

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

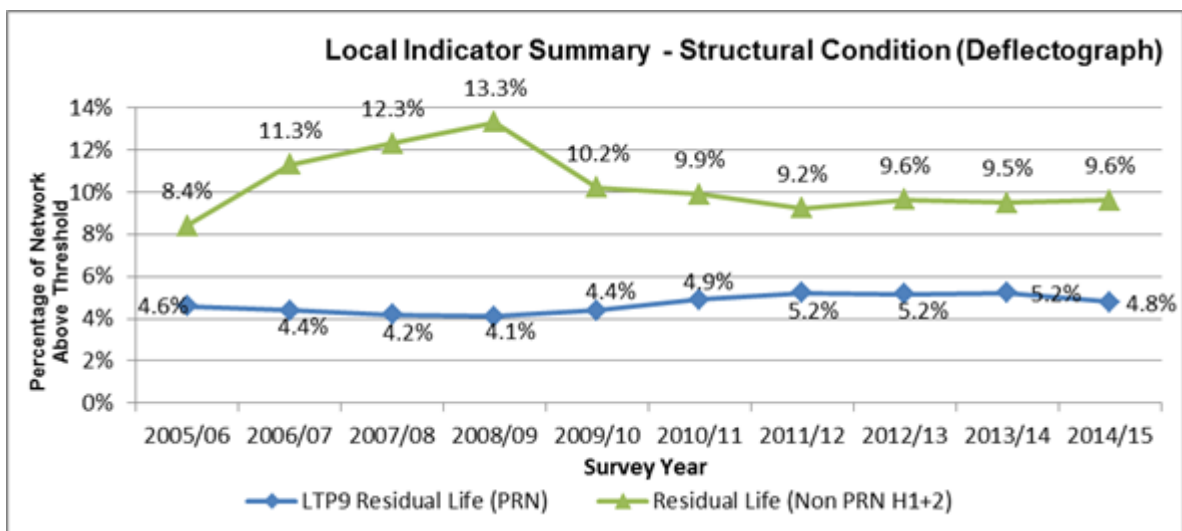
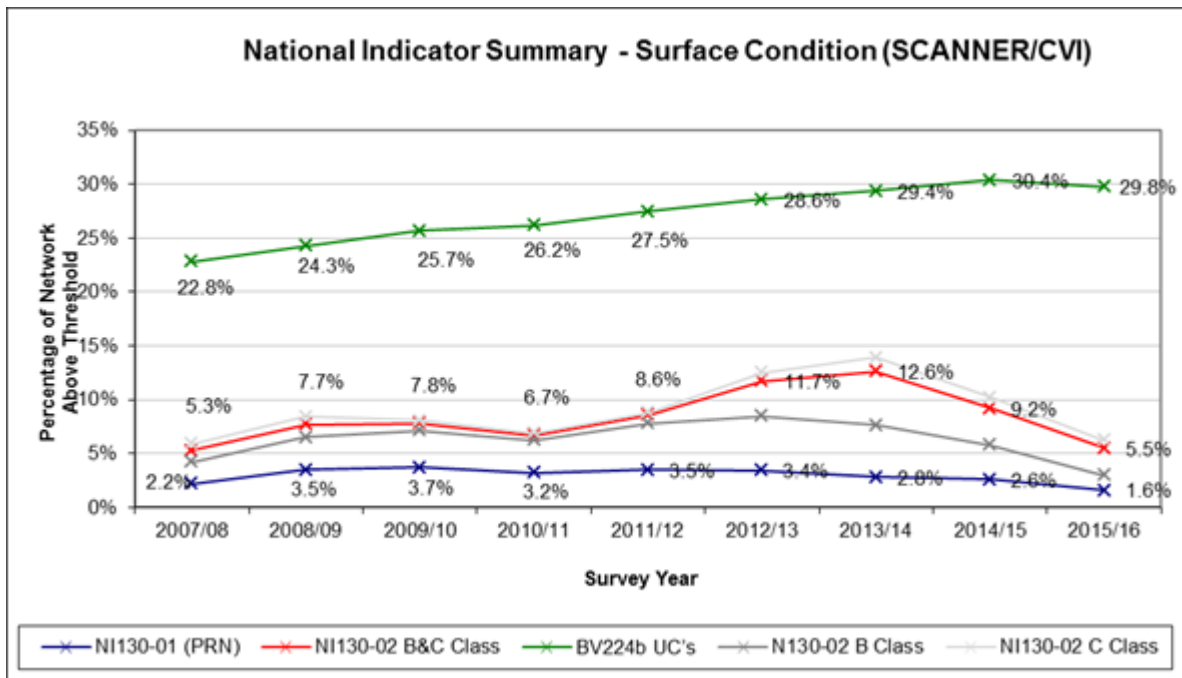
1.3.15 The Technical Services Partnership continues to be engaged in the design of our major schemes, other internal and external design of schemes, traffic modelling and other consultancy work.

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.

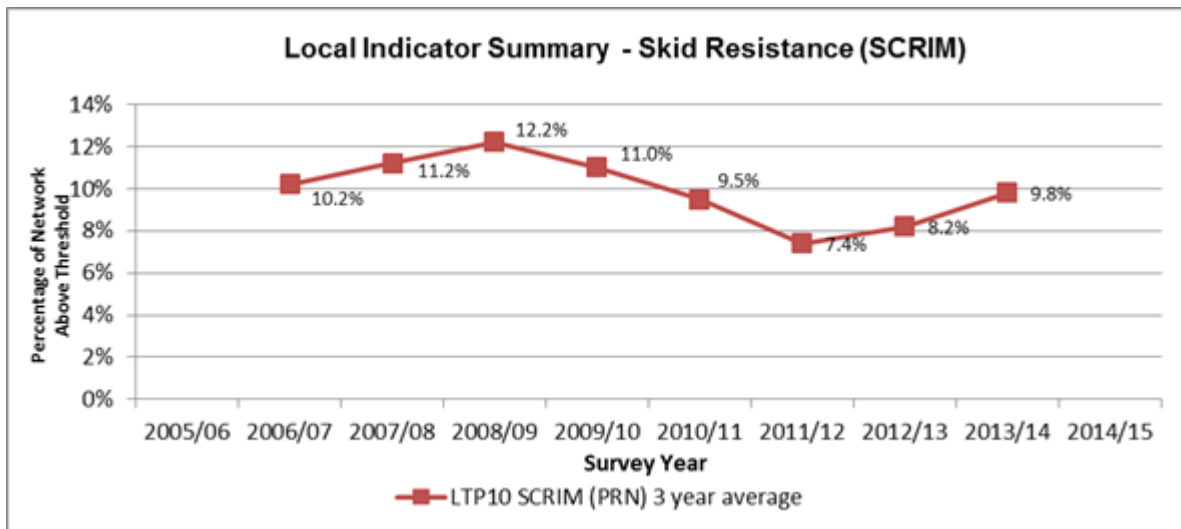
1.3.17 Mouchel has also been able to add significant value to the County Council in a number of other areas. Mouchel have provided expert level support for the DfT assessment process, working with LCC to arrive at an assessment at level 3. Associated with this, Mouchel has provided expert level support 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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