

**Lincolnshire Highways Alliance
Performance Report
Year 6 Qtr 1: April to June 2015**

September 2015

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 1 | TREND |
|-----------------------------|---|--------------------|-------------------|-----------------------|--|---|----|-----------|-------|
| PI | INDICATOR | TARGET | RESULTS | SCORE | 0 | 5 | 10 | | |
| 1 | Street lighting Indicator | 98.9% or above | 90.39% working | 9.10 | [Green bar from 0 to 9.10] | | | ▲ | |
| 2 | Response times for emergency works | 99.5% or above | 99.5% compliance | 10 | [Green bar from 0 to 10] | | | = | |
| 3 | Tasks completed within timescale | 97% or above | 100% compliance | 10 | [Green bar from 0 to 10] | | | = | |
| 5 | Acceptable site safety assessments | 95% or above | 94.64% compliance | 7 | [Green bar from 0 to 7] | | | ▲ | |
| 7 | Defect corrections requiring TM | 98% or above | 99.71% compliance | 10 | [Green bar from 0 to 10] | | | = | |
| 8 | % waste reused/recycled | 90% or above | 97% compliance | 10 | [Green bar from 0 to 10] | | | = | |
| 9 | Compliance with tendered Quality Statements | 100% compliance | 79.17% compliance | 8 | [Green bar from 0 to 8] | | | = | |
| 10 | Quality assessment of workmanship | 100% compliance | 0% compliance | 0 | Not Reported this Quarter due to lack of reportable data | | | | |
| 11 | Measure/reduce carbon over the whole fleet | 100% compliance | 100% compliance | 10 | [Green bar from 0 to 10] | | | = | |
| 12 | % task orders in compliance with TMA | 95% or above | 100% compliance | 10 | [Green bar from 0 to 10] | | | = | |
| | | | | | -15 | | 0 | | |
| 4 | RIDDOR incidents | 0 RIDDOR incidents | 1 RIDDOR incident | 0 | [Green bar from 0 to 0] | | | ▲ | |
| 6 | Service strikes | 0 Services Strikes | 3 Service Strikes | -1.5 | [Red bar from 0 to -1.5] | | | ▼ | |
| | | | | | 0 | | 90 | | |
| | 82.6 out of 90 = 91.8 | | TOTAL | 82.6 | [Green bar from 0 to 82.6] | | | ▲ | |

Highway Works Term Contract Performance commentary 2015/16 Q1

PI1 - Street Lighting service standard: The indicator scored 9.1 which equates to an overall score of 90.39% on the indicator. Most parts of the indicator are performing well, though the Salix energy work could be improved to raise this indicators score.

PI2 - Response times for Emergency works: Performance remains at an exceptionally high level at 99.5% this quarter. Out of the 1587 emergency jobs over the quarter, 1579 achieved the required response rate.

PI3 - Tasks completed in time scale – 84 jobs out of 84 jobs were completed on time giving this PI a 100% 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 2 Year 5 = 23 assessments/20 passes

Quarter 3 Year 5 = 32 assessments/30 passes

Quarter 4 Year 5 = 36 assessments/35 passes

Quarter 1 Year 6 = 21 assessments/21 passes

This gives a total of 112 assessments over the year with a total of 106 passes. This gives a score of 94.64% which means the indicator scores 7 points for this Quarter.

PI7 - Defect correction requiring traffic management: Performance is being maintained and this quarter's level remains good at 99.71% compliant – full marks awarded.

PI 8 - % waste reused/recycled: Performance remains at a good level achieving top marks.

PI10 - Quality assessment of workmanship: Due to insufficient data this Quarter this Indicator is not being scored. Only 18 tests were undertaken and no random testing was achieved. Therefore it was deemed by the Performance Group that there was insufficient results and therefore withdrew the indicator.

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.

