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10 July 2020

In accordance with the powers granted by the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 this will be a virtual meeting.

Highways and Transport Scrutiny Committee

A meeting of the Highways and Transport Scrutiny Committee will be held on **Monday, 20 July 2020 at 10.00 am as a Virtual - Online Meeting via Microsoft Teams** for the transaction of the business set out on the attached Agenda.

Access to the meeting is as follows:

Members of the Highways and Transport Scrutiny Committee and officers of the County Council supporting the meeting will access the meeting via Microsoft Teams.

Members of the public and the press may access the meeting via the following link: <https://lincolnshire.moderngov.co.uk/ieListDocuments.aspx?CId=492&MId=5545&Ver=4> where a live feed will be made available on the day of the meeting.

Yours sincerely

A handwritten signature in cursive script that reads 'Debbie Barnes'.

Debbie Barnes OBE
Chief Executive

Membership of the Highways and Transport Scrutiny Committee
(11 Members of the Council)

Councillors B Adams (Chairman), S P Roe (Vice-Chairman), T R Ashton, Mrs W Bowkett, C J T H Brewis, Mrs J Brockway, M Brookes, R Grocock, R A Renshaw, A N Stokes and E W Strengeiel

**HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE AGENDA
MONDAY, 20 JULY 2020**

Item	Title	Pages
1	Apologies for Absence/Replacement Members	
2	Declarations of Members' Interests	
3	Minutes of the previous meeting of the Highways and Transport Scrutiny Committee held on 9 March 2020	5 - 12
4	Announcements by the Chairman, Executive Councillors and Officers	
5	A631 Corringham Road and Thorndike Way, Gainsborough Junction Improvement (Traffic Signals) <i>(To receive a report by Karl Gibson, Senior Project Leader, which invites the Committee to consider an Executive Councillors' decision report regarding the A631 Corringham Road and Thorndike Way, Gainsborough Junction Improvement (Traffic Signals))</i>	13 - 26
6	Highways Service Performance Report, Quarter 4 - (January 2020 - March 2020) <i>(To receive a report by Paul Rusted, Head of Highways Services, which sets out the performance of the highways' service)</i>	27 - 78
7	Highways and Transport Scrutiny Committee Work Programme <i>(To receive a report by Daniel Steel, Scrutiny Officer, in connection with the Committee's Work Programme. Members' comments are sought on the items for future consideration)</i>	79 - 82

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Please note: for more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting

- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details set out above.

All papers for council meetings are available on:

<https://www.lincolnshire.gov.uk/council-business/search-committee-records>



**HIGHWAYS AND TRANSPORT
SCRUTINY COMMITTEE
9 MARCH 2020**

PRESENT: COUNCILLOR B ADAMS (CHAIRMAN)

Councillors S P Roe (Vice-Chairman), T R Ashton, Mrs W Bowkett, C J T H Brewis, Mrs J Brockway, M Brookes, R Grocock, R A Renshaw and A N Stokes

Executive Support Councillor Clio Perraton-Williams for Highways, Transport and IT, attended the meeting as an observer

Officers in attendance:-

Steve Blagg (Democratic Services Officer), Sam Edwards (Head of Highways Infrastructure), Karen Cassar (Assistant Director Highways), Karl Gibson (Senior Project Leader), John Monk (Head of Design Services), Mick Phoenix (Traffic Manager-Place), Paul Rusted (Head of Highways Services) and Richard Waters (Principal Engineer (Structures))

57 APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS

An apology for absence was received from Councillor E W Strengiel.

58 MR STRATFORD - ADDRESS TO THE COMMITTEE - LINCOLN TRANSPORT STRATEGY

The Chairman allowed Mr Stratford, a member of the public, to address the meeting in connection with the Lincoln Transport Strategy.

Mr Stratford stated that his reason to address the Committee had started from a decision by Monks Abbey Primary School, Lincoln not to allow children to cycle to school.

Mr Stratford stated that the world was facing a climate emergency. He referred to a statement by the Church of England Synod on this matter whose message was that everyone had a "duty to protect our neighbour". He stated that the Lincoln Transport Study quoted the need to reduce carbon emissions with increased cycle lanes, use of public transport and electric cars. He said that flooding was already a major issue nationwide particularly in Lincolnshire.

Mr Stratford stated that the Council needed to show political leadership by ensuring that the strategy took full account of the climate emergency; asked that the strategy should in accordance with the Paris Agreement stay under 1.5 degrees of warming (that had been agreed internationally). This would mean that for the main actions in the strategy evidence data was needed to show how the strategy was contributing

**HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE
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towards cutting greenhouse emissions bearing in mind that reductions of 10-15% were required year on year; and the Council was asked to prioritise those areas of the strategy that worked quickly in that direction.

Mr Stratford stated that the reason for this request was that "our house was on fire" and requested that the members needed to think about future generations.

The Chairman thanked Mr Stratford for his address to the meeting.

59 DECLARATIONS OF MEMBERS' INTERESTS

Councillor S P Roe stated he had a pecuniary interest in item 7 on the agenda and would leave the meeting during the discussion because of family interests in the area (minute 64).

**60 MINUTES OF THE PREVIOUS MEETING OF THE COMMITTEE HELD ON
20 JANUARY 2020****RESOLVED**

That the minutes of the previous meeting held on 20 January 2020, be approved as a correct record and signed by the Chairman.

**61 ANNOUNCEMENTS BY THE CHAIRMAN, EXECUTIVE COUNCILLORS
AND OFFICERS**

No announcements were made.

**62 A46 WELTON AND DUNHOLME JUNCTION IMPROVEMENT SCHEME
(ROUNDBOUT)**

The Committee received a pre-decision scrutiny report in connection with the A46 Welton and Dunholme junction improvement scheme (roundabout).

A decision was sought from the Executive Councillor for Highways, Transport and IT to progress the scheme; in principle to award and enter into a contract for the construction of the scheme and to delegate to the Executive Director – Place, in consultation with the Executive Councillor for Highways, Transport and IT, authority to take all decisions necessary to progress the scheme to include the detailed terms, award and entering into of any contract or other documentation necessary to ensure the construction of the scheme.

A decision was sought from the Leader of the Council (Executive Councillor: Resources and Communications) to approve the scheme appraisal.

Officers stated that road closures would be necessary, could cause issues for motorists and added that road closures would be publicised well in advance of the start of work on the scheme.

Comments by members included that some vehicles with trailers had problems negotiating tight corners on roundabouts and enquired whether the necessary consultation had been carried out in this respect. Officers stated that the roundabout was designed to highway standards, took into account vehicles with trailers and that the situation would be monitored.

RESOLVED

- (a) That the comments by members be noted and taken into consideration by officers.
- (b) That the recommendations to the Executive Councillor for Highways, Transport and IT and the Leader of the Council (Executive Councillor, Resources and Communications), detailed in Appendix 1, of the report be supported.

