



County Offices
Newland
Lincoln
LN1 1YL

26 February 2016

Highways and Transport Scrutiny Committee

A meeting of the Highways and Transport Scrutiny Committee will be held on **Monday, 7 March 2016 at 10.00 am in Committee Room One, County Offices, Newland, Lincoln LN1 1YL** for the transaction of the business set out on the attached Agenda.

Yours sincerely

A handwritten signature in black ink, appearing to be "Tony McArdle", written over a horizontal line.

Tony McArdle
Chief Executive

Membership of the Highways and Transport Scrutiny Committee
(11 Members of the Council)

Councillors M Brookes (Chairman), A G Hagues (Vice-Chairman), M G Allan, D Brailsford, K J Clarke, R L Foulkes, R J Hunter-Clarke, J R Marriott, N M Murray, Mrs A M Newton and A H Turner MBE JP

**HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE AGENDA
MONDAY, 7 MARCH 2016**

Item	Title	Pages
1	Apologies for Absence/Replacement Members	
2	Declarations of Members' Interests	
3	Minutes of the previous meeting of the Highways Scrutiny Committee held on 18 January 2016	5 - 14
4	Announcements by the Executive Councillor for Highways, Transport and IT and the Chief Operating Officer	
5	Performance Report Quarter 3 (1 October to 31 December 2015) <i>(A report by Paul Rusted, Infrastructure Commissioner, which sets out the performance of the whole highways service including the Lincolnshire Highways Alliance, Major Highway Schemes, the condition of the highway network previously reported in the Performance Report and the public perception of the services through the National Highways and Transportation (NHT) Survey and specific complaints and praise)</i>	15 - 60
6	Winter Maintenance Update <i>(A verbal update by David Davies, Principal Maintenance Engineer, on the the latest situation of winter maintenance on the Council's highways)</i>	Verbal Report
7	Transport Strategy for Grantham - Progress Review Report <i>(A progress review report by Satish Shah, Network Manager South, of the Transport Strategy for Grantham)</i>	61 - 108
8	Enhancing our Users' Experience <i>(A progress report by Satish Shah, Network Manager South, on Enhancing Our Users' Experience with regards to the Highways and Transport services)</i>	109 - 126
9	Roundabout Advertising Update <i>(A report by Paul Little, Network Manager North, which provides further information regarding Roundabout Advertising within Lincolnshire)</i>	127 - 134
10	Highways and Transport Scrutiny Committee Work Programme <i>(A report by Daniel Steel, Scrutiny Officer, which provides an update of the latest situation in connection with the Committee's Work Programme)</i>	135 - 140

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Please note: for more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting

- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details set out above.

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**HIGHWAYS AND TRANSPORT
SCRUTINY COMMITTEE
18 JANUARY 2016**

PRESENT: COUNCILLOR M BROOKES (CHAIRMAN)

Councillors A G Hagues (Vice-Chairman), M G Allan, D Brailsford, K J Clarke, R L Foulkes, N M Murray, Mrs A M Newton, A H Turner MBE JP, R G Fairman and A Bridges

Councillors: R G Davies and S F Kinch attended the meeting as observers

Officers in attendance:-

Mike Coates (Highways Assessment and Laboratory Manager), David Davies (Principal Maintenance Engineer), Lee Rowley (Senior Project Leader - Major Schemes), Paul Rusted (Infrastructure Commissioner), Steve Willis (Chief Operating Officer, Development Services), Steve Blagg (Democratic Services Officer), Daniel Steel (Scrutiny Officer) and Rachel Wilson (Democratic Services Officer)

61 APOLOGIES/REPLACEMENT MEMBERS

The Chief Executive reported that under the Local Government (Committee and Political Groups) Regulations 1990, he had appointed Councillors A Bridges and R G Fairman to the Committee, in place of Councillors J R Marriott and R J Hunter-Clarke, for this meeting only

62 DECLARATIONS OF MEMBERS' INTERESTS

No declarations of interests were made by Members at this stage of the meeting.

63 MINUTES OF THE PREVIOUS MEETING OF THE HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE HELD ON 14 DECEMBER 2015

RESOLVED

That the minutes of the previous meeting of the Highways and Transport Scrutiny Committee held on 14 December 2015, be agreed as a correct record and signed by the Chairman.

64 ANNOUNCEMENTS BY THE EXECUTIVE COUNCILLOR FOR HIGHWAYS, TRANSPORT AND IT AND THE CHIEF OPERATING OFFICER

There were no announcements.

HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE 18 JANUARY 2016

65 MAJOR SCHEMES UPDATE

The Committee received a verbal update on the progress of Major Schemes as follows:-

1. Lincoln Eastern Bypass –outcome of Public Inquiry expected at the end of February 2016. Network Rail had appointed BAM Nuttall on a design and build contract to deliver Spalding Line overbridge (road under railway) on the Council's behalf. The draft design had been prepared and costed and authority was being sought from Executive Councillor on 20 January 2016 to enter into contract with Network Rail to allow them to award a construction contract. Pre-qualification questionnaire for the main scheme tender had been issued in October 2015, and a selection of tender list of four contractors had been completed in December 2015. Tenders would not be issued until the Orders had been confirmed.
2. Lincoln East West Link – scheme was currently on programme for completion in August 2016 although delays had been incurred on the Tentercroft Street Bridge due to the supply of poor quality concrete, some of which had been replaced. The bridge beams had now been craned into place. Work had started on the Heritage Building and the foundations had been completed.
3. High Street Footbridge – on schedule and due for completion in May 2016.
4. Brayford Wharf East Footbridge – Network Rail was continuing to seek an alternative solution at this location that would match the funding envelope available. A revised, value engineered, scheme was presented to their Funding Board in December 2015 for consideration. To date, the outcome of this meeting was not known.
5. Grantham Southern Relief Road – on schedule and due for completion in June 2016. Phase 2 near the A1 had to be redesigned but good progress was being made. The Southern Quadrant Relief Road was on schedule and a lot of work had taken place with Network Rail.
6. A17/A151 – Peppermint Junction, Holbeach - currently consulting on planning permission for Phase 1 consisting of a roundabout at A17/A151 junction and a roundabout on the A151. An autumn 2016 start was expected but was dependent on the completion of the Side Road Orders.

Following comments made by the Committee, officers stated the issue of pedestrians spilling onto the road in the vicinity of the High Street level crossing was a safety consideration for Network Rail but in the long term the East West Link would alleviate this problem; discussions involving the Council and City Councils and Network were still on-going in connection with the Brayford Wharf East Footbridge in particular the importance Network Rail attached to the footbridge in its overall investment strategy and the Council did not have any input into road closures by Network Rail and it was noted that the Council was working with Network Rail to put a solution in place in this area.

66 WINTER MAINTENANCE UPDATE

The Committee was provided with an update in relation to winter maintenance activity. It was reported that the medium and long term forecasts had progressed as expected, and previous records had been broken as up until the end of 2015, the gritters had only been out three times in December. It had been an extremely mild start to the winter, and so far in 2016, gritters had been out 9 times, and a prolonged colder winter for February and March was expected.

Members were provided with the opportunity to ask questions to the officers present in relation to the information provided in the update, and some of the points raised during discussion included the following:

1. Credit was due to David Davies and his team as what they had predicted had happened almost exactly as predicted;
2. Some work had been carried out into the benefits of using the intelligent forecasting, and it was thought that savings of approximately 20% could be made on marginal nights. However, it was noted that this could be slightly skewed due to the mild start to the winter;
3. Targeted treatments were taking place, as there could be significant differences between the weather conditions in different parts of the county;
4. It was noted that the authority had had some success in recruiting drivers. Members were advised that these drivers had been recruited by the contractors, and it was hoped that they would be retained for future years. It was expected that the same system would be used again in the future to recruit more drivers if required;

RESOLVED

That the update be noted.

67 LINCOLN EASTERN BY-PASS - AUTHORITY TO ENTER INTO CONTRACT WITH NETWORK RAIL

Consideration was given to a report which outlined a proposal, in relation to the Lincoln Eastern Bypass, to enter into a contract with Network Rail for the construction of a railway bridge to allow the road to pass under the Lincoln to Spalding Railway Line. This bridge would be delivered by Network Rail on behalf of the County Council and as such as closure of the railway had been booked for February 2017.

To allow Network Rail to proceed, a legal document known as an Implementation Agreement was required to be signed by both the County Council and Network Rail. This would allow Network Rail to seek authority through their funding processes to proceed with awarding a construction contract to their preferred bidder.

It was noted that this report was also due to be considered by the Executive Councillor for Highways, Transport and IT on 20 January 2016.

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Members were provided with the opportunity to ask questions to the officers present in relation to the information contained within the report and some of the points raised during discussion included the following:

1. A three day closure of the railway line would be required, and it was noted that both freight and passenger trains used this route. It was also the diversion route for the East Coast Mainline;
2. The County Council had been in discussion with Network Rail over a number of months, and there was a 'not to be exceeded' cost of £12m for the scheme;
3. An advantage to this aspect of the scheme being delivered by Network Rail was that it could be delivered quicker as they would be able to start work sooner;
4. The Implementation Agreement would give Network Rail the authority to spend the Council's money. It was hoped that before any construction contract was awarded that the Council would have received confirmation of the orders;
5. The authority would lose around £500,000 if this scheme did not proceed;
6. Members were assured that Network Rail had procurement processes in place to ensure that value for money was obtained. It was noted that four separate contractors had been through the procurement process for the design and build contract;
7. It was confirmed that the Sustrans route would be maintained;
8. Discussions were ongoing in relation to the amount of compensation which would need to be paid;
9. It was clarified that the payment to the Network Rail Fee Fund was a payment that was required for every scheme, and all payments went into a central pot. The County Council would be able to claim from this pot in the event of any delays to the scheme, and any costs incurred by these delays;
10. It was noted that Network Rail had different powers to the Highway Authority, and that whilst the County Council would need to pay if the railway was disrupted for highway work, the same did not apply to disruptions to the highways for railway work.

RESOLVED

That the Committee support the recommendations to the Executive Councillor set out in the report.

68 BUDGET PROPOSALS 2016/17

Consideration was given to a report which described the budget proposals arising from the Local Government Finance Settlement issued on 17 December 2015 and its implications for the Highways and Transport services. The budget proposals were now open to consultation and members of the Committee had the opportunity to scrutinise them and make comments prior to the Executive making its final budget proposals on 2 February 2016.

Members received a presentation which provided further information in relation to the following areas:

- Proposed Revenue Budget for 2016/17
- Budget Proposals 2016/17

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- Public Transport (Current Budget = £4.43m)
- Budget proposals for 2016/17 for Sustaining and developing Prosperity through Infrastructure – Highways and Transport
- Public Transport
- Community Transport (Current Budget = £65k)
- BSOG (Bus Services Operators Grant) (Current Grant = £467k)
- Concessionary Fares (Current Budget = £7.21m)
- Accessibility and Smarter Choices (Current Budget = £912k Net inc . staffing)
- Concessionary fares
- Accessibility & Smarter Choices (savings = share of £1.28m)
- Transport Policy and Planning (Current Budget £598k inc. staffing)
- PTU Other expenditure (savings = share of £1.28m)
- Transport Policy & Planning (savings = share of £1.28m)
- Alternatives and Options
- PTU Other Expenditure
- Total gross Capital & Revenue Roads Maintenance Expenditure for 2007 to 2019
- Highways Revenue Budget
- Structural Maintenance (Savings = £1.7m)
- Highways Maintenance and Network Management
- Environmental Maintenance (Budget = £3.32m)
- Structural Maintenance (Current Budget = £6.32m)
- Environmental Maintenance (Savings = £1.6m)
- Safety Maintenance (Budget = £9.34m)
- Winter Maintenance (Savings = £0.76m)
- Safety Maintenance (Savings = £2.4m)
- Other Maintenance (Current Budget = £8.95m)
- Winter Maintenance (Budget = £4.87m)
- Other Maintenance (Savings = £1.3m)
- Options
- Assumptions, Prerequisites & Enablers
- Lincolnshire Future Highways 2020
- Lincolnshire 2020: Future Structure
- Future Operating Model benefits
- Conclusions
- Next Steps

Members were provided with the opportunity to ask questions to the officers present in relation to the information contained within the presentation and report, and some of the points raised during discussion included the following:

Transport

1. Concerns were raised regarding the potential loss of school transport, and members were advised that the authority was working with the operators on the school time journeys;

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2. In relation to those children attending a school of choice (i.e. not the nearest school), it was the parents responsibility to get them to school;
3. It was reported that staff numbers could be reduced by up to 50% over the coming years. Members were advised that as staff had left they had not been replaced, but also that these reductions had been profiled to take place over the next two years, with an equal number leaving each year;
4. It was the people that used the buses that would feel the effects of these reductions;
5. There were a lot of small bus companies in the county and it was unlikely that they made a lot of profit;
6. It was noted that the fuel rebate which bus companies received was at a set level and did not go up or down with fuel prices;
7. Concerns were raised regarding the proposed stopping of bus stop maintenance, and future access to public transport by people with disabilities. It was noted that some buses in Stamford had fold out ramps, however, there was a need for caution as these ramps were made for use with kerbs and not directly onto the road, otherwise the gradient would be too steep;
8. It was also noted that 'kneeling buses' took additional time to go down and come back up again, and the bus companies had embraced the raised kerbs for bus stops;
9. Concerns were raised regarding the additional burden of £750k which was being placed on Children's Services for school transport provision. It was noted that a significant piece of work was being carried out around SEN transport, and it was hoped that this would bring some savings;
10. Concerns were raised regarding the proposed reduction of safety maintenance;
11. In relation to community transport, it was planned to introduce a 'one stop shop' for schemes such as the hospital car scheme, as there were some drivers who were willing to do more, and combine some of the client groups in the same transport. However, at the moment, these schemes were constrained by law;
12. There were concerns that this could be beginning of the end for voluntary car schemes if some parishes would pay towards this through their precept and others did not. Officers would be working to rectify this issue;
13. It was noted that 'Sustaining and Developing Prosperity through Infrastructure' related to capital spend, and that impacts in Lincolnshire could be substantial. There was a job creation and growth agenda, and the Total Transport project could help with that. LCC was starting to make an impact nationally with schemes such as this;
14. In relation to sustainable development, it was commented that a few more houses in a village could create a 'tipping point' so it could get those additional services, such as more shops, increased school capacity, bus routes etc.;
15. Services such as public transport were demand responsive;
16. It was queried what influence the county council had on the planning authority to ensure that sustainable development took place;
17. The concessionary fares scheme was a national scheme that gave bus pass holders free off peak travel anywhere in the country. Local authorities had discretionary powers to add to this;
18. Members were advised that the scheme providing concessionary fares before 9.30am for the buses cost the council approximately £400,000. It was clarified that this scheme allowed those people with a bus pass to use the bus network within Lincolnshire for free prior to 9.30am. It was noted that this scheme was unique to

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Lincolnshire, and could only be used by Lincolnshire residents within Lincolnshire. It was funded by the County Council;

19. Members commented that they would not like to see the concessionary fares disappear;

20. The potential reduction of the BSOG was a concern to members;

21. It was queried whether there were any legal implications in relation to DDA requirements for bus stops. It was acknowledged that the county would not have been able to achieve full DDA compliance, but it had been able to argue that it had a programme of works in place and was taking reasonable measures. It was possible that there could be legal challenge that particular bus stops were not accessible;

22. It was commented that the pre-9.30am element of concessionary fares was quite convenient, but there was a need to make choices based on what money was available, and there was a need to produce a balanced budget;

23. It was commented that all the services highlighted in the presentation gave value to the people that used them, and the need for them to be reduced was challenged;

24. It was confirmed that even if the council had not taken the council tax freeze grant the same level of cuts would still have been necessary;

Highways

1. It was accepted that money needed to be saved, but it was requested that the Executive reconsidered the proposal to reduce the gritting route from 33% to 25%, as there were plans in place which could save that money. If the smart forecasting could save 20% then this could make the savings that the area needed;

2. It was queried whether the adverse weather fund could be used to keep the gritted network at 33%;

3. It was a concern that the gritting routes had been maintained for 10 years and that the public had got used to particular roads being gritted, and members were worried about what would happen in the future if some roads stopped being gritted. It was commented that members would like to see what could be done to preserve the current gritting routes;

4. It was acknowledged that more work needed to be done around the winter maintenance network, and maintenance of the gritting fleet. This would need to be looked at in terms of leases and route modelling. This was the next piece of work to be carried out;

4. It was noted that the adverse weather reserve was about £1m, but it could only be used once;

5. It was felt that gritting was a key area to retain;

6. It was queried whether LCC would be liable if someone had an accident on a road which had not been gritted, but had previously been gritted. Members were advised that if the winter maintenance network was reduced, there would need to be a review of the policy, which would lay down criteria for which routes were gritted. If the Council implemented a new policy and went through the due process for implementation, then the Council would not be liable;

7. The Council had a duty to keep the highway clear of ice and snow;

8. In terms of savings money by reducing grass cutting, it was queried whether it would be possible to remove the grass entirely and replace it with gravel instead. It was noted that this would involve a capital cost, but there would also be a

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18 JANUARY 2016

maintenance cost as well. Officers were not aware of any other authorities that had done this;

9. The main reason that the grass was cut was for safety reasons, and the biggest issue was visibility at junctions and bends;

10. There were concerns regarding reductions to the AMT teams;

11. It was suggested whether things such as grass cutting could be taken over by parish councils, as this had been very successful in some parishes;

12. It was very important that members knew what was going on in their area and that there should be consultation with local members;

13. A report on the Future Operating Model would be brought to a future meeting of this Committee;

14. It was still expected that there would be engagement with the public and members, but there would be less one to one contact, and more quality information available on the website;

15. Contact with members by highways officers would be maintained;

16. It was reported that some highways officers were spending up to 30% of their time dealing with queries from members of the public, which means that they were spending less time maintaining the roads;

17. It was commented that the information on the website needed to be more comprehensive and accessible;

18. There was a need for people to have confidence that they would be able to find the information they needed online for this to be successful;

19. There were 20 AMT teams which were funded through the revenue budget, some were also funded through the capital budget;

20. It was noted that the AMT teams had been very good at responding, however, this was not the most efficient way of managing a service, and there it was planned to move towards a more preventative approach to maintenance;

21. Work would still get done, but maybe not as timely as previously;

(Note: the meeting was adjourned at 12.30pm due to a fire alarm. The meeting resumed at 12.45pm)

22. It was hoped that efficiency savings of £1.2m could be achieved through the reduction of street lighting. Members were advised that it would be a combination approach including switching some lights off completely, dimming, and part night lighting. Officers would also be looking into a LED programme, as this would require a capital investment, but would pay back over 3 – 4 years. Savings in the order of £1.7m per year were expected.

RESOLVED

1. That the report and presentation regarding the Revenue and capital Budget Proposals for 2016/17 be noted.

2. That the comments made be noted, in particular that the Executive note the Committee's concerns regarding the proposal to reduce the gritting network from 33% to 25% and re-examine if there was a way to maintain this level of service going forward.

69 HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE WORK
 PROGRAMME

Consideration was given to a report which enabled the Committee to consider and comment on the content of its work programme for the coming year.

During discussion of the work programme, the following was noted:

1. The reports on the Grantham Transport Strategy and 'Enhancing our Users' experience' would be moved to the meeting on 7 March 2016;
2. That reports on Total Transport Update and CCTV Pilot Scheme – Parking enforcement outside schools be added to the agenda for the meeting on 18 April 2016;
3. The next meeting was scheduled to take place on Monday, 7 March 2016.

RESOLVED

That the changes highlighted be noted.

The meeting closed at 12.50 pm

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Open Report on behalf of Richard Wills, Executive Director for Environment and Economy

Report to:	Highways and Transport Scrutiny Committee
Date:	07 March 2016
Subject:	Performance Report Quarter 3 – (1 October to 31 December 2015)

Summary:

This report sets out the performance of the highways service including the Lincolnshire Highways Alliance, Major Highway Schemes, the condition of the highway network, the public perception of the services through the National Highways and Transportation (NHT) Survey and service specific complaints and compliments.

Actions Required:

The Committee is asked to consider and comment on the detail of performance contained in the report and recommend any changes or actions to the Executive Member for Highways, Transport and I.T.

1. Background

This report draws together performance and update information on the whole of the highway service in Lincolnshire. This range of data has previously been reported through other verbal and written reports.

This first combined performance report contains,

- Lincolnshire Major Highway Schemes Update
- Lincolnshire Highways Alliance Performance Report
- An update on the condition indicators for the highways network
- National Highways and Transport (NHT) Report on public perception
- Customer Satisfaction Information (including service specific complaints and compliments)

1.2 Lincolnshire Major Highway Schemes

There are five major highway schemes reported through the Council Business Plan,

- Lincoln Eastern Bypass
- Grantham Southern Relief Road

- Lincoln East West Link
- Spalding Western Relief Road
- Progress with Lincoln Southern Bypass

However, there are a number of other major highway and other infrastructure projects which are of a significant scale and may have a major impact on the county and surrounding area. All of these schemes are included in the Lincolnshire Major Highway Schemes Update Report March 2016 found as Appendix A to this report.

1.3 Lincolnshire Highways Alliance Performance

Introduction

- 1.3.1 The Lincolnshire Highways Alliance is an Alliance between the County Council, Egeria (previously Imtech), Mouchel and Kier. The Alliance delivers the majority of highway services through the Traffic Signals Term Contract, the Professional Services Contract and the Highways Works Term Contract which all started on 1 April 2010.
- 1.3.2 In December 2014, the Secretary of State for Transport announced how the Department for Transport (DfT) planned to allocate £6 billion being made available between 2015/16 and 2020/21 for local highways maintenance capital funding. Of this, £578 million has been set aside for an incentive fund scheme, to help reward local highway authorities who can demonstrate they are delivering value for money in carrying out cost effective highway maintenance. On the 26th January we submitted our Assessment form to the DfT. We assessed ourselves as a level 3 Authority based on a list of criteria and approved by the Section 151 Officer. Level 3 is the top level and if we can maintain this it will ensure that we continue to receive our maximum allocation of capital maintenance grant.
- 1.3.3 As part of our preparation for the DfT Assessment process the Lincolnshire Highways Alliance are progressing our registration with the British Standards Institution for BS11000 Collaborative Business Relationships. We had the first two days of our four day Audit and return dates have been booked for March. If the requirements of the audit are met, the Highways Alliance will be awarded the BS11000 status.

Performance

- 1.3.4 The quarterly performance report is reported through the Alliance management structure, with performance issues becoming the subject of an improvement action plan. A copy of the Lincolnshire Highway Alliance Performance Report for Year 6, Quarter 3 can be found in Appendix B. This covers the period of October to December 2015. Whilst the number of indicators that we are able to report has improved, some indicators could not be reported this month due to complications with Agresso. This resulted in some of the scores being inconsistent with historical data.

1.3.5 Overall performance for the Highways Works Term Contract has remained in the upper quartile. The Traffic Signals Term Contract has seen a slight drop to 97 points out of 100. The Professional Services Contract has only been able to report 3 of its 7 indicators due to missing Agresso data and therefore is unable to report this quarter. The Client Performance data has slipped back to 67 points from 72 points partly as a result of increasing staff shortages and the difficulties with Agresso. The overall Alliance score has slipped to 72.9 from 76.6.

Traffic Signals Term Contract

1.3.6 Egeria has undertaken a full evaluation of their new company asset and have renamed Imtech Traffic and Infra as Dynniq. The official renaming will not be carried out until April and will not have any impact on the Highways Alliance

1.3.7 The upgrade which enables the Remote Lamp Control System (RLCS) controllers to link directly to wireless detectors such as magnetometers has now been developed for application on our existing standard controllers which offers savings in equipment and installation time..

1.3.8 A PTC-1 Controller software upgrade now enables the equipment connected to a UTC/SCOOT controlled installation to be viewed and administered from the UTMC control room in Lincoln. This means that we can now investigate and resolve many faults much quicker than we could previously do.

1.3.9 The Imtech Theatre was part of the inaugural Highways UK Show at London Excel on 25/26 November. Imtech displayed the ongoing development of their roadside vehicle communications technology. The system transfers data between on-street equipment and "cooperative" vehicles to improve the coordination of their movement and the traffic signals.

Highway Works Term Contract

1.3.10 The main focus of work is to improve the carriageway condition. In Quarter 3 we have repaired approximately 22,921 potholes, completed 4460 jobs costing £7.3 million in the last quarter.

1.3.11 During 2015 we carried out our largest surface dressing programme of 3.26 million square metres, up 800,000m² on the previous year, equating to just over 330 miles of roads treated.

1.3.12 The verge biomass study has progressed and talks are currently being held to see if a trial could be carried out within a 10 mile radius of an Anaerobic Digester plant. The trial would investigate the potential benefits of the process and enable LCC to see if the savings that it produced could be scaled up to the entire network.

1.3.13 The method we use to dispose of LCC's gully arising is currently under review. Infrastructure investments are being investigated on an invest to save basis to see if efficiency savings could be made for the future. The new proposal will enable the gully arising to be dewatered within Lincolnshire, ultimately reducing number of vehicle journeys and reducing the cost for the future.

1.3.14 Two deep in-situ recycling schemes were carried out in October. The innovative work not only reduces vehicle journeys but diverts material away from landfill. The site is currently being tested by the laboratory and could potentially expand in the future.

Professional Services Contract

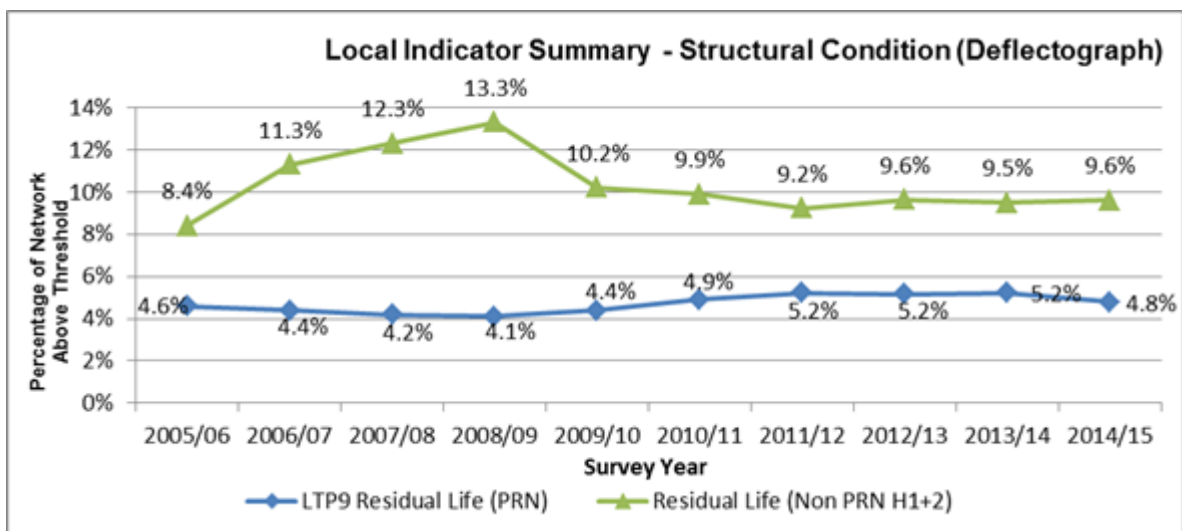
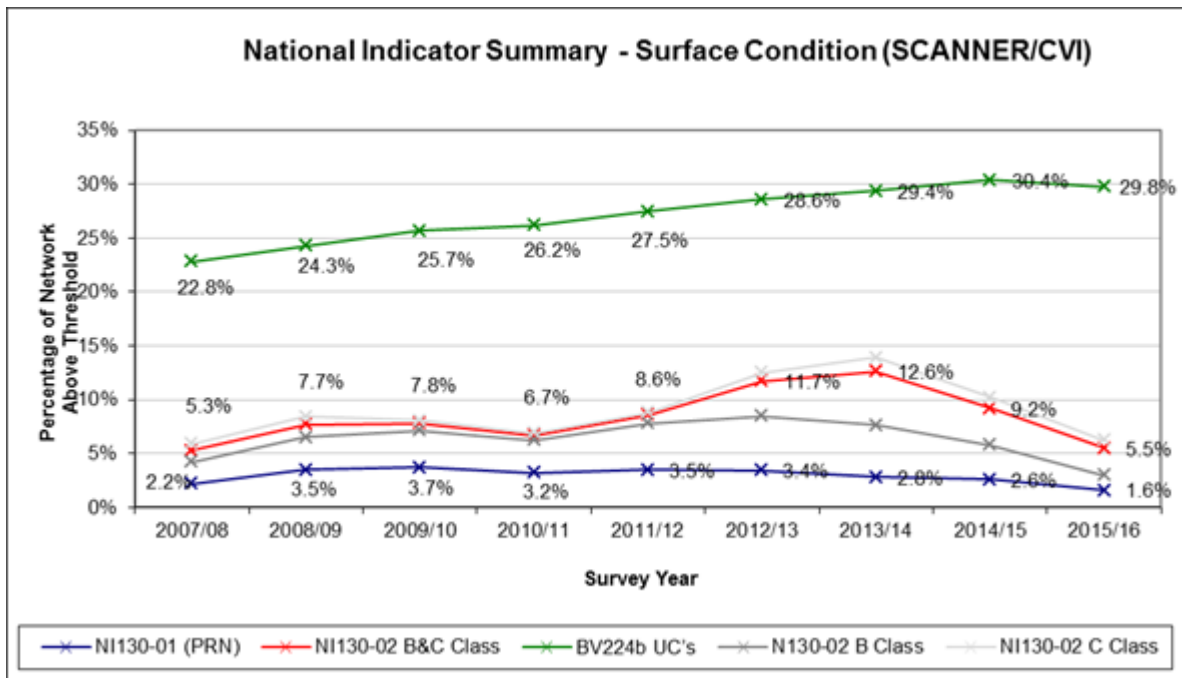
1.3.15 The Technical Services Partnership continues to be engaged in the design of our major schemes, other internal and external design of schemes, traffic modelling and other consultancy work.