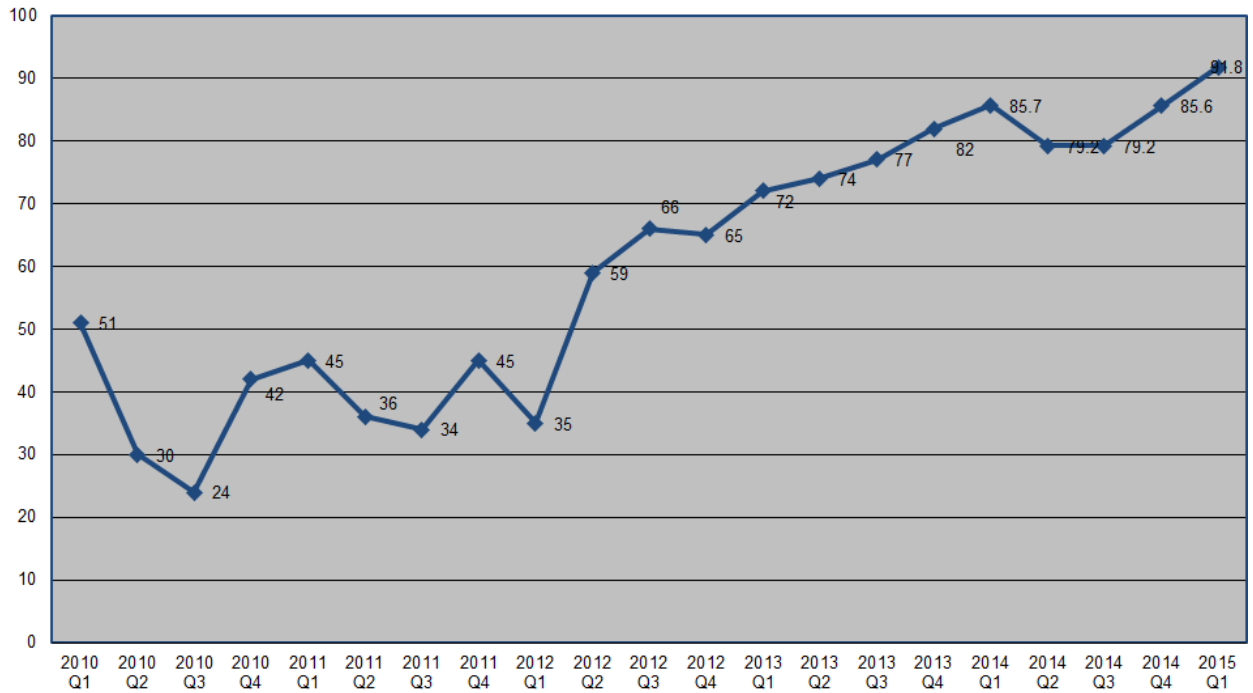
PI12 - % task orders in compliance with Traffic Management Act: The indicator has increased from 98.8% last quarter to 100% this quarter. This does not change the score and the indicator still scores full marks. Out of the 139 orders, all 139 had been assigned the correct notice.

PI4 - RIDDOR Incidents: There were no RIDDOR incidents reported this Quarter.

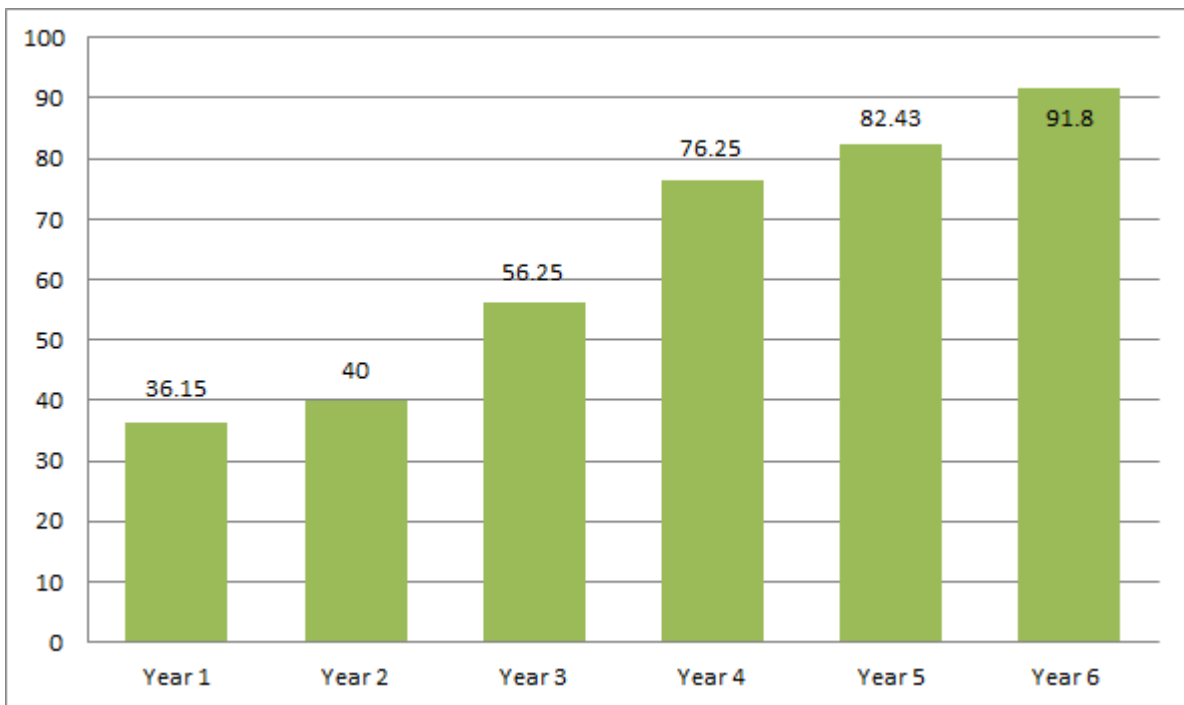
PI6 - Services Strikes: Three service strikes this quarter.

