

COUNTY COUNCIL MEETING - 16 SEPTEMBER 2016

Statement from: Councillor R G Davies, Executive Councillor for Highways, Transport and IT

HIGHWAYS AND TRANSPORT

Lincoln Eastern Bypass

The Public Inquiry into the Orders for the Scheme has now concluded and the Secretary of State has published his decision to confirm the Orders. The legal process to acquire land needed for the scheme has now started.

Tenders were issued to four prospective contractors in June 2016, with a return date of 30 August 2016. Once tenders have been verified and assessed, this will allow a submission to DfT (Department for Transport) in early October 2016 for approval to release the £50m funding they are currently provisionally contributing for the scheme. Once this has been confirmed contracts can be signed with the successful contractor. It is hoped to start on site in January 2017.

A track possession has been provisionally booked by Network Rail for October 2017, to allow them to construct the bridge that will take the Lincoln to Spalding railway over the bypass. This is currently under discussion, Network Rail hope to be on site in December 2016.

A scheme of archaeological investigation will commence in September along the length of the route, after seeking competitive tenders from specialist contractors.

The scheme is being progressed as a single carriageway under the current funding arrangements. Central Government has indicated that their contribution (circa £50m) remains allocated for the scheme.

Lincoln East West Link

The works are due to be completed in late September and a low key opening ceremony with Karl McCartney, MP is planned for 18 November 2016.

Work has commenced on Brayford Wharf East to make it one way northbound and make the left in left out at St. Marks permanent.

The City of Lincoln have prepared the site north of Tentercroft Street for a temporary bus station in preparation for the Lincoln Transport Hub and the access into the area from the East West link has been modified to accommodate.

Network Rail High Street Footbridge

The footbridge opened in June 2016. A series of remedial works to correct defects are currently being implemented by Network Rail.

Network Rail Brayford Wharf East Footbridge

Network Rail has now secured the shortfall in funding to allow them to progress with this scheme. The scope of the bridge has been reduced to match this shortfall and no longer includes for the provision of lifts. A planning application is expected to be submitted in autumn 2016, with the bridge opening in autumn 2017.

Skegness Countryside Business Park

This contract for the works is currently out to tender, the tender period is eight weeks. The chosen procurement vehicle is the Midlands Highway Alliance.

Holbeach, Peppermint Junction

The Peppermint Junction improvement scheme is now at 'detailed design' stage having received planning permission. This project replaces the existing A17/A151 T Junction with a roundabout and introduces a second roundabout on the A151 to release adjacent housing/employment land. Works are currently proposed to commence in May 2017, where overnight works will be used where possible to minimise congestion on this strategic route.

Outline proposals for the neighbouring housing development have been submitted by LCC and are being considered by SHDC. Proposals for the Food Enterprise Zone to the west of the A151 continue to be developed.

Separate funding has been identified to improve traffic movements at the adjacent Boston Road Roundabout, whilst also considering pedestrian safety. Carriageway to the East and South of Peppermint Junction will also be resurfaced as part of planned maintenance at the same time. It is proposed that these works will use the same contract as Peppermint Junction to minimise cost and reduce inconvenience during the works.

Grantham – King31 Including A1 Connection (Spittlegate Level, west to A1)

Phase 1 of the King31 element commenced on site on 21 September 2015 and was substantially complete to cost & target in July 2016, even though it had been extended towards the A1 to bring financial benefits by using cut material to replace imported fill. The contractor is currently completing snagging works on the final surfacing.

Phase 2, the grade separated A1 Junction itself, originally relied on an inherited planning permission from the developer. This has resulted in a new application approved by LCC with the completed design submitted for approvals to Highways England. Once approved, Highways England will publish the Line Orders (road modification and PRoW diversion). Galliford Try have been appointed (through Midlands Highways Alliance) to produce a target cost, scheduled for early

September 2016. If this is approved by Executive we could place an order for commencement in November 2016; subject to Highways England concluding their above work.

Grantham – Southern Quadrant Link Road (SQLR)

This is effectively Phase 3 of the Grantham Southern Relief Road.

LCC now have a new planning permission following approval of the S.73 change to planning, with no Judicial Review challenge. This involves a substantial 5 span viaduct over the River Witham and East Coast Main Line (electrified).

The detailed design is now approaching completion, as is preparation for the Compulsory Purchase Orders (CPO) and the Side Road Orders (SRO) for this final element of the Grantham Southern Relief Road. Similar schemes suggest this will require a Public Inquiry and we will be running our procurement process concurrently with this.

