

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

Report to:	Highways and Transport Scrutiny Committee
Date:	16 September 2019
Subject:	Performance Report, Quarter 1 – (Apr 2019 – June 2019)

Summary:

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

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 August 2019;
- Lincolnshire Highways Alliance Performance Report Year 10, Quarter 1;
- Highways and Transport Complaints Report Q1 2019/2020.

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 August 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 is almost complete 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 10, Quarter 1 can be found in Appendix B. This covers the period of April to June 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) – down from 93.2% to 91.3%
- Professional Services Contract Performance Indicators (WSP) – down from 87.3% to 86.9%
- Traffic Signals Term Contract Performance Indicators (Dynniq) – up from 99% to 100%
- Client Performance Indicators (LCC) – Up from 67% to 74%
- Alliance Key Performance Indicators (LCC/Kier/WSP/Dynniq) – up from 65% to 70%

There has been an increase in performance in some areas and good overall performance achieved in Quarter 1, suggesting that the Alliance Indicators are set to remain at a high level for the remainder of Year 10.

Highway Works Term Contract

The main focus of work through the Highways Work Term Contract is to improve the condition of carriageways. In Quarter 1 of Year 10 we repaired 27,596 potholes. In Q1 2018/19, there were 19717 potholes awaiting repair around the County, with 7537 pothole enquiries outstanding. By the end of Q1 2019/20, this had reduced to 6824 potholes awaiting repair and 1385 pothole enquiries outstanding.

The surface dressing programme is currently underway, with 760 roads programmed to be dressed by the end of the summer. Whilst sometimes misunderstood and unpopular with the public, surface dressing is a really cost-effective way of extending the life of the road, meaning that we don't have to reconstruct it for many more years than we normally would. At only a few pounds per square metre it really does work out as the best use of public money over the long term life of a road. In addition to traditional surface dressing, there is also over

300,000m² of footway being treated with "slurry seal", which is a technique where a liquid is applied which then hardens into a veneer and seals the footway.

There are 27 resurfacing schemes taking place across the County throughout the year, to address roads in need of attention as per our Asset Management Strategy. In addition, 35 residential streets are being resurfaced/reconstructed. These are the roads where people start and finish their journeys and will provide response to customer demand that does not necessarily adhere to the asset-management approach.

As well as carriageway resurfacing, there are 45 patching schemes taking place across Lincolnshire, and 25 in situ-cycling schemes on some of our drought-damaged rural roads.

A programme of lining renewal commenced in September last year, with around 495km of A and B roads re-lined so far and a further 500km to be completed by the end of the year.

Professional Services Contract

The Professional Services Partnership performance remains at a good level, albeit with Q1's result of 86.9 slightly down from 87.3 in the previous quarter. Client Satisfaction remains high, with results averaging at 9.49 out of 10 for both service and product.

A recent focus of the co-located management team has been to improve works delivery to time, with good progress being made. Q1's results are positive with 94% of schemes completing within 10% of the predicted end date, within the quarter.

The timely completion of Highway Works Compensation Events is another focus, with Q1 delivering reasonable performance over 58% of compensation events being actioned within 2 weeks.

The locally based co-located LCC & WSP teams continue to be integral to the delivery of Lincoln Eastern Bypass whilst making positive progress on other major highways schemes including Grantham Southern Relief Road and Spalding Western Relief Road. The partnership continues to progress process efficiency and customer service initiatives through the annual Technical Services Partnership Action Plan.

Traffic Signals Term Contract

Dynniq Performance scores continue to be excellent. 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 99.53% of first time fault fixes. This has remained the same as last quarter's results.

It has been a quiet quarter in terms of scheme delivery, as we gear up for installation works that have been programmed for the summer holidays.

Dynniq are assisting us in introducing new technology, as we are trialling kerbside detection at High Street (Mint Street) in Lincoln that allows us to assess pedestrian volume and vary the green man accordingly. If successful, we shall use this at other sites across the county that see variability in pedestrian demand e.g. Grand Parade Skegness.

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, coming in at 27.39.

Highways and Transport Complaints

Due to a change in reporting function there is currently no data available for Compliments for Q1. This will be reported at the end of the 2nd quarter for both Q1 and Q2.

Customer Complaints relating to highways and transport have seen an increase from the last quarter by around 7%, though when compared to Q1 of 2018/19 there is a 31% decrease. The complaints are of a varied nature, however 34% relate to potholes and defects, with time to resolve and quality of fix being a reoccurring issue.

The full Highways & Transport Complaints Report Quarter 1 2019/2020 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 August 2019
Appendix B	Lincolnshire Highways Alliance Performance Report Year 10 Quarter 1 Apr to Jun 19
Appendix C	Highways and Transport Complaints Report Quarter 1 2019/2020

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, Head of Highways Services, who can be contacted on 01522 782070 or paul.rusted@lincolnshire.gov.uk

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