63 RE-WATERPROOFING OF PELHAM BRIDGE, LINCOLN

Consideration was given to a pre-scrutiny report to the Leader of the Council (Executive Councillor for Resources and Communications) in connection with the re-waterproofing and other maintenance works of Pelham Bridge.

Officers stated that they had deferred work on the bridge pending the opening of the Lincoln Eastern Bypass which would help to mitigate the traffic issues which were likely to arise when the work commenced. Officers explained how it was proposed to manage the work associated with the scheme which involved the closure of lanes and footways. Officers stated that it was proposed to address the piers supporting the bridge at a later stage and that it was proposed to make a start on the scheme on 4 January 2021 with completion expected on 24 April 2021. However, this all depended on weather conditions.

Comments by members included:-

- An enquiry about when the problems had become known? Officers stated that the problems had been known about for a long time.
- It was noted that the previous major works on the bridge had taken place 40 years ago which seemed a long time before any maintenance work had had to take place. Officers stated that new materials were guaranteed to last twenty years and that it was only necessary to re-waterproof when there was a leak.
- Advanced notice to the public would be needed when the footways were closed. Officers stated that publicity about the closure had already started with local businesses being informed by letter. Footfall was not a big issue on the bridge, the public were able to use the footway over the railway at Lincoln Station but this was not accessible by wheelchair and the public could use the High Street.
- An enquiry was made about the severity of the corrosion? Officers stated that corrosion of the decking was not a major problem but that there was a problem within the piers of the bridge which would need to be addressed in the future and would be an additional cost.

**HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE
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- As part of this work in order to improve the road surface of the bridge the benefit of refreshing the expansion joints was suggested. Officers stated that this work would be undertaken at the same time as the re-waterproofing.

RESOLVED

- (a) That the comments by members and the responses of officers be noted.
- (b) That the recommendations to the Leader of the Council (Executive Councillor, Resources and Communications, to carry out re-waterproofing and other maintenance works to Pelham Bridge, detailed in Appendix 1 of the report, be supported.

64 LINCOLN TRANSPORT STRATEGY REPORT AND SUMMARY DOCUMENT

Consideration was given to a report in connection with the Lincoln Transport Strategy which was to be considered by the Executive on 7 April 2020.

Officers described how the strategy had evolved, its' preparation by the County Council, City of Lincoln Council, North Kesteven and West Lindsey District Councils and that it aimed to provide a clear vision for the future of transport across the Lincoln area.

Comments by members included:-

- The strategy should be used as a pilot to address issues in cities similar in size to Lincoln.
- The need to encourage people to use public transport especially train services and that train fares should be kept low to encourage more people to use them.
- The Joint Line should be electrified.
- The Nettleham cycle route had been cut off by the development of the new roundabout at the junction of the A158/A46 Nettleham Road and was now dangerous for cyclists. It was suggested that improved joined up thinking would have overcome this problem. Officers stated that the whole cycle route between Nettleham and Lincoln would be examined because there was a need to know how people used this route including an examination of a footbridge on Nettleham Road. Officers also stated that it was proposed to examine the provision of priority cycle lanes on Wragby Road.
- It was suggested that the reason for the delay in completing the Nettleham roundabout was the increased cost of the project.
- A reduction in bus services was highlighted with some bus companies refusing to reinstate services which had led to an increase in car use.
- It was important that the other participating local authorities involved in the preparation of the strategy were involved in its implementation and an enquiry about who was on the Strategy Board?
- Lone walkers should be able to walk without the fear of crime.
- HGV re-routing signs should be provided.

- An enquiry was made about the carbon footprint of the strategy before and after implementation.
- An enquiry was about whether the Council was satisfied with the number of electric charging points and whether the Council would approach the electricity companies to provide additional ones if required.
- Some rail station car parks needed enlarging.
- The ending of one car rail carriages was welcomed.
- Sunday rail services to Lincoln needed to be improved.
- Motorists needed to be persuaded to car share and an enquiry was made about how the strategy could help in this area.

Officers stated that consultation would continue with all stakeholders; agreed that there was a need to reduce CO2 emissions by 10% each year; that the Strategy Board comprised the Leader of the City of Lincoln Council, the Leader of the County Council's Labour Group, Councillor R B Parker, and all Executive Councillors with highway interests from each of the Councils.

Officers stated that they would provide written responses to the other questions asked by members.

RESOLVED

- (a) That the comments made by members be noted and that officers respond to questions asked by members through the Scrutiny Officer, who would relate the responses to members.
- (b) That the recommendation to the Executive at its meeting on 7 April 2020, detailed in Appendix 1 of the report, be supported.

65 STREET LIGHTING UPDATE

Consideration was given to a report in connection with street lighting including a summary of requests received under the reversal of part-night lighting protocol for reinstatement to all night operation received during the twelve month period.

Officers stated that only one formal request for the reversal of the part-night operation had been received (Pinchbeck Parish Council had requested four lights to be switched back on as part of the County Council's routine maintenance in the financial year 2020/21).

Comments by members included:-

- More street lights should be switched off.
- A member stated that he had been approached by a local resident on a new development, in the process of construction for some time, complaining about the lights being switched off and the resident had enquired if the developer could pay for the lights to be kept on all the time? Officers stated that this was the first time this issue had been raised and that while seeing no reason why this could not take place there would be a need for the development to be

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adopted first before a change in policy could take place. Officers stated that when the policy was updated this could be included as an option to be considered by the Council.

- Officers responded to an enquiry about the savings made to date and the replacement of existing street lights by LED lighting. They gave details of the amount of CO₂ emissions saved and proposals to replace low pressure sodium lights by LED lights. They said that currently between 45% and 50% of this lighting had been replaced.

RESOLVED

- (a) That the comments by members and responses by officers be noted.
- (b) That officers provide a report to the Committee on the issues raised in connection with lighting on new developments in twelve months.

66 ROUNABOUT SPONSORSHIP - UPDATE ON ACTION PLAN ARISING FROM RECOMMENDATIONS

Consideration was given to a report in connection with the actions to be taken to enable the recommendations of the Roundabout Sponsorship and Advertising Scrutiny Review, which had been accepted by the Executive Councillor for Highways, Transport and IT.

Officers responded to comments by members and stated that they accepted the need to make sure that any signs installed on roundabouts did not distract motorists; that consultations had taken place with District Councils and businesses would be encouraged to advertise.

RESOLVED

- (a) That the comments by members and responses by officers be noted.
- (b) That a progress report be submitted to the Committee in six months.

67 PERFORMANCE REPORT, QUARTER 3 – (OCTOBER TO DECEMBER 2019)

Consideration was given to a report in connection with the performance of the Major Highway schemes, Lincolnshire Highways Alliance performance and the Highways and Transport Complaints report.

The Chairman, on behalf of the Committee, thanked the Kier Group, for the work they had undertaken, in partnership with the Council, over the last ten years as part of the Lincolnshire Highways Alliance.