Spalding Western Relief Road

The housing developer is due to submit a reserved matters planning application for the South phase of this road in the near future, with a view to gaining approval during 2016. We continue to liaise with the developer in view of gaining agreement from them on funding contributions for this section of the relief road.

The design for the North phase has been frozen, but has been consulted on during Jul/Aug 2016 as part of the draft South East Lincolnshire Local Plan. This now awaits developer stimulation (separate to the South phase).

The central section of SWWR is identified as a 'safeguarded corridor' within the South East Lincolnshire Local Plan.

Street Lighting Transformation

The Street Lighting Transformation continues to progress well and as at 5th August; 7,017 LED lights have been installed, 11,415* Part Night conversions have been completed and 242 street lights have been fully switched off after careful assessment alongside colleagues at Lincolnshire Road Safety Partnership.

*Includes 2,500 lights that have had photocells replaced to change their switch off time from 10pm to midnight. These photocells are being reprogrammed so that they can be utilised later in the programme.

These changes, so far, will result in annualised savings of 4.3M kilowatt-hours of electricity and £408,015.

We continue to raise awareness of the changes to street lights across the county through the LCC website, local media and County News (Autumn edition).

Highways Alliance

The Lincolnshire Highways Alliance is an Alliance between the County Council, Dynniq, 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 April 2010.

Each of the Alliance contracts has recently been extended by 1 year to 31st March 2019, which means that the contract has been issued to year 9 of a possible 10.

Alliance Performance

Quarterly performance is reported through the Alliance management structure, with performance issues becoming the subject of an improvement action plan. The Alliance partners have managed to achieve their targets for Quarter 1. The results per contract area are:

- Alliance Key Performance Indicators (LCC/Kier/Mouchel/Dynniq) – 79%
- Highways Works Term Contract Performance Indicators (Kier) – 89%
- Traffic Signals Term Contract Performance Indicators (Dynniq) – 95%
- Professional Services Contract Performance Indicators (Mouchel) – 86.3%
- Client Performance Indicators (LCC) – 74%

The performance achieved in Quarter 1 shows that the Alliance Indicators are at a good level and look set to remain as we progress through Year 7. A series of new indicators are being trialled alongside the current set of indicators to target and challenge each partner so that the Alliance continues to evolve.

Winter Maintenance

The County Council will enter the winter of 2016/17 with 25,000 tonnes of salt within our eight highway depots and a further 24,000 available on quayside at Immingham Docks. The Highways Alliance has held some driver recruitment days to actively promote recruitment of additional LGV drivers to supplement the number of drivers available for winter maintenance activities. This has also involved close liaison with staff within the Fire & Rescue service who it is hoped will be assisting this winter. As part of the normal lease process the four large gritters covering the hills in the Wolds have been replaced at a reduced cost to the authority through close liaison with manufacturers and the lease company.

Lincolnshire Road Safety Partnership (LRSP)

The number of people killed or seriously injured (KSi) in Lincolnshire in 2015 was 314. There were 176 to the 30 June 2016. In 2015 there were 39 fatalities on the roads. Unfortunately, there have already been 37 fatalities in 2016.

In response to high number of fatal collisions the LRSP data team are working with the Collision Investigation team to continually analyse the fatal collisions to identify trends and highlight work that may need to be done. Common factors may include:

- Gender breakdown
- Weekday / time of day
- Vehicle type
- Road surface / area
- Weather vs.casualty class
- Contributory factors

The LRSP is also undertaking a fundamental review of our motorcycle provision; working with Lincolnshire police to re-introduce Operation Stealth motorcycle enforcement, creating a new young rider training programme and reviewing how we provide training through Performance Plus and Bikesafe.

LRSP and Lincolnshire Police have agreed a new method of enforcement tasking (roads policing) that will see an increased presence at problem locations and are also investigating how we can further assist enforcement by local policing teams at identified problem sights by providing data through their tasking process.

The LRSP's public engagement exercise 'Public perceptions of road safety in Lincolnshire' started on 29 August 2016.

A new average speed camera system was installed on the A1 at Stoke Rochford and became operational on the 20 May 2016. Per week it is detecting approximately 150 offences. The system is enforcing in the north bound and south bound carriageways and has replaced the two fixed Gatso style installations. The old style units were detecting approximately 190 offences per week during the same period. We would expect the number of offences to decrease over time as road users become more familiar with the system.