1.3.16 The flexibility of this "mixed economy" public/private sector contractual arrangement continues to work well, responding to a very significant peak in resource needs associated with Phases 2 and 3 of Grantham and also associated with the Floods and Water Management Act.

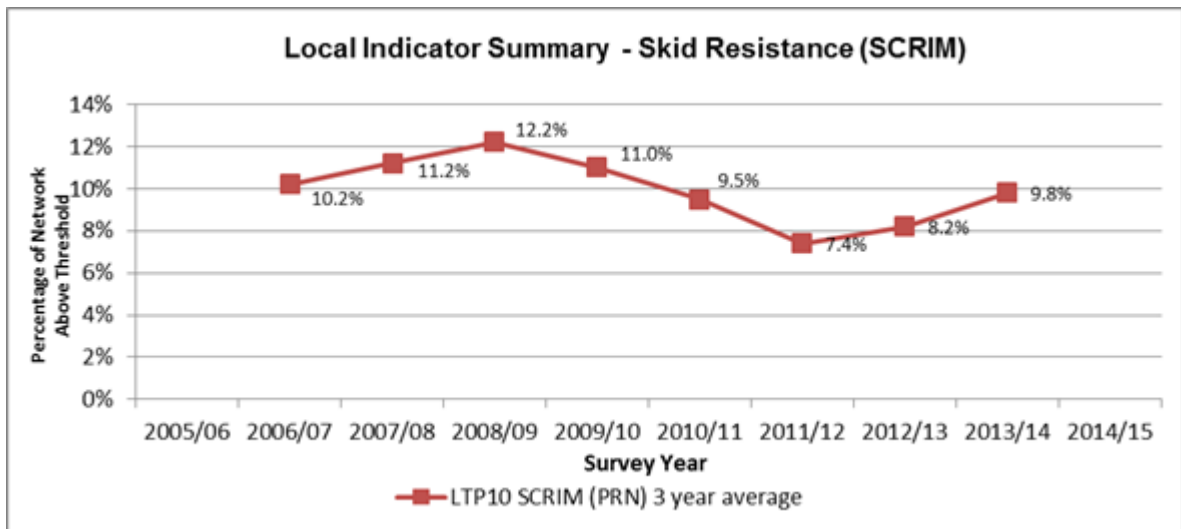
1.3.17 Mouchel has also been able to add significant value to the County Council in a number of other areas. Mouchel have provided expert level support for the DfT assessment process, working with LCC to arrive at an assessment at level 3. Associated with this, Mouchel has provided expert level support for BS11000 accreditation at no cost to the County Council. BS11000 is the standard for "collaborative working" that forms part of the DfT's assessment of the contractual relationships between the public and private sector. The final audit by the BSI will be in March and if successful Lincolnshire will be the first authority to achieve this standard in their own right as the named collaborative lead.

1.4 Highways Condition

Highway condition is measured by a range of survey techniques including Deflectograph, Scanner, Scrim and Visual Inspections. We continue to report the condition of our Principal, Non-Principal and Unclassified Roads as a percentage of those requiring maintenance. The following graphs illustrate the historic performance of the network and indicates an improving trend for all classes of road apart from for SCRIM. This suggests that our preventative maintenance strategy is now beginning to have a positive impact on our highway asset surface condition.



SCRIM values have shown a decline in the overall skid resistance of the network over the past 3 years although this remains within the overall target we established in the Asset Management Strategy.



1.5 National Highways and Transportation (NHT) Survey 2015

The County Council participates in the yearly NHT Survey to measure public perception of the importance of, and satisfaction with, highway services. This is undertaken each year by Measure2Improve on behalf of the Council and around 100 other highway authorities. A statistically significant number of surveys are distributed to a demographically representative group of Lincolnshire residents. They are asked a range of questions relating to how important they believe our highway services are and their satisfaction with those services. A report containing the results of the most recent survey from 2015 is attached as Appendix C.

1.6 Customer Satisfaction Information

The Council records data relating to the complaints and compliments it receives for all of its services. This was previously reported to the Committee as a separate quarterly performance report which also included the carriageway condition data. This customer satisfaction information is attached as Appendix D.

2. Conclusion

Performance for the highway service as a whole is good. Our DfT Level 3 Assessment indicates that we are delivering efficient and effective highway services which will be reflected in a sustained level of highway maintenance capital grant.

3. Consultation

a) Policy Proofing Actions Required

n/a

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Lincolnshire Major Highways Schemes Update Report - March 2016
Appendix B	Lincolnshire Highways Alliance Year 6 Quarter 3 Performance Report
Appendix C	National Highways and Transport (NHT) Survey Report 2015 / NHT Public Satisfaction Survey - 2015 Results Analysed
Appendix D	Customer Satisfaction Information

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Paul Rusted, Infrastructure Commissioner, who can be contacted on 01522 553071 or paul.rusted@lincolnshire.gov.uk.

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LINCOLNSHIRE MAJOR HIGHWAY SCHEMES – UPDATED REPORT – MARCH 2016

LINCOLN EAST WEST LINK

Background – Scheme cost £22 million, part of the Lincoln Integrated Transport Strategy and also a regeneration scheme. Will offer an across town route to mitigate the impact of potential lengthy level crossing closure also opens up development opportunities. Contract awarded to Balfour Beatty, off highway works started 3 November 2015.

Current Position – Scheme currently on programme for completion in August 2016 although delays have been incurred on the Tentercroft Street Bridge. This bridge is now on the critical path. The bridge beams were installed after the Christmas break and work is progressing to secure a crossing of Sincil Dyke. Work has started on the Heritage Building above the ground with the installation of the structural steelwork and a start on the ground floor blockwork A. S73 planning application has been submitted to City of Lincoln to change the specification in certain areas to reduce costs. Negotiations are ongoing with Rix Bathrooms Agent for an early occupation in the corner plot.

Work is now well advanced on the Pelham Bridge impact protection works to the piers with a start made on the concrete upstands.

SKEGNESS COUNTRYSIDE BUSINESS PARK

Background – A scheme to provide access to a proposed development park from the A52 just to the south of Skegness. The project is part funded by a land owner, the GLLEP and Economic Regeneration. The landowner is at an advanced stage of negotiation with an end user development group.

Current Position – Highway design is very well progressed, circa 80% complete, and subject to heads of terms being agreed between the landowner and development group and the subsequent securing of funding from GLLEP, we will be in a position to tender this scheme through the select list framework at the end of March 2016.

SELECT LIST FRAMEWORK

Background – we are three and a half years into a four year framework. The framework being a list of contractors approved to work on our highway network, contractors who are capable of delivering a range of highway related maintenance and construction services up to a value of £4.1 million (the current EU Limit). The framework was tendered in line with European procurement regulations and streamlines the procurement process for any subsequent call-off tenders and has delivered efficiency benefits throughout its life.

Current Position – with half a year left to run on the current framework, we are now focussing our attentions on tendering a new one. Drawing on the experience gained on the current framework, we are looking to make the new one more attractive to contractors by reducing the number of "lots", and also to reduce the number of contractors within each lot,

the rationale being that those contractors who successfully gain a place on our framework will be better placed to competitively win more work.

LINCOLN SOUTHERN BYPASS

Background – Scheme progressed to Preferred Route status agreed by Executive on 5 December 2006 and some "blight" property bought to deliver scheme. Estimate for dual scheme at that time was £67 m but now revised to £90 m.

Current Position – No current design activity. Some discussions with developers regarding constructing part of scheme to allow access to development land. Cost estimates being prepared to allow assessment of options. Next stage would be to submit a planning application for all or part of the route, timescales for this activity unknown at present.

LINCOLN EASTERN BYPASS

Background – Scheme cost £96 million/£50 million DfT/£34 million Development/£12 million LCC. Originally planned as a dual carriageway scheme but reduced to single carriageway after guidance from DfT. Planning permission for single carriageway scheme granted June 2013 and Public Inquiry following objections to the SRO and CPO's held February 2014. July 2014, DfT declined to confirm the CPO's/SRO's due to safety concerns over crossing of Hawthorn Road by NMU's. In all other respects, Planning Inspector found that the scheme, including closure of Hawthorn Road was sound. Revised NMU Bridge granted planning permission on 6 October 2014 and revised CPO/SRO's published on 23 October with end date of 5 December 2014. DfT Orders Team has decided that a further PI is required. Second PI held in August 2015.

Current Position – Still awaiting the outcome of the second Public Inquiry. The Inspectors report was expected at the end of October but was not received by DfT until December. A decision on the Orders is now expected no later than the 26 February 2016.

Network Rail have appointed BAM Nuttall on a design and build contract to deliver Spalding Line overbridge (road under railway) on LCC's behalf. Draft design prepared and costed, authority was sought from Executive Councillor on 20 January to enter into contract with Network Rail to allow them to award construction contract.

PQQ for main scheme tender issued in October 2015, returned 16 November. The selection of tender list of 4 contractors was completed in December. Tenders will not be issued until Orders are confirmed.

LINCOLN FOOTBRIDGES

High Street Footbridge

Work is continuing on site with the installation of the first elements of structural steel work now in place. Further overnight closures during February will enable further elements of the structure to be erected. Completion of the footbridge is, as previously anticipated, scheduled for May 2016.

Brayford Wharf East

Network Rail has continued to seek an alternative solution at this location that will match the funding envelope available. A revised, value engineered, scheme was presented to their Funding Board in December for consideration. To date we have had no indication of the outcome of this meeting.

BOSTON QUADRANT

Background – A developer led scheme for a new football ground and mixed use commercial and residential use. This includes a link road between A16 and London Road with a new roundabout on the A16 and signalised junction on London Road. Planning permission granted with ongoing discussions about start date but this will be market driven and delivered. LCC will be monitoring the highway works.

The Boston Quadrant forms what could become the first section of a proposed Boston Distributor Road, as highlighted within the current draft South East Lincolnshire Local Plan. The draft plan states: "A corridor will be safeguarded within which the (distributor road) works can be delivered, to be agreed with the Borough and County Councils. There are sections requiring major structures over rail, road and water that cannot be funded at present and, without which, the route will not function as a distributor road."

Current Position - The draft South East Lincolnshire Local Plan is currently out to consultation until Friday 19th February. Separately there is a proposal for a joint Lincolnshire County Council / Boston Borough Council funded survey to confirm traffic movements in and around Boston. This will assist in confirming the possible need for the distribution road.

A17/A151 – PEPPERMINT JUNCTION, HOLBEACH

Background – A joint highways and development scheme in two potential phases. Opens up land for mixed development, including around 1000 houses, and designed to relieve traffic from Holbeach Town Centre. Overall cost £4 m with £2.4 m from GLLEP Growth Deal. Phase 2 considers improvements to the Boston Road roundabout with a section of dual carriageway to the new A151 roundabout.

Current Position – Planning application submitted – 16 January 2016 with a decision due on the 17 March 2016. Detailed design due to commence February 2016 with orders due to

be published in Spring 2016 with potential start on site in Autumn 2016. Developer led application for adjacent housing development now due early 2016. The Peppermint Junction improvements are referred to in the draft South East Lincolnshire Local Plan.

We are also looking at the possibility of making improvements to increase the capacity of Boston Road roundabout at the same time that we undertake the proposed works to nearby Peppermint Junction. This will enable us to explore funding options for such work. This work would be an alternative to the proposed 'phase 2' dual carriageway section of the A17 between Peppermint Junction and Boston Road roundabout.

SPALDING WESTERN RELIEF ROAD

Background – A scheme to provide alternative route for potential through town traffic and to unlock development potential.

Current Position – Phase 1 now designed and awaiting development stimulus. Discussions continue for Phase 2/3 following agreement of the Spalding Transport Strategy. The SWRR is referred to in the draft South East Lincolnshire Local Plan (with the main focus being on 'Phase 2 North') which was released for consultation on 8 January 2016. Local consultation events are being held at Pinchbeck Village Hall on Wednesday 13th January 2016 (3.30 pm to 7.30 pm) and South Holland Centre Spalding on 9 February 2016 (11.00 am to 3.00 pm).

STREET LIGHTING TRANSFORMATION PROJECT

Background - Lincolnshire County Council (LCC) is making changes to its street lighting across the county in order to provide a more sustainable network. The combination of changes are designed to save £1,77M revenue funding per year, further reduce LCC's carbon footprint and reduce light pollution.

It currently costs approximately £5M per year to operate and maintain the County Council's 68,000 street lights.

Current Position – Delivery options are currently being developed. The changes are likely to commence in April 2016 and take around 12 months to deliver. A detailed communications plan will be in place.

GRANTHAM SOUTHERN RELIEF ROAD (GSRR)

Background - Overall GSRR scheme consists of two elements, Southern Quadrant Link Road (SQLR) target cost £52m and King 31 target cost £28m.

SQLR - Planning permission submitted March 2013 and conditionally approved November 2013. It is subject to ongoing Judicial Review (Appeal) by a third party. Courts to date have thrown out the JR challenge.

King31 – Planning permission granted in 2010 to Landowner/Developer. Due to lack of progress, LCC took over the procurement with contribution agreement from Landowner.

Significant funding, successfully bid through GLLEP, but with tight timescales.

Current Position - SQLR - S.73 change required for additional bridge span (giving new Planning Permission for all of SQLR) was approved 10th November 2015.

CPO/SRO processes now commenced (we are trying to secure land by private treaty). Detailed Design of viaduct, over River Witham and East Coast Main Line, is in process of formal approval by Network Rail.

King31 – Ph.1 of scheme, extended into Ph.2 to make use of necessary cut material as 'free' fill, commenced in September 2015 with expected completion in June 2016 (current value £3.8m); this is progressing very well. LCC have agreed financial contribution arrangements with landowners via Heads of Terms (formal agreement still to be signed). Significant Utility diversions commenced to facilitate further Phases.

Buildability of inherited design has been rightly challenged, resulting in a new planning application to LCC for the grade separated junction on the A1.

With this in hand, we have commenced discussions with our 'selected' contractor from the Midlands Highways Alliance (MHA) to provide a contractor input and gearing up for an agreed target cost.

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**Lincolnshire Highways Alliance
Performance Report
Year 6 Quarter 3: (October to December 2015)**



February 2016

Introduction

This report is prepared for the Highways Network Alliance Group (HNAG) by the Performance Working Group. It offers a summary of the results from each of the agreed KPIs and PIs.

Highway Works Term Contract

HIGHWAY WORKS TERM CONTRACT				PERFORMANCE DASHBOARD						Quarter 3	TREND
PI	INDICATOR	TARGET	RESULTS	SCORE	0	5	10				
1	Street lighting Indicator	98.9% or above	90.36% working	9.20						=	
2	Response times for emergency works	99.5% or above	99.27% compliance	8						=	
3	Tasks completed within timescale	97% or above	98.64% compliance	10						=	
5	Acceptable site safety assessments	95% or above	98.7% compliance	10						=	
7	Defect corrections requiring TM	98% or above	99.80% compliance	10						=	
8	% waste reused/recycled	90% or above	96.4% compliance	10						=	
9	Compliance with tendered Quality Statements	100% compliance	79.17% compliance	8						=	
10	Quality assessment of workmanship	100% compliance	50% compliance	0						▼	
11	Measure/reduce carbon over the whole fleet	100% compliance	100% compliance	10						=	
12	% task orders in compliance with TMA	95% or above	98.11% compliance	10						=	
										0	
4	RIDDOR incidents	0 RIDDOR incidents	0 RIDDOR incident	0						=	
6	Service strikes	0 Services Strikes	3 Service Strikes	-1.5						▼	
										100	
			TOTAL	83.7						▼	

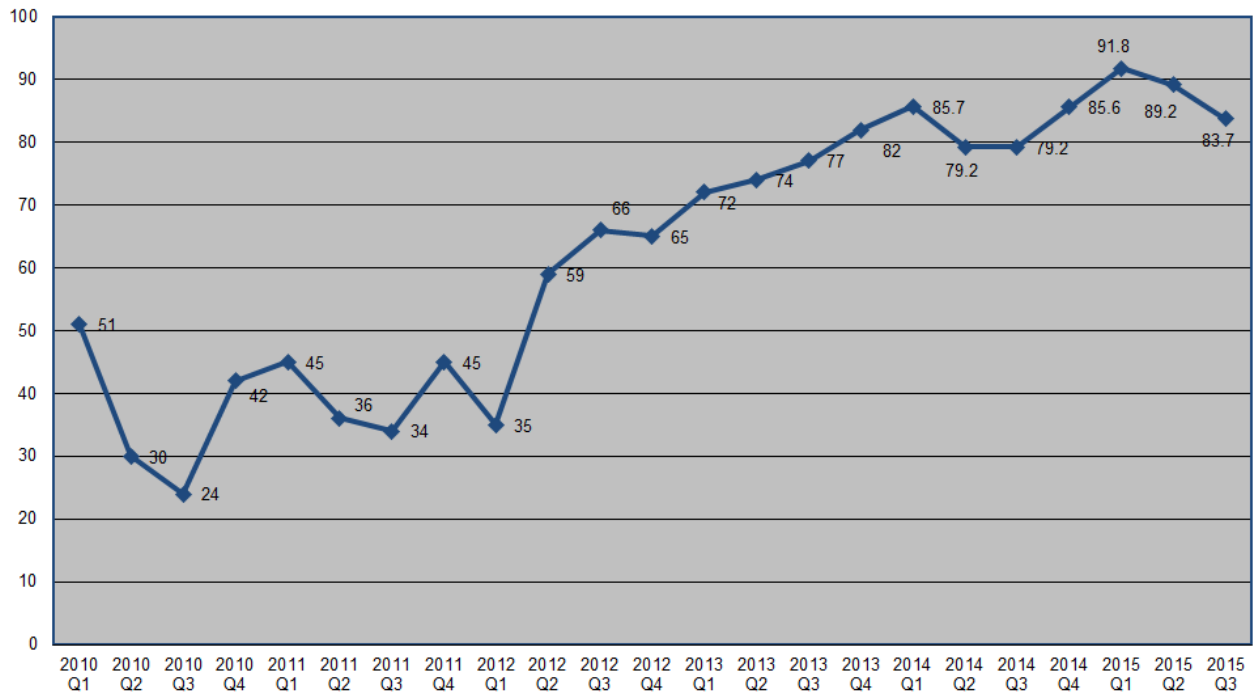
Highway Works Term Contract Performance commentary 2015/16 Q3

- PI 1 Street Lighting service standard: The indicator scored 9.2 which equates to an overall score of 90.36% on the indicator – this has remained the same as Quarter 2.
- PI 2 Response times for Emergency works: Performance has slightly dipped this Quarter to 99.27% but still remains at an exceptionally high level. Out of the 1374 emergency jobs over the quarter, 1364 achieved the required response rate.

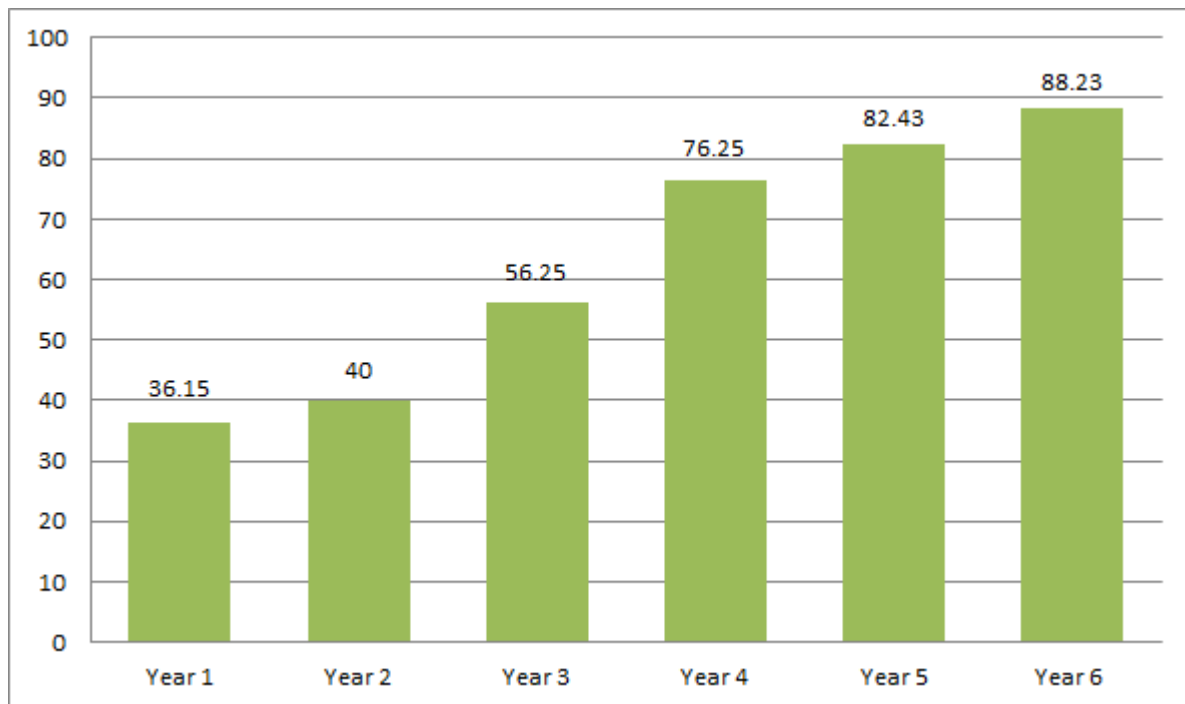
- PI3 Tasks completed in time scale – 145 jobs out of 147 jobs were completed on time giving this PI a 98.64% score and full marks.
- PI5 Acceptable site safety assessment – This indicator has been revised for Year 6. Instead of looking at the Quarter average the indicator now looks at a Yearly average. This is because not enough assessments were being undertaken over the Quarter to give meaningful data. The Indicator was scored as follows;
- Quarter 4 Year 5 = 36 assessments/35 passes
 - Quarter 1 Year 6 = 21 assessments/21 passes
 - Quarter 2 Year 6 = 12 assessments/12 passes
 - Quarter 3 Year 6 = 7 assessments/7 passes
- This gives a total of 76 assessments over the year with a total of 75 passes. This gives a score of 98.7% which means the indicator scores 10 points for this Quarter.
- PI7 Defect correction requiring traffic management: Performance is being maintained and this quarter's level remains good at 99.80 % compliant – full marks awarded.
- PI8 % waste reused/recycled: Performance remains at a good level achieving top marks.
- PI9 Delivery against a series of quality statements made during the tender for the contracts which are chosen each year by the performance group.
- PI10 Quality assessment of workmanship: This quarter there was 12 tests of which 6 passed giving a total of 50% pass rate. This means that the indicator has slipped this quarter and scores 0 points. Meetings have taken place between Kier and the Laboratory to understand the reasons behind these failures and to improve delivery. The Alliance remains in line with all contractors delivering works across our network.
- PI11 Measure/reduce carbon over the whole fleet: This indicator continues to improve, showing that the Alliance fleet is continuing to reduce unnecessary mileage and journeys against a set baseline.
- PI12 % task orders in compliance with Traffic Management Act: The indicator has improved from 97% last quarter to 98.11% this quarter. This does not change the score and the indicator still scores full marks. Out of the 106 orders, 104 had been assigned the correct notice.
- PI4 RIDDOR Incidents: There were no RIDDOR incidents reported this Quarter.
- PI6 Services Strikes: Three service strikes this quarter.

Overall Commentary

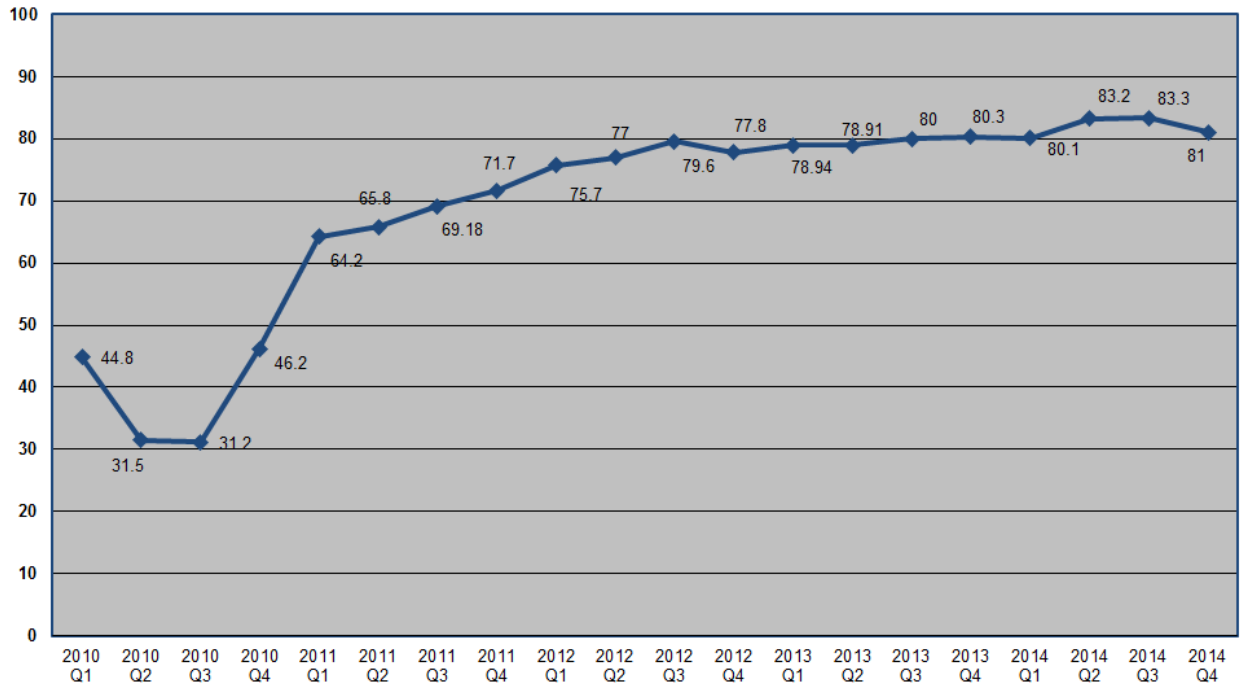
There has been a slight dip in performance scores this quarter, from 89.2 in Quarter 2 to 83.7 points this Quarter. This was mainly down to a low score in PI10 Quality assessment of workmanship. Though this is still an excellent score and is above the requirement for the annual extension.