Comments by members included:-

- Complaints received from Parish Councils about the poor state of the roads particularly potholes and blocked gulleys. The Council should provide performance information to members which they could pass onto their Parish

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Councils. Officers stated that they were aware of the difficulties with the communication of information to Parish Councils and stated that they could provide highways performance information by means of a "dashboard" to them. Officers stated that gulleys and in the vicinity of gulleys were cleared annually and added that standards for the construction of drainage built in the 1980s was lower than today due to the need to meet the growth in the population. Officers agreed that there was a need for additional resources.

- The use of a prompt sheet was suggested to help members to report on highways issues. Officers were examining disseminating information by using Parish Council newsletters.
- At one time Parish Councils used to be asked to identify highway problems in their own areas. Officers stated that they would be making improvements in this area which they would share with members, that there would be consulting Parish Councils and information would be shared with the Local Association of Local Councils.
- It was noted that while there had been a mild winter this year flooding had been an issue in the county and this had affected highway drainage.

RESOLVED

- (a) That the comments by members and responses by officers be noted.
- (b) That the report be noted.

68 HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE WORK PROGRAMME

Consideration was given to the Committee's Work Programme.

RESOLVED

That the Committee's Work Programme be noted and updated accordingly.

The meeting closed at 12.05 pm

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

Report to:	Highways and Transport Scrutiny Committee
Date:	20 July 2020
Subject:	A631 Corringham Road and Thorndike Way, Gainsborough Junction Improvement (Traffic Signals)

Summary:

This item invites the Highways and Transport Scrutiny Committee to consider a decision report regarding the A631 Corringham Road and Thorndike Way, Gainsborough Junction Improvement (Traffic Signals).

This decision is due to be considered by the Executive Councillor for Resources and Communications (*Councillor M J Hill OBE*) and the Executive Councillor for Highways, Transport and IT (*Councillor R G Davies*) between 22 and 29 July 2020. The views of the Scrutiny Committee will be reported to the Executive Councillors as part of their consideration of this item.

Actions Required:

- (1) To consider the attached decision report and to determine whether the Committee supports the recommendations to the Executive Councillor(s).
- (2) To agree any additional comments to be passed to the Executive Councillor(s) in relation to A631 Corringham Road and Thorndike Way, Gainsborough Junction Improvement.

1. Background

The full report on the A631 Corringham Road and Thorndike Way, Gainsborough Junction Improvement (Traffic Signals) is attached at Appendix 1 to this report.

2. Conclusion

Following consideration of the report, the Highways and Transport Scrutiny Committee is requested to consider whether it supports the recommendations in Appendix 1 and whether it wishes to make any additional comments to the Executive Councillor(s) for Resources and Communications and Highways, Transport and IT.

3. Appendices

These are listed below and attached at the back of the report	
Appendix 1	I019974 – A631 Corringham Road and Thorndike Way, Gainsborough Junction Improvement (Traffic Signals)

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 Karl Gibson, who can be contacted on 07920576630 or karl.gibson@lincolnshire.gov.uk.

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

Report to:	Councillor M J Hill OBE, Leader of Council Executive Councillor: Resources and Communications
Date:	Councillor R G Davies, Executive Councillor: Highways, Transport and IT
Subject:	Between 22 and 29 July 2020
Decision Reference:	A631 Corringham Road and Thorndike Way, Gainsborough Junction Improvement (Traffic Signals)
Key decision?	I019974
	Yes

Summary:

This report provides an overview of the A631 Corringham Road and Thorndike Way, Gainsborough junction improvement (Traffic Signals).

The report seeks approval from the Leader of the Council and Executive Councillor: Highways, Transport and IT to the Scheme Appraisal and the Council proceeding with the scheme and to the procuring and awarding of a contract for the scheme.

Recommendation(s):

1. That the Executive Councillor: Highways, Transport and IT approves the Scheme Appraisal and the Council progressing with the A631 Corringham Road and Thorndike Way, Gainsborough Junction Improvement Scheme (Traffic Signals).
2. That the Leader of the Council (Executive Councillor: Resources and Communications) approves in principle the award of and entering into a contract for the construction of the Scheme.

Alternatives Considered:

- | | |
|----|------------------------------|
| 1. | To not construct the scheme. |
|----|------------------------------|

Reasons for Recommendation:

The Scheme will deliver the following significant benefits for local residents, businesses and other road users:

- Improve safety and reduce the number of collisions at this junction.
- Accommodate the future growth aspirations in the area.

Not to proceed with the scheme would mean that these benefits would not be realised at this location and will continue to present safety issues at a location which has numerous recorded accidents and has been recorded by Lincolnshire Road Safety Partnership (LRSP) as being of very high risk.

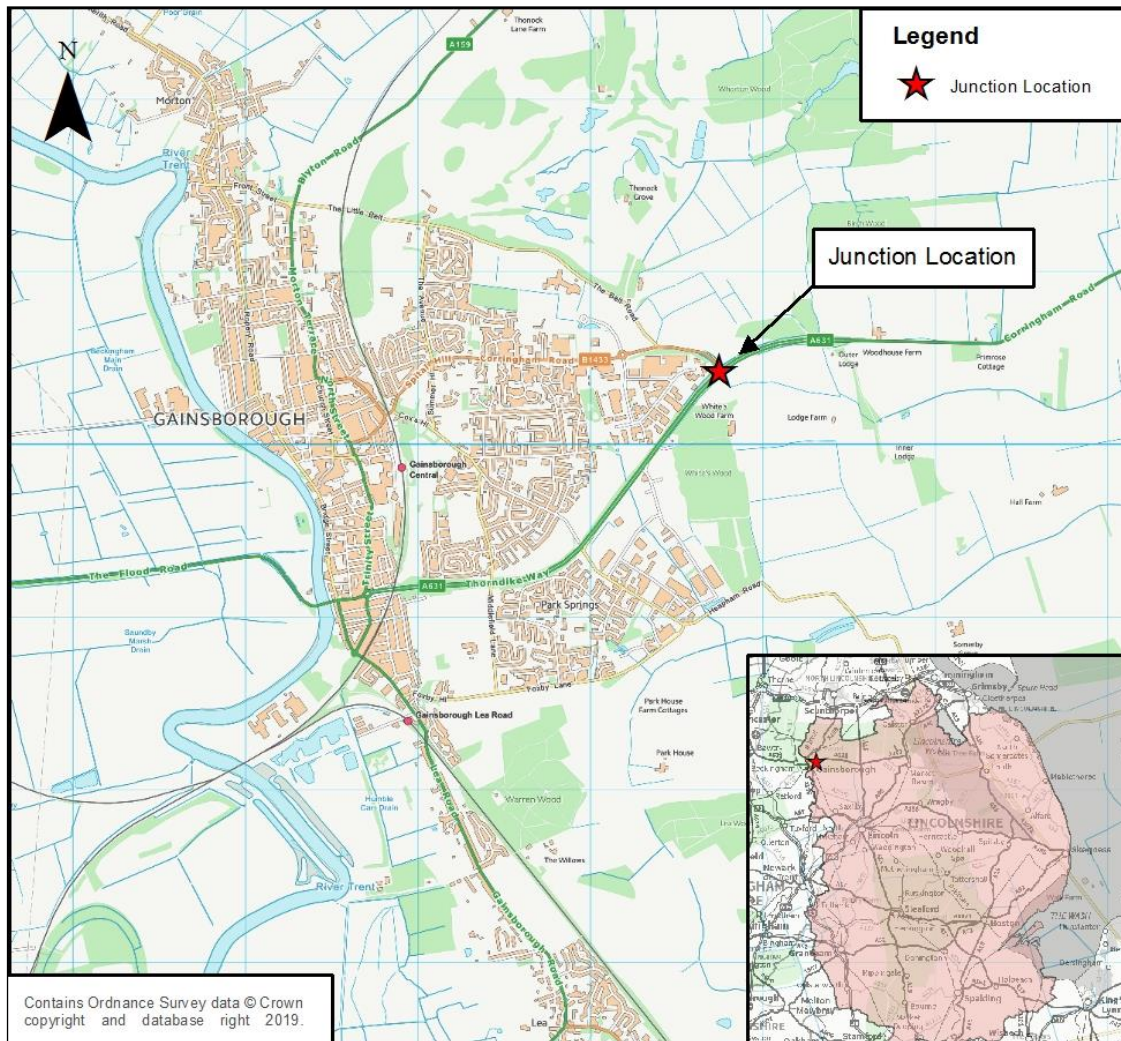
1. Background:

The A631 Corringham Road/Thorndike Way give-way junction in Gainsborough has had a significant highway safety problem for many years and a number of minor modifications have been made over the years to address this issue.

In the latest accident cluster assessment completed by the Lincolnshire Road Safety Partnership (LRSP) this junction has attracted the highest number of injury accidents in the last five years.

The Central Lincolnshire Local Plan has identified the Gainsborough Northern Neighbourhood development to deliver up to 750 dwellings by 2036. This proposed development is situated approximately 400 metres to the North West of this junction improvement and will help facilitate the growth.

Below is a location plan:



2. Existing junction:

The junction is located on a route which caters for strategic and local traffic and provides access to regional economic centres such as Rotherham, Doncaster Airport, Grimsby, the Lincolnshire Coast and the Humber Ports. The A631 is one of the main east-west strategic routes in the sub-region, linking the A1 and South Yorkshire conurbation with the A15 and east coast.

The junction is currently a priority cross-roads consisting of four roads as follows:

- Corringham Road (B1433) to the west
- Corringham Road (A631) to the east
- Thorndike Way (A631) to the south
- Farm access track

The existing layout of the junction creates confusion and is inconsistent with other junctions along the A631 route. This is due to its position at the end of a dual carriageway section of the A631 and the complex series of movements that have to be accommodated across a wide carriageway.

The existing layout of the junction is shown below.



The junction configuration has a number of different slip roads, turnings and give-way markings which can be confusing to motorists, especially at the Corringham Road (B1433) minor arm.

Approaching from Thorndike Way (A631) from the south, the road has a single lane for approximately 250m before the junction with a circa 150m deceleration lane for traffic turning left into Corringham Road (B1433). There is a stop line at the end of the deceleration lane where traffic is required to give way to vehicles turning right from the northern approach of the junction. The junction has a 150m dedicated right turning lane on the northern approach to the junction with a 'give way' to traffic travelling north.

Corringham Road (B1433) minor arm comprises a single lane entry with a flare for left turning traffic. The flare can accommodate approximately two vehicles. Any vehicle travelling south must cross the southern arm and wait in the refuge of the junction for an acceptable gap in traffic before joining the main carriageway. The arrangement causes confusion for motorists and conflict between those entering Corringham Road (B1433) from the north and those attempting to travel south from Corringham Road (B1433).

This type of junction layout is not replicated in other areas of the town which adds to the confusion with members of the public who have stated they avoid the junction leading to other issues on the network.

The Corringham Road (B1433) minor arm of the junction provides access to various residential neighbourhoods as well as Gainsborough town centre. It is also an important link for accessing the Corringham Road Industrial Estate which is one of the main economic areas of the town and home to a number of large companies including Jewson and Ping Europe Limited.

3. Proposed Scheme:

There is a clear need for intervention at this junction, and whilst there have been a number of minor modifications made to the junction over the years to attempt to address the issues, these have not been fully successful and the preferred solution, and most effective solution is for the upgrade of the junction to signal control.

The scheme proposals involve replacing the existing junction with a traffic signalled arrangement to improve the traffic flow and highway safety of the junction.

A scheme layout drawing is shown in Appendix A.

The proposed layout of the junction has been designed to improve safety at the junction and comprises a four-arm signal-controlled arrangement.

The Thorndike Way (A631) south arm of the junction will consist of dedicated left turn deceleration lane for access to Corringham Road, two straight on lanes and a small right turn providing access to the farm track to the east.

The Corringham Road (B1433) west arm will comprise of a two-lane entry which will improve safety for vehicles turning right out of the arm and travelling south.

The northern arm of the junction (Corringham Road A631) will have two straight on lanes and a right turning lane to provide access to Corringham Road (B1433). The right turning lane will allow for safer access to Corringham Road and the future Gainsborough Northern Neighbourhood Sustainable Urban Extension (SUE) situated approximately 400 metres to the North West of this junction improvement on Corringham Road.

The eastern arm of the junction is dedicated for the farm track and will operate on a demand basis where a sensor will determine when a vehicle is present and adjust the signal timings accordingly.

The junction will be designed to current standards and will increase efficiency of the junction and improve highway safety.

4. Scheme Benefits:

The new scheme will provide the following benefits and improvements to the highway network.

Improving Safety

The LRSP undertakes an annual prioritisation of collision clusters across the county network. The LRSP defines a cluster where four collisions are reported over a five-year period within a 100m of each other. Each cluster is given a score based on the severity and type of road user involved.

The scores and clusters are reviewed annually and the latest analysis available covers the period of 2013 to 2018.

The scores reveal that this junction is ranked the worst in the county, with a total of 24 collisions occurring over the reporting period with 5 of these collisions classed as serious.

The inclusion of traffic signals will mean that conflict is reduced between motorists, and crucially the requirement for human behaviour to make a judgement is removed. The signalisation of the junction introduces control over previously conflicting movements and the potential for human error.

Improving accessibility

The scheme will improve access to Corringham Road Industrial Estate and other major employment areas (principally small and medium sized enterprises, manufacturing and industrial process sites) within the immediate vicinity. This includes improving access to large businesses including Ping Europe Limited and Eminox. The junction is the main entry/exit point for the thousands of employees who work on the industrial estate.