Lincolnshire Police have issued a contract to install an average speed camera system on the A16 at Crowland. All equipment has been ordered and work between the manufacturer, LCC and Lincolnshire Police to coordinate the installation are well under way.

15 new fixed digital upgrade sites are now operational; all offence processing software and hardware has been installed and is operational.

The following completed training courses in Lincolnshire in 2015:

	Up to end July 2016	Up to end July 2015	Difference
Speed Awareness	8359	7149	+1210
Driver Alertness	148	208	-60
What's Driving Us	441	560	-119
Driving 4 Change	7	3	+4
Ride	15	8	+7
Taxi Driver	28	23	+5
Pass Plus	31	26	+5
Mature Driver	6	74	-68

So far in 2016 The Local Safety Scheme engineering team have completed:

- 28 road safety audits completed for road improvements between January and end of April.
- A list of over 900 sites with high numbers of injury collisions over the last five years was generated in December 2015. Analysis identified just over 50 sites requiring more detailed investigation work. This is currently being undertaken by the Accident Investigation and Prevention Team.
- Similarly the initial list of 455 links (linear clusters) on the A and B road network have resulted in around a dozen sites for treatment. Work is currently ongoing to develop our forward programme of engineering interventions with around 10 sites already issued for works on site.

The LRSP Education Training and Publicity team (ETP) recently completed a summer drink & drug driving campaign which included the reintroduction of an anonymous text service allowing the public to text DRINK or DRUGS to 80800 with details of offenders so that Lincolnshire Police can respond. Posters and radio advertising were also created.

The ETP team also utilised social media to share road safety messages as part of Child Protection Week throughout June.

The ETP team continues to deliver it's suite of Primary and Secondary focussed road safety education across the County with school aged children and young adults. This is supported at an upper Secondary level with the continued successful delivery of our 2fast2soon programme, Jason's Story a bespoke theatre production and workshops focussing on risk, consequences and peer pressure; influencing behaviour change among our new and future road users.

Total Transport Initiative – Integration with Health

NSL, current provider of Non-Emergency Patient Transport (NEPT) services in Lincolnshire, have given notice to exit the contract by June 2017. The retendering exercise is led by CCG (West) on behalf of all of the Lincolnshire CCGs.

Despite previous encouraging discussions and positive findings from an operational trial, the CCG has decided against separating the new NEPTs tender into Lots. A single contract covering all elements including Entitlement, Scheduling and Transport Provision is how the existing contract operates and this has not been without its problems. Splitting the tender into Lots (at least to differentiate the back office and field activities) would have made it much easier to integrate DRT/CallConnect and NEPTs Control and Planning functions.

The ITT places the onus on the successful bidder to consider whether it wants to work with LCC to deliver an integrated service. If the new provider does not choose to engage with LCC or the terms they offer LCC are not suitable then further development of this project before 2022 is unlikely.

Teckal Company Development

The purpose of establishing a Teckal company is primarily to enable the Council to moderate the market for passenger transport in the light of reductions in capacity in the market and increases in prices evidenced by recent tender exercises. The Teckal company TransportConnect Ltd is now registered with Companies House.

The aim was for TransportConnect Ltd to start delivery of up to 27 transport contracts from 1 August 2016, after they had secured an Operator's Licence from the Traffic Commissioner. It was anticipated that this would take 9 weeks from date of application. There has been an added delay in the process and as a consequence an Operator Licence has not yet been granted. EFS have agreed to further extend delivery of their current contracts until the Licence is granted but with additional cost and conditions.

The Managing Director and Office Manager roles have been filled and the Company has contracts in place for HR consultancy and Financial Services. 47 EFS employees have undergone TUPE transfer and there are leases in place regarding 4 sites: Pode Hole and Barrowby (Council-owned); Swineshead and Bourne (sub-let by EFS).

A proposed governance structure for how TransportConnect Ltd aligns with the Council's existing structure is being drafted on the basis of a sub-committee or advisory board of the Executive being created to act as the 'Owner' of the company, to which the company Board of Directors would be answerable.

It is proposed that LCC will recover main set-up costs, including the purchase of vehicles. A detailed 5 year financial projection model has been created for the

Company and populated with all available costs and projected income. The current cautious projection indicates a loss in year one, followed by a surplus in following years.