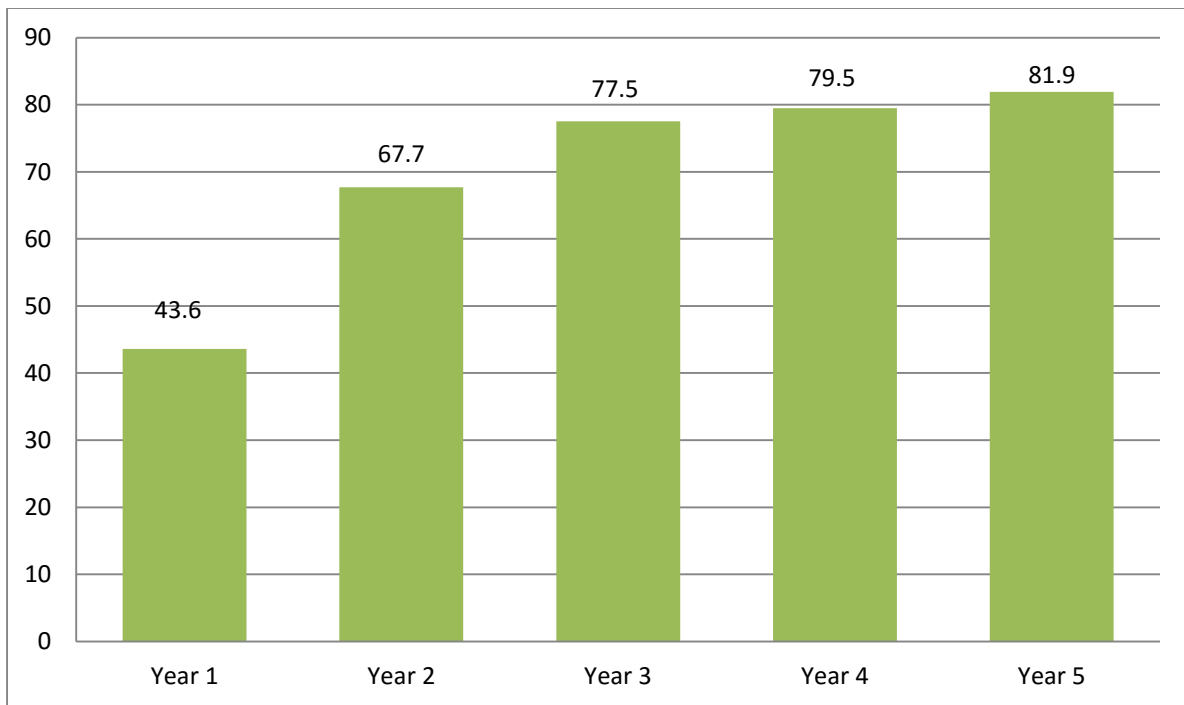
Highway Works Term Contract Scores over the Contract Period.



Highway Works Term Contract yearly average totals



Professional Services Contract Scores over the Contract Period



Professional Services Contract yearly averages total

Traffic Signals Term Contract

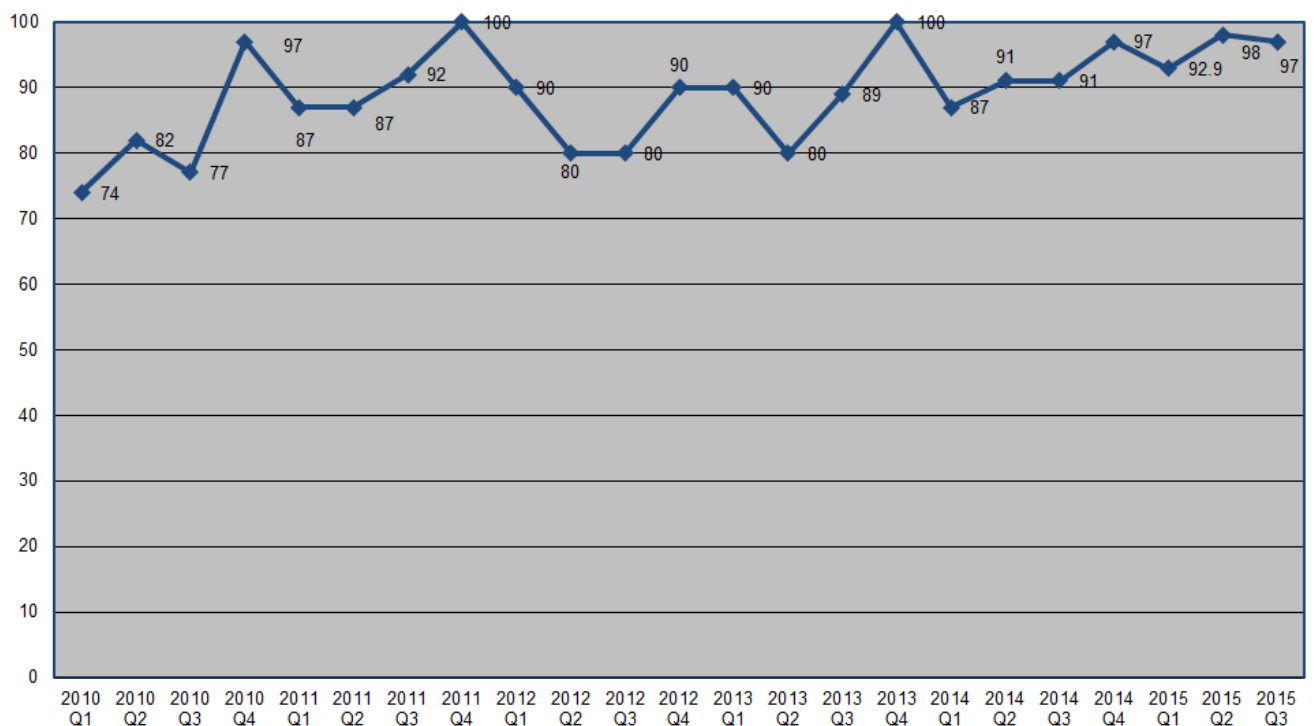
TRAFFIC SIGNALS TERM CONTRACT			PERFORMANCE SCOREBOARD				Quarter 3				TREND	
PI	CATEGORY	INDICATOR	SCORE	0	5	10	15					
1	Alliance Wellbeing	10 Critical Contractors Quality Promises	5									=
4	Service Standards	Weekly works planning and asset data supplied within agreed timescales	7									▼
5	Service Standards	Number of Faults Cleared within Contract Timescales	10									=
6	Service Standards	% Task Orders completed on Time that LCC have specified the completion date	10									▼
7	Service Standards	% Task Orders completed free of remedial works	10									=
8	Service Standards	% Faults resolved at the first visit.	10									▲
9	Service Standards	% Task Orders carried out in compliance with TMA	10									=
10	Service Standards	% Annual Inspections completed PA	10									=
11	Environmental Impact	Carbon Emissions Target set to 123.77 Tonnes CO2	10									▲
12	Environmental Impact	Waste / Recycling Target to be agreed with Contractor	5									▲
				-15			0					
2	Health & Safety	Reportable Accidents at Work	0									=
3	Health & Safety	Acceptable Site Safety Assessments PA	10									=
				0		100						
		TOTAL	97									▲

Traffic Signals Term Contract Performance commentary 2015/16 Q3

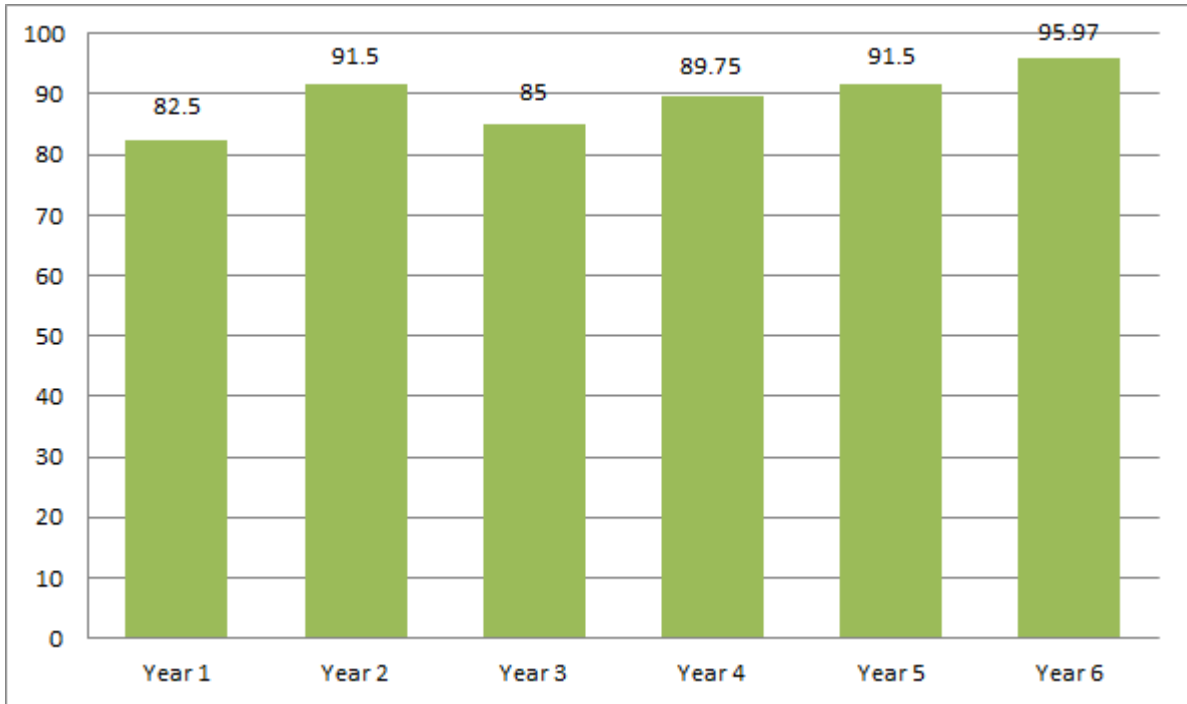
Comments for the TSTC

- PI1 All 10 quality promises are being met scoring 5 points for 100%
- PI4 New indicator, Weekly works planning and asset data supplied within agreed timescales. 3/3 Inventory's received and 13/13 Whereabouts submitted. 12/13 Dashboard compliance checks carried out in Q3. Total 97.44%
- PI5 Timescales for clearance are at 100%. All 364 faults received during Q3 have been cleared within the contract timescales.
- PI6 103/ 105 task orders that have been received during Q3 have been completed within the contract timescales. 98%
- PI7 No remedial have been reported for Q3 with the 194 task orders completed, this includes the 15 work orders that required TMA, associated with PI9. 100%
- PI8 360/364 Standard faults & Emergency faults all faults resolved first time. 99%. 4 repeat visits in total during Q3.

- PI9 15 task orders have been completed in Q3 in line with TMA, 100%
- PI10 There are 317 Sites in Lincolnshire per annum that require the annual inspections to be carried out. Quarterly totals are Q1-71, Q2-82, Q3-82 & Q4-82. 84 out of 82 inspections have been carried out by the end of Quarter 3. 100%
- PI11 Benchmarking results have now been established and agreed at 123.77 Tonnes CO2. Target is to reduce by 5%, equalling 117.5815 by the end of Q4. Our emissions are at 32.14 Tonnes CO2 for Q3.
- PI12 88.95% Recycled materials & 11.05% Recovered materials from Dynniq Depot by the end of the 3rd Quarter. Zero waste has gone to landfill.
- PI2 Zero reportable incidents during Q3.
- PI3 Two Inspections have been carried out during Q3. Both scored 5 points.



Traffic Signals Term Contract Scores over the Contract Period.

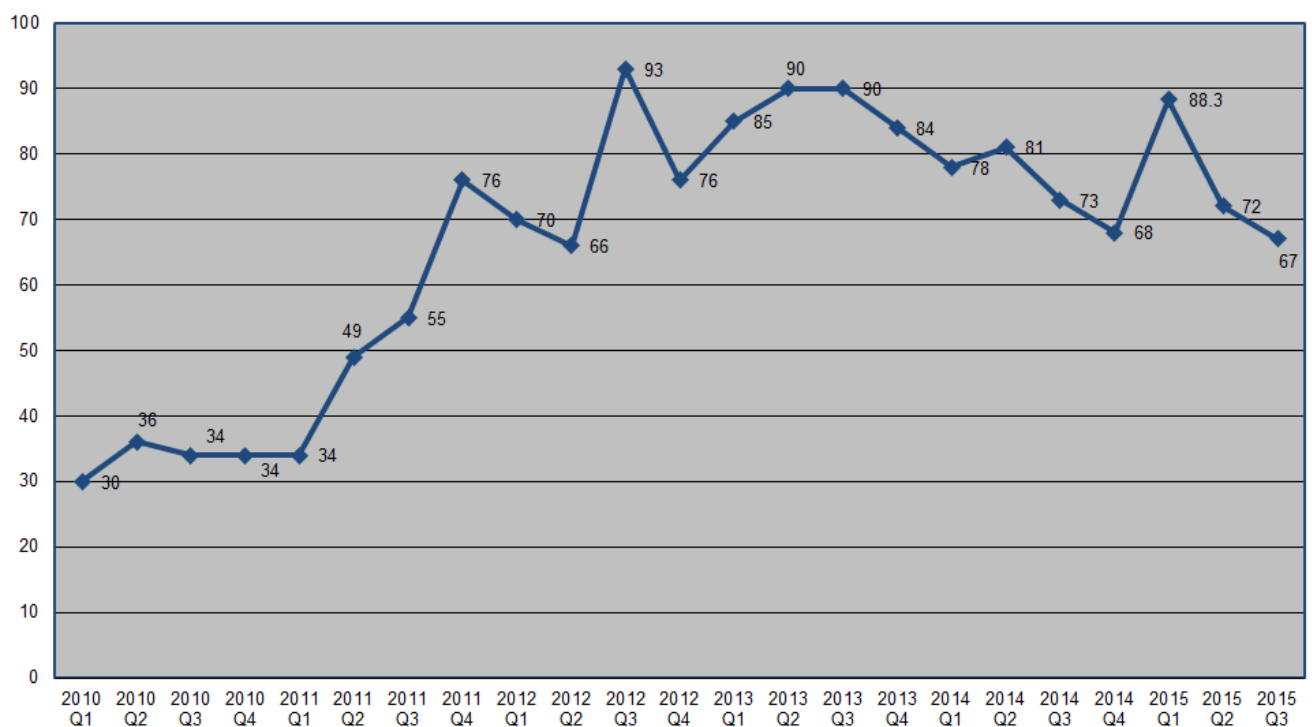


Traffic Signals Term Contract yearly averages total

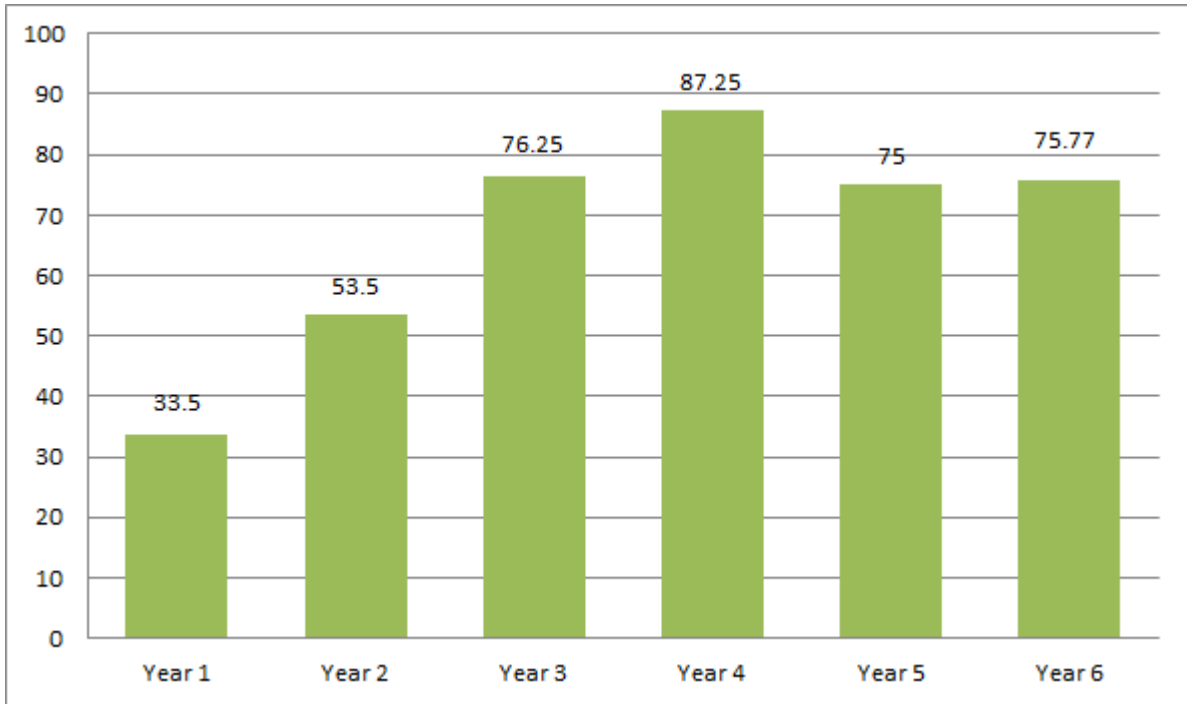
PI6 % of Compensation Events committed within 2 weeks: Out of 210 Compensation Events recorded only 85 were responded to in the two week time frame. This is only 40.47% and therefore doesn't score any points. This will need to be monitored and data has been issued on Dashboards to inform all parties of this performance. The level of vacancies, currently running at over 30% within Divisions, has meant that as the level of compensation events increases, staff are struggling to assess them within the target timescale.

Overall Commentary

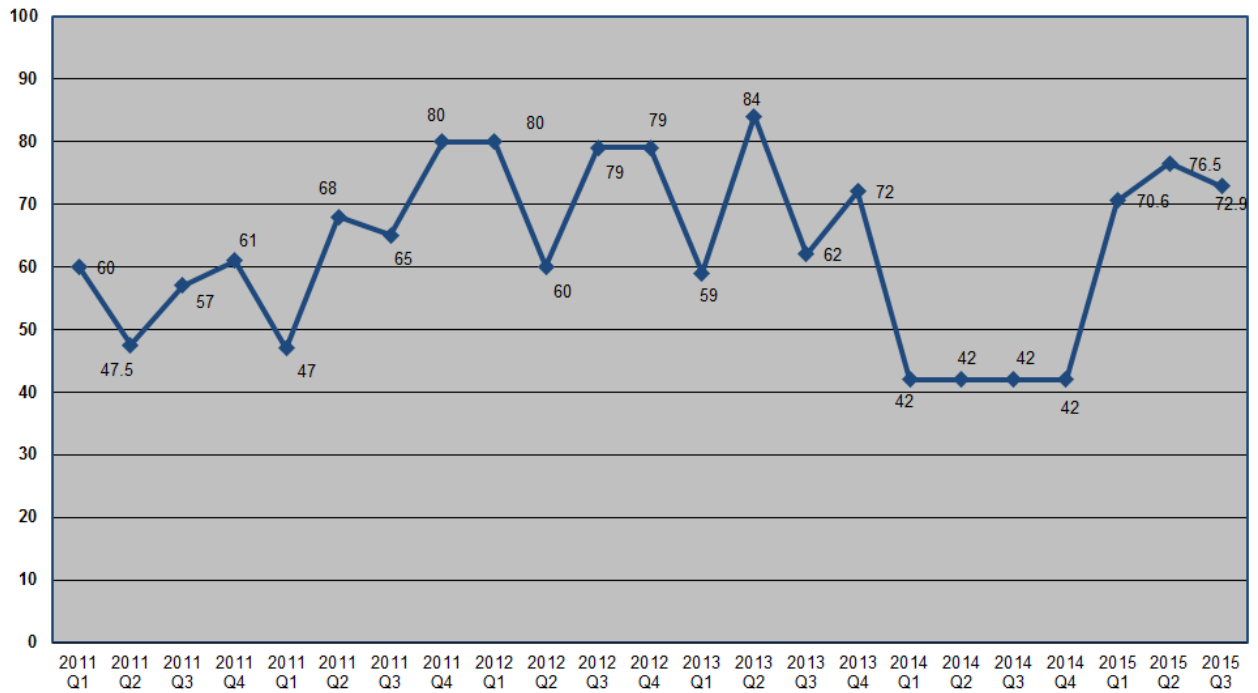
After some encouraging results in Quarter 1 and 2 there has been a slip in the Client score this Quarter. It has now at its lowest score since Quarter 2 of 2012. There are a number of reasons for the result. A small loss in PI2 issuing the Forward Programme after a team was late with their information. PI4 also suffered a small drop in right first time Job information. PI5 always undergoes a drop at the end of the year as Compensation Events are increasing due to finalisation of scheme costs. Staffing resource issues are clearly having an impact and this can be seen in PI6 which has failed to recover from its previous low score. All these scores have been reported through to staff and will continue to be monitored for improvement.



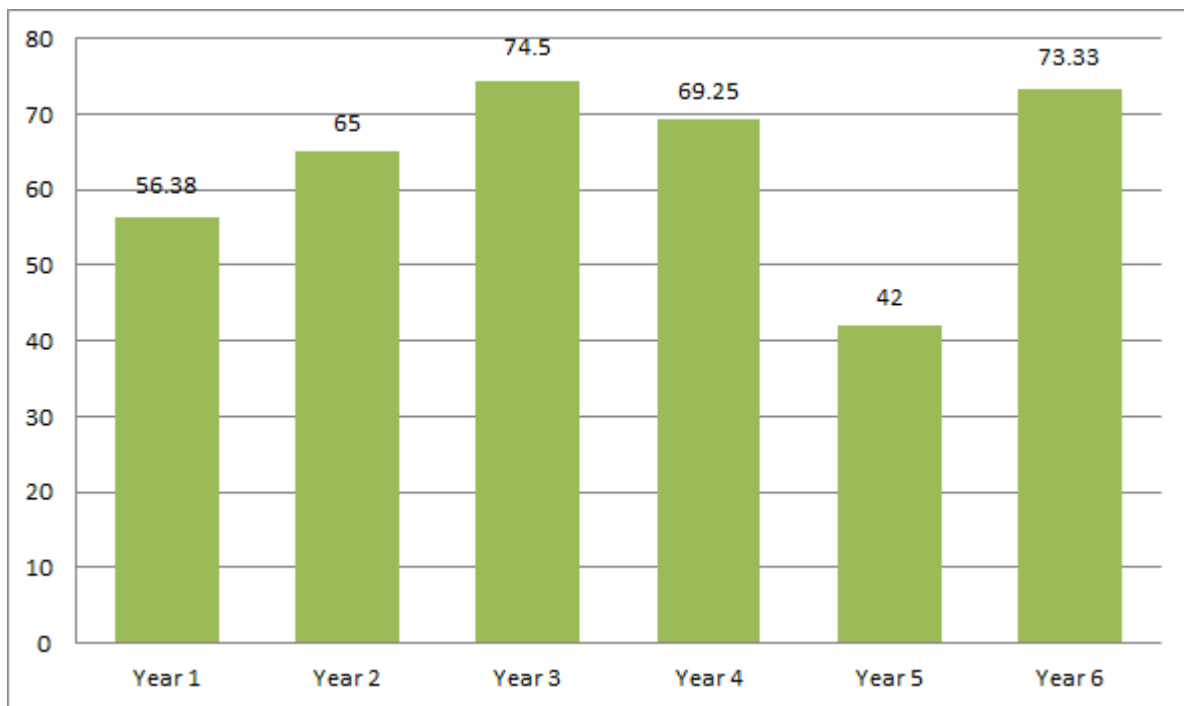
Client Performance Scores over the Contract Period.



Client Performance yearly average totals



Highway Alliance scores over the Contract period.



Highway Alliance yearly average totals

Conclusion

Scoring is still being affected by the implementation of Agresso and has caused a few problems when collecting data on a couple of the performance indicators. This has been noted in the commentary above. This means that we have had to adjust the scores on one of the dashboards.

The Highway Works Term Contract has fallen back from the high scores of Quarter 1 and 2, but is still at an excellent level. The indicator is still averaging 88.23 points for the year and is on track to easily achieve its target score.

Unfortunately, like last quarter, we have been unable to score four of the seven Professional Services indicators due to the Agresso issue and two of the others are based on minimal data. This has seriously restricted the ability to accurately score these performance indicators and therefore we have decided that we will wait for data from next Quarter so that we can retrospectively score this dashboard for three Quarters.

The Traffic Signals Contract scored 97 points this Quarter down from the 98 points scored in Quarter 2, but continues the excellent performance of the Traffic Signals Contract. This indicator is averaging 95.97 points over the year and shall easily exceed its target score

The Client score has seen good progress during the last two quarters, though there has been a few issues this Quarter that has seen the indicator drop back from 72 points to 67 points. In particular Performance Indicator 6 – Percentage of Compensation Events committed within two weeks has again failed to score. Action is being taken to improve this indicator, though as the impact of reduced staffing resource continues while the level of compensation events increases once costs are finalised, it will be extremely challenging to improve.

The missing data from the Professional Services Indicators has forced one indicator in Alliance dashboard to be left unscored again this Quarter. There has been considerable improvement in these indicators over this Quarter – rising from a low of 42 points during last year to 70.6 points in Quarter 1, 76.5 points in Quarter 2 before falling back to 72.9 this Quarter. The improvements are partly due to new ways of scoring two indicators. KPI1 Press coverage now monitors nett positive and neutral press coverage and has seen significant improvement this Quarter. Secondly KPI4 Relationship scoring has been scored against a baseline score rather than continuous improvement.