Other major employers include the future agri-foods development located at Caenby Corner approximately 13km east of the junction. This site is forecast to add value to the local economy and the junction is on the main route west from the site and as such is expected to carry significant additional freight traffic.

The improved accessibility of the junction will provide greater certainty to businesses and facilitate economic growth and productivity within the area.

Improving Network Capacity and Junction Efficiency

The new junction arrangement will improve traffic capacity on the minor arm and improve overall junction efficiency by allowing traffic from Corringham Road (B1433) to enter the junction safely and without conflict. If the junction is not upgraded to signals, then the likely result will be that the increases in traffic volumes on the A631 will inhibit traffic entering the junction from the minor arm (B1433). The upgrading of the junction to traffic signals will mitigate the impact of future housing growth as outlined within the Central Lincolnshire Local Plan.

Improving Highway Network Resilience

The improvements to the junction will ensure that the local highway network is better placed to manage traffic flow and provide enhanced network resilience in the case of incidents. The location of the junction on this key strategic route for economic growth and productivity will be future proofed as part of the scheme proposals, so that it can accommodate future increases in traffic flow expected as part of the delivery of new developments.

Improving Highway Layout Consistency

The new junction will be designed to the latest standards and will be consistent with other junctions in the area. This includes the Thorndike Way (A631) / Somerby Way junction and the Thorndike Way (A631) / Heapham Road South junction which are both signalised junctions. The location of the junction means that it is the first junction motorists encounter as they enter the built-up area of Gainsborough from the east. The newly improved junction arrangement will act as a 'gateway' on the approach into the town.

5. Programme:

The scheme is currently programmed to commence on site in September 2020.

All the works can be accommodated with the existing highway boundary and therefore no land acquisition or planning permission is required.

6. Funding:

The scheme will be delivered by Balfour Beatty and Colas through the new Highways Maintenance Contract.

The estimated whole scheme costs are £1,623,000 and will be funded by the following sources:

Greater Lincolnshire Local Enterprise Partnership Contribution	£500,000
Lincolnshire County Council – Integrated Transport Block	£623,000
Lincolnshire County Council - Forward Funded (WLDC S106 Contribution)	£500,000

A memorandum of understanding has been drafted with West Lindsey District Council (WLDC) to ensure that the S106 contribution is received by Lincolnshire County Council no later than 31 March 2021.

7. Legal Issues:

Equality Act 2010

Under section 149 of the Equality Act 2010, the Council must, in the exercise of its functions, have due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The relevant protected characteristics are age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; and sexual orientation. Having due regard to the need to advance equality of opportunity involves having due regard, in particular, to the need to:

- Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic.
- Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it.
- Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.

Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to tackle prejudice, and promote understanding. Compliance with the duties in section 149 may involve treating some persons more favourably than others.

The duty cannot be delegated and must be discharged by the decision-maker. To discharge the statutory duty the decision-maker must analyse all the relevant material with the specific statutory obligations in mind. If a risk of adverse impact is identified consideration must be given to measures to avoid that impact as part of the decision making process.

Consideration has been given to the Equality Act 2010 and an Equality Impact Assessment has been undertaken during scheme development to ensure all impacts are identified and mitigated where possible.
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Joint Strategic Needs Analysis (JSNA and the Joint Health and Wellbeing Strategy (JHWS)

The Council must have regard to the Joint Strategic Needs Assessment (JSNA) and the Joint Health & Well Being Strategy (JHWS) in coming to a decision.

Consideration has been given to the JSNA and the JHWS and the scheme has benefits for both the health and wellbeing of people in Gainsborough and other road users:

- The scheme will improve safety and reduce the number of collisions at this junction for all road users;
- The scheme will reduce congestion and increase visibility for all road users.

Crime and Disorder

Under section 17 of the Crime and Disorder Act 1998, the Council must exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment), the misuse of drugs, alcohol and other substances in its area and re-offending in its area

Consideration has been given to section 17 of the Crime and Disorder Act 1998 and the scheme is not considered to have any direct effect on crime and disorder.

8. Conclusion

The scheme delivers significant safety benefits for local residents and road users and will also facilitate the growth aspirations of Gainsborough.

The Executive Councillors are invited to approve the procurement and award of a contract for the construction of the Scheme and to approve the Scheme appraisal.

9. Legal Comments:

The Council has the power to enter into the contract proposed. The decision is consistent with the Policy Framework and within the remits of the Leader of the Council and the Executive Councillor Highways, Transport and IT, respectively.

10. Resource Comments:

The works proposed in this paper are to be funded by a £0.500m grant from the Greater Lincolnshire Local Enterprise Partnership, a £0.500m Section 106 contribution from West Lindsey District Council (which requires forward funding by the Council) and £0.623m from the Integrated Transport Block which is budgeted for in the Council's approved 2020/21 Capital Programme.

11. Consultation

a) Has Local Member Been Consulted?

Yes

b) Has Executive Councillor Been Consulted?

Yes

c) Scrutiny Comments

The decision will be considered by the Highways and Transport Scrutiny Committee at its meeting on 20 July 2020 and the Committee's comments will be reported to the Executive Councillors.

d) Have Risks and Impact Analysis been carried out?

Yes

e) Risks and Impact Analysis

A Risk Register is reviewed regularly for this project and has been discussed with the Project Sponsor.