Overall Commentary

Due to the withdraw of KPI 10 this means that this Quarter, the Highway Works Term Contract has been scored out of 90 points. The indicators scored 82.6 points. When this is pro rata up to 100 points it means that the HWTC performance score is 91.8 points this Quarter. This is the highest score achieved by this set of indicators and is an excellent start to Year 6.



Highway Works Term Contract Scores over the Contract Period.



Highway Works Term Contract yearly average totals

Professional Services Contract

| Professional Services Contract | | | PERFORMANCE SCOREBOARD | | | | Quarter 1 | | | | TREND | | | | | |
|--------------------------------|---|---|---|-------|---|---|-----------|----|--|--|-------|-----|--|--|--|--|
| PI | CATEGORY | INDICATOR | RESULT | SCORE | 0 | 5 | 10 | 15 | | | | | | | | |
| 1 | Client Satisfaction | Product | 8.94 (out of 10) | 15.0 | | | | | | | | ▲ | | | | |
| 2 | Client Satisfaction | Service | 8.93 (out of 10) | 14.5 | | | | | | | | ▲ | | | | |
| 3 | Alliance Wellbeing | Compliance with tendered Quality Statements | 95% | 9.5 | | | | | | | | = | | | | |
| 4 | Predictability of Design Costs | Design Costs prior to Construction | Project time and cost data not available due to inability to enter all timesheet data into Agresso. Combined Q1 and Q2 data in next report. | | | | | | | | | | | | | |
| 5 | Predictability of Works Costs | Cost of Construction | | | | | | | | | | | | | | |
| 6 | Predictability of Time for Design | Time for Design | | | | | | | | | | | | | | |
| 7 | Predictability of Time for Construction | Time taken to undertake Works | | | | | | | | | | | | | | |
| TOTAL | | | | | 0 | | | | | | | 100 | | | | |

PSP Performance commentary 2015/16 Q1

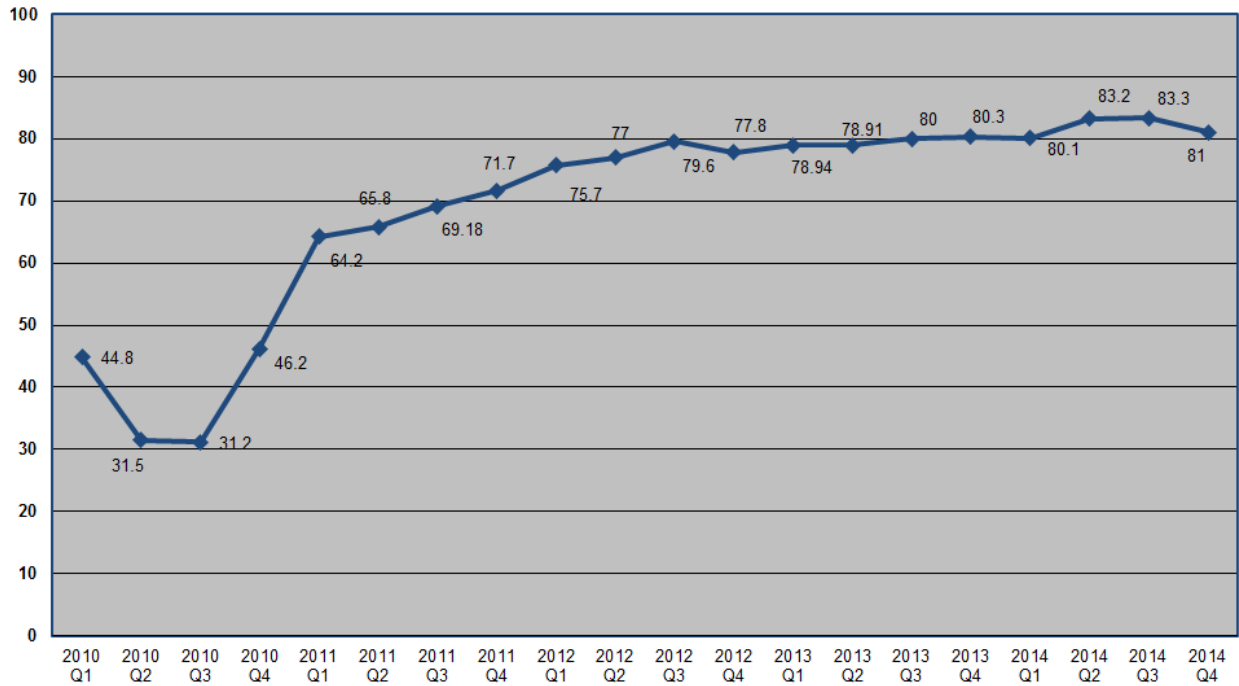
Overall commentary

Due to Agresso the performance results this quarter are of very limited value. There are currently 140 staff contributing to projects who are not set up on Agresso. The consequence is that timesheet data cannot be entered, so no cost data is available, and projects cannot be closed down as cost data remains incomplete. This has affected all indicators except for the 'quality promises' one.