Darrell Redford
February 2016

Appendix 1 – Highways Works PI Improvement Actions

Indicator No	Description	Action	Owner	Target Date	On Track
KPI 10	Quality assessment of workmanship	Regular Quarterly meeting between Divisional staff and Contractor to discuss and rectify issues. Laboratory to review testing regime with LCC Performance Manager. New process and procedure submitted to aid in rectifying issues. There has been some progress on this – and we have seen an improvement in the scoring, though this Quarter the scores have slipped back. Continue to review	Target Cost and Performance Manager, Kier Officer and Divisional Officers.	April 2016 Q4 – Year 6 review	

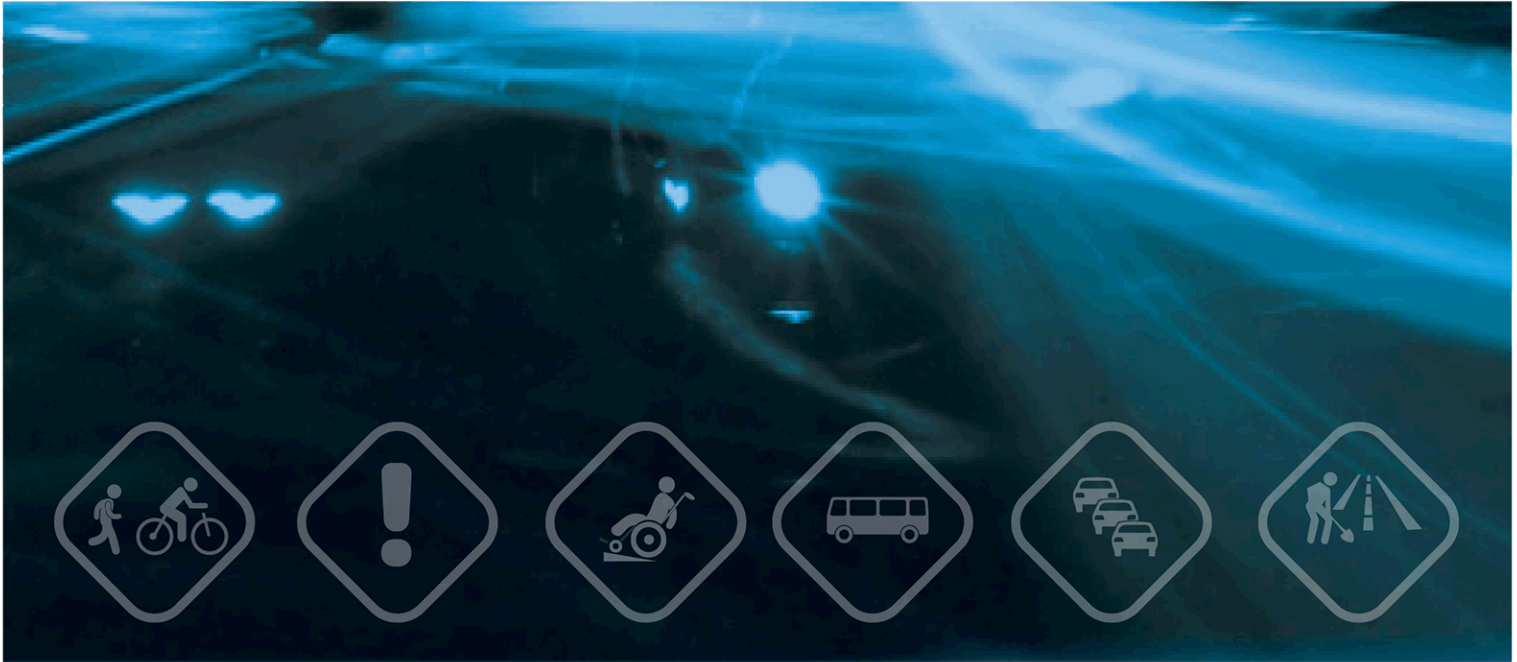
Appendix 2 – Client Performance Indicator Actions

Indicator No	Description	Action	Owner	Target Date	On Track
CPI 4	% JV orders giving "all Info" 8 weeks prior to start	Continued use of Dashboards to highlight areas of where there may be issues. Restructure of Divisions may cause a temporary blip in figures. Figures have improved – continue to monitor	Network and Development Managers, Divisional management and Client Services Team.	April 2016 Q4 Year 6 review	
CPI 5	Value of compensation events versus targets	Information has been gathered this quarter – monitor to see if Agresso issues are affecting results.	Target Cost and Performance Manager	April 2016 Q4 Year 6 review	
CPI 6	CE's committed within Timescale	Assess all CE's committed by Officer to see if there is a pattern. Report information on Divisional Dashboard and to the monthly NDM's meeting. Include TSP in the process. Monitor results for future Quarters as Confirm/Agresso shut down will effect CE commitment. Continue to monitor the effects of Agresso on data	Network and Development Managers and TSP management.	April 2016 Q4 Year 6 review	

Appendix 3 – Alliance Performance Indicator Actions

Indicator No	Description	Action	Owner	Target Date	On Track
KPI 1	Net Positive Press Coverage Monthly	Continue to monitor data and scoring. First and second Quarters data has given a more realistic appraisal of the situation. Monitor for the rest of the year	Target Cost and Performance manager	April 2016 Q4 Year 6 review	
KPI 3	Tasks delivered against the agreed Client programme - monthly	Continue to monitor the effects of Agresso on data	Target Cost and Performance Manager	April 2016 Q4 Year 6 review	
KPI 4	Relationship Management	Continue to monitor data and scoring. First and second Quarters data has given a more realistic appraisal of the situation. Monitor for the rest of the year	Target Cost and Performance Manager	April 2016 Q4 Year 6 review	

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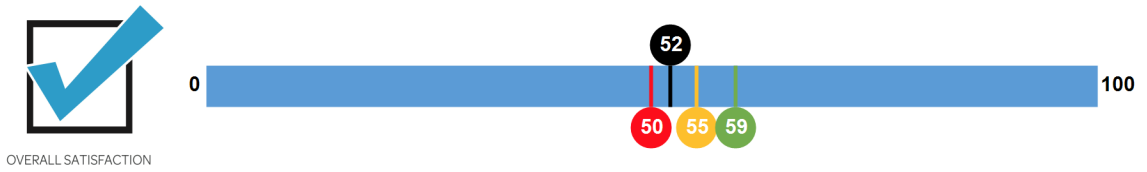


NHT Survey Report 2015

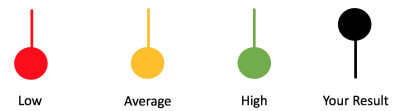
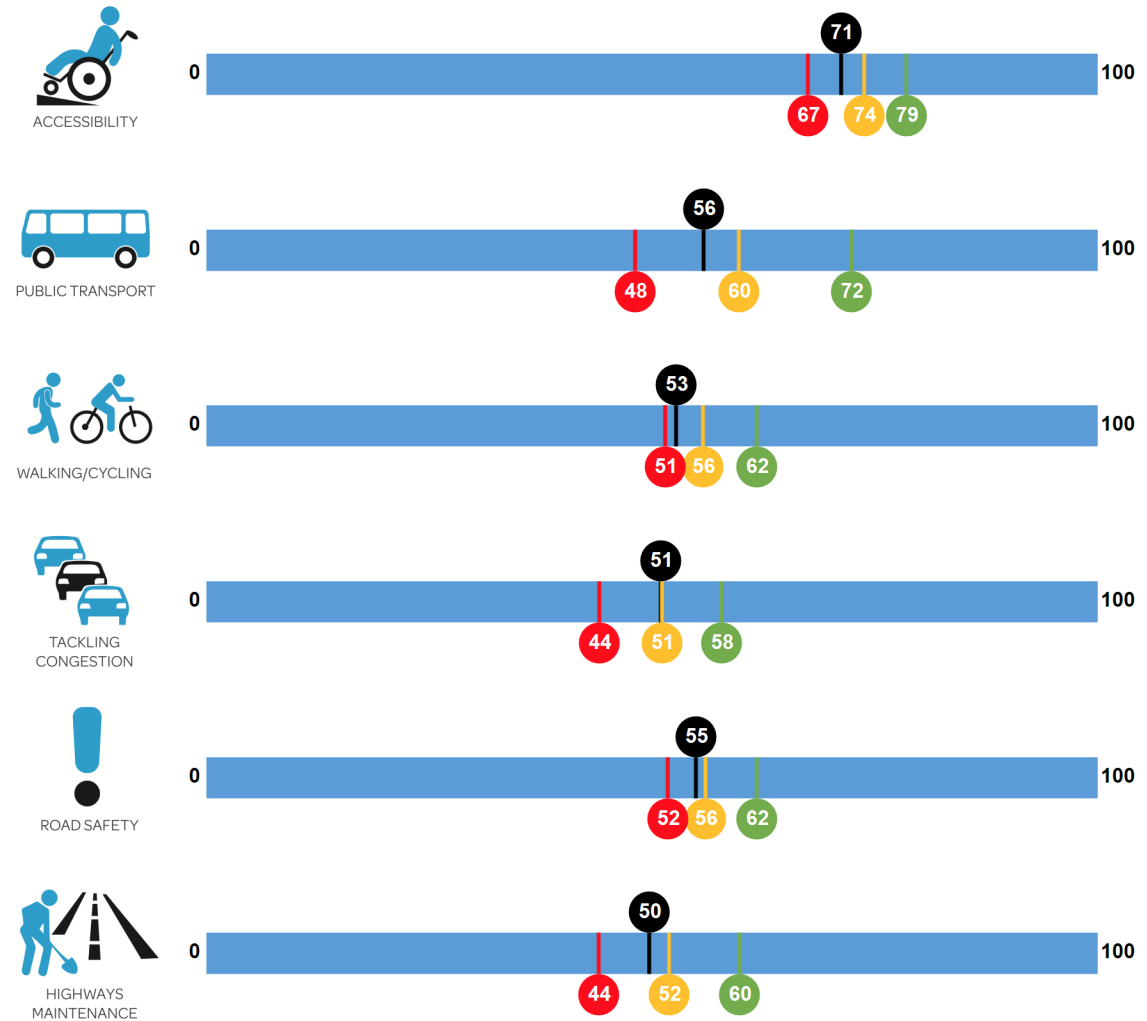
Summary Report for Lincolnshire CC

Executive Overview	3
Accessibility	4
Public Transport	5
Walking & Cycling	6
Tackling Congestion	7
Road Safety	8
Highways Maintenance/Enforcement	9

Satisfaction Overall



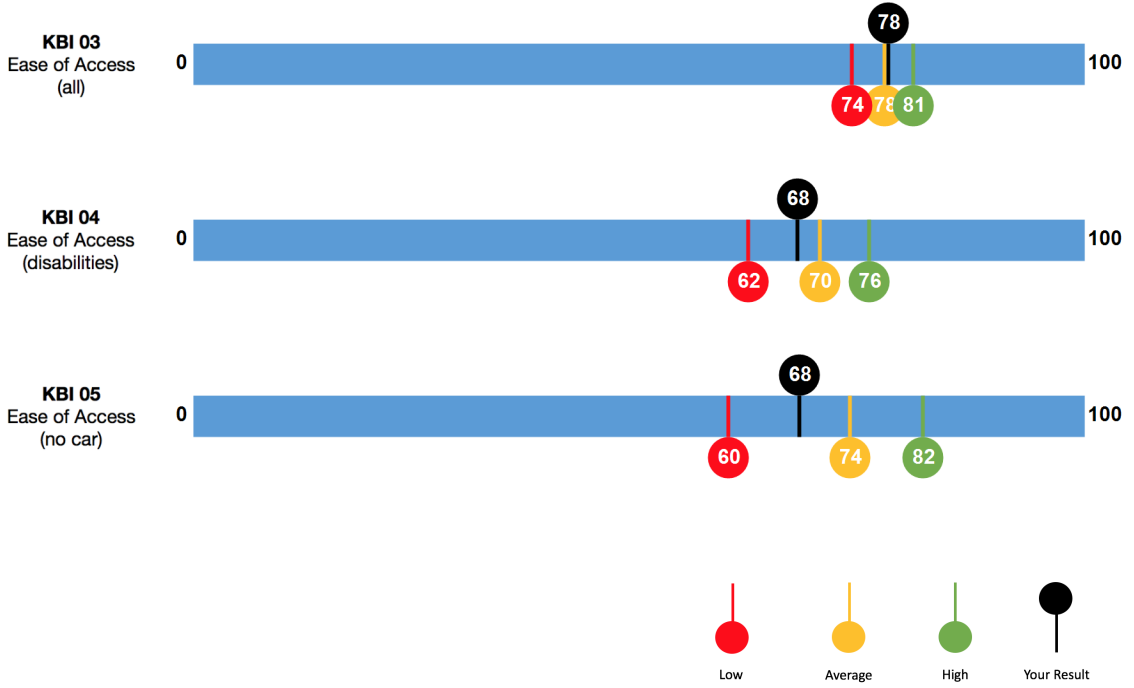
Satisfaction by Theme



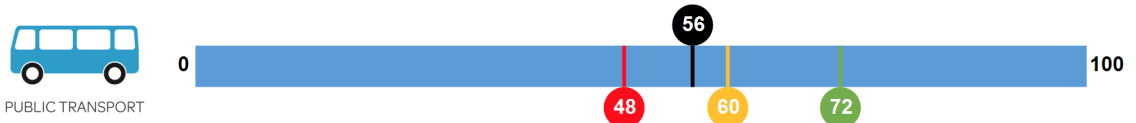
Accessibility Satisfaction Overall



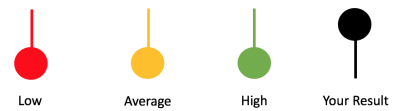
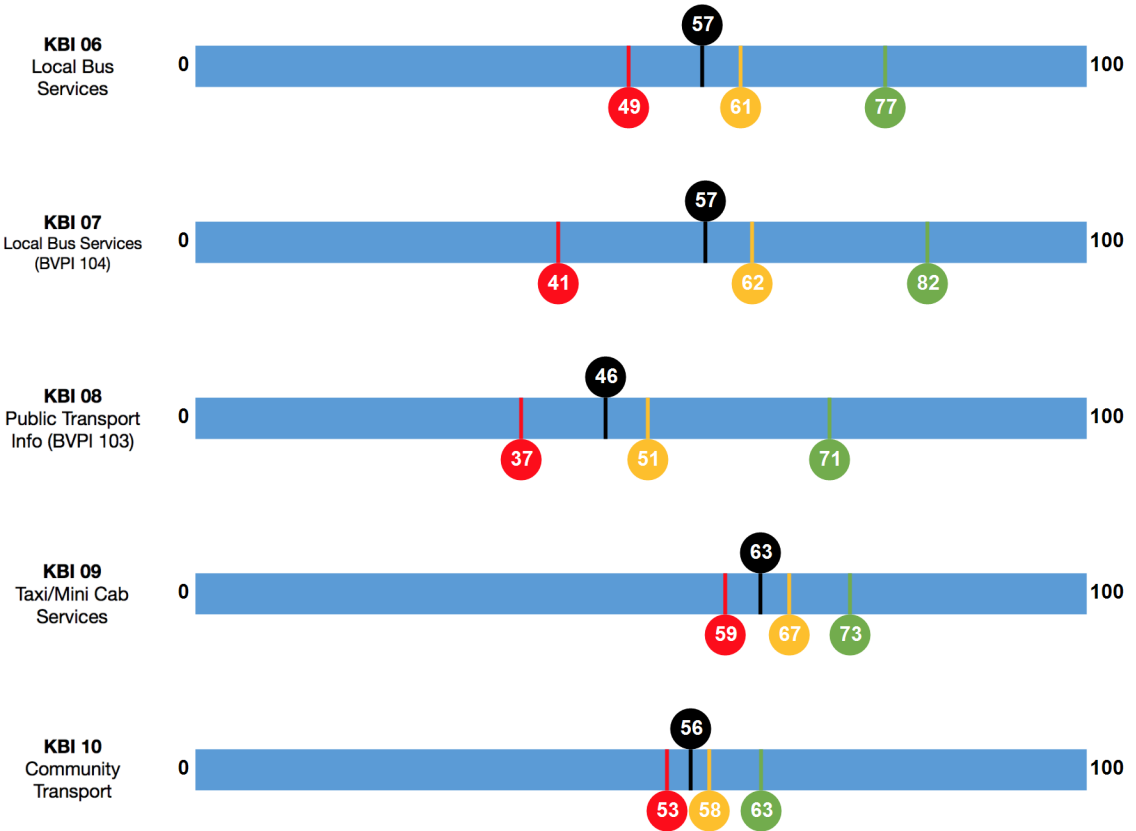
Accessibility Key Benchmark Indicator Results



Public Transport Theme



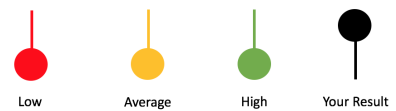
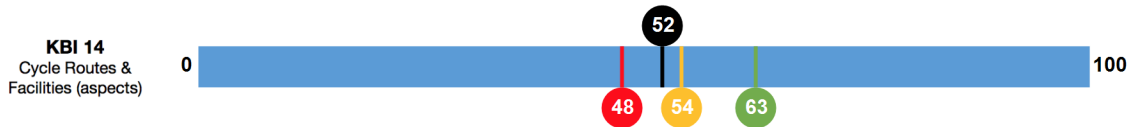
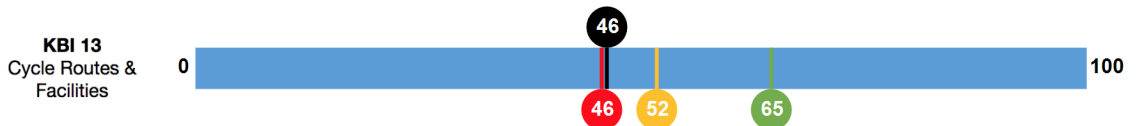
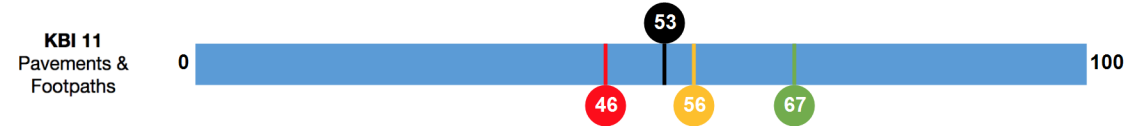
Public Transport Key Benchmark Indicator Results



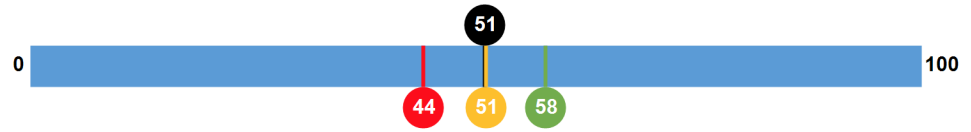
Walking & Cycling Theme



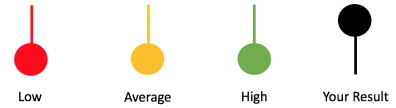
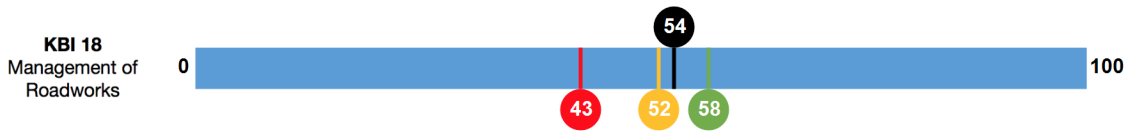
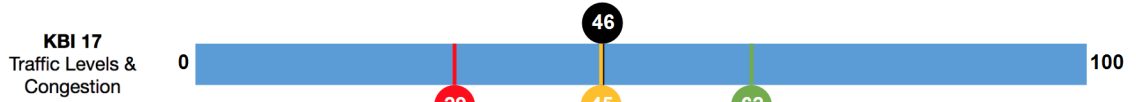
Walking & Cycling Key Benchmark Indicator Results



Tackling Congestion Theme



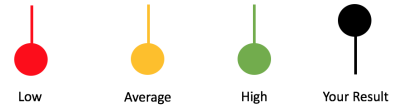
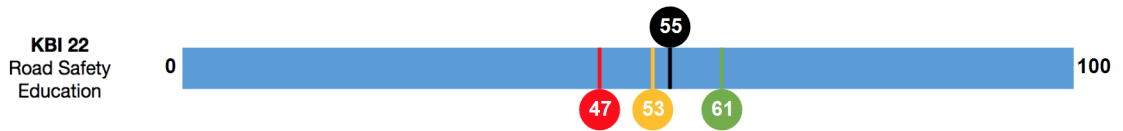
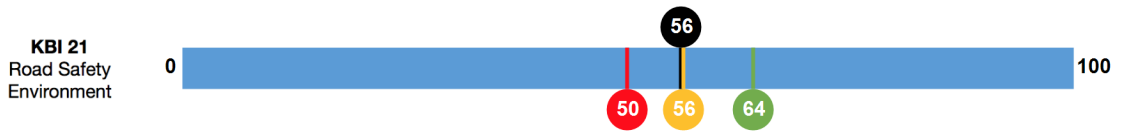
Tackling Congestion Key Benchmark Indicator Results



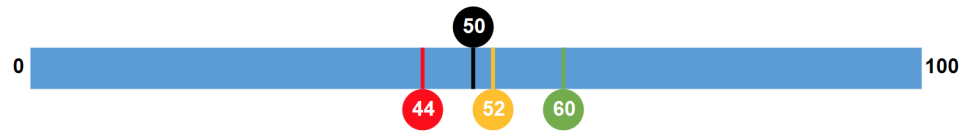
Road Safety Theme



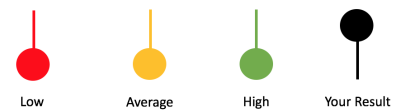
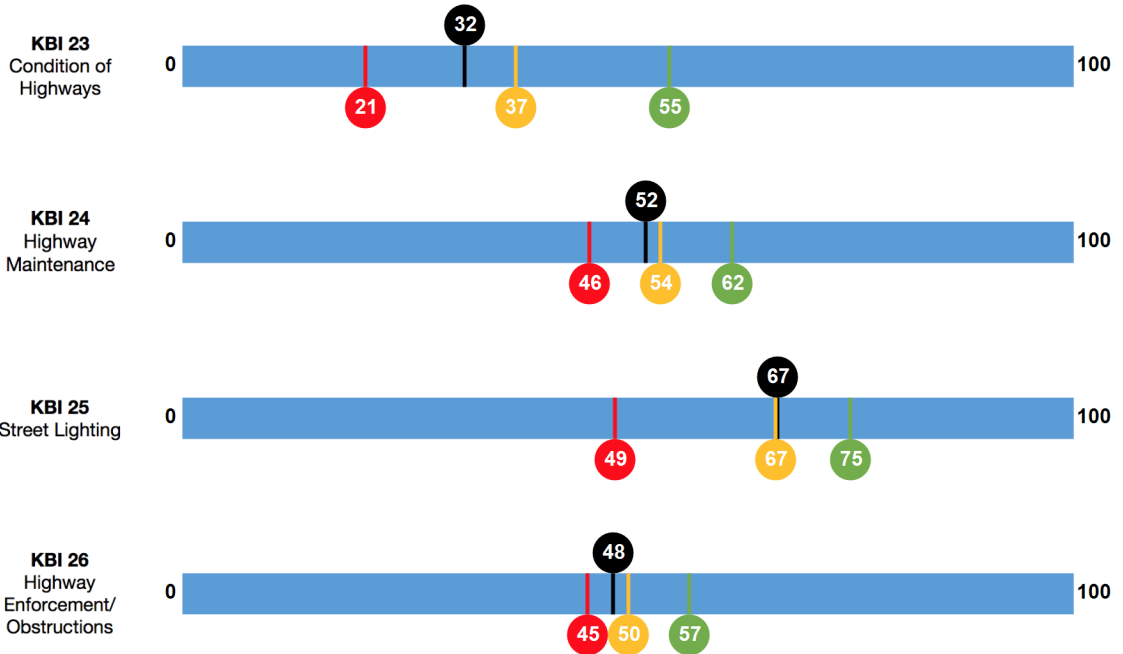
Road Safety Key Benchmark Indicator Results



Highways Maintenance/Enforcement Theme



Highways Maintenance/Enforcement Key Benchmark Indicator Results



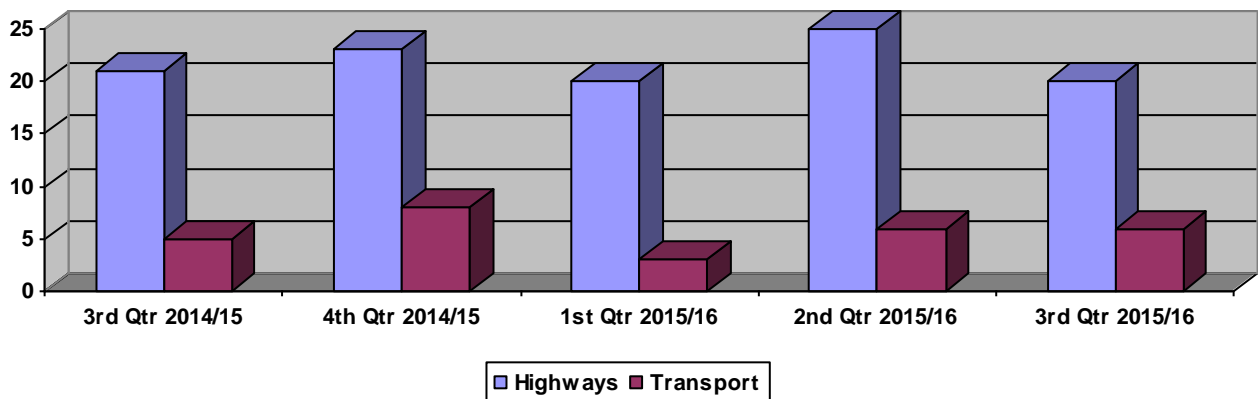
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CUSTOMER SATISFACTION INFORMATION

Highways and Transport Scrutiny Committee		
Date Range for Report	1st of October – 31st December 2015 (1st July – 30th September 2015)	
Total number of complaints received across all LCC service area.	152 (149)* individual school complaints not included.	
Total number of complaints relating to <u>Highways and Transport Scrutiny Committee</u>	26 (31)	
Total number of compliments relating to <u>Highways and Transport Scrutiny Committee</u>	42 (48)	
Total Service Area Complaints	Highways	20 (25)
	Transport	6 (6)
Highways Complaint Reasons	Age	0 (0)
	Breach of confidence	0 (1)
	Conduct/Attitude/Rudeness of staff	2 (2)
	Delayed Assessment of Service Request	0 (1)
	Disability	0 (0)
	Disagree with Policy	2 (2)
	Disagree with Procedure	7 (4)
	Gender	0 (0)
	Insufficient Information Provided	0 (2)
	Lack Of Choice	1 (0)
	Other	1 (0)
	Procedural – Other	1 (2)
	Procedure Not Followed	4 (4)
	Professional - Other	1 (0)
Service Delay	1 (4)	
Transport Complaint Reasons	Age	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	3 (1)

	Delayed assessment of a service request	1 (0)
	Disability	0 (0)
	Disagree with Policy	2 (4)
	Disagree with Procedure	0 (1)
	Geographic Location	0 (0)
	Insufficient Information Provided	0 (0)
	Lack of Choice	0 (0)
	Other	0 (0)
	Policy of LCC not to provide service	0 (0)
	Policy – Other	0 (0)
	Procedural – Other	0 (0)
	Procedure not followed	0 (0)
	Professional - Other	0 (0)
	Service Delay	0 (0)
Service Area Compliments	Highways	42 (47)
	Transport	0 (1)
How many LCC Corporate complaints have not been resolved within service standard		10 (8)
Number of complaints referred to Ombudsman		7 (12)

Total Complaint Receipts by Quarter



Summary

LCC Overview of Complaints

The total number of LCC complaints received for this Quarter (Q3) shows a 2% increase on the previous Quarter (Q2). When comparing this Quarter with Q3 2014/15, there is a 20% increase, when 127 complaints were received.

Highways Complaints

This Quarter Highways has received 20 complaints which is a 20% decrease from last Quarter when they received 25 complaints. When comparing this Quarter with Q3 2014/15, there is a difference of 1 complaint when 21 were received.

The outcomes of the 20 complaints were:

- 1 complaint was substantiated
- 1 complaints were partially substantiated
- 17 complaints were not substantiated
- 1 complaint has no outcome recorded

The substantiated complaint was regarding a delay in responding to correspondence regarding surface dressing.

The partly substantiated complaint was regarding a 3 month delay in replacing a broken street lamp following a collision.

Of the 17 not substantiated complaints, 2 complaints were regarding parking restrictions/permits and enforcement. There are no other themes to the not substantiated complaints.

Transport Complaints

This Quarter Transport has received 6 complaints which is the same as last Quarter when they received 6 complaints. This is an increase of 1 complaint from Quarter 3 of 2014/15 when 5 were received.

The outcomes of the 6 complaints were:

- 2 complaints were partially substantiated
- 3 complaints were not substantiated
- 1 complaint did not have an outcome.

Of the 2 complaints that were partially substantiated 1 was regarding the location of a school bus stop in a village and 1 complaint was regarding the attitude of a CallConnect driver.

Of the 3 non substantiated complaints, 2 complaints were regarding the CallConnect service and 1 complaint was regarding the Interconnect 10 bus service.

Overall Compliments

The overall compliments received for Highways and Transport shows a decrease of 13% this Quarter, with 42 compliments being received compared to 48 received last Quarter.

Highway Compliments

Highways received 42 compliments this Quarter. The compliments were:

- 40 compliments regarding maintenance work that has been carried out
- 2 compliments were for the Lincolnshire Road Safety Partnership for installation of a speed camera in Grantham.

Transport Compliments

Transport received 0 compliments this Quarter.

Ombudsman Complaints

In Quarter 3 of 2015/16, 7 LCC complaints were registered with the Ombudsman. 1 of these complaints was recorded against Highways and was in relation to boundary dispute with Lincs Laboratory. There was no outcome recorded.