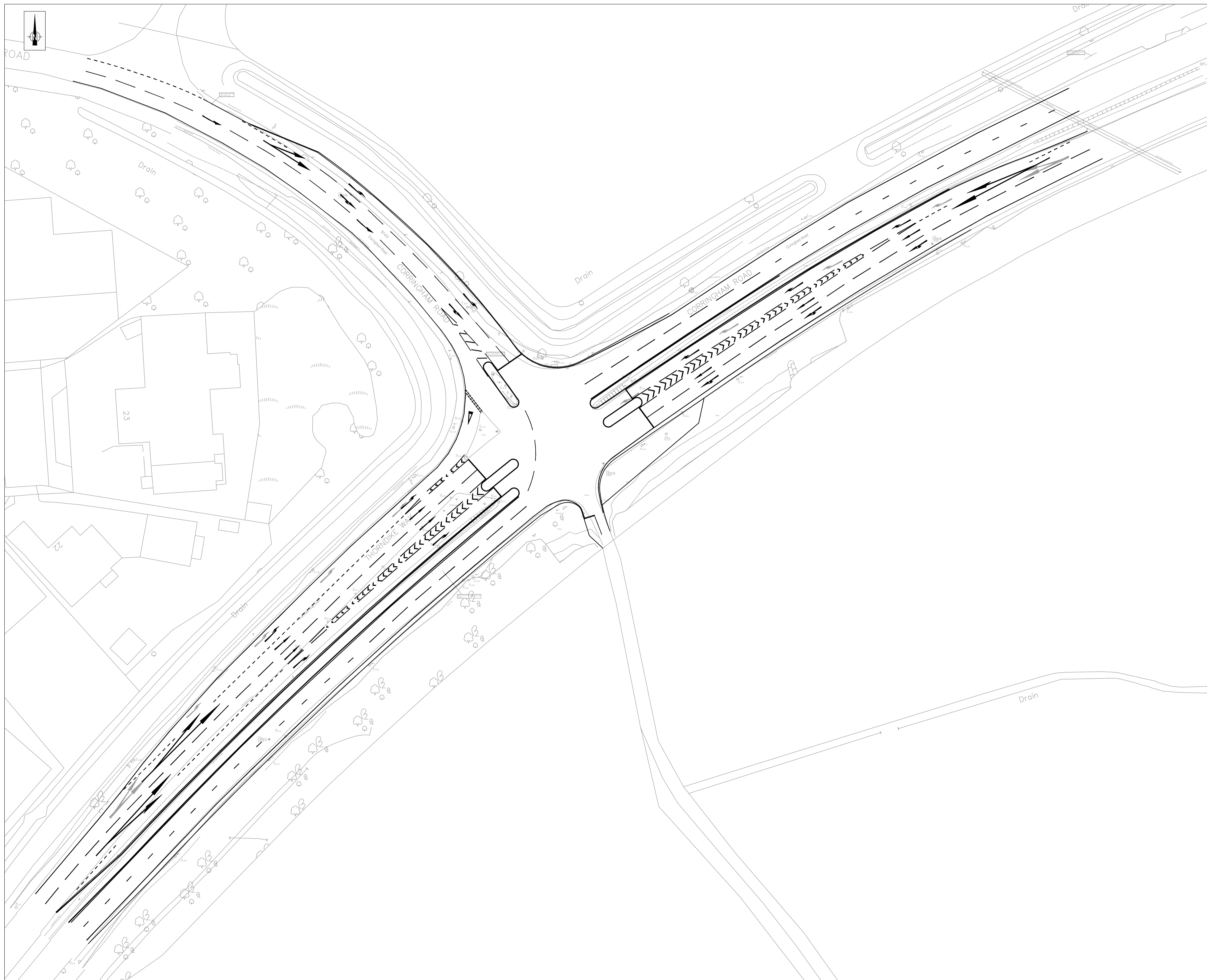
12. Appendices

These are listed below and attached at the back of the report	
Appendix A	Scheme Layout Drawing

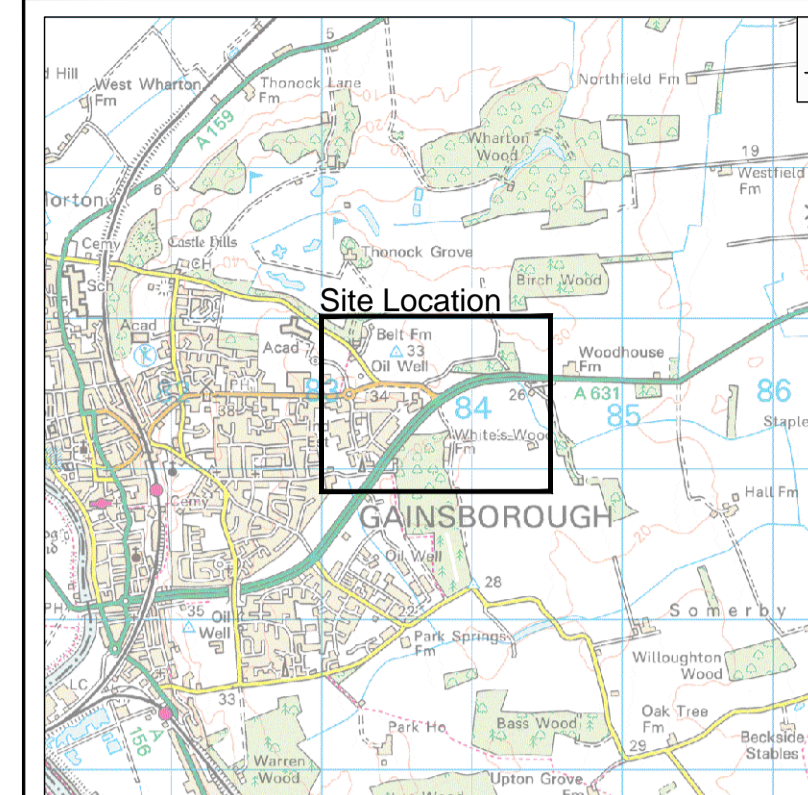
13. Background Papers

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 Karl Gibson, who can be contacted on 07920576630 or karl.gibson@lincolnshire.gov.uk.



X-Refs & Blocks used in this Drawing
 x-osbase
 x-cutlines
 x-Raster SK88
 x-Design Layout
 x-Rmarkings PDS Proposed
 x-survey



Location Plan
 Scale 1:50,000

APPROVED FOR GENERAL ISSUE

(NOT TO BE USED FOR PRICING OR CONSTRUCTION PURPOSES)

FOR THIRD PARTY USE, THIS DRAWING SHALL BE DEEMED
 CURRENT ONLY AT THE DATE OF APPROVAL. PLEASE CHECK
 FOR AMENDMENTS BEFORE USE

A1	Design to south east junction amended	GA	DS	MCO	13/05/2020
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Revision: Description: Drawn By: CAD Approved By: Approval Date

Amendment Details

Drawing 1st Approval
 1st Approval by: MCO Date: 13/05/2020

Drawn/Designed by:	CAD Drawing Creation
GA	Created By: DS Date: 24/02/2020

Scale:
 (@A1)
 Primary: 1:500 (Do not scale from this drawing)
 Secondary: 1:50000

Lincolnshire
 COUNTY COUNCIL
Highways Alliance
 TECHNICAL SERVICES PARTNERSHIP
 CROWN HOUSE
 GRANTHAM STREET
 LINCOLN
 LN2 1RD
 Customer Service Centre (01522) 782070



Drawing Number: 0537	Scheme Reference: / 01 / 2000	Revision Number: A1
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Alternative Scheme Code: Road No: A631

Parish: CORRINGHAM
 Structure No: - SCN No: - Site Ref: -

Description:
 THORNDIKE WAY/CORRINGHAM ROAD
 TRAFFIC SIGNAL INSTALLATION
 PROPOSED LAYOUT

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

Report to:	Highways and Transport Scrutiny Committee
Date:	20 July 2020
Subject:	Highways Service Performance Report, Quarter 4 (January 2020 – March 2020)

Summary:

This report sets out the performance of the highways service including:

- Major Highway Schemes Update June 2020;
- Lincolnshire Highways Alliance Performance Report Year 10, Quarter 4;
- Highways and Transport Complaints Report Q4 2019/2020;
- Highways and Transport Compliments 2019/2020 – Annual Overview;
- Update on FixMyStreet

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 2020;
- Lincolnshire Highways Alliance Performance Report Year 10, Quarter 4;
- Highways and Transport Complaints Report Q4 2019/2020;
- Highways and Transport Compliments 2019/2020 – Annual Overview;
- Update on FixMyStreet

2. Major Highway Schemes Update

The Authority currently has four major highway schemes:

- 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 2020 found as Appendix A to this report.