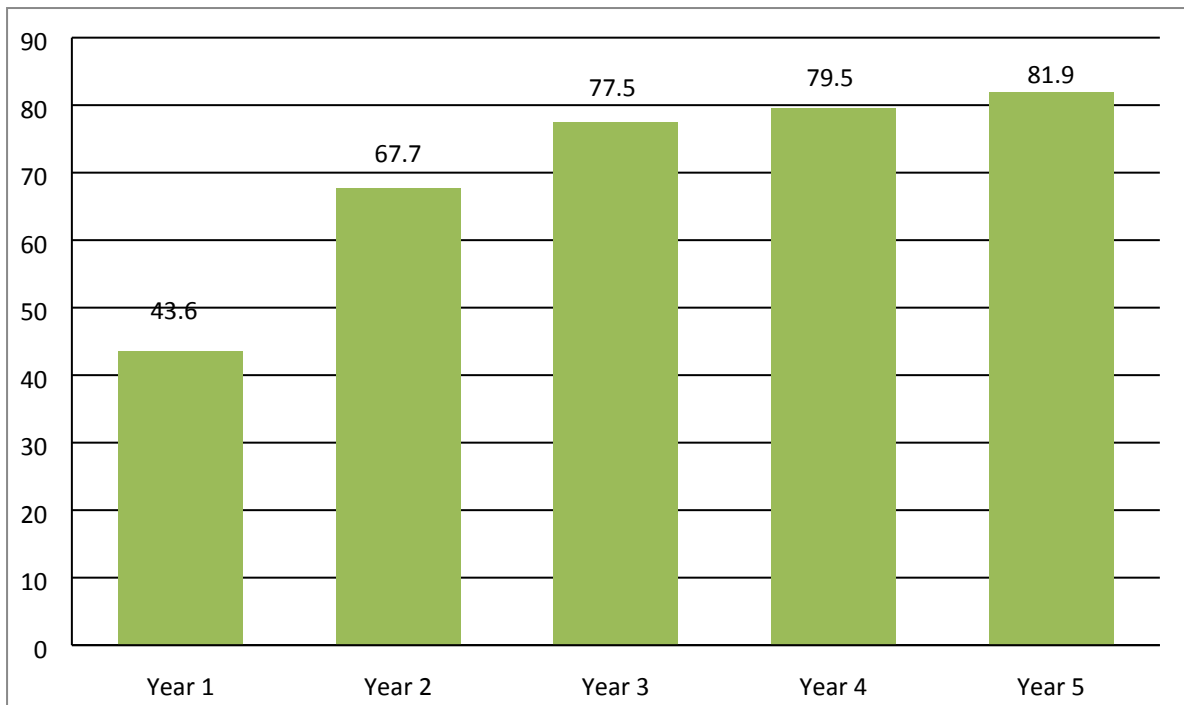
PI 1 & PI 2– Results look good, but are based on very limited data because very few projects are flagged as complete and customers have no financial information to judge value for money.

PI3 – New additional quality promises agreed, including achievement of DfT Band 3 status and BS11000. Quality promises very much on track.

PI 4,5,6 & 7 – The hope is that Agresso issue will be resolved before the next report. This will allow the backlog of timesheets to be entered and results calculated for these indicators to cover Q1 and Q2 combined.



