

Open Report on behalf of Andy Gutherson, Executive Director - Place

Report to:	Highways and Transport Scrutiny Committee
Date:	10 June 2019
Subject:	Performance Report, Quarter 4 (Jan 2019–Mar 2019)

Summary:

This report sets out the performance of the highways service including the Major Highway Schemes Update, Lincolnshire Highways Alliance Performance, and the Customer Satisfaction Information.

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:

- Major Highway Schemes Update June 2019;
- Lincolnshire Highways Alliance Performance Report Year 9, Quarter 4;
- Customer Satisfaction Information Q4.

Major Highway Schemes Update

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

- Lincoln Eastern Bypass
- Grantham Southern Relief Road
- Spalding Western Relief Road
- 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 Major Highway Schemes Update June 2019 found as Appendix A 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 until 31st March 2020, which means that the contracts are now at full term and work has commenced on the procurement of 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 9, Quarter 4 can be found in Appendix B. This covers the period of January to March 2019.

The Alliance partners have managed to achieve their targets for Quarter 4. The results per contract area are:

- Highways Works Term Contract Performance Indicators (Kier) – up from 91.2% to 93.2%
- Professional Services Contract Performance Indicators (WSP) – up from 84.5% to 87.3%
- Traffic Signals Term Contract Performance Indicators (Dynniq) – remains unchanged at 99%
- Client Performance Indicators (LCC) – Up from 62% to 67%
- Alliance Key Performance Indicators (LCC/Kier/WSP/Dynniq) – remains unchanged at 65%

There has been an increase in performance in some areas and good overall performance achieved in Quarter 4, suggesting that the Alliance Indicators are set to remain at a high level for the remainder of Year 9 although further work is required with the Client and Alliance performance levels.

Traffic Signals Term Contract

Dynniq Performance scores continue to be good. A review of existing measures is ongoing, with a trial of new measures in Y10 which are closer to the KPIs proposed in the new 2020 contract.

Service Delivery:

The focus in this contract year is still to reduce the number of faults reported and also repeat faults. Current statistics demonstrate a reduction in reported faults on a monthly basis with a 98.24% of first time fault fixes. This is a 4% improvement on last quarter's results.

Dynniq Service Supervisor is now embedded one day a week into LCC's offices to promote closer co-operation and knowledge sharing.

Schemes delivered this quarter include;

- Sea Lane, Ingoldmells – pelican crossing refurbished to Puffin standard

- High Street, Ingoldmells – pelican crossing refurbished to Puffin standard
- High Street, Sutton on Sea – pelican crossing refurbished to Puffin standard
- Ropewalk / St Marks / University – major junction refurbishment

The annual Lincoln Tidal Flow maintenance was carried out successfully and in collaboration with six other contractors, who took the opportunity to undertake works during the overnight closure. Excellent co-operation and co-ordination between all parties ensured that Canwick Road was fully open as planned in the early hours of the 21st March.

Customer praise was received for works on the Ropewalk / St Marks scheme as the management of the St Marks retail park were impressed by the standard of works and the measures taken to minimise their impact. Both Kier and Dynniq mobilised additional resources to ensure the scheme was delivered within the proposed timescales, despite the inclement weather and difficult site conditions encountered.

Environmental:

100% of materials recovered from site are either reused or recycled. The reduction in Carbon emissions target is significantly below the 117.6 Tonnes target agreed.

Highway Works Term Contract

The main focus of work continues to be to improve the carriageway condition. In Quarter 4 of Year 9 we repaired 29,024 potholes, bringing the total for the 2018/19 financial year to 106,854. Positive results have been seen from the new pothole repair process, with less repeat visits to the same defect. This process involved repairs being saw cut, filled with hot material and sealed to provide a higher quality repair and is being carried out wherever practicable. In Quarter 4 of 2017/18, only 7144 potholes were filled but with extra funding, alternative arrangements and a milder winter, a 306% increase has been achieved in the same period for 2018/19.

The surface dressing programme was completed at the end of last summer, with around 378 miles of carriageway treated. This will extend the life of existing roads and prevent potholes from forming. In 2019, a further programme of surface dressing is planned, to treat another 349 miles of road. In addition, 86 miles of footway will be slurry sealed, improving the condition of the surface and preventing degradation.

21 different sites were completely resurfaced in 2018/19, along with 108 patching schemes across the County. In addition, there was a further programme of in-situ recycling spread over 19 sites, which equates to around 13 miles of carriageway. This "retread" process is carried out on mainly rural, unclassified roads and is helping to maintain the condition of the unclassified network in a steady state, as well as providing environmental benefits over traditional techniques.

Some of the extra funding which was made available has been used for a selection of 41 reconstruction schemes on residential roads. These sites are where the public urban network and has been targeted at some of the roads with the highest number of pothole complaints.

A programme of lining renewal commenced in September, providing a long-overdue refresh of 180 miles of the County's main roads, with a further 160 miles to be completed in 2019/20.

Professional Services Contract

The Professional Services Partnership performance remains at a good level, with Q4's result of 87.3 up from 84.5 in the previous quarter. Client Satisfaction remains high, with results averaging at 9.57 out of 10 for both service and product.

A recent focus of the annual improvement plan has been to improve works delivery to time, with good progress being made. Q4's results have improved with only 3.22% (1/31) of schemes completing >10% after predicted end date within the quarter.

A new measure for 2018/19 relates to the timely completion of Compensation Events, with Q4 delivering reasonable performance with 32 CEs for this in this quarter (double the number for Q2), where 20 were actioned within 2 weeks. The teams are to be reminded of these new measures with a view to further improving this score.

The partnership, between LCC and WSP, continues to work closely with other highway departments to improve process efficiency and customer service.

Customer Satisfaction Information

Compliments relating to highways and transport decreased by around 38% from the previous quarter and are 15% less than during Q4 2017/18. There are a range of reasons for these compliments but compliments were received from the public, Cllrs and Parish Cllrs in relation to road repairs, resurfacing and pothole repairs often related directly to individual members of the highways team.

Customer Complaints relating to highways and transport have seen an increase from the last quarter by around 43%, though when compared to Q4 of 2017/18 there is a 17% decrease. However, this increase is offset by a decrease in the complaint escalations from our area with 14% complaints escalated compared with 17% in Q4 of 2017/18. The complaints are of a varied nature and it is difficult to see a trend although it is noted that timeframes to fix potholes does reoccur.

The full Customer Satisfaction Information Quarter 4 January to March 2019 can be found as Appendix C.

2. Conclusion

The Lincolnshire highway service continues to perform at a high level and action is being taken to improve the perception of our highway service to ensure that it fully reflects this high performance.

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	Major Highway Scheme Update Report June 2019
Appendix B	Lincolnshire Highways Alliance Performance Report Year 9 Quarter 4 Jan to Mar 19
Appendix C	Customer Satisfaction Information Quarter 4 Jan to Mar 2019

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 782070 or paul.rusted@lincolnshire.gov.uk

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