3. Lincolnshire Highways Alliance Performance

3.1 Introduction

This performance report covers the final quarter of the Lincolnshire Highways Alliance. This was an Alliance between the Council, Dynniq, WSP and Kier and delivered 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 ended on 31st March 2020, and were replaced by the new Highways 2020 Contracts on 1st April 2020.

Lincolnshire County Council switched its works ordering software Confirm to a cloud based On Demand environment in preparation for the new contracts. This facilitates the sharing of information directly with operatives in the field and ensures that we are compliant with the introduction of Street Manager.

Enhanced collocation of teams was planned to take place in Lancaster House and the main depots at Willingham Hall, Horncastle and Pode Hole prior to the outbreak of Covid 19 but depot and office improvements are on-going in the expectation that joint working will recommence in some form. Kier and Balfour Beatty agreed terms for the transfer of Kiers depot in Sleaford and Colas have completed improvements to their Grantham depot.

A comprehensive programme of training has been undertaken to ensure staff are familiar with the new contracts and the new tablet devices.

New fleet and plant has been mobilised which incorporates the County Council livery.

3.2 Performance

Quarterly performance was 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 4 can be found in Appendix B. This covers the period of January to March 2020.

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

- Highways Works Term Contract Performance Indicators (Kier) – down from 92.8% to 89.2%

- Professional Services Contract Performance Indicators (WSP) – remains at 89.1%
- Traffic Signals Term Contract Performance Indicators (Dynniq) – down from 99% to 98%
- Client Performance Indicators (LCC) – down from 66% to 61%
- Alliance Key Performance Indicators (LCC/Kier/WSP/Dynniq) – down from 85% to 72%

There has been a decrease in performance in most areas but a good overall performance achieved in Quarter 4. This was partly due to the impact of demobilisation. The Alliance Indicators were generally at a high level throughout Year 10.

This is the last quarter of these contract arrangements as from April 2020 the performance indicators and contractors are changing due to the introduction of the new Highways 2020 contract.

3.3 Highway Works Term Contract

The main focus of work through the Highways Work Term Contract is to improve the condition of carriageways. In Quarter 4 of Year 10 we repaired 18,249 potholes. So far in Q1 of 2020/21 we have repaired 5724 potholes so are tracking for a lower total. It is important to note that this was against the backdrop of COVID-19 and was mainly fed by routine inspections rather than public reports, which reduced substantially and have only now returned to near normal. We are also much more confident in the accuracy of the numbers as each pothole is ordered separately, rather than varying numbers on each job. This is also allowing us to track and address the quality of workmanship as each job has a before and after photo returned electronically on completion.

Throughout the year we carried out £5.8m worth of patching, £4.9m of carriageway resurfacing and £2.6m of carriageway reconstruction works. We delivered a surface dressing programme that covered over 700 individual sites, amounting to 250 miles of road being treated for an £8 m budget allocation. We reconstructed 9 miles of footway, with a further 155 miles being slurry sealed to provide a new surface for a combined budget of £3.7m. There were also over 180,000 gullies cleansed, 25,000 miles of grass verge cut and in excess of 200 miles of white lines refreshed throughout the year.

3.4 Community Maintenance Gangs

On 11th May, the Community Maintenance Gangs started work, delivering an additional £4.9 million of works during the 2020/21 financial year to make improvements throughout communities and the roads that link them. This work consists of minor aesthetic works, tidying of areas in poor condition, more large-scale civils works which sit out of our Asset Management Strategy, drainage investigation and repair focusing on problem sites from the 2019 floods and minor hand-lay patching work where pothole repairs are not sufficient. 1,217 individual jobs

have already been completed across the County by these gangs and Councillors will be provided with a report showing everything within their Electoral Ward throughout the year.

Alongside the Community Maintenance gangs we launched a new internal email address, Cllrhighwaysenquiries@lincolnshire.gov.uk, which was created as a single point of contact for members with complex or on-going enquiries where the issue will be picked up and forwarded to the correct Local Highways Manager or Programme Lead for the issue area. All communications from members are being tracked and response times monitored. Since March when it was launched, 93% of communications were responded to within 10 days with the average response time being 2 days. All enquiries receive an acknowledgement straight away, the 10 days is for a meaningful answer. This automatic logging was initially set up on LCC email addresses but we are adding private email addresses into the filter where these are being used. There have been 364 Councillor highways enquiries in total since March.

3.5 Professional Services Contract

The Professional Services Partnership performance for Q4 maintains a high score of 89.1/100, second only to Q2's overall highest ever score of 90.7. The average score of 88.8 for year 10 of this contract is up on the previous years' average score of 86.1, and the highest for the contract as a whole. Client Satisfaction remains good, with results improved at an average of 9.6 out of 10 for service and 9.7 out of 10 for product.

A recent focus of the management team has been to improve works delivery to time, with good progress being made. Q4's results are improved with 100% of schemes completing on time, within the quarter.

The timely completion of Highway Works Compensation Events was another focus, with Q4 delivering an improved performance with 87% of compensation events being actioned within 2 weeks.

Performance was maintained during mobilisation of the new contract with the locally based LCC & WSP teams continuing to be integral to the delivery of highway improvements including Lincoln's Riseholme Roundabout, and the development of Welton A46 Roundabout and Sleaford Rugby Club Junction. The partnership continues to progress efficiency and customer service initiatives through the annual Technical Services Partnership Action Plan.

3.6 Traffic Signals Term Contract

Dynniq final performance score for Q4 was 99 out of 100 for all activities.

Service Delivery:

The final quarter of the contract could have witnessed a drop in the performance by Dynniq as they worked through de-mobilisation however this did not happen

The current fault performance statistics demonstrate a reduction in reported faults on a monthly basis with a 94.5% of first time fault fixes. This has remained at the same level as the Q3 results. The trialling of a new first line maintenance intervention process helped reduce the number of faults passed through to our contractor, allowing them to concentrate on more pressing issues. This process is now also working successfully on the new Traffic Signals Term Contract.

The capital improvements programme saw the completion of the A607 Harlaxton Road Toucan crossing on the outskirts of Grantham. This site was funded by Highways England via Sustrans and included substantial cycleway surfacing and fencing works, as well as the creation of the new crossing which allows cyclist to cross safely from the canal path to re-join National Cycle Route 15 as it heads into Grantham.

Innovations:

March saw the trial of a new form of wireless communications which, if successful, will be rolled out to other areas of the county. We currently rely on fixed BT lines to provide our communications at traffic signals, and so the wireless solution will cut our yearly revenue costs. For example, the trial scheme should allow us to decommission 5 BT lines once we have proven the technology is stable and robust.