Professional Services Contract Scores over the Contract Period



Professional Services Contract yearly averages total

PI9 – Unable to provide accurate detail, Agresso issue

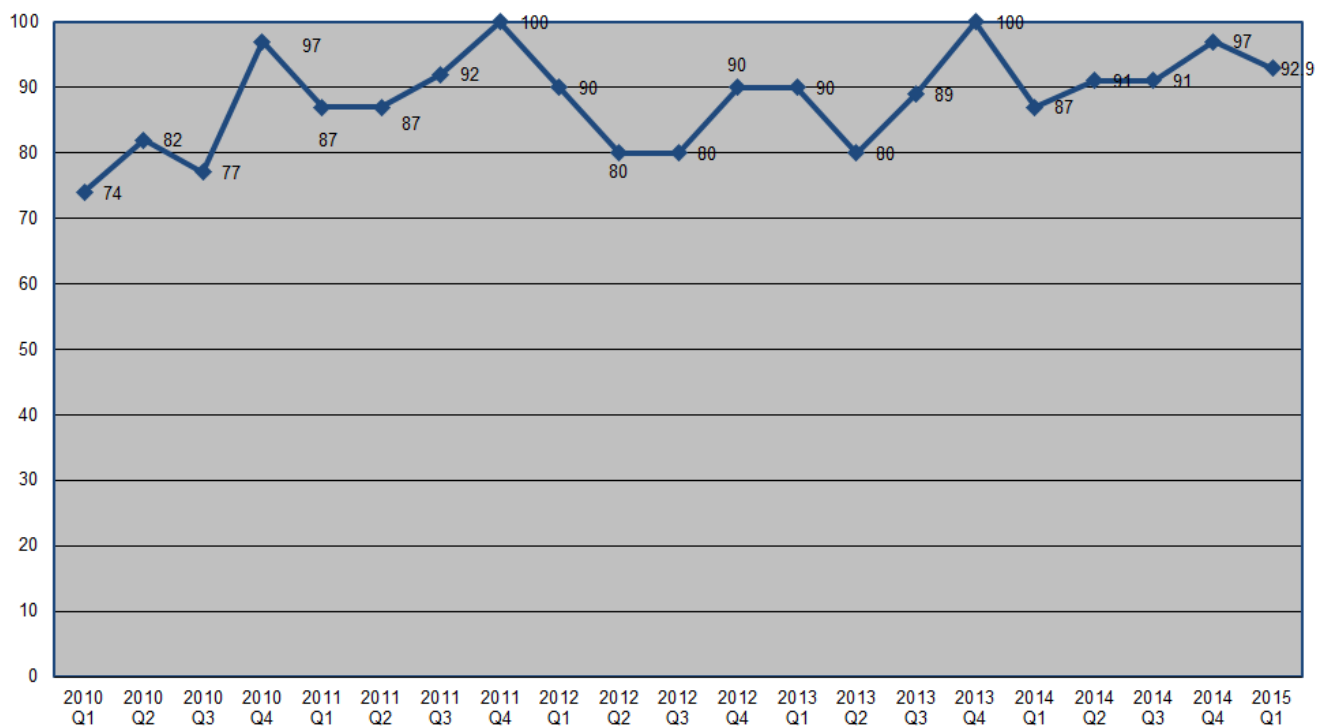
PI 10 – There are 317 Sites in Lincolnshire per annum that require the annual inspections to be carried out. Quarterly totals are Q1-71, Q2-82, Q3-82 & Q4-82. 71 out of 71 inspections have been carried out by the end of Quarter 1. 100%

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 99.66 Tonnes CO2.

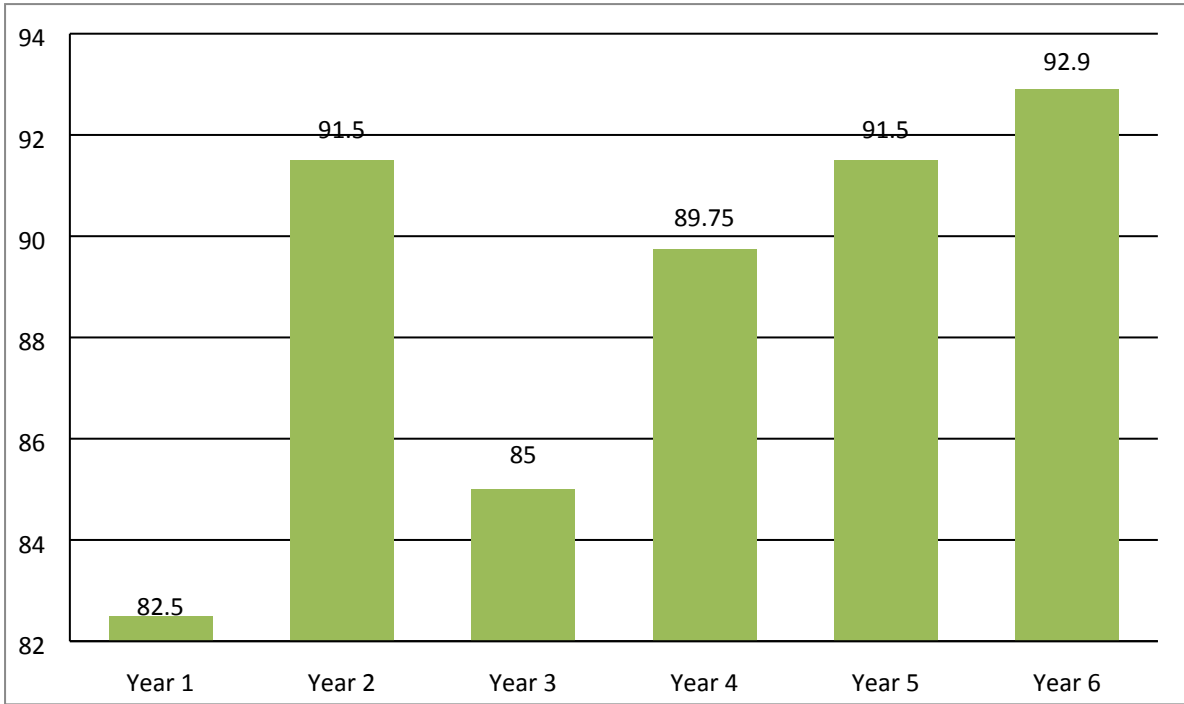
PI12 – 79.45% Recycled materials & 20.55% Recovered materials from Imtech Depot by the end of the 1st Quarter. Zero waste has gone to landfill.