INFORMATION MANAGEMENT AND TECHNOLOGY

Overview

IMT Services being delivered by Serco are continuing to slowly improve, and most services are stable following twelve months of service. There remain some areas where the breadth of services delivered by Serco, and level of service are falling short of expectations.

Whilst there are continued delays in implementing key IT transformation projects, which are hampering the delivery of key IT-enabled improvements, day to day user experience of the service desk remains high.

The Council has recently experienced a malware attack which invoked Business Continuity Plans across Council services. The response to this was generally positive and LCC and Serco colleagues continue to work collaboratively on lessons learnt and enhancements.

In February 2016, the Council was subject to an audit by the Information Commissioners Office (ICO). This audit has recognised the improvements made over the previous twenty four months and reaffirmed that our forward plans are appropriate.

ICO Audit

In summary the audit has provided benefit to LCC through recognising areas of good practice and confirming the need to enhance a number of areas already planned for improvement.

The audit consisted of:

- A 3 day on site visit by two ICO auditors.
- A review of over 120 individual pieces of documentary evidence.
- 28 interviews primarily with the Information Governance Team but with crucial support from Children's Services; Adult's Services; Public Health; Business Support; Legal Services; People Management; Serco (Lincoln); and Restore (off-site storage contractors).

As a result of the above the overall result is that the ICO has reasonable assurance the council is delivering data protection compliance.

Malware Attack

On Tuesday the 26 January 2016, Lincolnshire County Council was subject to a malicious software attack known as ransomware. The issue was managed by the council's IMT team with Serco and they worked with services across the council in the application of business continuity plans. This enabled services to be maintained and risks to be appropriately managed.

The approach undertaken was verified by Lincolnshire Police's Cyber Crime unit.

An in-depth review of the security and response arrangements in place is on-going in collaboration with colleagues at Serco, and in discussion with the wider Security community to see if improvements can be identified for the future.

Whilst there is outstanding contract work due from Serco in respect of disaster recovery this does not detract from the excellent work and expertise the 'on the ground' Serco engineers brought to the incident, and it is noted that their commitment to the Council and to rectifying the situation was excellent.

User Experience

The end users of the IT Service remain satisfied with the level of service achieved day to day with an average of 87% of staff rating the service as 'good' or 'excellent'.

Whilst there are issues with the wider IT service, most users are still receiving a good level of service which enables the 'as is' functioning of the Council to continue.

Requests for 'business as usual' non-project work are taking longer than would be expected and key supporting systems still require remedial work to ensure the services to be delivered and associated timescales match contracted expectation.

Project Delivery

Project delivery remains the most challenging part of the Serco service, with small 'business as usual' projects taking longer to commission than expected.

The Information Management Team (IMT) and Serco colleagues have introduced Operational Level Agreements to clarify expectations and work through the backlog of project work. This is continuing to have a positive effect and backlogs are largely cleared. It is the aim that all small projects are delivered within six weeks from commission.

Transformation Technology

Whilst many of the outstanding projects now have plans, some further planning and prioritisation work is required. Where plans are now available, Serco and the IMT team are working to ensure interdependencies of the remaining transformation projects are clear and milestone dates are established.

Broadband

Phase 1

The main broadband project (Phase 1) was concluded on its scheduled date of 31 March 2016. At the end of Phase 1 150,775 premises had been successfully fibre enabled, which equates to 738 roadside cabinets. This was against a contractual target of 148,334 premises. In addition to this successful delivery the project came in under budget. This saving is earmarked for broadband delivery and will now be used to enable additional broadband improvements.

Phase 2

Phase 2 of the project commenced 1st April 2016 as planned and includes the first group of additional areas identified as being in need of further investment. The full deployment plan for Phase 2 is still to be finalised with BT. In the interim, work has commenced on the areas already agreed.

The final Phase 2 plan will be published as soon as it has been agreed with BT, and the original Superfast coverage figure for Phase 2 of 4801 premises will be significantly improved upon. As Phase 2 progresses further areas that are in need of better broadband and represent value for money will be included and therefore, the deployment plan will grow and change.

It is expected that it may not be possible to reach some areas with the existing BT technologies and alternative technologies are being investigated.

Overall, we remain confident that Phase 2 will allow us to go further with faster broadband than we had originally anticipated, but we remain committed to ensuring value for money for the numbers of premises covered and end user speeds achieved, when determining where to invest further funding.

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