Open Report on behalf of Richard Wills, Executive Director for Environment & Economy

Report to:	Highways and Transport Scrutiny Committee
Date:	7 March 2016
Subject:	Transport Strategy for Grantham – Progress Review Report

Summary:

To report Progress Review of the Transport Strategy for Grantham together with the review of the walking and cycling routes. This will enable Lincolnshire County Council to continue to deliver its objectives with its partners and obtain funding via external processes.

Actions Required:

- i) Members of the Committee are invited to note and comment on the Progress Report.
- ii) To agree that the Progress Report be submitted to the Executive Councillor for Highways, Transport and IT for his approval.
- iii) To note that a full review of the Transport Strategy, with potentially developing a new Strategy, will be required to take account of the significant changes that may occur as part of development planned for Grantham.

1. Background

1.1 The Transport Strategy for Grantham 2007 to 2021 and Beyond (Appendix A) was originally endorsed by Lincolnshire County Council (LCC) in December 2007 and South Kesteven District Council (SKDC) in April 2009. The aim of the Strategy was to look at all of the issues that relate to transport in the town and to make recommendations with regard to how funding should best be spent to make improvements to Grantham's transport system. The Strategy development team included representatives from LCC and SKDC and had the following four aims.

- i. To provide a framework for the better management of movements into and through Grantham in both the short term (up to 2010) and the longer term (2011 – 2021 and beyond).
- ii. To address the problems associated with existing and future levels of congestion in Grantham.
- iii. To address the environmental impacts of existing and future traffic movements in Grantham, in particular with regards to air quality.

- iv. To support the sustainable economic growth of the town and its surrounding area.
- 1.2 Subsequently a Progress Review of the Transport Strategy for Grantham was carried out in April 2014 (Appendix B).
- 1.3 Fifteen individual outcomes were identified as part of the Strategy; these state the detailed, in some cases measurable, aims of the Strategy. Whilst the Progress Review has identified some potential changes to the outcomes, it is considered appropriate to measure the progress against the original outcomes included in the original Transport Strategy.
- 1.4 The progress status for each of the outcomes is summarised below with Green indicating outcome delivered/significant progress, Amber indicating moderate progress and Red indicating little/no progress.

No.	Outcome	Progress Status
1	Reduced private vehicle levels on streets in the town centre area.	Amber
2	Safer environment with increased pedestrian space and facilities.	Amber
3	Improved management of on and off-street parking.	Green
4	Sufficient parking provided to aid the economic success of the town centre.	Amber
5	Improved reliability of bus services.	Green
6	Improved levels of bus services accessible to all users.	Green
7	Improved connectivity between bus and rail.	Green
8	Improved waiting environment and for public transport users at key locations.	Red
9	Clear and attractive links between public transport services and the town centre.	Red
10	Reduced number and severity of bridge hits.	Amber
11	Maximised efficiency of key junctions.	Green
12	Increased level of walking and cycling trips throughout the town.	Amber
13	Reduced proportion of car trips to all new developments.	Amber
14	Economic growth achieved alongside an increase in sustainable travel	Removed
15	Improved air quality within the Air Quality Management Area	Amber

- 1.5 Following this Strategy, significant progress has been made for better management of movements in Grantham both in the short and longer term. The changes in legislation including the National Planning Policy Framework (NPPF) have meant that whilst many of the outcomes remain fit for purpose, a number require amendment or replacement to ensure they are clear, measurable and achievable.
- 1.6 Over the coming years, the implementation of major interventions (Grantham Southern Relief Road) complemented by smaller scale projects, will lead to improvements to the transport network. These will bring benefits including reduced congestion, an improved and better protected environment and sustainable economic growth. With economic growth forecast to be consolidated in the medium to long term, the Transport

Strategy for Grantham remains relevant and vital to meet the economic, social and environmental aspirations of Grantham and South Kesteven.

- 1.7 The Grantham Southern Relief Road, in particular, will bring considerable changes to travel and traffic within and around the town. When the Relief Road opens, the current Transport Strategy will be ten or more years old. This, coupled with the significant level of development, will require a new Strategy to be developed. It is therefore planned that a new Strategy be formulated once the Relief Road has opened.
- 1.8 As part of the Transport Strategy for Grantham Progress Review, to facilitate growth and promote sustainable transport infrastructure, a review of the improvement to walking and cycling routes was also carried out (Appendix Cii). As an output of this, a Cycling Strategy Map has been developed (Appendix Ci).

2. Consultation

- 2.1 The review was undertaken by the Highway Alliance, with a public workshop/review undertaken with Members of both LCC and SKDC and surrounding Parish Councils on 25 February 2015. The document was also reviewed at the Grantham Growth Point Transport and Infrastructure Group Meeting, which included various departments and officers from LCC and SKDC. As this is a Progress Review full public consultation was considered not to be required. SKDC endorsed the progress review on 5 October 2015.

a) Policy Proofing Actions Required

N/A

3. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

4. Appendices

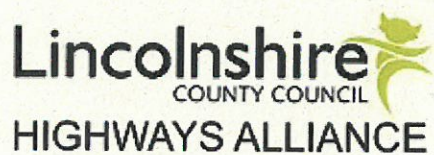
Appendix A	The Transport Strategy for Grantham 2007 – 2021 and Beyond http://www.lincolnshire.gov.uk/searchResults.aspx?qsearch=1&keywords=Transport+Strategy+for+Grantham+Progress+REview&x=44&y=27
Appendix B	Transport Strategy for Grantham – Progress Review Progress Report 2014
Appendix Ci	Cycling Strategy Map
Appendix Cii	Review of Improvements to Walking and Cycling Routes.

This report was written by Mark Heaton / Satish Shah, who can be contacted on 01522 782070 or LCCHighwaysWest@lincolnshire.gov.uk.

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Transport Strategy for Grantham – Progress Review

Progress Report 2014



April 2014

Document Control Sheet

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Record of Issue

Issue	Status	Author	Date	Check	Date	Authorised	Date
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B	Draft	CB	26/03/14	PR	26/03/14	PR	21/03/14
C	Draft	GL	14/04/14	PR	14/04/14	PR	14/04/14

Distribution

Organisation	Contact	Copies
Project Steering Group	Various	Electronic

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3	What has happened since Grantham Transport Strategy was published? ...	6
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5	Is the Strategy being delivered?.....	11
6	What will the Strategy deliver over the coming years?.....	21
7	How will the rest of the Strategy be delivered and monitored?	25

Appendix A – New Outcomes

Appendix B – Programme

Appendix C – Funding Streams

1 Introduction

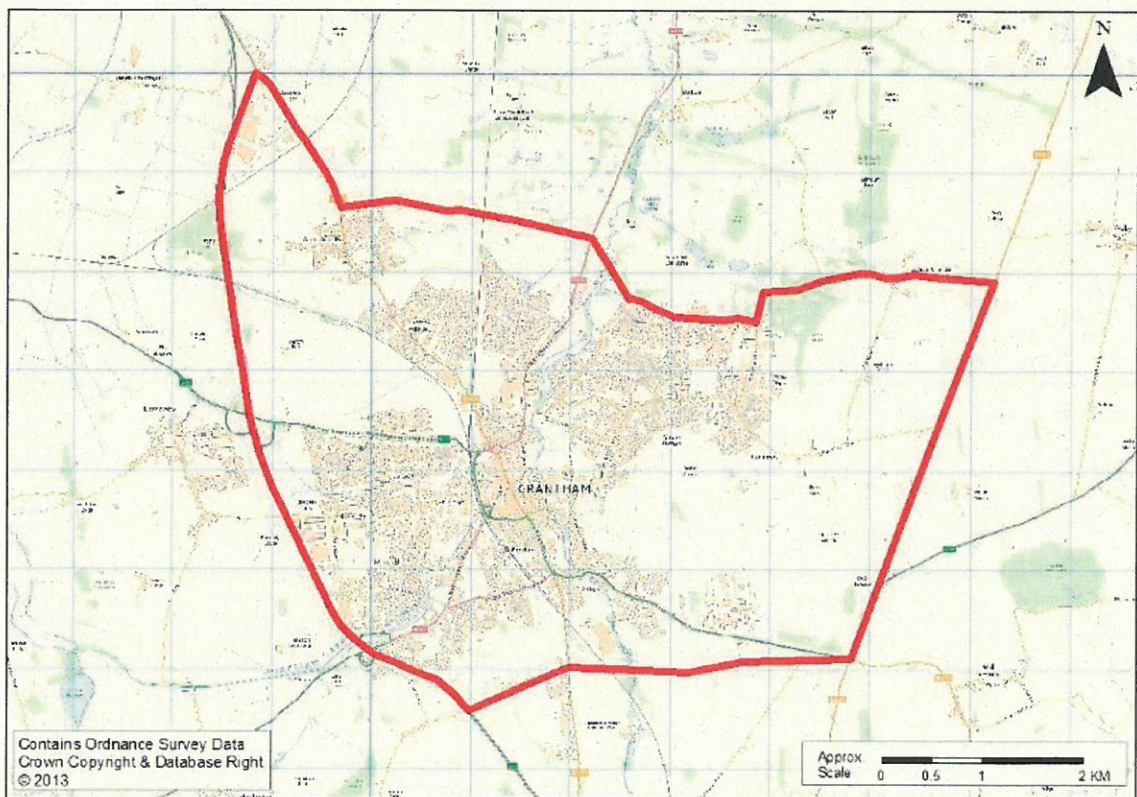
1.1 Transport Strategy for Grantham

In 2005, a transport study for the Grantham area was commissioned by Lincolnshire County Council (LCC) to review all the transport-related issues within the town and to make recommendations on how budgets could be best spent to deliver improvements to the town's transport system.

The findings and recommendations of the study were drawn together to produce the Transport Strategy for Grantham, which was published in December 2007.

The boundary of the area covered by the Transport Strategy is shown in red within Figure 1-1. The Strategy area is defined by major roads surrounding the town's urban area with the boundary to the north being Great North Road, Newark Hill, Belton Lane, Londonthorpe Lane and High Road; the western boundary being High Dyke; the southern boundary being formed by the A52 and Gorse Lane; and the western boundary being the A1 between Gorse Lane and Great North Road.

Figure 1-1 – Strategy Area



1.2 2013/14 Progress Review

This report presents the output from a Progress Review, which has assessed progress made in delivering the Strategy since 2007 and provides a high level programme of delivery, for both existing and new transport interventions, over the short, medium and long term. The report answers a number of key questions, which

enables progress to be assessed and identifies what has been or remains to be delivered, including:

- What did the strategy aim to deliver?
- What has happened since the strategy was published?
- What may happen in future?
- Is the Strategy being delivered?
- What will the Strategy deliver over the coming years?
- How will the rest of the Strategy be delivered and monitored?

2 What did the Grantham Transport Strategy aim to deliver?

2.1 Aim and Objectives

The following five 'headlines' summarise the main aims of the Grantham Transport Strategy:

- Making Grantham a better place in which to live, work and shop;
- Making alternative ways of travelling more attractive;
- Making the most of the railway station
- Helping people get around town more easily
- Catering for new developments

The original Strategy had eight broad objectives. These have been reviewed as part of the progress review in order to take account of changes in policy and focus for transport over the past few years. The revised objectives are presented in Table 2-1 below:

Table 2-1 – Revised Strategy Objectives

Ref:	Objectives	Change
O1	To improve sustainable transport in order to reduce dependence on the private car.	No change
O2	To improve traffic management and reduce congestion in Grantham.	No change
O3	To improve accessibility for all.	No change
O4	To improve safety and security for all transport users, and reduce the number and severity of road collisions.	Include reference to reducing number and severity of road collisions
O5	To improve air quality and reduce noise impacts.	No change
O6	To support the regeneration of Grantham, encouraging inward investment and supporting the expansion of the town through the Sustainable Urban Extensions.	Original objectives 6 and 7 combined with additional reference to urban extensions
O7	To protect and enhance the built and natural environment.	No change
O8	To improve the quality of life, health and well-being of Grantham's residents, employees and visitors, including through the promotion of active travel choices.	New objective for health and well-being
O9	To reduce the per capita carbon emissions in Grantham through planning, improving and managing transport.	New objective for carbon emissions

2.2 Interventions

For the strategy to fulfil its objectives, a range of transport interventions were identified, as shown in Table 2-2.

Table 2-2 – Transport Intervention, Schemes and Measures

Introducing Specific Short-Term Solutions
Improvements to town bus services
Review and improve all signing
Review and improve walking and cycling routes
Implement town centre traffic management schemes
Review bridge protection systems
Pursuing Funding for New Roads
East-West Relief Road (Grantham Southern Relief Road)
Pennine Way Link
Other junction improvements
Making the Most of Development Opportunities
Bus Station
Improved rail station access
Influencing Public Transport Operations
Encourage bus operators to serve the rail station
Support improvements to the Poacher Line Community Rail Partnership
Managing Transport and Planning Processes
Introduce residents' parking schemes
Improvements to town centre parking
Management of planning process

In addition to the existing transport interventions a number of additional interventions were identified as part of the review process. This should act to further support the implementation of the Transport Strategy, both in the short and long term. Table 2-3 summarises these interventions, and identifies where an existing intervention has been superseded.

Table 2-3 – Summary of Further Interventions

Intervention	Status
Traffic Regulation Orders Review	Further intervention
Produce and Implement a Signing Strategy	Further intervention. Incorporates the original intervention to 'Review and Improve All Signing'
Produce and Implement a Walking and Cycling Strategy	Further intervention. Incorporates the original intervention to 'Review and Improve Walking and Cycling Routes'
New Transport Strategy	Further intervention

2.3 Outcomes and Benefits

Following on from the review of the Strategy’s objectives, it is important to understand how the changes in emphasis, manifested through the revised objectives, impact on the desired outcomes. As a reminder, the existing outcomes, progress towards which will be assessed later in this document, are listed within the following table.

Table 2-4 – Existing Outcomes

Ref:	Existing Outcomes
1	Reduced private vehicle levels on streets in the town centre area
2	Safer environment with increased pedestrian space and facilities
3	Improved management of on- and off-street parking
4	Sufficient parking provided to aid the economic success of the town centre
5	Improved reliability of bus services
6	Improved levels of bus services accessible to all users
7	Improved connectivity between bus and rail
8	Improved waiting environment for public transport users at key locations
9	Clear and attractive links between public transport services and the town centre
10	Reduced number and severity of bridge hits
11	Maximised efficiency of key junctions
12	Increased level of walking and cycling trips throughout the town
13	Reduced proportion of car trips to all new developments
14	Economic growth achieved alongside an increase in sustainable travel
15	Improved air quality within the Air Quality Management Area

Whilst many of the existing outcomes remain fit for purpose, a number require amendment or replacement to ensure that they are clear, measurable and achievable. For example, Outcomes 3 and 14 have been removed, due to difficulty in measuring their success or failure. A summary of the revised outcomes is located within Appendix A. Following this report, progress towards achieving objectives will be measured against the revised outcomes.

3 What has happened since Grantham Transport Strategy was published?

3.1 Changes to the National Economy

Since 2007, when the latest version of the Grantham Transport Strategy was published, there have been significant changes in Grantham, the surrounding area and the UK as a whole, which have had considerable impacts on both people and businesses. The 2008 financial crisis has had a fundamental effect on the prosperity of the country, with economic recession and the national budget deficit resulting in closures of businesses, loss of employment and constraints on public, commercial and personal finances. Like many other locations, this has affected Grantham and may continue to do so for some time. The economic situation may also have an impact on the delivery of the Grantham Transport Strategy, due to the greater limits on the availability of funding resulting from reductions in national and local government budgets.

3.2 Changes to Policy

Policy has also changed significantly since 2007. The election of the Coalition Government in 2010, led to changes to both the structure and focus of the policies that guide the development of economies, and transport, in local areas.

Of perhaps greatest significance was the removal of the regional tier of government with greater focus for policy being at the local level and a greater requirement for local authorities to work together.

Nationally, new planning policy has been released, in the form of the National Planning Policy Framework (NPPF) which sets out planning policies for England and how the Government expects these to be applied. It aims to simplify the planning system and policy, whilst encouraging sustainable development. The Government also released a new Transport White Paper (*‘Creating Growth, Cutting Carbon: Making Sustainable Local Transport Happen’*), which focuses local transport policy on the twin aims of supporting economic development while also reducing the environmental impact of transport choices.

Lincolnshire’s latest Local Transport Plan (LTP4) was published in April 2013 and has been written to cover the ten-year period between 2013/2014 and 2023/2024. Its key objectives are to create a safer, more efficient transport network which nurtures sustainable economic growth, and creates a better environment for residents and visitors. The improvement of provision for sustainable modes of transport, such as bus and bicycle, are also a high priority.

The Health and Social Care Act 2012 sets out a number of legislative changes which include a new focus for public health and greater accountability locally, with local authorities taking on responsibility. This should bring a stronger focus on transport in terms of the role it can play in improving the health and wellbeing of the general public.

The South Kesteven Local Plan comprises of the Core Strategy, the Grantham Area Action Plan (in preparation) and the Site Allocation and Policies Development Plan Document (DPD). The Core Strategy was adopted in July 2010 and identified that the area will be the focus for major development for South Kesteven over the Core Strategy period up to 2026. It is recognised that transport has a key role in delivering this growth, through the key objectives anticipated within the forthcoming Grantham Area Action Plan (GAAP).

The Grantham Town Centre Masterplan (GTCM) was produced by SKDC in 2002 and reviewed in 2007. How transport supports the town centre is vitally important, whether it be by providing efficient access, or reducing the impact of traffic. Grantham's Transport Strategy needs to support the aims of the Masterplan in delivering an improved town centre for living, working and visiting.

In 2010, SKDC produced the Grantham Movement Strategy. This focused on the importance of improved mobility and accessibility to support economic growth and attract inward investment, whilst also recognising the need to minimise adverse impacts on the environment and communities. The objectives outlined and projects identified through this piece of work have been aligned with this progress review.

SKDC has also produced a draft Parking Strategy covering the period 2012-2017. This strategy recognises an opportunity, in the medium and long term, to plan for higher levels of car parking demand due to forecast growth in housing and jobs in South Kesteven, and Grantham in particular.

3.3 Changes to Grantham

Grantham is currently going through a period of change, which is partly reflected in its population growth. Between 2007 and 2012, the town experienced a 3.7% increase in its number of inhabitants, which is the same rate as in the East Midlands region and only marginally lower than the rate for the rest of England. The chief contributors to the population increase are the older age groups, as the number of over 65 year olds rose by 17.8% between 2007 and 2012, significantly higher than the national rate of 11.5%. With urban expansion making further increases in population likely over the coming years, transport interventions contained in the Grantham Transport Strategy will need to be delivered to support greater demand for travel, particularly for the older population.

The weakness of the national economy has been partly reflected in the local economy of South Kesteven, with the total number of businesses decreasing by 5.8% between 2008 and 2011. This figure was marginally better than the East Midlands average but nearly 2% worse than the national average. However the picture regarding employment was more positive, with South Kesteven outperforming the county, region and England & Wales between 2008 and 2012. Not only did it have a higher employment rate of 74.6% in 2008, there was a smaller drop during the following period than Lincolnshire, the East Midlands and England & Wales. This shows that South Kesteven, of which Grantham is the largest settlement, showed resilience and flexibility during the economic downturn.

Air quality has been, and continues to be, a key challenge for Grantham town centre. At the start of the Strategy period, two Air Quality Management Areas (AQMAs) were in force on Wharf Road and Brook Street/Manthorpe Road. Both AQMAs were designated due to regular exceedences in the level of ambient nitrogen dioxide (NO₂), a proxy for more dangerous pollutants linked to road traffic. Between 2008 and 2011, increases in NO₂ concentrations were witnessed within the AQMAs, but also across much of the rest of the town, with average NO₂ levels rising from 32.2µgm⁻³ to 37.7µgm⁻³.

Following the 2011 Detailed Air Quality Assessment, the two AQMAs were brought together, along with a number of adjoining routes, to reflect the more widespread nature of Grantham's air quality issues. 2012 saw a substantial reduction in average ambient levels of NO₂, from 37.7µgm⁻³ to 33.6µgm⁻³, with all but two stations reporting a year-on-year decline. However, this is still higher than the average NO₂ concentration at the start of the Strategy period (2008). Average levels at the Bus Station (Wharf Road AQMA) improved to their best of the whole Strategy period, but at 46.8µgm⁻³ still fell short of the World Health Organisation's guideline average maximum for Europe, of 40µgm⁻³.

Air quality data will continue to be closely monitored, to assess whether recent progress is temporary, or part of a new trend of improving conditions.

Between 2008 and 2010, carbon emissions in South Kesteven (from transport) reduced by 8%, which was better than the rest of the United Kingdom. Indeed, the years 2008 and 2009 saw the most substantial drop in CO₂ emissions at all administrative levels; this is likely to be in response to the significant economic downturn experienced during that period.

Car ownership within the Grantham Transport Strategy study area increased by 21% in the decade 2001-2011. Nonetheless, volumes of traffic entering the town centre in the AM peak hour dropped by 1.7% between 2008 and 2013. However, in 2013, traffic showed an increase on the previous year for the first time since the Strategy was published. This is likely to reflect the economic recovery which is being experienced nationally with the majority of these vehicles being cars.

The South Kesteven Parking Strategy published in 2012, identifies that there is generally sufficient car parking capacity in Grantham with town centre car park usage decreasing from the maximum usage in 2008. It also acknowledges that planned developments in Grantham will put additional pressure on the off-street car parking provision within the town centre.

A sizeable reduction in freight traffic has also been experienced. Indeed, the drop in freight traffic surpassed the figure for total traffic reduction, with AM peak hour freight traffic into the town centre dropping by 19.0%, and peak period freight traffic falling by 22.6%, between 2008 and 2012. It is possible that the recession is to some extent responsible for the decline in freight road traffic.

Public transport has been a partial beneficiary of the reduction in road traffic. Regionally bus passenger numbers in Lincolnshire went up by 0.6% between 2009/10 and 2011/12, a higher increase than that experienced in the East Midlands and Non-Metropolitan England. Within the Grantham area, bus patronage data is limited to Into Town services which represent approximately 35% of the bus services on offer. For the services operated continuously over the 2010 to 2013 period, there has been a marked decline from the peak in 2010, of 12.7%. The reasons for this decline are unclear although some fine-tuning of the services has taken place and the small reduction in service level may account for some of this reduced patronage.

Passengers have also seen an improvement in bus punctuality in Grantham between 2009 and 2012. During that period average punctuality ranged between 55.6 and 68.3%. Importantly, the average punctuality ratings show a trend of improvement year-on-year since a dip experienced in 2010.

The rise in rail passengers seen over the last decade continued between 2008/09 and 2010/11, with the number of people using Grantham station rising by 9%. This figure is a smaller increase than was experienced across Lincolnshire (12%) and was also less than the national figure (19%).

With climate change remaining high on the policy agenda, the increased use of sustainable forms of personal transport such as cycling, is a vital part of the country meeting its carbon dioxide reduction targets. In Grantham, while the data shows a significant variation in flow and trends between the different areas, overall, cycle movements decreased by 20.9% between 2008 and 2012. It is noted however that, in overall terms, there has been a steady increase in numbers of cyclists since 2010 with numbers rising by around 8% year on year for 2011 & 2012. The investment in cycle infrastructure during the strategy period, may account for any fall in cyclist numbers recorded as improved facilities elsewhere may have attracted cyclists to use alternative, non-surveyed, routes.

For Grantham, between the years 2001 and 2011, the proportion of journeys to work taken by train and on foot has increased, but the proportion of car, cycle, motorcycle and bus journeys has decreased. Nonetheless, car travel remains dominant in Grantham, both in real terms and mode share.

Improved road safety is a core outcome for the Grantham Transport Strategy. The number of collisions reduced by 11% between 2007 and 2013, although there was a spike in collisions following the Strategy's publication, in 2010 and 2011. Furthermore, the number of bridge strikes has decreased by more than half since the Strategy was published, which will have led to a considerable reduction in delays and inconvenience for traffic, rail passengers and train operators.

4 What may happen in future?

While considerable changes have occurred both nationally and locally since the publication of the strategy in 2007, proposals for growth in Grantham over the coming two decades may be even more significant at the local level.

The South Kesteven Local Plan, Core Strategy and Grantham Area Action Plan (in preparation) have significant plans to boost economic development, housing provision and employment growth up to 2026. The provision of 7,680 new dwellings is identified for the period 2006-2026, which when adjusted to account for the 1,527 dwellings built by 31st March 2013, leaves 6,153 dwellings planned for the Grantham area over the next 13 years.

To facilitate this, the Southern Quadrant Sustainable Urban Extension is one site that has been identified to accommodate up to 4,000 dwellings. This development is however dependent on the completion of the Grantham Southern Relief Road. The other site is the North West Quadrant SUE, which the Core Strategy predicts could accommodate up to 3,500 dwellings. Planning permission was granted in June 2011 for up to 1,800 dwellings which forms Phase 1 at Poplar Farm. Construction started on site in 2013.

This equates to an increase of one third in the size of the town's residential area which in turn would equate to a peak hour generation of approximately 3,700 additional vehicle trips.

Whilst the Core Strategy recognises that Grantham will be a focus for development to reflect its designation as a New Growth Point, not all of the housing proposed for South Kesteven is forecast to be built in Grantham. Therefore achieving a growth of 6,153 homes in Grantham alone by 2026 may be challenging.

As the principal town/settlement and service centre of South Kesteven, Grantham is a major destination for shoppers across the district. The level of retail footfall to the town centre is forecast to rise further over the coming years, as a result of general improvements in the retail offer and through the construction of major new developments.

Transport will have a considerable role to play in the delivery of all these changes, both through the provision of infrastructure to support developments, some of which may not happen without new infrastructure, and the management of resulting demand for travel. Furthermore, there are planned changes to transport provision and infrastructure which may have significant impacts on Grantham and the delivery of the transport strategy will play a key role in mitigating these impacts.

5 Is the Strategy being delivered?

5.1 Strategy Benefits

As stated previously, the Strategy identified four broad areas through which it would deliver benefits for Grantham:

- To provide a framework for the better management of movements into and through Grantham in both the short term (up to 2010) and in the longer term (2011-2021 and beyond)
- To address the problems associated with existing and future levels of congestion in Grantham
- To address the environmental impacts of existing and future traffic movements in Grantham, in particular with regard to air quality
- To support the sustainable economic growth of the town and its surrounding area

5.1.1 Framework for Managing Movement

Significant progress has been made in establishing a framework for better managing movements in Grantham both in the short and the longer term.

As this report highlights, progress has been made in delivering the majority of the key objectives and outcomes detailed in 2007. The commissioning of this review is to ensure that partners remain focused on delivering both the original strategy and refining it where necessary, to meet changing conditions, such as planned growth detailed in the Core Strategy.

In support of this Strategy a number of further, more detailed, studies have been undertaken which provide clear pathways for delivering on these objectives and outcomes. The Grantham Movement Strategy produced in 2010, focuses on the importance of improved mobility and accessibility to support economic growth and attract inward investment; whilst also recognising the need to minimise adverse impacts on the environment and communities. The draft Parking Strategy covers the period between 2012 and 2017, and recognises an opportunity to plan for higher levels of car parking demand, due to forecast growth in housing and jobs in and around South Kesteven over the medium to long term.

5.1.2 Congestion

The two schemes identified within the Grantham Transport Strategy as priorities for further work and investment are:

- The Grantham Southern Relief Road, linking the A1 and A52, is critical to reducing the amount of through traffic (especially HGVs) and resultant congestion in the town centre. Subsequently, traffic management measures

to support modal shift identified in the Strategy will be implemented. The relief road will also provide access to the Southern Quadrant SUE.

- The Pennine Way Link between the A52 and the B1174 will reduce traffic congestion in the town centre and provide access to the North West Quadrant SUE.

An outline Business Case is currently being prepared for the Grantham Southern Relief Road. The Pennine Way Link will be constructed by developers once the number of houses built reaches the stated threshold agreed in the planning consent.