PI2 – Zero reportable incidents during Q1.

PI3. One Inspection has been carried out during Q1.



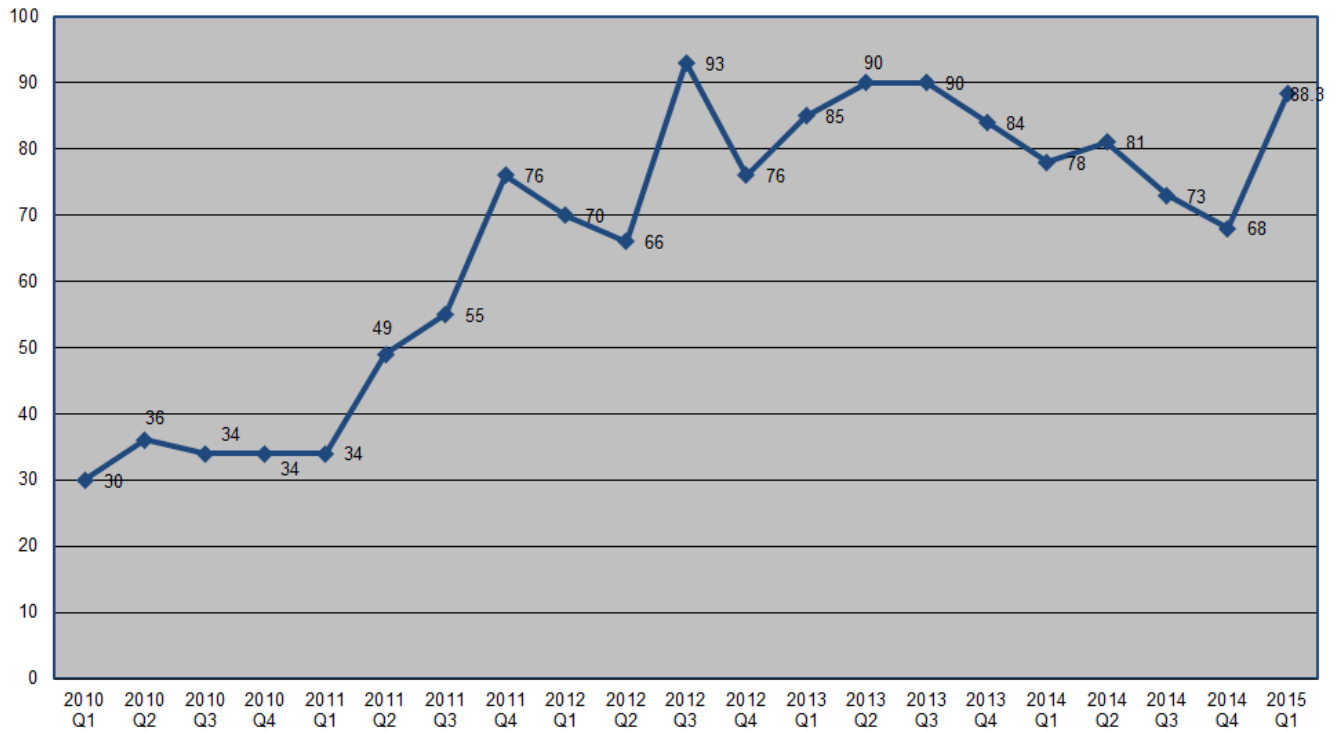
Traffic Signals Term Contract Scores over the Contract Period.



