Street, Newtownards T Bar Marking
- Frederick Street, Newtownards T Bar Marking
- Mark Street, Newtownards T Bar Marking
- Manse Road, Newtownards T Bar marking
- Manor Park, Newtownards corner restrictions
- Movilla Road, Newtownards slow markings
- Portaferry Road, Newtownards slow markings

TRAFFIC REGULATION ORDERS - SPEED LIMITS

 A49 Donaghadee Road, Newtownards - extension to existing 40mph speed limit to cover proposed new roundabout associated with private development of adjacent land.

SECTION 4 NETWORK PLANNING & STREETLIGHTING

Network Planning Manager (Acting): Cyril (Sid) Stevenson

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



Jason Killen
Senior Engineer (acting)
Development Control
Rathkeltair House
Downpatrick

Telephone: 0300 200 7899

Email: Rathkeltairdevelopmentcontrol@infrastructure-ni.gov.uk



Thomas Kelly Senior Engineer Private Streets Marlborough House Craigavon

Telephone: 0300 200 7899

Email: marlboroughdevelopmentcontrol@infrastructure-ni.gov.uk



Joseph O'Neill Senior Engineer (acting) Street Lighting Depot Carn Industrial Estate Portadown

Telephone: 0300 200 7899

Email: streetlightingsouthern@infrastructure-ni.gov.uk

4.1 Development Control

Planning Applications

In carrying out their planning functions Councils have a duty to consult a range of statutory bodies. Dfl 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 Section 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, completes the process for adoption into the public road network. Should the developer not complete the street, Dfl 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 Development Control Officers as required.

During the reporting period from 1 April 2019 to 31 March 2020 within the Ards and North Down Borough Council Area, our Development Control Team dealt with:

Planning Applications: 398Pre-Planning Enquiries: 22

Of the above applications 31 were housing developments involving the Private Streets (NI) Order 1980. Creating approximately 4.5km of new road.

Examples of major applications being dealt with include:

Lands zoned for housing under the Ards and North Down Area Plan 2015 Rivenwood, Movilla Rd, Newtownards Beverley Gardens Village, Bangor Rd/ Donaghadee Rd, Newtownards.

Cannyreagh Road/ Newtowanrds, Donaghadee.

Little Enler, Comber.

Killinchy Road, Comber.

and other applications of significance were:

Marm site/ Lidl site Comber Rd, Newtownards. Queen's Parade, Bangor.

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 adhoc 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 Dfl Roads dealt with 16 Article 80 applications.

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

4.2 Private Streets

Adoptions

During the reporting period Private Streets Section has been successful in adopting a total of 8 private developments comprising 346 metres of carriageway and 603 metres of parking, into the publicly maintained road network.

These private developments include:

- Bridgelea Avenue, Green Road, Conlig
- Shaftesbury, Belfast Road, Bangor
- Shorelands, Main Road, Cloughey
- Millers Lane, Chancery Court, Newtownards
- St Annes Wood, Millisle Road, Donaghadee
- Lilly Wood Lane, Newtownards
- River Hill, Bangor Road, Newtownards
- Dixon Road, Bangor

Enforcement

Private Streets Section endeavours to work with developers to ensure that streets are brought up to an adoptable standard without delay. If the developer does not complete the street works or ceases trading and house building and occupancy is sufficiently advanced, then Dfl Roads will take enforcement action and appoint its own contractor, recovering the costs of works from the road bond under Article 13 and 15 of the Private Streets (NI) Order 1980. The Section also takes action against developers who fail in their responsibility to take out a bond.

During the reporting period Dfl Roads completed and adopted street works within the following developments through such enforcement under the provisions of the Private Streets (NI) Order 1980:

- Avonmore Court, Donaghade
- Manor Lane, Kilmood
- Rockfield, Quarry Road, Lisbane

It is anticipated that in the next 12 months enforcement action will be initiated in respect of:

McBriars Meadow, Carrowdore

Property Certificates

Private Streets Section coordinates the Dfl Roads response to Property Certificate Enquiries.

A total of 9021 Property Certificate Enquiries were processed during the reporting period in Southern Division

4.3 Street Lighting

The total number of lights in Southern Division is approximately 89,000 of which approximately 27,000 (30%) are within the Ards and North Down Borough Council area.

Minor Works/Upgrading Schemes

Work has been completed or is nearing completion on the following schemes

Location	Town/Townland	No of Lights
A2	Holywood	32
Meadowvale	Bangor	50
Main Road	Cloughey	8
Ardview Park	Killinchey	10
Wandsworth Road	Bangor	30
Dromena Gardens	Newtownards	12
Newtownards Road	Bangor	15
High Street	Comber	20
Circular Road	Newtownards	30

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 1800 SOX and SON lanterns with modern LED lanterns in the council area has been met.

Street Lighting Maintenance

Since April 2015, Dfl Roads only repairs those defective street lights reported by the public or their representatives. In order to facilitate this process, reports of defective lights can now be made directly on line 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 an RTC within an hour and a half to site (1.5hrs) where a street lighting 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).

Where resources permit, external contractors are employed to assist our in-house engineers with maintenance.

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 street lights are recorded as working on the LMS at any time, subject to budget being available.

Proposed Upgrading Schemes:

Location	Town/Townland	Type of Scheme
A2 Holywood Phase 2	Holywood	Renewal
Kircubbin Road	Cloughey	Renewal
Cannyreagh Road	Donaghadee	Renewal
Abbot Cresecnt	Newtownards	Renewal
Donard Avenue	Newtownards	Renewal
John Street	Newtownards	Renewal
Gransha Road	Bangor	Renewal
Marlo Park	Bangor	Renewal
Groomsport Road	Bangor	Renewal
East Circular Road Phase 1	Bangor	Renewal
West Circular Road Phase 1	Bangor	Renewal
Silverbirch Road	Bangor	Renewal
Alanwood	Bangor	Renewal

4.4 Strangford Ferry

General Level of Service

In general the ferry service has operated smoothly during the period 1 April 2019 to 31 March 2020. Of a total of 22,280 scheduled sailings, 75 were cancelled because of weather and tide conditions. A further 13 sailings were cancelled due to mechanical and technical issues and due to the effects of Covid-19 lock down restrictions 32 sailings were cancelled. This represents an overall reliability of 99.80%.

Revised Timetable

Investigations are ongoing into extending working hours to enable the provision of an additional early morning weekday sailing from Portaferry.



SECTION 5 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

Section Engineer: Colin Pentland

ArdsandNorthDown@infrastructure-ni.gov.uk

TRAFFIC Senior Engineer: Heather Bradley

tninddownpatrick@infrastructure-ni.gov.uk

GENERAL – All other queries

dfiroads.southern@infrastructure-ni.gov.uk

STREET LIGHTING – All areas

streetlightingsouthern@infrastructure-ni.gov.uk

TELEPHONE

Office Hours and Out-of-Hours Emergencies - Tel: 0300 200 7899

DFI ROADS WEBSITE

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

TRAFFICWATCH WEBSITE

www.trafficwatchni.com

FLOODLINE

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