

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

Report to:	Highways and Transport Scrutiny Committee
Date:	18 September 2017
Subject:	Performance Report, Quarter 1 – (April 2017 – June 2017)

Summary:

This report sets out the performance of the highways service including the Lincolnshire Highways Alliance, Major Highway Schemes Update, the Customer Satisfaction Information (including service specific complaints and compliments) and the yearly carriageway condition indicators.

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 IT.

1. Background

This report draws together performance and update information on the whole of the highway service in Lincolnshire.

This performance report contains:

- Lincolnshire Highways Alliance Performance Report Year 8, Quarter 1;
- Lincolnshire Major Highway Schemes Update September 2017;
- Customer Satisfaction Information (including service specific complaints and compliments); and
- The yearly Highway Condition Indicators.

The National Highways and Transport Survey is undertaken and reported annually and will be included in a future report.

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

- Lincoln Eastern Bypass;
- Grantham Southern Relief Road;
- Lincoln East West Link – Now Completed;
- Spalding Western Relief Road; and
- Progress with North Hykeham Relief Road.

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 September 2017 found as Appendix B to this report.

Lincolnshire Highways Alliance Performance

Introduction

The Lincolnshire Highways Alliance is an Alliance between the Council, Dynniq, WSP 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.

Each of the Alliance contracts has been extended by 1 year to 31 March 2020, which means that the contract are now at full term and work has commenced on options appraisal for their replacement.

Performance

Quarterly performance 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 8, Quarter 1, can be found in Appendix A. This covers the period of April to June 2017.

The Alliance partners have managed to achieve their targets for Quarter 1. The results per contract area are:

- Alliance Key Performance Indicators (LCC/Kier/WSP/Dynniq) – 100%;
- Highways Works Term Contract Performance Indicators (Kier) – 88.5%;
- Traffic Signals Term Contract Performance Indicators (Dynniq) – 95%;
- Professional Services Contract Performance Indicators (WSP) – 85.6%; and
- Client Performance Indicators (LCC) – 75%.

The performance achieved in Quarter 1 suggests that the Alliance Indicators are at a good level and look set to remain at a high standard as we start Year 8. 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.

Traffic Signals Term Contract

Following Dynniq's attainment of maximum points in Q2 of 2016 by agreement the target for the award of maximum points for relevant Performance Indicators for 2017 has been increased from 95 to 99% compliance.

Performance reporting for Quarter 1 indicates the effect of this increased requirement. Compliance values for PI numbers 4, 6 and 8 were high at 97.44, 97.83 and 98.65% respectively but each now receives 9 rather than 10 points.

This plus a slightly reduced Waste/Recycling score due to collection issues resulted in a still commendable total score of 95/100.

A new proposed performance indicator will be trialled this year for potential introduction in 2018. This strives to define performance against key milestones for the supply, programming and testing requirements for traffic signal controllers and their communication devices. This unseen service runs in parallel with the on street construction works but is essential to meet installation commissioning target dates.

Following option discussions and agreement Dynniq have introduced a new Fault Management System for 2017. This web based system brings service efficiencies by enabling remote access via tablet devices. Engineers receive live fault information and enter clearance descriptions and annual inspection report data directly into the system for the Client to access.

The main ongoing project for Dynniq for the remainder of the contract is the replacement of the communications equipment at the Authority's 200 remotely monitored traffic signal installations. This analogue to digital conversion is required to enable the installations to interact with the new generation of I.P. based traffic control systems and additional facility equipment.

Highway Works Term Contract

The main focus of work is to improve the carriageway condition. In Quarter 1 we have repaired 25,213 pot holes and completed 5,084 jobs.

The County Council's "retread" programme for 2017 is now complete, with around 25 km of the unclassified road network treated and a further 23 km identified for next year's programme. Schemes are already identified for 2019/20 in addition to this, which is in line with our Asset Management Strategy and visibility of forward programmes of work.

A trial of the "Roadmender" process has been taking place over the summer, which is an innovative way of carrying out pothole repairs and small patching and will provide a first time fix to potholes at 43 sites by its completion in October. The data gathered from this trial will be used when considering the most efficient process for reactive repairs in the replacement to the Alliance Contract.

The surface dressing season is virtually complete with 460 kms or 190 miles of carriageway treated by the completion of the programme.

Professional Services Contract

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

The flexibility of this "mixed economy" public/private sector contractual arrangement continues to work well, responding to the resource needs associated

with Lincoln Eastern Bypass, Phases 2 and 3 of Grantham, and design team mobilisation for A17 LPIF funded schemes.