The re-launch of the Into Town bus services in 2010 provides a platform to explore further options for an increase in the use of public transport. Furthermore the re-routing of two bus services to serve the railway station will improve the coverage and connectivity of public transport. Rail patronage at the town's railway station has increased, albeit at a lower rate than the regional and national averages. The redevelopment/relocation of the town's bus station has yet to be progressed, which could make a contribution to encouraging modal shift.

5.1.3 *Environmental Impacts*

Work undertaken to develop proposals for the two major highway interventions will show that significant benefits to the environment of Grantham will be brought about by these projects.

An extension of Grantham's Air Quality Management Area (AQMA) in 2011, was followed by a marked reduction in NO₂ concentrations at all but two measurement stations, however, air quality is overall worse than at the start of the Strategy period. The implementation of Grantham Southern Relief Road and Pennine Link, complemented by other traffic management, public transport and public realm improvements, should help to ensure that further environmental improvements are secured, with air quality continuing to improve to a level where the AQMA is no longer required.

5.1.4 *Sustainable Economic Growth*

The statements made in the original Grantham Transport Strategy report in 2007 on the benefits of the Strategy remain valid today. As the major urban area and principal town and service centre for South Kesteven, the success of the Grantham is important to the prosperity of the district. The ongoing development of the Grantham Southern Relief Road, for example, will provide improved highway access between the town and areas to the south, reducing journey times and improving reliability for both freight and people travelling into the town.

Supporting the economy of the town centre is vital to the prosperity of the district. The Grantham Transport Strategy will remove through traffic, reducing congestion and supporting a healthier environment. Pedestrians and cyclists will experience benefits from traffic reductions, reduced severance and improved environment, which in turn will make Grantham a more attractive location to shop, visit and do


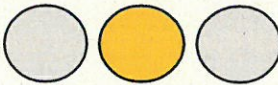

business. Schemes already delivered as part of the Transport Strategy have improved the attractiveness of the town centre and further interventions will build upon this.


Furthermore, Grantham Transport Strategy has a vital role to play in the plans for significant expansion of the town. Grantham Southern Relief Road and the Pennine Link will facilitate major developments identified within the Core Strategy. Without these schemes and the supporting measures contained in the Grantham Transport Strategy, future growth plans will not be achieved.

5.2 Strategy

Fifteen individual outcomes were identified as part of the Strategy; these state the detailed, in some cases measurable, aims of the Strategy. Whilst the Progress Review has identified some potential changes to the outcomes it is considered appropriate to measure the progress against the original outcomes included in the Transport Strategy. A commentary is provided on the progress that has been made in delivering these outcomes.

The progress made to date is indicated by the 'traffic light' symbols provided for each outcome:

- Green indicates that outcomes have been delivered or significant progress has been made towards delivery of major elements on programme 
- Amber indicates that moderate progress has been made on delivery but is behind expectations and/or there are moderate risks to their delivery, due to external factors 
- Red indicates that delivery is behind expectations and/or there are significant risks to delivery, due to external factors. 

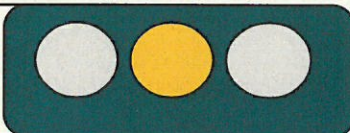
1	Reduced private vehicle levels on streets in the town centre area	
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Traffic flows into the town centre have in general decreased between 2008 and 2013 despite a growth of 3.7% in the population of South Kesteven during the same period. While projects have been delivered which support a drop in traffic, the likely cause of the majority of this change will be the worsening of the economic environment since 2008. Reduced economic activity can be linked to a reduction in trips for both people and freight and, therefore, reduced traffic levels. This is supported by the traffic figures for 2013 which show an increase from 2012 in the number of cars and overall vehicles, in line with the recovery of the wider economy.

Whilst the information available cannot categorically show a reduction in private vehicles within the town centre, the morning peak period (07:00-10:00) information has shown that inbound traffic flows into the town centre have reduced year on year between 2008 and 2012; showing a reduction in car traffic of 3.3% and total traffic of 5.7% during this period. If this period is extended to 2013, the data shows a slight increase in cars of 0.2% but a reduction in overall vehicles of 2.1%.

The Grantham Transport Strategy schemes which will have the greatest impact on reducing trips through the town centre, notably the Grantham Southern Relief Road and the associated HGV ban for the town centre have yet to be delivered. The major benefits for this outcome should not therefore be expected in the short term.


2 Safer environment with increased pedestrian space and facilities



Looking at the period between 2007 and 2012, the absolute number of collisions involving pedestrians remained relatively static, fluctuating between a lower bound of 16 and upper bound of 23 per year. This equates to between 16% and 26% of all collisions. An analysis of the spatial distribution of pedestrian collisions revealed concentrations along High Street (B1174), and the town centre section of the A607.

Even though schemes to improve safety and better accommodate pedestrians have recently been introduced to locations such as Wide Westgate and Narrow Westgate/Market Place; the number of collisions involving pedestrians has not declined correspondingly. The provision of the Grantham Southern Relief Road is expected to reduce levels of traffic in the town centre, as is the accompanying town centre HGV ban. This should improve safety for pedestrians in the town centre area, but is not expected to be implemented in the short term. Alternative plans may therefore be required to generate substantial decreases in collisions and casualties in the short term.

3 Improved management of on and off-street parking

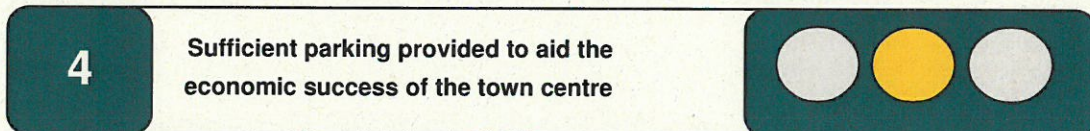


The South Kesteven Car Parking Strategy was published in 2012 and is intended to cover the period 2012 to 2017 and highlight issues and opportunities connected with parking in the towns within the district, including Grantham. A signage review was undertaken, which included a review of car park signage to ensure that visitors to the town can locate the most appropriate car park. Some changes have been made to car park management during the Strategy period in terms of tariff structure.

A county-wide implementation of Civil Parking Enforcement was launched in December 2012 to improve the management of off-street parking in Grantham, but an assessment of the impact of this scheme yet to be completed.

The introduction of Residents Parking Schemes would have an impact on the management of on-street parking, but this is yet to be implemented due to a lack of support from residents.

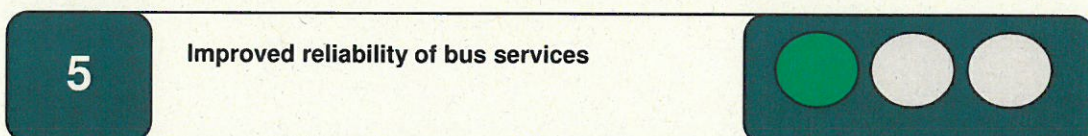
Please note, this outcome is being removed from the Strategy, as difficulties have been noted with its measurement.



The South Kesteven Car Parking Strategy was published in 2012 and is intended to cover the period 2012 to 2017, and highlight issues and opportunities connected with parking in the towns within the district, including Grantham. A signage review was undertaken which included a review of car park signage to ensure that visitors to the town can locate the most appropriate car park. Some changes have been made to car park management during the strategy period in terms of tariff structure.

A county-wide implementation of Civil Parking Enforcement was launched in December 2012 to improve the management of off-street parking in Grantham, but an assessment of the impact of this scheme is not currently available.

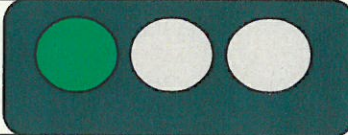
The introduction of Residents Parking Schemes would have an impact on the management of on-street parking, but this is yet to be implemented due to a lack of support from residents.



The reliability of bus services is dependent on a number of factors. This includes congestion and the impact of collisions on the road network. There has been a reduction in traffic levels in the town centre since 2008 which may have reduced the impact of congestion, whilst the introduction of the traffic signal bus priority ensures that buses do not get held up at the junction of Manthorpe Road/Belton Lane. The total number of collisions in Grantham, and specifically the number of bridge strikes, has reduced since 2007; this will have reduced the frequency of delays to bus services.

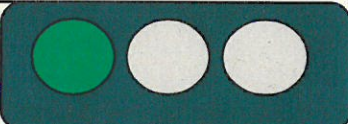
The information on bus punctuality has shown that it has improved slightly from 2009 but significantly from 2010.

The forthcoming implementation of the Grantham Southern Relief Road and the associated HGV ban for the town centre should lead to a reduction in traffic through the centre of Grantham. This reduction in traffic and congestion should further improve the reliability of bus services.

6 Improved levels of bus services accessible to all users 

A new 'Into Town' bus service was launched in 2010 using low floor buses, which was supported by improvements at all associated bus stops. This included the provision of raised kerbs to enable easy access for all users. The County Council also provides a 'CallConnect' service which is an on demand bus service that operates in response to pre-booked requests. Whilst there is no fixed timetable it provides a service for those who are unable to access their local bus route; there has been a 25% increase in the use of this service in 2011 compared with 2010.

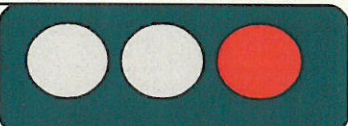
The redevelopment of the bus station remains a long term aspiration of the Strategy. When this takes place it is expected that the station will be Disability Discrimination Act (DDA) compliant, ensuring access for all users.

7 Improved connectivity between bus and rail 

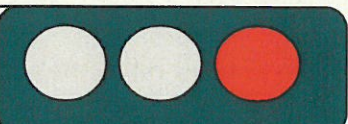
Integration of public transport, most notably through the ability to interchange between individual services and modes, significantly improves the convenience of journeys and the ability of public transport to compete with the private car.

After discussions with the bus operators, changes have been made to the bus network, with two bus services (7 and 9) now stopping at the railway station.

No further changes to the bus network are currently planned.

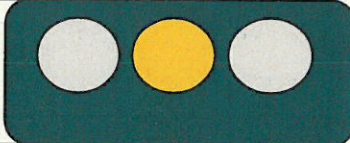
8 Improved waiting environment and for public transport users at key locations 

Whilst no funding has been identified to date, the redevelopment of the bus station remains a long term aspiration of the Strategy. This would lead to the provision of new bus interchange facilities within the central area of town. Whilst details of the facilities to be provided at the redeveloped bus station are as yet unconfirmed it is expected that it would provide a significant improvement in the waiting environment for bus passengers. In the medium to long term, interventions are also planned to enhance the environment around the train station.

9 Clear and attractive links between public transport services and the town centre 

Proposals to improve the area around the railway station could not be taken forward due to issues related to land assembly. Part of this scheme would have included improved pedestrian links between the station and the town centre. At present, no replacement scheme has been proposed, but this remains a long term aspiration.


The redevelopment of the bus station is also a long term aspiration of the strategy. This would lead to the provision of a new bus interchange facilities within the central area of town which would need to include the provision of good cycle and pedestrian access routes.

10 Reduced number and severity of bridge hits 

A signage review has been undertaken for all bridges, and changes were implemented in 2010/11. Statistics supplied by Network Rail show that the number of bridge strikes in Grantham has reduced by more than half between 2007 and 2012. However, the bulk of this decline took place before the signage review was implemented. It should also be noted that HGV traffic travelling through the town has reduce over the same period.

It should also be noted that a significant number of strikes continue to occur, with a concentration at Barrowby Road, Springfield Road, Harlaxton Road & Old Wharf Road and Dysart Road. Furthermore, there are only two locations in the country with a worse rate of rail bridge strikes.

Once the Grantham Southern Relief Road is implemented, an HGV ban will be enforced in the town centre, which will lead to a significant reduction in bridge strikes, as HGVs will be re-routed away from the low bridges.

11 Maximised efficiency of key junctions 

The efficiency of key junctions can have a dramatic impact on the operation of the network as a whole. The success of this outcome is difficult to measure directly, but the operation of a number of junctions has improved since the strategy was implemented in 2007:

- Gainsborough Corner – Springfield Road/London Road.
- Manthorpe Road/Belton Lane.
- Tollemache Corner – London Road/Wharf Road:
- Harlaxton Road/Springfield Road/Trent Road.

- Avenue Road/High Street.

As the implementation of the Strategy continues, additional interventions will be delivered to support this outcome. Improvement works are planned for Gainsborough Corner Phase 2; A1/A607 Southbound; the A52/A1; and other schemes yet to be identified to provide a reactive response to issues as and when they arise.

12

Increased level of walking and cycling trips throughout the town



This outcome is difficult to measure, due to a level of ambiguity in the records of cycle use. The cordon data available suggests that there has been a significant reduction in the number of cycle trips since 2008. However, this is based solely on the trips undertaken on the carriageway, so excludes cyclists using facilities adjacent to the cordon sites. The investment in cycle infrastructure during the Strategy period may have attracted cyclist to alternative, non-surveyed routes.

Whilst the Grantham-specific data for footfall is limited to the town centre area, this has shown that over the strategy period, there has been a significant growth in footfall, which reflects the economic recovery of the town. The travel to work information available from the 2011 Census also reflects an increase in walking trips. Whilst it is not possible to establish how much of the growth has taken place since 2007, the data shows a 26% increase since 2001 in the number of people walking to work within the Grantham study area. This, however, only reflects a small increase in mode share and so suggests that the growth is related more to an increase in the number of people travelling as opposed to a modal shift.

Making the road network safer for cyclists and pedestrians is a particularly important part of the strategy to promote active travel. There has been a concentration of collisions involving pedestrians and cyclists along High Street (B1174) and the town centre stretch of the A607. Whilst this may be due to an increase level of walking and cycling in the area, more may need to be done to ensure the safety of these vulnerable road users to ensure a higher modal shift.

Progress has been made towards achieving this outcome. The development of a new Walking & Cycling Strategy for Grantham following the completion of the Progress Review will ensure that additional interventions will be delivered over the short and medium term to support increasing levels of walking and cycling throughout the town.

13

Reduced proportion of car trips to all new developments



This outcome is difficult to measure directly, however it is being addressed by the ongoing management of the planning process. Whilst over the past few years the economic climate has led to a reduction in the number of new developments coming forwards, the highway authority continues to collect developer contributions to wider transport measures to reduce the impact of development-related car trips.

New developments may also support a reduction in the need to travel by car. A key catalyst for economic growth in Grantham is the development of the Southern Quadrant area, which along with circa 3,500 houses will also provide employment opportunities and community facilities. The co-location of residential, employment and community land uses should lead to a reduced demand for travel from this new development.

In a predominantly rural area such as Lincolnshire, there is a greater reliance on the private car than in metropolitan areas. The Grantham Transport Strategy includes several measures, such as improvements to public transport, aimed at reducing reliance on the private car for trips to, from and within the Grantham urban area.

14

Economic growth achieved alongside an increase in sustainable travel

Removed

The direct impact that the Transport Strategy has had on economic growth is difficult to measure. Data on the state of the economy in South Kesteven has shown that there has been a decline in the number of business between 2008 and 2011, and the district has also experienced a reduction in the number of people in full time employment during this period. This is in line with the pattern for the rest of England and is likely to be in response to the economic downturn and recession during this period and not directly linked to any transport issues.

It is anticipated that the provision of the Grantham Southern Relief Road, a major component of the Strategy, will provide a significant boost to the economy when it is delivered. It will open up the Southern Quadrant development area, allowing for the provision of 3,500 houses along with additional employment opportunities and community facilities.

15

Improved air quality within the Air Quality Management Area



Air quality improved markedly within Grantham between 2011 and 2012, following deterioration between 2008 and 2011. The improvement coincides with mitigation measures employed by LCC, following the expansion of the AQMA, in 2011. Whilst this is encouraging, air quality is worse than at the start of the strategy period and the largest improvements in town centre air quality are likely to come through the delivery of the Grantham Southern Relief Road.

5.3 Summary

This section has provided a summary of progress that has been made in delivering the stated benefits and outcomes from the Grantham Transport Strategy. A range of interventions have been delivered since 2007, and progress has been made to realise the major improvements and benefits.

The economic situation, nationally and locally, has led to changes in travel patterns in Lincolnshire. Without the major interventions being in place, it is likely that economic factors rather than the Transport Strategy itself have led to changes in travel patterns. However, over the coming years, the implementation of planned major interventions, complemented by smaller scale projects, will lead to improvements to the transport network. These will bring benefits including, reduced congestion, an improved and better protected environment, and sustainable economic growth. With economic growth forecast to be consolidated in the medium to long term, the Grantham Transport Strategy remains relevant and vital to meet the economic, social and environmental aspirations of Grantham and South Kesteven.

6 What will the Strategy deliver over the coming years?

While a proportion of the Strategy has been delivered since 2007, major components of the Grantham Transport Strategy remain in the programme for the short, medium and long term. This programme comprises both established transport interventions and emerging proposals that have been identified through this review. This Progress Review presented the opportunity to bring all relevant transport interventions, both established schemes and emerging proposals, under one policy and programme.

6.1 Existing Transport Interventions

1 Improvements to Town Bus Services

On-going work with local bus operators and management of the currently subsidised 'Into Town' bus service to maximise opportunity for travel by public transport.

2 Implement Town Centre Traffic Management

Further town centre interventions will be dependent on the identification of interventions linked to the town centre HGV ban and the completion of the Grantham Southern Relief Road.

3 Review Bridge Protection System

Signing to all bridges has been reviewed and changes were implemented in 2010/11. A review of the Harlaxton Road Bridge will identify further interventions. Following that review, the only requirement will be to monitor the effectiveness of the new signs in reducing incidents of this nature.

4 East-West Relief Road (Grantham Southern Relief Road)

To create a strategic East-West highway route by joining the A1 and the A52, support development and reducing the volume of traffic, and in particular the number of HGVs, travelling through the town centre.

5 Pennine Way Link

Provide a new link road and road bridge to serve the proposed Poplar Farm development and reduce congestion at the Premier Court gyratory. The intention is that the link will be funded by the developers rather than Lincolnshire County Council.

6 Other Junction Improvements

Works will be undertaken to ensure that key junctions serve all users in a safe and efficient manner. The remaining interventions to be delivered include:

- Gainsborough Corner Phase 2
- A1/A607 Southbound
- A52/A1 Junction Improvements
- Other locations (yet to be identified)

7 Bus Station

To provide a new bus interchange as part of the redevelopment of Wharf Place, in line with SKDC's Town Centre Masterplan. The intervention is developer-led and as such is dependent on the prevailing economic conditions being appropriate for the developer to deliver the scheme. At present there is no confirmed programme.

8 Improved Railway Station Access

To improve the pedestrian links between the railway station and the town centre, thus creating a more welcoming gateway to the town for people arriving by train. Revised proposals for improving the area are currently being investigated.

9 Encourage Bus Operators to Service the Railway Station

This has been delivered with two bus services (Routes 7 and 9) now serving the railway station. On-going monitoring will be required to ascertain how effectively these changes have increased the proportion of sustainable trips to/from the rail station.

10 Support Improvements to the Poacher Line Community Rail

The Skegness-Grantham line needs investment in order to maintain and improve services. By working with the Community Rail Partnership, it is hoped that appropriate improvements can be made in a cost-effective way and with the backing of communities along the route.

11 Introduction of Residents' Parking Schemes

Identify and deliver sustainable residents parking schemes to prevent inappropriate commuter and shopper parking in residential areas.

12 Improvements to Town Centre Parking

This covers a range of matters including assessment of demand and supply, tariff policy, enforcement (by LCC), residents parking and maintenance. The introduction of Civil Parking Enforcement and new developments may provide an opportunity to consider changes to the provision.

13 Management of Planning Process

This is an ongoing responsibility performed by all highway authorities, in conjunction with the relevant local planning authority. In addition to managing the transport impacts of new developments, the local highway authority can secure funding for specific or wider transport interventions through developer contributions. Lincolnshire County Council will continue to negotiate appropriate contributions from developers, to improve Grantham's transport network and services.

6.2 New Transport Interventions

14 Traffic Regulation Orders Review

To assess the appropriateness of the existing TROs within the town and establish whether any changes are required in response to the opening of the Relief Road.

15 Signing Strategy

A new signing strategy for Grantham will need to be implemented to support the opening of the Grantham Southern Relief Road. The road will alter both strategic and local routing around the town and the existing signs will need to be amended to reflect this.

16 Walking and Cycling Strategy

A new Walking and Cycling Strategy is to be developed for Grantham following the completion of the Transport Strategy Progress Review. All interventions listed within the current Strategy which remain to be delivered will be reviewed, appraised and prioritised, alongside any new interventions, as part of the process to develop the new Walking and Cycling Strategy.

17 New Transport Strategy

A new Transport Strategy will be required to take account of the significant changes that may occur as part of development planned for Grantham. The Grantham Southern Relief Road, in particular, will bring considerable changes to travel and traffic within and around the town. When the Relief Road opens, the current Transport Strategy will be ten or more years old. This, coupled with the significant level of development, will require a new strategy to be developed. It is therefore planned that a new strategy be formulated once the Relief Road has opened.

7 How will the rest of the Strategy be delivered and monitored?

7.1 Delivery

The delivery of the Strategy is very much reliant on the support of partners, strong planning and programming, and sufficient funding. Without these being in place, the transport interventions promoted by the Strategy would take longer to be delivered or may not be delivered at all.

7.2 Partners

The development of the Grantham Transport Strategy was undertaken in partnership between the County Council and the South Kesteven District Council (SKDC). The support of partners will also be required in the on-going delivery and the transport interventions it contains. In fact, some of the interventions will be delivered directly by the district itself.

In addition to SKDC, a significant range of other partners and stakeholders will be involved in the delivery of interventions, either in supporting the County Council or in taking forward interventions as part of their own programmes. In some cases, the County Council will be a partner, rather than the delivering organisation.

7.3 Programme

This Progress Review has taken the original programme and updated it to indicate delivery timescales in terms of short, medium and long term for each of the individual transport interventions. This programme is presented in Appendix B. Some individual delivery programmes and plans are firmly in place, while others are aspirations which are reliant on funding being secured and further work being undertaken prior to delivery. In a number of cases, the delivery of schemes is outside the direct control of the County Council, as they will be delivered by partners or are reliant on an improvement in the economy to support their delivery.

7.4 Funding

With stringent budgetary constraints likely to remain in place for the foreseeable future, the availability of funding is perhaps the biggest obstacle to the delivery of the Grantham Transport Strategy and the associated transport interventions. However, the County Council has a range of sources from which to secure funding; such as its own capital and revenue budgets, bidding opportunities, Central Government funds, or developer contributions. Other sources of funding include:

- Local Transport Board
- District Councils
- Local Enterprise Partnership
- Network Rail

- Public transport operators

Appendix C presents a summary of the potential funding opportunities for each of the Grantham Transport Strategy interventions.

7.5 Monitoring

This Progress Report provides the output from high level monitoring of the delivery of the Strategy and associated transport interventions. Progress has been assessed against the benefits and outcomes identified in the 2007 Strategy. With the delivery of the Grantham Southern Relief Road, significant changes to traffic in the town will be generated which could have wider benefits for the town. With the opening of the road, it would be appropriate to undertake a full review of the Transport Strategy with a view to developing an entirely new strategy for the town. In the meantime, progress against the revised outcomes identified for the existing Strategy should continue.

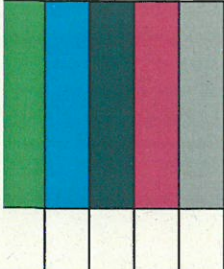
Appendix A – Revised Outcomes

Table A-1 – Revised Outcomes

New Ref:	Revised Outcomes	Project Team Comments
O1	A reduction in private vehicles passing through the town centre cordon	The town centre 'cordon' is an area that is much easier to define than the town centre as a whole.
O2	A reduction in the frequency and severity of collisions involving pedestrians.	References made to pedestrian collisions, and associated injuries.
O3	Optimum parking usage within the town centre	The current outcome is difficult to measure. Optimum parking usage can be measured against the industry standard 85% occupancy. Optimum parking levels can help support the economic success of the town centre.
O4	An improvement in the reliability of bus services	No change with the exception of standardising language
O5	An improvement in the accessibility of bus services to all users.	Language standardised. The desired outcome is for services to be Disability Discrimination Act compliant.
O6	An increase in bus services calling at the railway station.	Two services now stop at the train station, no further changes planned.
O7	An improved waiting environment and for public transport users at key locations.	Language standardised. This is an output rather than an outcome but is both desirable and measurable.
O8	Increased usage of the links between the railway station and the town centre, whilst maintaining a good safety record.	The current outcome is not realistically measurable.
O9	A reduction in the number and severity of bridge hits.	Language standardised.
O10	An improvement to safety and efficiency for all modes of travel at key junctions.	Outcome changed to define the users affected at the junctions and to reflect higher priority of pedestrians and cyclists within the town, following construction of Grantham Southern Relief Road.
O11	An increase in the number and mode share of walking and cycling trips.	Encourages a modal shift to active travel.
O12	A reduction in car mode share.	Similarly to Outcome 12, a modal shift to sustainable travel is desired.
O13	An improvement to health and wellbeing through better air quality resulting in the reduction in size or removal of the Air Quality Management Area.	Aspirations for improving air quality could be higher. Hence, this outcome has been amended so that the desire is for air quality to be compliant with DEFRA/WHO standards.
O14	A reduction in transport-related per capita carbon emissions.	Given the projected increase in Grantham's population over the next 20 years, an absolute decrease in transport-related CO ₂ emissions may prove difficult. Nonetheless the contribution to carbon emissions made by transport is reflected in this outcome.

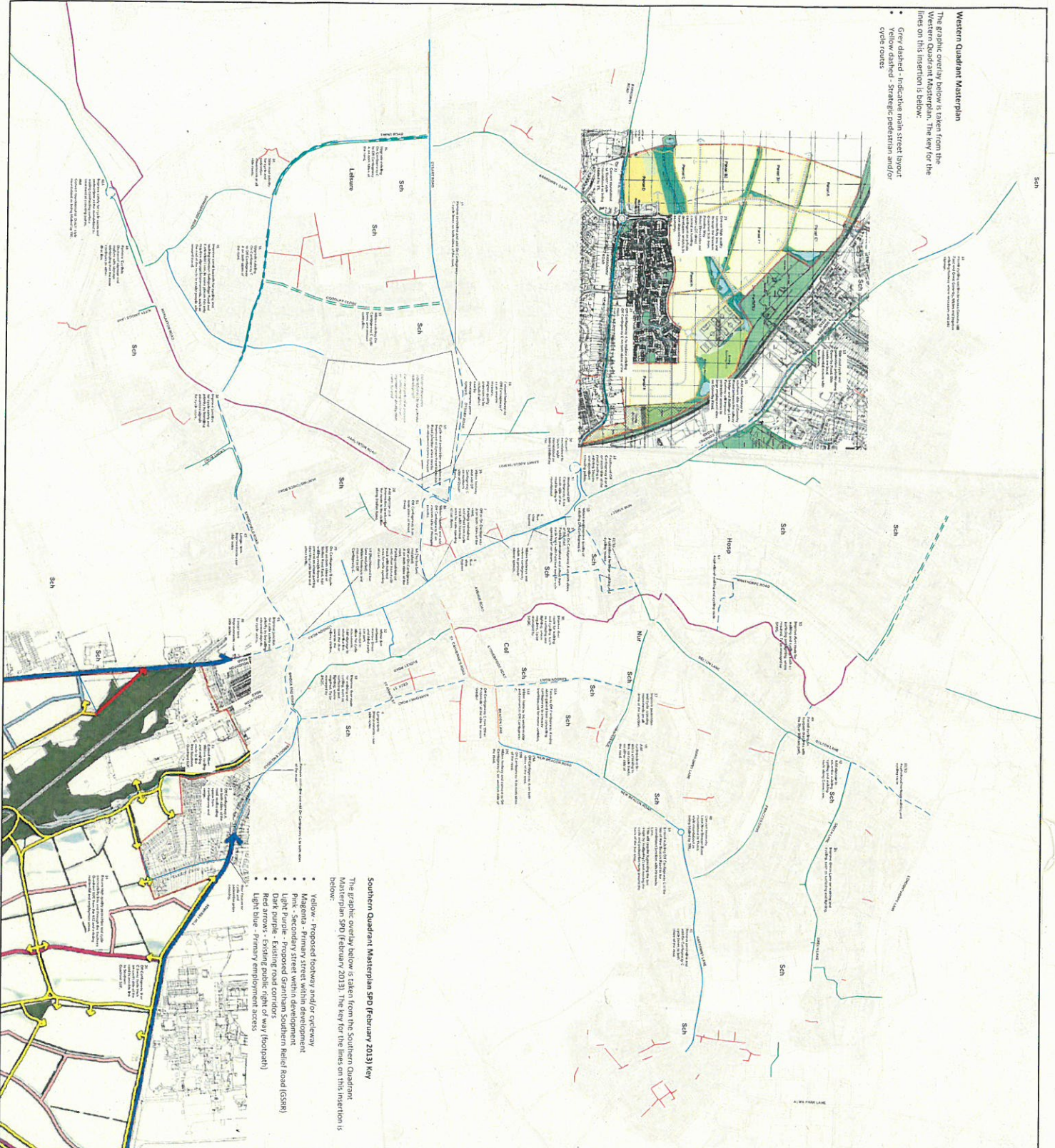
Table A-2 – Removed Outcomes

Existing Ref:	Existing Outcomes	Project Team Comments
3	Improved management of on- and off-street parking	This outcome cannot be measured as 'management' is not clearly defined and the base level is unknown. Parking-related outcomes sought by the Strategy are reached through other outcomes.
14	Economic growth achieved alongside an increase in sustainable travel	Outcome removed. The extent to which the Transport Strategy itself has led to economic growth is difficult to measure, particularly in terms of the actual level of economic growth. Sustainable travel is covered by other outcomes.