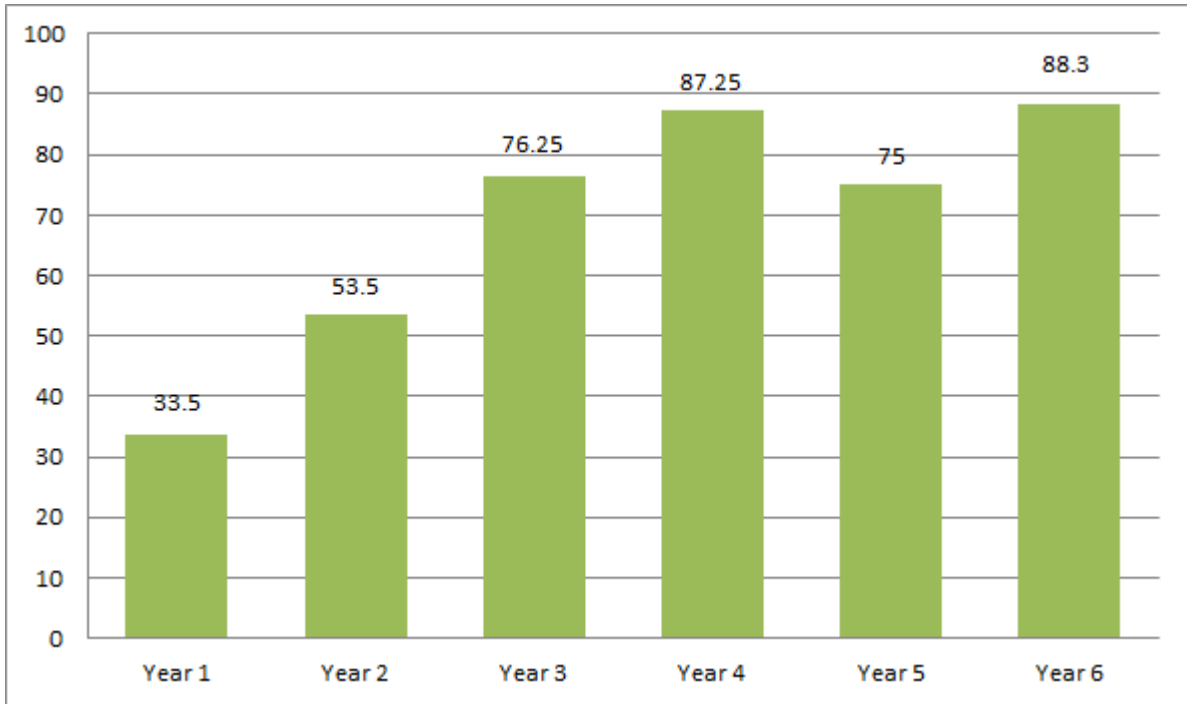
Traffic Signals Term Contract yearly averages total

Overall Commentary

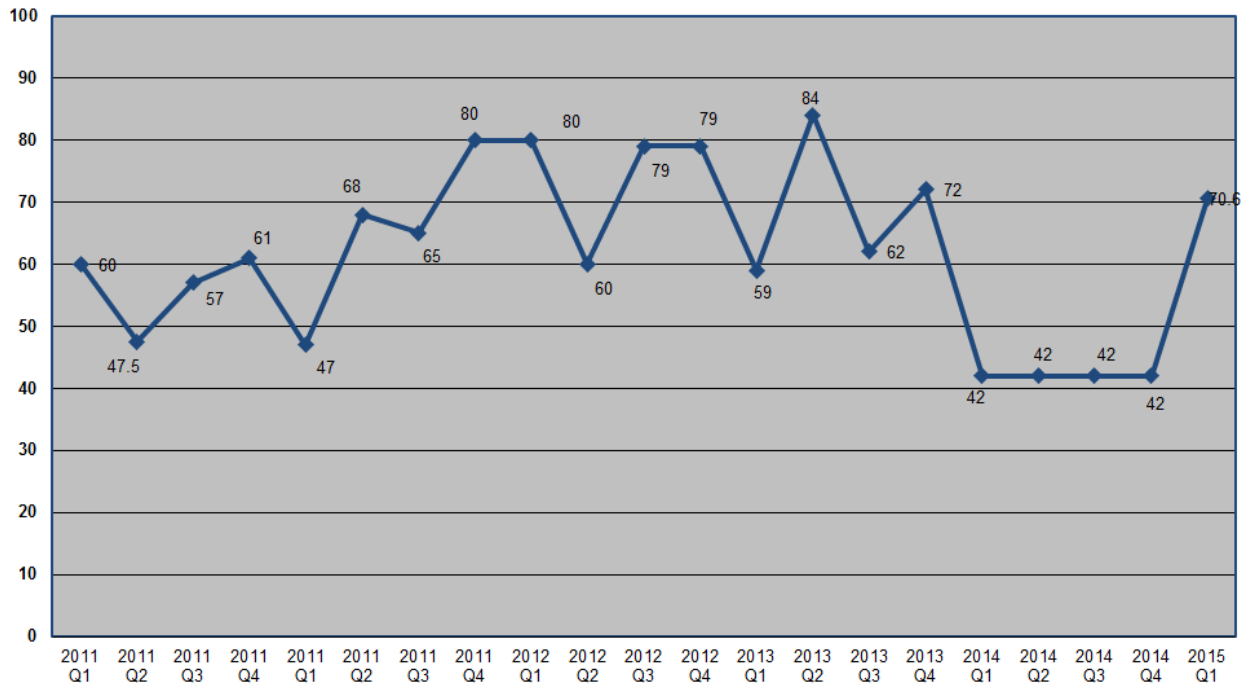
Due to issue with the Confirm system interfacing with the Agresso System, two Indicators have unfortunately not had any data to score. Therefore the Performance Group has decided that these Indicators should not be scored this Quarter. This means that the Client Indicator has been scored out of 60 points this Quarter only. The Indicators have scored a total of 53 points out of the proposed 60 points. This has been pro rata up to 100 points and therefore the Client indicator has scored 88.3 points this Quarter. This has pushed the Client Indicator back up.