As reported in February, Mouchel Limited were purchased by WSP in November 2016. The integration of the two companies is now complete with the Mouchel staff adopting the WSP brand with effect from 1st July. In practical terms this represents an enhancement of the service provision for Lincolnshire, in that in addition to the Mouchel capability the Council now have access to a much broader range of services and capability available from the enlarged company.

One outcome of the Future Operating Model in the highways service is a programme that focusses on enhancing particular aspects of TSP performance. Mouchel have added value to this process through sharing comparator data and 'best practice' processes from other local authorities and have been instrumental in helping develop proposals. The combined Mouchel/LCC management team in TSP is now taking shared responsibility for implementing these proposals.

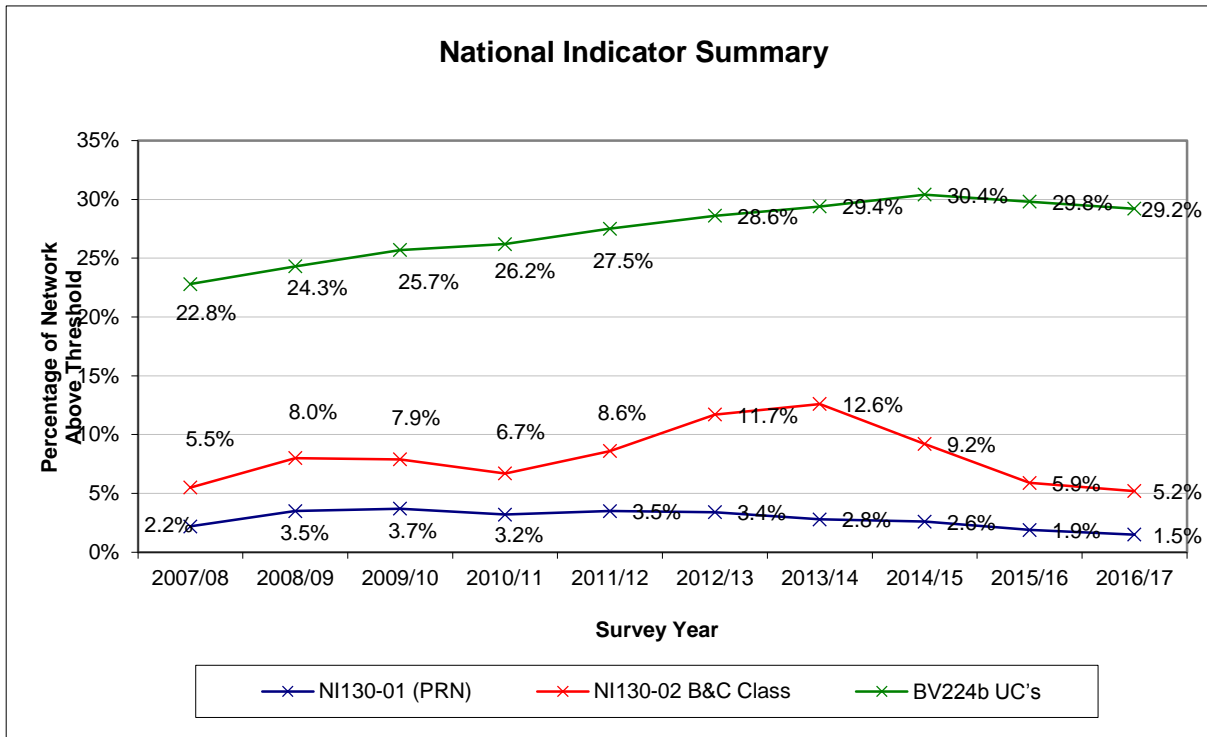
Customer Satisfaction Information

Compliments relating to highways and transport declined slightly this quarter and were for a range of reasons.

Customer Complaints relating to highways and transport have decreased substantially this quarter. The main areas of complaint were in relation to grass cutting/vegetation and street lighting.

Carriageway Condition Indicators

National Indicators are determined by machine based SCANNER surveys for the classified network (A, B and C roads) and a standardised visual condition survey (CVI) for the unclassified roads. Our Highways Asset Management Strategy outlined a programme of a preventative maintenance to stabilise and improve the overall condition of the network. The indicators continue to show a reduction in the percentage of the network where maintenance is required across all road classes.



2. Conclusion

The Lincolnshire highway service continues to perform at a high level. This level of performance is evidenced by the improvement in carriageway condition across the highway network and the reduction in complaints about the service.

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 IT.

3. Appendices

These are listed below and attached at the back of the report	
Appendix A	Lincolnshire Highways Alliance Performance Report Year 8 Q1 (April to June 2017)
Appendix B	Lincolnshire Major Highway Schemes Update - September 2017
Appendix C	Customer Satisfaction Information Q1 (including service specific complaints and compliments)

4. 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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