Detailed Schemes		Time-scale of Intervention	Comments
Bus Services	Ongoing management of the Into Town Service	Ongoing	Ongoing throughout the remaining Strategy period
Traffic Management	Town centre HGV ban	Medium-term	Delivered following the opening of Grantham Southern Relief Road
	Ongoing review of traffic management	Ongoing	
on System	Harlaxton Road bridge review	Short-term	
	King 31 Link	Short-term	
	Southern Quadrant Link Road (SQLR)	Short-term	
	Pennine Way Link	To be determined	
	Gainsborough Corner Phase 2	Short-term	
	A1/A607 Southbound	To be determined	Developer funded therefore programme to be determined
	A52/A1 Junction Improvements	To be determined	Developer funded therefore programme to be determined
	Other schemes to be identified	Ongoing	
	New bus interchange facilities	Medium-term	
on Access	Station Road Improvements	Short-term	
to the Poacher Line Community	-	To be determined	Ongoing lobbying. No schemes presently identified, therefore, programme not currently foreseeable.
its' Parking Schemes	-	Short-term	
Centre Parking	-	To be determined	Developer funded therefore programme to be determined
g Process	-	Ongoing	
rs Review	-	Medium-term	
	-	Medium-term	Will coincide with opening of Grantham Southern Relief Road
ategy	-	Medium-term	
	-	Long-term	Delivered following the opening of Grantham Southern Relief Road

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Western Quarter Masterplan
 The graphic overlay below is taken from the Western Quarter Masterplan. The key for the lines on this insertion is below:

- Green dashed - Indicates main street layout
- Yellow - Proposed pedestrian and/or cycle routes
- Magenta - Indicates main street layout

Southern Quarter Masterplan SPD (February 2013) Key
 The graphic overlay below is taken from the Southern Quarter Masterplan SPD (February 2013). The key for the lines on this insertion is below:

- Yellow - Proposed footway and/or cycleway
- Magenta - Primary street within development
- Light Purple - Proposed Grantham Southern Relief Road (GSSR)
- Dark purple - Existing road corridors
- Red arrows - Existing public right of way (footpaths)
- Light blue - Primary employment access

Harrowby Road
 Springfield Road/Bridge End Road
 London Road

These links have been identified as longer term opportunities based on the implementation of the Grantham Southern Relief Road (GSSR). The GSSR will reduce through traffic and provide opportunities to design links and spaces in Grantham to benefit pedestrians and cycle users. This would be achieved through one or a combination of the techniques below:

Segregated and protected cycle routes that separate cycle users from motor vehicles and pedestrians.

Junction priority for cycle users and pedestrians to reduce waiting times and allow safe passage through junctions.

Streetscape improvements to create a pleasant environment for walking, cycling or just dwelling. This can include landscape improvements, increases in pedestrian and cycle user space and reduction in traffic speed.

Filtered permeability involved making some routes only accessible to pedestrians and cycle users to reduce through vehicle traffic while maintaining connectivity for pedestrians and cycle users.

Other Proposals

In addition to the proposals included as part of the Cycling and Walking Strategy, there are several other schemes that are planned to be implemented:

Beacon Lane, Sandon Road & St. Catherine's Road
 Footway converted to Off Carriageway C on northern side of Beacon Lane, western side of Sandon Road and northern side of Catherine's Road.

Barrowby Road
 Footway converted to Off Carriageway C on northern side of Barrowby Road west of roundabout.

KEY

- Existing NCN Route 15
- Existing off road cycle lanes
- Existing on road cycle lanes
- Existing pedestrian only routes
- Proposed cycle routes (non-CWS)
- Proposed cycle routes (CWS)
- Longer term aspirational routes

Author	AD	DM	REV
Version	07/2015	07/2015	07/2015
Drawn	07/2015	07/2015	07/2015
Checked	07/2015	07/2015	07/2015
Approved	07/2015	07/2015	07/2015

Lincolnshire County Council
 Grantham Cycling & Walking Strategy 2016
 Grantham CWS Proposals

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 Figure 1

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Appendix Cii – Grantham Transport Strategy – Review of Improvements to Walking and Cycling Routes

Reference	Link/Junction/Area	Proposal(s)	Mode	Further information
1	A52/Bridge End Road	Remove centreline and add On Carriageway C to both sides of the road.	Cycling	
2		Off Carriageway A on both sides of the road, reallocating space from the carriageway and verge.	Cycling	
3		New Toucan crossing.	Cycling	
4	Harrowby Road	Longer term improvements dependent on the GSRR and associated through traffic reductions. The measures could include the following to improve conditions for walking and cycling. Segregated cycle routes Streetscape improvements Speed reduction Filtered permeability	Cycling & Walking	
5A	A607/North Street/Watergate/High Street/St. Peters Hill/London Road	Off or On Carriageway A on both sides of the road for north and southbound travel. Parking maintained and offset from cycle track with hatched area for safe opening of car doors.	Cycling	This proposal assumes that no bus lane is installed and the space can be used for a cycle lane.
5B		Widen footways and convert to Off Carriageway C.	Cycling and Walking	This proposal assumes that a bus lane is installed (northbound) as part of wider proposals to improve bus priority from the South East Quadrant SUE.
6		Bus stop bypass on north side of road.	Cycling	
7		Off Carriageway A for north and southbound travel on London Road. Parking maintained and offset from cycle track with hatched area for safe opening of car doors.	Cycling	
8		Widen footways and reduce carriageway width on Watergate to promote slower vehicle speeds.	Cycling & Walking	No space for separate cycle tracks.

Appendix Cii – Grantham Transport Strategy – Review of Improvements to Walking and Cycling Routes

9	A607/North Street/Watergate/High Street/St. Peters Hill/London Road (cont.)	Off Carriageway A for north and southbound travel at the top of Watergate. Parking maintained and offset from cycle track with hatched area for safe opening of car doors.	Cycling	Good width available on this stretch.
10		Widen footway to improve quality of existing Off Carriageway Type C on North Street/Northgate.	Cycling & Walking	
11	A607	Westbound Off Carriageway A on south side of the road leading to roundabout.	Cycling	Would require land currently owned by supermarket.
12		Eastbound Off Carriageway A or B on north side of the road leading to existing Toucan and signalised crossing points.	Cycling	
13	Gonerby Road	Side road cycle and pedestrian priority along the link. Side roads are local residential streets with low flows.	Cycling & Walking	Assuming entry/exit flows in/out of the side roads are low due to their residential nature.
14		Permit cycling on section between Gonerby Hill Foot and Great Gonerby. Widen and improve existing footway where necessary and add signage.	Cycling	
15		Add new footway on southern side of Gonerby Road between the railway bridge and Maltings Lane.	Walking	Several employment sites are located on this stretch and a lack of footway is a barrier to access.

Appendix Cii – Grantham Transport Strategy – Review of Improvements to Walking and Cycling Routes

16A	Sandon Road & New Beacon Road area	Longer term improvements dependent on the GSRR and associated through traffic reductions. The measures could include the following to improve conditions for walking and cycling. Segregated cycle routes Streetscape improvements Speed reduction Filtered permeability	Cycling	
16B		Longer term improvements dependent on the GSRR and associated through traffic reductions. The measures could include the following to improve conditions for walking and cycling. Segregated cycle routes Streetscape improvements Speed reduction Filtered permeability	Cycling	
17		Improve pedestrian and cycle crossing movements on all arms of Sandon Road/Hill Avenue junction.	Cycling & Walking	
18		Add Cycle/Pedestrian Zebra to link up cycle paths on either side of the road.	Cycling & Walking	
19A		Off Carriageway A to both sides of the road.	Cycling	3.8m-4.4m wide footways on each side. 7m-7.5m carriageways.
19B		Off Carriageway B to both sides of the road.	Cycling	
19C		Widen footway and convert to Off Carriageway C to western side of the road.	Cycling	

Appendix Cii – Grantham Transport Strategy – Review of Improvements to Walking and Cycling Routes

20	Barrowby Road/Sankt Augustin Way roundabout	Convert roundabout to 'Dutch' style roundabout as being trialled by TRL.	Cycling & Walking	Will help meet pedestrian and cycle desire lines that are currently insufficiently met.
21	Barrowby Road	Off Carriageway A to replace existing Off Carriageway C on both sides of the road.	Cycling	Width available subject to confirmation.
22	Barrowby Road/Pennine Way roundabout	Convert Barrowby Road/Pennine Way roundabout to 'Dutch' style roundabout as being trialled by TRL.	Cycling & Walking	
23	Sustainable Urban Extensions	Ensure high quality connectivity into and through the Western Quadrant SUE from Pennine Way.	Cycling & Walking	Subject to planning permission. Exact details to be further investigated as plans are finalised.
24		Ensure high quality connectivity into and through the Southern Quadrant SUE from the A52 and existing residential and employment areas.	Cycling & Walking	Timesclaes not under LCC direct control as funding contingent on private developers which is in turn dependent upon the economy.
25		Off Carriageway B or C 2-way cycle track on south side of road to provide link to Southern Quadrant SUE.	Cycling & Walking	
26	Harlaxton Road/Wharf Road/Dysart Road triangle	Widen footway and add Off Carriageway C on eastern side of Westgate (south).	Cycling & Walking	
27		Widen footway and add Off Carriageway C on northern side of Dysart Road.		
28	Station approaches	Add signage and information to advertise the route to the station along Station Road.	Cycling & Walking	Will require liaison with Network Rail as landowners. Long term plans to improve cycle and pedestrian access to the station is dependent on development of area to the east of the station entrance.
29		On Carriageway B cycle lane on both sides of Station Road East. Add waiting restrictions to prevent on-street parking blocking cycle lane and other traffic.	Cycling & Walking	

Appendix Cii – Grantham Transport Strategy – Review of Improvements to Walking and Cycling Routes

30	River Witham route	Improve river routes for walking and cycling (including surfacing and lighting where applicable).	Cycling & Walking	River path is under jurisdiction of SKDC.
31		Extend River Witham cycling and walking route to link into Southern Quadrant SUE.	Cycling & Walking	Exact details to be investigated, river path is under jurisdiction of SKDC.
32		Widen link between Harrow Street and supermarket car park entrance to allow for cycle movements. Add signage to advertise link from the river towards the railway station.	Cycling & Walking	Land is owned by third party.
33	Trent Road/Goodliffe Close	Widen existing On Carriageway C cycle lanes and remove centreline.	Cycling	
34		Side road priority at all side roads along the link to maintain priority for cycle and pedestrian movements.	Cycling & Walking	
35		Upgrade existing On Carriageway C to Off Carriageway A. Upgrade to entire length of Trent Road on both sides of the road and extend to Harlaxton Road junction to the south.	Cycling	
36	Harlaxton Road/Trent Road junction	Improve junction for cycle safety by installing advanced signals for cycles.	Cycling	
37	Dysart Road	Remove centreline and add On Carriageway C cycle lanes on both sides of the carriageway.	Cycling	
38		As a short term measure convert footways to Off Carriageway C shared path.	Cycling	Short term measure to provide safer cycling route along this section of Dysart Road. Long term improvements would be for space to be reallocated for Off or On Carriageway A route linking to potential redevelopment of areas north and south of Dysart Road.

Appendix Cii – Grantham Transport Strategy – Review of Improvements to Walking and Cycling Routes

39	Harrowby Lane	Extend existing Off Carriageway C at the top of New Beacon Road to the roundabout junction at Harrowby Lane. Will require realigning bus stop and bypassing cycle/pedestrian route around the back of the bus stop.	Cycling	
40		Convert Harrowby Lane/New Beacon Road roundabout to 'Dutch' style roundabout as being trialled by TRL.	Cycling & Walking	
41		Remove centreline and add On Carriageway C cycle lanes on both side of the carriageway.	Cycling	
42	Green Lane	Add signage to advertise cycle and walking route along Green Lane.	Cycling & Walking	
43		Improve Green Lane route for walking and cycling	Cycling & Walking	
44	Harlaxton Road	Remove 'Cyclist Dismount' signage and replace with signage reinforcing that the route continues in either direction.	Cycling	
45	Grantham Canal	Improve canal towpath for cycling and walking between Swingbridge Road and Earlesfield Lane. In some places this only requires signage improvements, such as the end of the route to point people in right direction for onward travel.	Cycling & Walking	Canal towpath under jurisdiction of SKDC.
46A	Harlaxton Road/A1 sliproad roundabout	Improve safety for cycle users and pedestrians by adding contrasting surface treatment at crossing points.	Cycling & Walking	
46B		Convert roundabout to 'Dutch' style roundabout as being trialled by TRL.	Cycling & Walking	
47	Springfield Road/Bridge End Road	<p>Longer term improvements dependent on the GSRR and associated through traffic reductions. The measures could include the following to improve conditions for walking and cycling.</p> <p>Segregated cycle routes Streetscape improvements Speed reduction Filtered permeability</p>	Cycling & Walking	

Appendix Cii – Grantham Transport Strategy – Review of Improvements to Walking and Cycling Routes

48	London Road	Longer term improvements dependent on the GSRR and Southern Quadrant SUE. Potential measures could include segregated cycle routes and improved footways.	Cycling & Walking	Will provide links with Tollemache employment area, Phoenix Academy and Cheveley Park.
49	Harrowby Mill Lane	Permit cycling on footpath that links with River Witham path.	Cycling	Involves reconstruction of narrow bridge.
50	Dysart Road/Harlaxton Road junction	Cycle and pedestrian provision to be improved when nearby developments come forward.	Cycling & Walking	
51	Wharf Road	Longer term improvements dependent on the GSRR and associated through traffic reductions. The measures could include the following to improve conditions for walking and cycling. Segregated cycle routes Streetscape improvements Speed reduction Filtered permeability	Cycling	
52	Swinegate/Brook Street/Manthorpe Road/Slate Mill Place	Aspirational heritage cycle and walking route.	Cycling & Walking	
53	Castlegate/Redcross Street/Alford Street	Aspirational heritage walking route.	Walking	
54	Langford Gardens/Manthorpe Road	Aspirational walking and cycling route to link with Toucan crossing across Manthorpe Road.	Cycling & Walking	
55	Bridge End Road/London Road junction	Improve junction for cycle safety by installing advanced signals for cycles.	Cycling	

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Open Report on behalf of Richard Wills, Executive Director for Environment & Economy

Report to:	Highways and Transport Scrutiny Committee
Date:	7 March 2016
Subject:	Enhancing Our Users' Experience Update

Summary:

To update members of the Committee with progress on Enhancing Our Users' Experience with regards to the Highways and Transport services.

Actions Required:

1. The members of the Committee are requested to note this update and comment on the progress.
2. The Committee is requested to agree to receive a further report in six months' time.

1. Background

- 1.1 Members of the Committee were briefed on actions being taken in improving the highways and transport services users' experience on 13 July 2015.
- 1.2 The actions were detailed under the headings of Communications Strategy, Major Urban Area Webpages, LAGAN (Lincolnshire Citizen Portal), Highways Alliance 60, Highways Alliance Customer Excellence, Works Programmes and HMEP Peer Review. The following section updates on the actions under the same headings since then.

2. Update

Communication Strategy

- 2.1 As agreed the Strategy was relaunched within the highway and transport services in liaison with the Communications Officer during summer 2015 and the management teams were briefed appropriately.
- 2.2 During the third quarter of 2015/16 (October to December 2015) 271 media enquiries were received. Of these 93% were recorded as positive or neutral (compared to 91% for the second quarter), which exceeds the benchmark of 88%.

- 2.3 We are currently planning strategic communications campaigns for 2016 which will help us to make local residents aware of what we do and why. While we have been proactive in communicating about major projects in 2015 - such as the East West Link Road and the Grantham Southern Relief Road - this year we will try to raise people's awareness about our key activities for example: grass cutting, surface dressing programmes, street lighting, gritting and surface water flooding.

We will use our channels (which do not require any budget) such as the local media, website, our county news magazine and LCC's social media accounts to help achieve this, reduce calls that are passed from the CSC to highways officers and support channel shift.

Major Urban Area Web Pages

- 2.4 The Communications Team have reviewed the web pages relating to highways and transport services. To improve access down to the relevant information, it has been decided not to create individual major urban area web pages. However, all important information is accessed from the services main web page.

LAGAN (Lincolnshire Citizen Portal)

- 2.5 As previously mentioned, LAGAN system was launched on 18 June 2015 with the intention of encouraging a channel shift for reporting faults relating to the highways and transport services.
- 2.6 Since the system's launch a number of issues relating to the access and customer feedback have been identified. A meeting was held with Serco on 22 October 2015 to discuss resolution of these issues. Subsequently, a number of issues have been resolved. However some key issues (e.g. mapping) still remain and can only be resolved following the system development by Serco. We are hoping to have a meeting in February 2016 to assess progress on the system development.
- 2.7 An analysis of data since the system launch up to 13 January 2016 shows that the digital contact has increased from 17.9% to 30.6%. This is less than we would have ideally liked with regard to the channel shift but we are heading in the right direction. As shown at Appendix A, a summary of customer feedback and actions to take has been compiled by our Commercial Projects and Performance Team.

Highways Alliance 60

- 2.8 From the actions highlighted previously, most have been addressed within other headings of this report. The outstanding actions of i) FAQs on website with regard to key services and ii) Gather more information (e.g. analysis of calls) from customers to identify themes and target communication will be addressed in the future, as part of the Communication Strategy.

Highways Alliance Customer Excellence

- 2.9 We have been working with our Highways Alliance partner, Kier, to undertake some activities to improve the experience of our service users. As seen from the attached Appendix B, Kier have delivered a number of actions over the last couple of months to improve our reputation and information sharing.

Works Programmes

- 2.10 Highways Alliance Planned Works Programmes are updated and published monthly on our website and issued to the councillors. The latest edition can be accessed at the following link:

<http://www.lincolnshire.gov.uk/transport-and-roads/road-management-and-maintenance/works-programmes/planned-maintenance/>

HMEP Peer Review

- 2.11 As mentioned previously the two actions i) external stakeholder communication and ii) customer journey engagement will be actioned in the future as part of the Communication Strategy.

3. Consultation

- 3.1 As part of this project, ongoing consultations with the following were carried out during the last six months:
- Serco (Customer Services)
 - Executive Portfolio Holder
 - Elected Members
 - Highways Alliance
 - Communications Team
 - Commercial Projects and Performance Team
 - Management Team

4. Conclusion

- 4.1 As seen from the above, progress has been made in enhancing highways and transport services users' experience over the past six months. However, there is still more to do to improve our customer engagement. Therefore, it is suggested that the Committee be updated on this project again in six months' time.

a) Policy Proofing Actions Required

N/A

5. Background Papers

- 5.1 Enhancing our Users' Experience - Report to Highways and Transport Scrutiny Committee on 13 July 2015

6. Appendices

Appendix A	Highways Online Fault Reporting System Summary of Customer Feedback and Actions to Take January 2016
Appendix B	Kier Customer Service Action Plan January Update 2016

This report was written by Satish Shah, who can be contacted on 01522 782070 or LCCHighwaysWest@lincolnshire.gov.uk.

Highways Online Fault Reporting System

Summary of Customer Feedback and Actions to Take

January 2016

V1

Highways Online Fault Reporting System

Background

- In July 2015 LCC launched a new online system for the public to report highways faults.
- To help us make continuous improvements of the system, in November 2015 a customer feedback survey was included at the end of the online fault reporting process.
- Responses are entirely voluntary and anonymous.
- The structure of the online survey is based on the touchstone feedback questionnaire which the Customer Service Centre (CSC) use following a proportion of telephone contacts with the Council.
- This is to ensure consistency in questions asked and enable comparative analysis to be undertaken.

Customer Feedback Response Rate

Between 8th November 2015 and 13th January 2016:

- 1,889 faults were reported using the LCC online fault reporting system.
- Just under 7% of these customers (126) completed the optional feedback survey to tell us about their experience.
- Whilst the response rate is low, it is fairly typical for an online survey of this nature.
- The following analysis and recommendations are based on their responses.

Issues and Actions

We need to improve....	Actions to be taken...
How user friendly the system is	<p>Review the language used throughout the system.</p> <p>Provide guidance on identifying exact locations.</p> <p>Review categories for fault reports to ensure they are easy to understand, all issues can be recorded and degree of urgency can be noted.</p>
Awareness and access to the system	<p>Increase awareness and promote the system.</p> <p>Check 'log in' option and 'map' functions are compatible and easy to use with most commonly used home PCs.</p> <p>Maintain link from the Councils home page.</p>
Confidence in use of the system	<p>Improve the process for feeding back to customers what action is being taken as a result of their report and when this will be completed.</p> <p>Review process for following up/tracking previous reports and known faults.</p>

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Next steps

1. Officers will continue their review of the system and implement changes to address the issues raised by this feedback.
2. Provide feedback to survey respondents who requested this.
3. Bring to a close initial round of feedback and re-run the questionnaire once improvements have been implemented.

Finding and Accessing the Online System

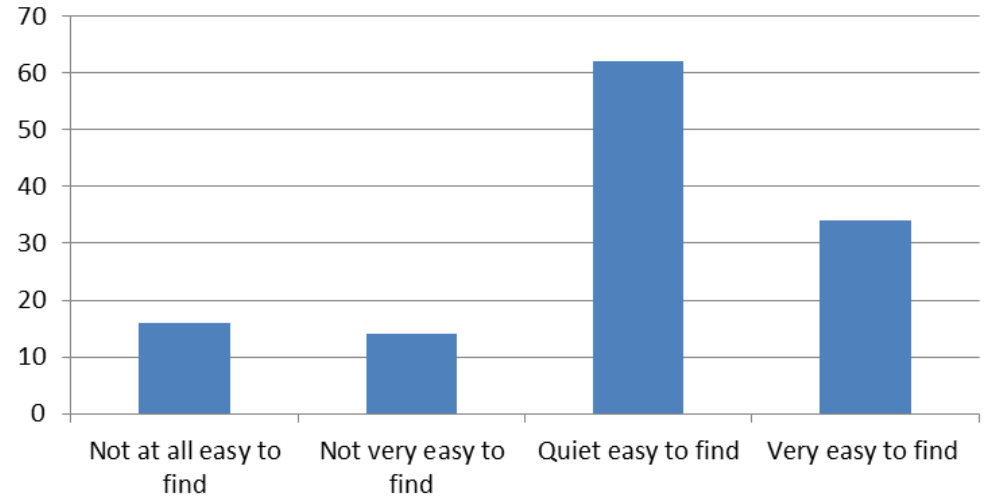
Summary

76% of respondents (96 instances) reported it was 'quite easy' or 'very easy' to find the online fault reporting system.

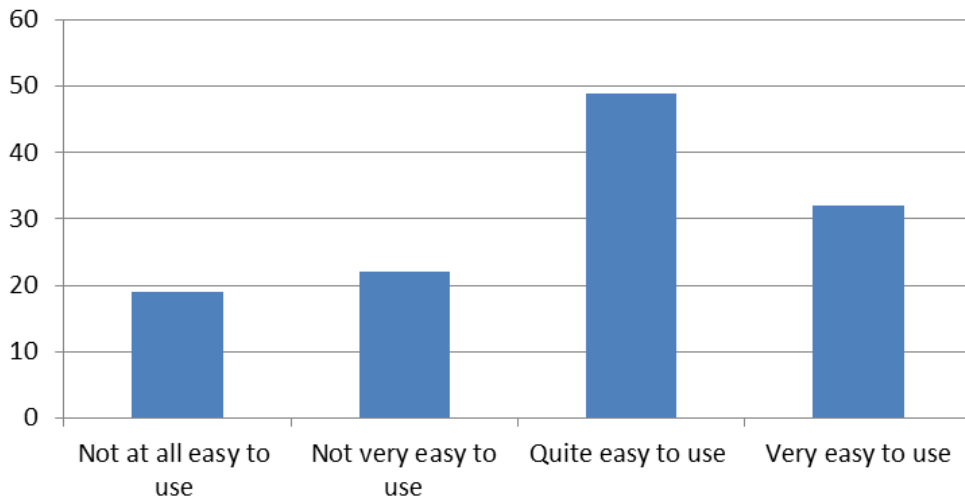
Most people access the online site from the Councils homepage or an emailed link.

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It remains easier for customers to find our contact telephone number. 90% of the touchstone survey respondents found it 'easy' or 'very easy' to find the CSC phone number.

Accessing the online system



Using the online system



Summary

Two thirds of respondents (81) reported it was 'quite easy' or 'very easy' to use the online fault reporting system.

Overall 95% of respondents (118) said they would use the online system again.

Those who would not use it the online system again reported it taking too long and being too complicated as well as frustration from limited classification options and not being able to provide sufficient detail or exact locations.

Expectations & Outcome



Summary

Just over half the respondents ,54% (67), were 'unsure' or 'not at all confident' that something will be done as a result of reporting a fault online.

This compares poorly with the confidence of customer who call the CSC as 90% of touchstone respondents are 'confident' or 'certain' something would be done.

The lack of confidence online is largely a result of past experiences where similar or even the same issues have been reported but faults have not been fixed.

In comparison, by phone 100% of respondents stated it was clear to them what would happen next.

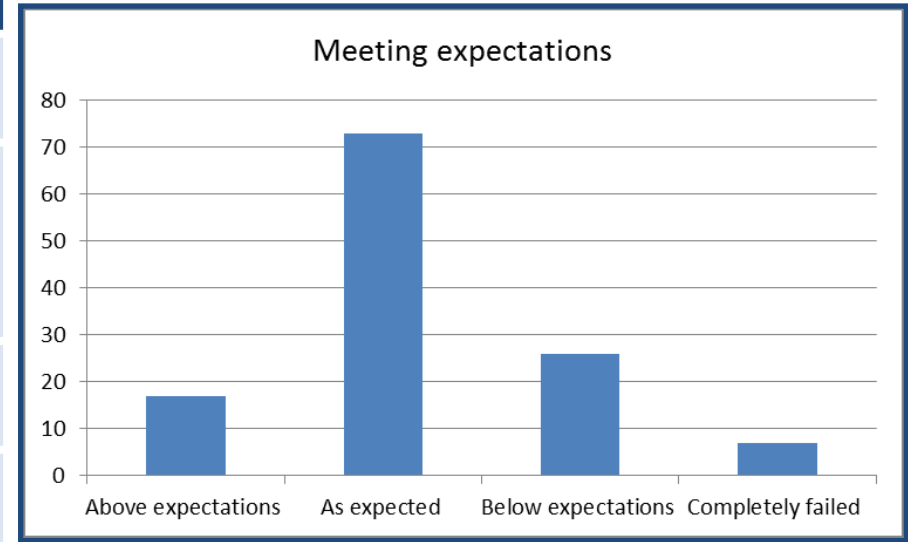
Summary

Almost three quarters, 73% (90), of respondents found the online experience met or exceeded their expectations.