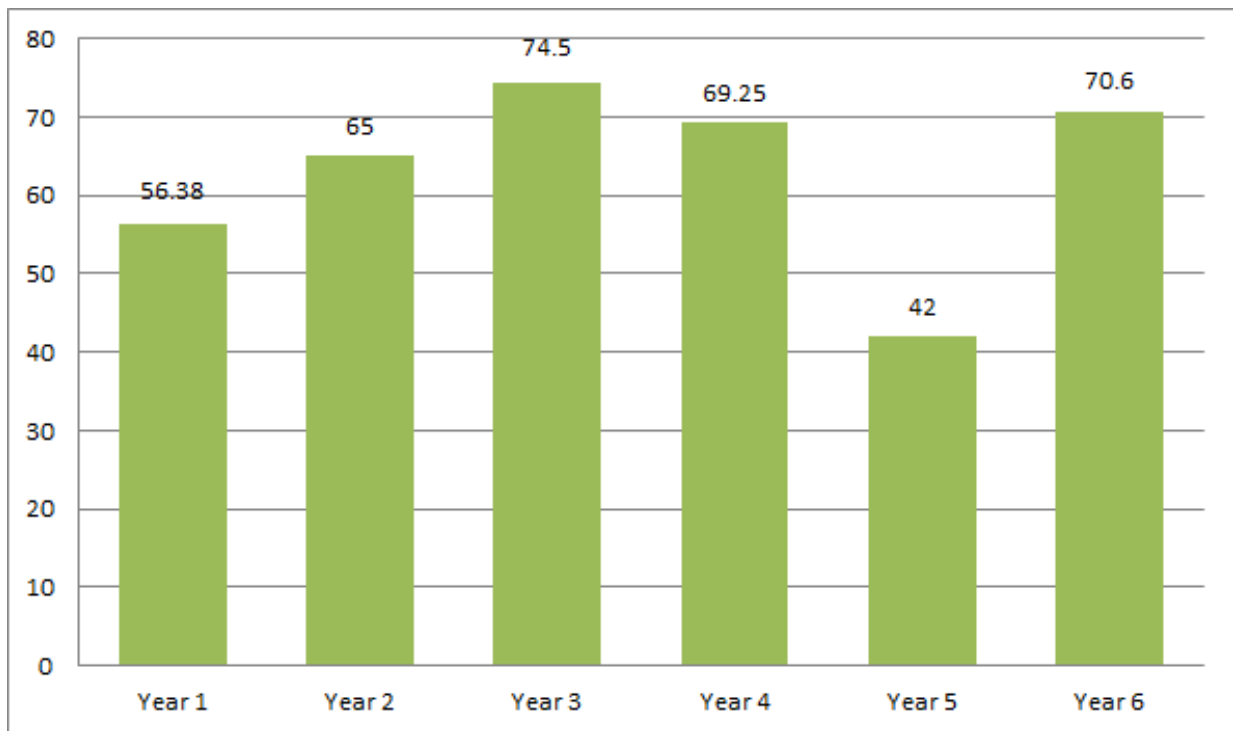
Client Performance Scores over the Contract Period.



Client Performance yearly average totals



Highway Alliance scores over the Contract period.



Highway Alliance yearly average totals

Conclusion

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

The Highway Works Term Contract has had an excellent start to the year. We have insufficient data for one indicator and therefore we have had to adjust the scoring accordingly. The indicators have scored 91.8 points – this is the highest score achieved by these indicators over the course of the Contract. There has been excellent progress across all indicators.

Unfortunately 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.

Three of the Traffic Signals Contract indicators have been affected by Agresso issues and therefore have no scores. The indicators have been adjusted and total 92.9 points this Quarter.

The Client score has two indicators which have not been scored due to Agresso issues. Therefore the adjusted total for the Client indicators is 88.3 points. There has been good progress in the KPI 4 %JV jobs giving all info 8 weeks prior to start.

The Agresso issue has forced one indicator in Alliance dashboard to be left unscored this Quarter. There has been considerable improvement in these indicators over this Quarter – rising from a low of 42 points last Quarter to 70.6 points this Quarter. This is 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
September 2015

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. | Target Cost and Performance Manager, Kier Officer and Divisional Officers. | October 2015 Q2 – Year 6 | |

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. | October 2015 Q2 Year 6 | |
| CPI 5 | Value of compensation events versus targets | Continue to monitor the effects of Agresso on data | Target Cost and Performance Manager | October 2015 Q2 Year 6 | |
| 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. | October 2015 Q2 Year 6 | |

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 Quarters data has given a more realistic appraisal of the situation | Target Cost and Performance manager | October 2015 Q2 Year 6 | |
| KPI 3 | Tasks delivered against the agreed Client programme - monthly | Continue to monitor the effects of Agresso on data | Target Cost and Performance Manager | October 2015 Q2 Year 6 | |
| KPI 4 | Relationship Management | Continue to monitor data and scoring. First Quarters data has given a more realistic appraisal of the situation | Target Cost and Performance Manager | October 2015 Q2 Year 6 | |

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