The main issues related to the system not being user friendly, the process taking too long, emails implying faults had been repaired when they had not and the degree of urgency not be acknowledged.

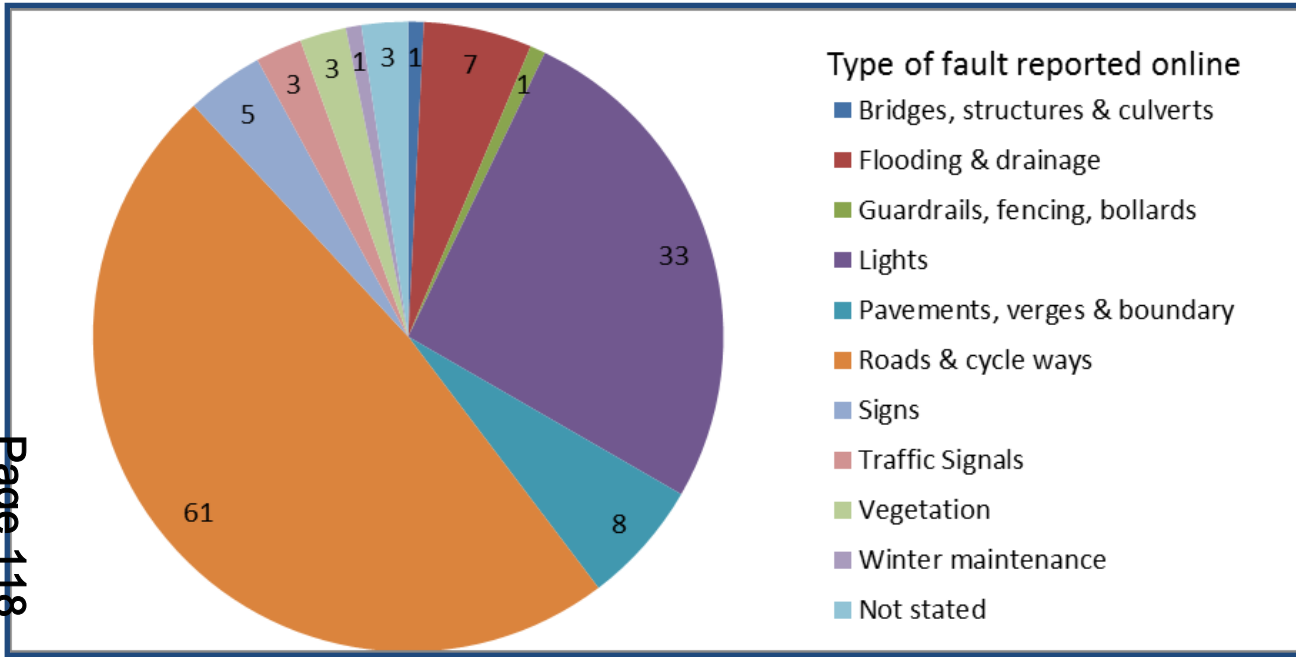
Again this compared poorly with the experiences of customers who called the CSC.

100% of respondents to the touchstone survey said their phone call met or exceeded their expectations and the length of time taken to answer their call was acceptable.



Respondents

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Type of fault reported

Of those completing the online feedback questionnaire, the majority had used the online system for reporting issues relating to roads, cycle ways and lighting.

Respondents demographics

To help us understand how accessible the online system is, respondents were given the opportunity to provide relevant diversity information. 93% of respondents completed this section of the survey. Of these:

- Respondents**
- 75% were aged 45 or over
 - 59% were aged 55 or over
 - 15% considered themselves to have a disability
 - Both rural and town locations, spread across Lincolnshire.

- Lincolnshire**
- 50% are aged 45 or over
 - 35% are aged 55 or over
 - 9% have a disability which limits their day to day activities a lot
 - Wide geographic spread with rural and urban areas.

This indicates that overall the online service is equally accessible to our residents regardless of relevant protected characteristics.

1. Purpose

The purpose of this document is to provide visibility of the actions Kier are undertaking to improve the experience. This activities support the LCC Highways Customer Experience Plan.

2. Kier Activities

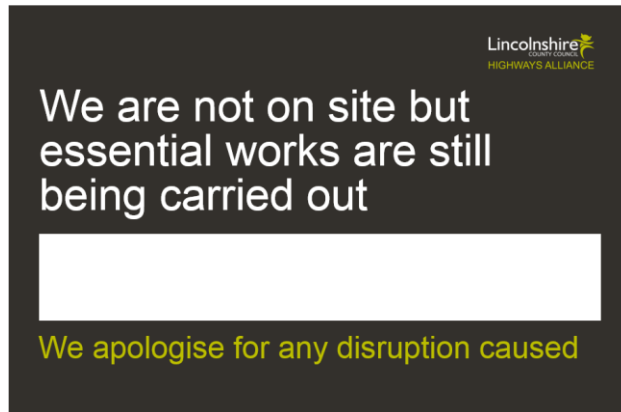
Identified Improvement	Task / Actions	Kier Owner	Implementation Date/s
Theme 2 – Improved reputation:			
1. Messages explaining lack of activity at works locations	Kier to design information boards to be securely displayed at locations where there may be no visible progress to the public. This will be trialed initially in an area agreed with LCC. NB: We propose working with the CSC to measure the success of the trial by tracking any reduction/s in contacts or complaints as a result of the information boards within the trial area.	Design: Ben Bax Implementation: Mike Smith	Design complete: Mid October 2015 Trial to commence: March 2016
Theme 3 – Improved Comms & info sharing:			
2. Arrange for CSC reps to spend time with programming team at Kier	Kier Hub manager to design programme / agenda for visit to Hub and arrange date/s and request names from LCC CSC manager.	Paul Brooks	October 2015
3. Improve information on site – boards showing dates, times, telephone number and web addresses	Mike Smith is currently reviewing existing boards and proposing improvements. Final versions to be reviewed by Kier customer service team for peer review.	Mike Smith	Boards available by February 2016
4. Gangs to be better equipped to deal with enquiries on site – Produce briefings for each job, to be jointly agreed	Kier to develop / propose template for the briefings for joint approval by LCC.	David Short / Ben Bax	February 2016
5. Get in touch cards	Kier to provide previously used 'get in touch' cards	Mike Smith	February 2016

	to Russell Moore for approval / improvement before issuing to gangs for use		
Theme 5 – Shared quality standards			
6. Audit / Survey to understand where we are now	Implementation of the Kier CustomerWise audit process across the LCC contract. Supervisors to be trained carry out CustomerWise Audits and how to recognize good and bad customer service in the field.	Ben Bax	March 2016
7. Develop and implement shared behavior framework across CSC, Highways & Kier	Proposal - Refresh Kier 'Customer Charter' for all kier staff and roll out to Highways staff. Separate supporting version to be developed for CSC staff members	Ben Bax	February 2016
8. Develop and implement shared performance framework across CSC, Highways and Kier	This could be achieved using the existing Kier 'Customer Service Performance Management Framework' as a template. Data / Metrics to be jointly developed and agreed	Ben Bax with Satish Shah and Zoe Butler from LCC	April 2016
9. Joint customer service training	Possibly based on the Kier Customer Charter, to be developed by Kier Central customer service team, Kier L&D and LCC	Ben Bax with LCC	April 2016

1. Messages explaining lack of activity at works locations – **ON TRACK**

Mike / Ben have been reviewing options for the notice boards. As there are many scenarios that a site may be left unattended, there is a danger of over complicating the customer messages.

Therefore, a more straight forward design has been produced that leaves a 'blank space' for a reason on non-occupation to be either hand written on using specialist sign pens or for common causes, interchangeable stick on strips can be used. (Please see example below).



2. Arrange for CSC reps to spend time with programming team at Kier – **COMPLETE**

Visits have now taken place, over two days, with the following advisors attending:

24.11.15 – Dave Coulson and Callum Butcher

25.11.15 – Anita Curtis and Tina Gamble.

Paul Brooks gave a presentation on roles and responsibilities regarding staff within the hub and how it linked in with CSC information; i.e. TMA Street-works Coordinators sometimes use the enquiry/trace element from an LCC works order to close it down (out of hours only). Also covered was the issue of when Kier move a job to another status “works complete as instructed but further work required” (this may need further looking in to as there are a lot of jobs at this status which may have been closed down by Highways Officer but haven’t actually been completed and members of public have been informed enquiry closed) Schedulers use enquiry information if al works orders a bit vague on what it’s asking Kier to deliver as this can supply a bit more info and finally we discussed the insurance element and how we use CSC data to assist with insurance claims.

Paul shared the following data - Programmes/vehicle tracking information which may be beneficial if CSC had access – possibly look at using SharePoint and give CSC access to view programmes

The next step is to arrange visits to CSC office in New Year with hub staff as I believe it would be beneficial to their daily roles.

3. Improve information on site. Boards showing dates, times, telephone number and web addresses **Requires Focus**

Mike Smith is currently reviewing existing boards and proposing improvements. Final versions to be reviewed by Kier customer service team for peer review. This item has been delayed slightly due to Mike being out of the business following his operation.

4. Gangs to be better equipped to deal with enquiries on site – Produce briefings for each job, to be jointly agreed **ON TRACK**

B Bax met with David Short (Kier Highways Communications Manager) to discuss and develop a solution. The original idea was to produce a new document template to be completed before each site commencement and briefed out to all members of staff. However, we now feel more simple solution will be to produce a simple cover sheet for the LCC Information Pack that is produced for customers. This would eliminate duplication of effort and ensure 'one message' for customers.

The cover sheet form has now been completed. (See Appendix B)

5. Get in Touch cards - **ON TRACK**

These have been redesigned following feedback from Simon Cotton. (Screen shot below). These have been submitted to LCC for approval.



6. Audit / Survey to understand where we are now - **ON TRACK**

Following the roll out of the customer charter training (see item 7 below) we have now identified the list of kier staff members who will become Kier 'CustomerWise' Auditors. CustomerWise Audit training will be delivered during Jan 2016 and audits on-site will start to take place immediately afterwards.

The audits will provide valuable data and insight into our use of the Kier Customer Charter on site and provide an opportunity to coach teams on site in matters relating to customer service.

7. Develop and implement shared behavior framework across CSC, Highways & Kier – **COMPLETE**

Customer Charter training started on the 3rd November and was completed on the 12th. A total of 180 employees on the contract had the session which lasted approx 1h15mins. The attendees were a combination of front line employees, back office support staff, planners, schedulers, supervisors and department heads with very good attendance. The training was well received and feedback was generally good. The session utilised the "Audience voting tool" to check understanding and gain opinion on certain aspects.

The session content covered:

1. An opening statement from Mike Smith supporting the training and how important Customer Service is.
2. "Why is Customer Service important", for both LCC, Kier and the individual
3. Types of work carried out for LCC and who is interested in what we are doing
4. The 13 point Customer Charter (see Appendix A)
5. How we support the Charter
6. LCC customer contact card and its redesign
7. How we measure customer service (CustomerWise Audit)

The table below shows the completed session details.

Customer Charter Training

Gang Location	No of attendees	Number of Sessions	Session Start Times	Session Duration	Training Carried out in	Date Carried out
Tillbridge Lane, Sturton by Stow, LN1 2BP	36	3	08:00, 10:00, 12:00	1hr Approx	Tillbridge Lane, Sturton by Stow, LN1 2BP	11th November
EFS Jarvis House ,157 Sadler Road, Lincoln, LN6 3RS	11	1	12:00	1hr Approx	EFS Jarvis House ,157 Sadler Road, Lincoln, LN6 3RS	12th November
Manby Middlegate, Grimoldby, Louth, LN11 8SU	14	1	08:00	1hr Approx	Manby Middlegate, Grimoldby, Louth, LN11 8SU	12th November
Station Road, Thurlby, Bourne, PE10 OJA	8	1	10:00	1hr Approx	Station Road, Thurlby, Bourne, PE10 OJA	4th November
Bourne Road, Pode Hole, Spalding, PE11 3LN****	7	1	08:00	1hr Approx	Station Road, Thurlby, Bourne, PE10 OJA	4th November
Chain Bridge Road, Boston, PE21 7LE	20	2	13:00, 15:00	1hr Approx	Chain Bridge Road, Boston, PE21 7LE	4th November
Hemingby Lane, Horncastle, LN9 5PN	34	3	08:00, 10:00, 12:00	1hr Approx	Hemingby Lane, Horncastle, LN9 5PN	5th November
Plots 12-14 Pride Parkway, Enterprise Park, Sleaford, NG34 8GL	50	4	08:00, 10:00, 12:00, 14:00	1hr Approx	Plots 12-14 Pride Parkway, Enterprise Park, Sleaford, NG34 8GL	3rd November
Unit 2 Woodbridge Estate, Woodbridge Road, Sleaford, Lincs, NG34 7EW****						
Total	180					

Appendix A – Kier Customer Charter




Customer Charter; my commitment to our customers:

- I will approach every job with a 'right first time, every time' attitude.
- I will always be well presented and dressed in correctly branded work-wear.
- My vehicle will always be as clean as possible inside and out, with no personalisation visible to the public.
- I will always drive courteously and will never react aggressively to another road user.
- I will be friendly, courteous and professional at all times and go out of my way to help customers and members of the community.
- If approached by a customer, I will introduce myself and explain what I will be doing. I will also explain what I have done and what will happen next, before I leave the site.
- I will always escalate customer issues if I can't resolve them myself.
- I will never block access to properties or enter private property without getting permission from the owner first, no matter how long or short a time I plan to be there.
- I will take responsibility to stop and think about who my work is going to impact upon and take steps to minimise disruption of any sort. I will approach every job as if it were my home and my family being affected by the work.
- My working site will always be safe and tidy with all of the correct signage, lighting and guarding in place.
- When leaving the site I will ensure that all debris and litter is cleared away.
- I will always take ownership of commitments I make to customers.
- Above all, I want customers and members of the public to be delighted by the way that I approach each job and impressed by the work that I do.



Appendix B – Customer Briefing Sheet

Customer Briefing Sheet	
Scheme Name	
<input type="text"/>	
Location	
<input type="text"/>	
Details of Work	
<input type="text"/>	
Impact on Road Users / Community	
<input type="text"/>	
Duration: Days <input type="text"/> Weeks <input type="text"/> Start Date <input type="text"/> End Date <input type="text"/>	
Benefits of works	
<input type="text"/>	

Open Report on behalf of Richard Wills, Executive Director for Environment and Economy

Report to:	Highways and Transport Scrutiny Committee
Date:	07 March 2016
Subject:	Roundabout Advertising Update

Summary:

This report provides further information to the Highways and Transport Scrutiny Committee regarding Roundabout Advertising within Lincolnshire.

Actions Required:

Members of the Highways and Transport Scrutiny Committee are invited to consider and comment on the report.

1. Background

- 1.1 This matter has been discussed at previous meetings of both this Committee on 29th July 2013 and 14th December 2015; and the Highways, Transport and Technology Scrutiny Committee on 21st January 2013.
- 1.2 The current policy relates to the sponsorship of roundabouts and has been in existence for many years and is shown in Appendix A. This policy only applies to the provision of planting on the highway with the intention that planting will be confined to the main towns.
- 1.3 At its meeting on 14th December 2015 this Committee resolved that a further report be brought to a future meeting covering the regulation of advertising/sponsorship on roundabouts, whether advertising covered the cost of maintenance and whether advertising could be extended to other highway land.
- 1.4 With regard to the regulation of schemes the County Council's policy is laid out in HAT 63-01-10 (Appendix A). Currently the County Council does not directly manage or operate any sponsorship deals.

- 1.5 The current policy provides a framework for the approval of planting schemes being licenced by the Highway Authority and subsequently administered by the City/Borough/District Council.
- 1.6 Governance arrangements, where sponsorship deals are in place, are managed by Lincolnshire's District/Borough/City Councils working with their chosen commercial providers.
- 1.7 The agreements stipulate the size of signs, which need to be noticeable without being a distraction to drivers. The recommended size of sign within the LCC Guidance Note is 630 x 270mm, although the District/Borough/Town Council determine the design.
- 1.8 Following audit work on the current signing arrangements it was found that some signing is inconsistent with Guidance Note HAT 63, with Councils opting for more noticeable signing. Highway officers are currently discussing this with the relevant authorities to remind them of their obligations. None of the sponsorship signs were found to be larger than the advertising signs proposed in the previous reports to this committee.
- 1.9 Planning permission for advertising signs within the highway is subject to regulation and as the local councils are the relevant planning authority this was regarded as one of the benefits of the current arrangements.
- 1.10 With regard to the financial aspects of roundabout sponsorship each local Council has entered into an agreement with a commercial provider who seeks and negotiates with sponsors and finalises the pricing structure.
- 1.11 Income from the sponsorship deals is used to fund the planting and maintenance of the selected roundabouts. These works are carried out by the local councils, or their contractors, as part of their community services contracts. Surplus income is used to support these services
- 1.12 Details of the agreements with external providers are subject to commercial sensitivities. However, the anticipated income from sponsorship is in the range £600 to £2000 per annum from each roundabout, dependant on location within the network.
- 1.13 With regard to the extent of advertising within the highway the location of the signs is subject to the same planning rules regardless of their siting, be that on roundabouts, central reserves or verges.
- 1.14 The primary legislation in this regard is the Town and Country Planning (Control of Advertisements) (England) Regulations 2007. The only deemed consent for highway authorities relates to functional adverts required for the safe or efficient delivery of its statutory functions.
- 1.15 Therefore, no advertisement may be displayed unless consent for its display has been granted by the local planning authority; which as laid down in the regulations is the relevant district planning authority.

2. Conclusion

- 2.1 District Councils have continued to operate within the existing arrangements forging relationships with commercial providers to provide sponsorship arrangements to improve the standard of roundabouts and planting areas.
- 2.2 Income from sponsorship is in the region of £600 to £2000 per annum per roundabout. The cost of maintaining the planting areas is difficult to separate from their larger contracts but income is an important part of their budgeting. The relevant councils would be reluctant to end these agreements.
- 2.3 The current guidance is only suited for sponsorship and the small sign size has led to an inconsistent approach with some larger and more noticeable signage being erected in some locations. The current size of signs does not suit advertising.
- 2.4 The Town and Country Planning (Control of Advertisements) (England) Regulations 2007 specify that highway advertising requires consent from the local planning authority, which means the relevant district planning authority.
- 2.5 Councillors are invited to comment on the above update.

3. Consultation

a) Policy Proofing Actions Required

n/a

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Current policy with respect to roundabout sponsorship HAT 63-1-10

5. Background Papers

The following background papers as defined in the Local Government Act 1972 were relied upon in the writing of this report.

Document title	Where the document can be viewed
Highways, Transport and Technology Scrutiny Committee 21st January 2013	Democratic Services Lincolnshire County Council
Highways and Transport Scrutiny Committee 15th July 2013	County Offices Newland
Highways and Transport Scrutiny Committee 14th December 2015	Lincoln LN1 1YL

This report was written by Paul Little, who can be contacted on 01522 550258 or paul.little@lincolnshire.gov.uk.

HIGHWAYS AND TRAFFIC GUIDANCE NOTES

NO. HAT 63/1/10
SUBJECT REQUEST FOR SPONSORSHIP OF HIGHWAY PLANTING
EFFECTIVE FROM June 2010
AUTHOR Area Highways Manager (Boston)
DISTRIBUTION Distribution List

1. Introduction

- 1.1 This HAT sets out the approved policy for the provision of planting within the highway. The policy was approved by the Environment Committee on 24 January 1996.

2. Scope

- 2.1 This policy only applies to requests for the provision of planting on the highway by other Councils, Community Groups and Commercial Sponsors. The policy is designed to encourage planting in suitable locations to enhance the visual environment. Borough/District/City Councils also have an interest in many planting schemes and as Planning Authorities may need to approve any associated signing in addition to approval by the Highway Authority.

3. Policy

3.1 Borough/District/City Councils

- 3.1.1 Where a Borough/District/City Council wishes to carry out planting or already does so, the Highway Authority's role will be confined to approving the planting scheme and any associated signing on highway safety grounds and issuing a licence to plant in the highway. If the Borough/District/City Council wished to enter into an agreement with a commercial sponsor this will be permitted and it will be left to that Council to determine the design of any signs and consider whether Planning permission is required.

- 3.1.2 Generally such schemes will be confined to the main towns. Existing schemes will be regularised by the Highway Authority licensing the use of highway land.

3.2 Community Groups and Parish Councils

- 3.2.1 The Highway Authority's role will be to approve the planting scheme on highway safety grounds and to licence the use of highway land. Generally, such schemes do not include any signing.

3.2.2 If the sponsor wishes to provide signing, two different approvals will be required:

- (a) the Highway Authority for traffic safety
- (b) the Planning Authority for planning permission

A simple solution might be to agree a standard form of sign with all the local Planning Authorities thereby removing the need to approve individual signs. This could include standard wording as in Appendix A.

3.3 Commercial Organisations

3.3.1 Where a commercial organisation agrees to carry out or sponsor a planting scheme which is not already undertaken by a Borough/District/City Council this will be encouraged. In some towns it will, subject to the agreement of the other Council, be treated as a Borough/District/City Council scheme as in paragraphs 3.1.1 and 3.1.2.

3.3.2 Elsewhere it will be dealt with direct by the Highway Authority as in paragraphs 3.2.1 and 3.2.2 except that the standard sign would read as in Appendix A.

3.3.3 Some sponsors may wish to have a sign design which is more in line with their corporate livery or logo. In such cases it will be the sponsor's responsibility to obtain the approval of the local Planning Authority. Also the sign should also retain the LINCOLNSHIRE GREEN reference and be approved by the Highway Authority.

3.4 General

3.4.1 All planting schemes will require licences to ensure they are approved on highway safety grounds but no charge will be levied.

3.4.2 There will be a general presumption that the sponsor bears the full cost of all planting schemes, including maintenance and associated signing and returning the highway to its original condition on termination of any licence. Cost sharing will be considered on an exception basis where one of the following conditions is met:

- (a) there is a significant cost saving to the Highway Authority
- (b) the site and scheme are particularly noteworthy in contributing to an improved roadside environment

Such exceptions would need the approval of the Divisional Highways Manager after consultation with the Chair and Vice Chair of the Planning and Regulation Committee.

3.4.3 Anyone undertaking planting in the highway will be required to have public liability insurance to an indemnity level of £5 million and to agree safe methods of working with the Highway Authority.

3.4.4 The standard letters and application form for use in granting the relevant licence are attached as Appendix B.

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Open Report on behalf of Richard Wills, Director responsible for Democratic Services

Report to:	Highways and Transport Scrutiny Committee
Date:	22 February 2016
Subject:	Highways and Transport Scrutiny Committee Work Programme

Summary:

This item enables the Committee to consider and comment on the content of its work programme for the coming year.

Actions Required:

To consider and comment on the work programme as set out in Appendix A to this report.

1. Background

The Committee's work programme for the coming year is attached at Appendix A to this report. The Committee is invited to consider and comment on the content of the work programme.

Work Programme Definitions

Set out below are the definitions used to describe the types of scrutiny, relating to the items on the Work Programme:

Budget Scrutiny - The Committee is scrutinising the previous year's budget, or the current year's budget or proposals for the future year's budget.

Pre-Decision Scrutiny - The Committee is scrutinising a proposal, prior to a decision on the proposal by the Executive, the Executive Councillor or a senior officer.

Performance Scrutiny - The Committee is scrutinising periodic performance, issue specific performance or external inspection reports.

Policy Development - The Committee is involved in the development of policy, usually at an early stage, where a range of options are being considered.

Consultation - The Committee is responding to (or making arrangements to) respond to a consultation, either formally or informally. This includes pre-consultation engagement.

Status Report - The Committee is considering a topic for the first time where a specific issue has been raised or members wish to gain a greater understanding.

Update Report - The Committee is scrutinising an item following earlier consideration.

Scrutiny Review Activity - This includes discussion on possible scrutiny review items; finalising the scoping for the review; monitoring or interim reports; approval of the final report; and the response to the report.

2. Conclusion

To consider and comment on the Work Programme.

3. Consultation

a) Policy Proofing Actions Required

This report does not require policy proofing.

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Highways and Transport Scrutiny Committee Work Programme
Appendix B	Forward Plan of Decisions relating to Highways and Transport Scrutiny Committee

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Daniel Steel, who can be contacted on 01522 552102 or by e-mail at daniel.steel@lincolnshire.gov.uk

Highways and Transport Scrutiny Committee

Chairman: Councillor Michael Brookes

Vice Chairman: Councillor Andrew Hagues

7 March 2016		
Item	Contributor	Purpose
Performance Report, Quarter 3 – (1 October to 31 December 2015), Major Schemes, Lincolnshire Highways Alliance, Customer Satisfaction	Paul Rusted, Infrastructure Commissioner	Performance Scrutiny
Winter Maintenance Update	David Davies, Principal Maintenance Engineer	Update Report
Grantham Transport Strategy	Satish Shah, Network Manager South	Status Report
Enhancing our Users' Experience	Satish Shah, Network Manager South	Update Report
Roundabout Advertising Update	Paul Little, Network Manager North	Update Report

18 April 2016		
Item	Contributor	Purpose
Major Schemes Update	Paul Rusted, Infrastructure Commissioner	Update Report
Total Transport Update	Anita Ruffle, Group Manager PTU	Update Report
CCTV Pilot Scheme – Parking enforcement outside schools	Matt Jones, Parking Services Manager	Status Report
Winter Maintenance – End of Year Report	David Davies, Principal Maintenance Engineer	Performance Scrutiny
Future Service Delivery	Paul Rusted, Infrastructure Commissioner	Update Report

13 June 2016		
Item	Contributor	Purpose
Performance Report, Quarter 4 – (1 January to 31 March 2016), Major Schemes, Lincolnshire Highways Alliance, Customer Satisfaction	Paul Rusted, Infrastructure Commissioner	Performance Scrutiny
Civil Parking Enforcement Annual Report 2015/16	Matt Jones, Parking Services Manager	Annual Report

11 July 2016		
Item	Contributor	Purpose
Major Schemes Update	Paul Rusted, Infrastructure Commissioner	Update Report
Permit Scheme – Outcome of Consultation	Mick Phoenix, Regulation Manager	Consultation

12 September 2016		
Item	Contributor	Purpose
Performance Report, Quarter 1 – (1 April to 30 June 2016), Major Schemes, Lincolnshire Highways Alliance, Customer Satisfaction	Paul Rusted, Infrastructure Commissioner	Performance Scrutiny
Speed Limit Policy and Traffic Policy for Schools Update	Graeme Butler, Project and Technical Support Manager; Andy Wharff, Area Highways Manager	Update Report
Preparations for Winter 2016/17	David Davies, Principal Maintenance Engineer	Update Report

For more information about the work of the Highways and Transport Scrutiny Committee please contact Daniel Steel, Scrutiny Officer on 01522 552102 or by e-mail at daniel.steel@lincolnshire.gov.uk

Forward Plan of Decisions relating to Highways and Transport Scrutiny Committee

DEC REF	MATTERS FOR DECISION	DATE OF DECISION	DECISION MAKER	PEOPLE/GROUPS CONSULTED PRIOR TO DECISION	DOCUMENTS TO BE SUBMITTED FOR DECISION	HOW AND WHEN TO COMMENT PRIOR TO THE DECISION BEING TAKEN	RESPONSIBLE PORTFOLIO HOLDER AND CHIEF OFFICER	KEY DECISION YES/NO	DIVISIONS AFFECTED
I010733	Street Lighting Policy Amendments	1 March 2016	Executive Councillor: Highways, Transport, IT		Report	Group Manager - Design Services Tel: 01522 552394 Email: john.monk@lincolnshire.gov.uk	Executive Councillor: Highways, Transport, IT and Executive Director for Environment and Economy	Yes	All Divisions

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