Environmental:

94.23% of materials recovered from site were recycled with the remaining 5.77% reused. 0% has gone to landfill. The reduction in Carbon emissions target had been set to 117.6 Tonnes target by the end of Q4 and this was achieved.

4. Highways and Transport Complaints and Compliments

Customer Compliments relating to highways and transport have seen a decrease from the last quarter by 31%, but there has been a 118% increase when compared to Q4 of 2018/19. When analysing the full year, 2019/20 compliments increased by around 40% when compared to 2018/19. In total there were 86 compliments compared to 61 for the previous year. There are a range of reasons for these compliments but those relating to road and pavement repairs accounted for 47% of all compliments.

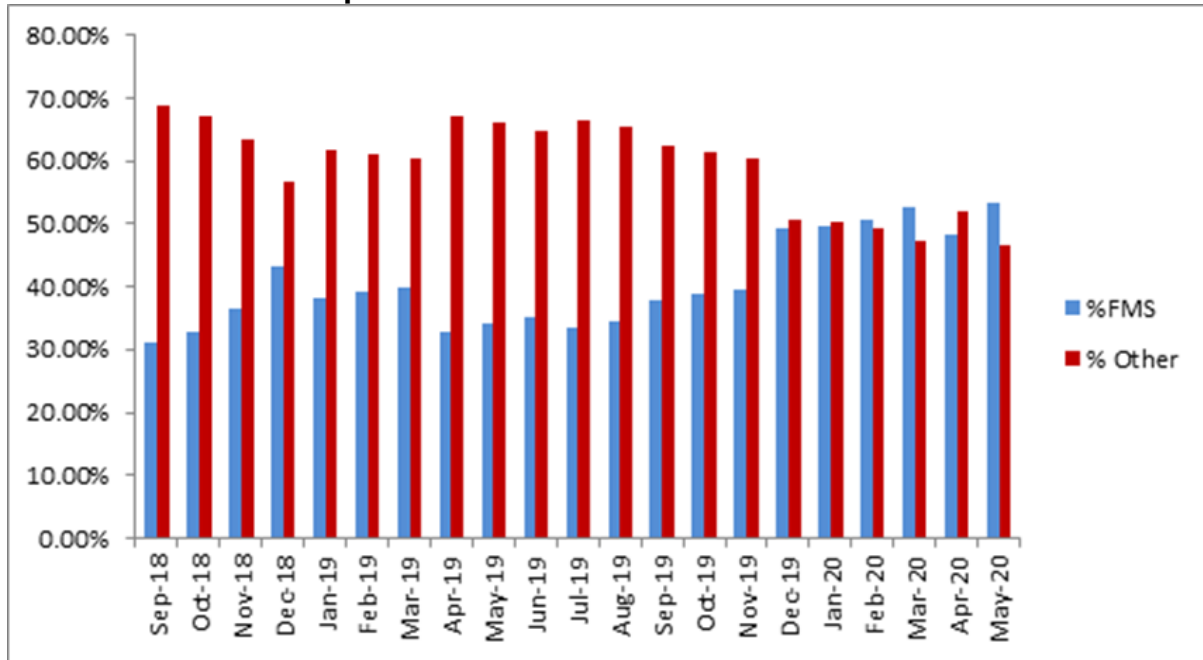
Customer Complaints relating to highways and transport have seen an increase from the last quarter by around 15%, but there has been a 49% reduction when compared to Q3 of 2018/19. There has also been a substantial decrease from last year in the complaint escalations from our area with 0% complaints escalated compared with 14% in Q4 of 2018/19. The complaints are of a varied nature however 63% relate to potholes and defects.

The full Highways and Transport Complaints Report Quarter 4 January to March 2020 can be found as Appendix C and the Highways and Transport Compliments report 2019/2020 can be found as Appendix D

5. FixMyStreet

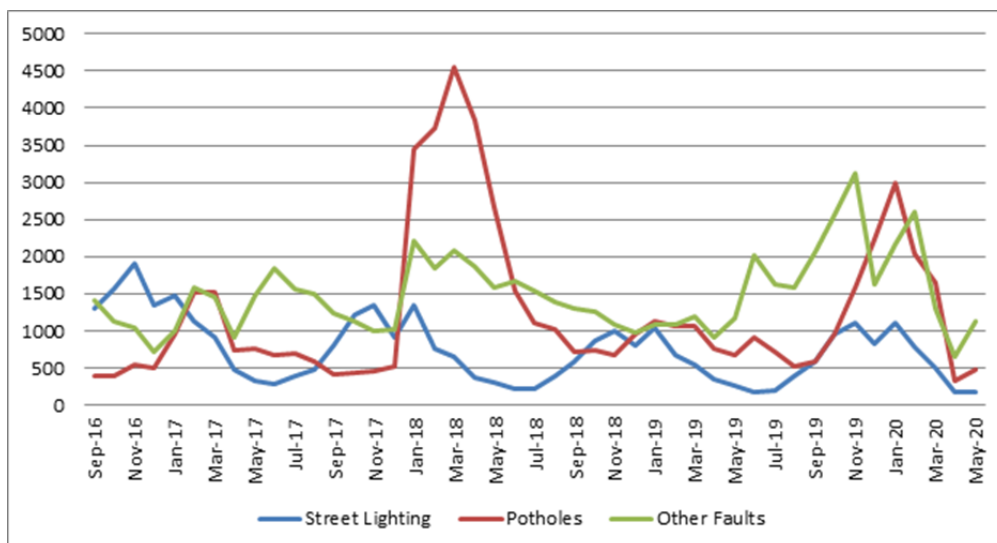
This is a summary of the changes and improvements to the FixMyStreet Pro system since the Scrutiny report in October 2019 and will provide details of improvements and progress with recommendations along with an overview of changes made due to Covid-19.

5.1 How faults were reported 01/09/2018-31/05/2020



The above graph shows the percentage split in the method that fault reports are received. There has been a change in how customers report faults with FixMyStreet and CSC reports now seeing an almost equal share in use.

5.2 Type of faults reported 01/09/2016 – 31/05/2020



The above graph demonstrates the seasonal fluctuations in fault reporting. It also highlights the decrease and subsequent increase in reporting during the Covid-19 lockdown.

5.3 Improvements to Customer Experience

Customers updating fault reports (Recommendation 2)

An improved method of passing updates made to fault reports by customers on FixMyStreet or through the CSC to highways staff was launched. All updates to fault reports made by customers are received by highways staff within 24 hours. If further action is likely to be required status changes are made to communicate this with the customer through FixMyStreet.

Training (Recommendation 3)

In November 2019 Karen Cassar addressed highways staff and Councillors at the launch of the Highways Customer Engagement and Liaison Strategy. A clear message about how we will respond to customer enquiries was delivered. Further face to face training in using FixMyStreet statuses was planned for March this year but has had to be delayed due to Covid-19.

Improved responses (Recommendations 1 and 4)

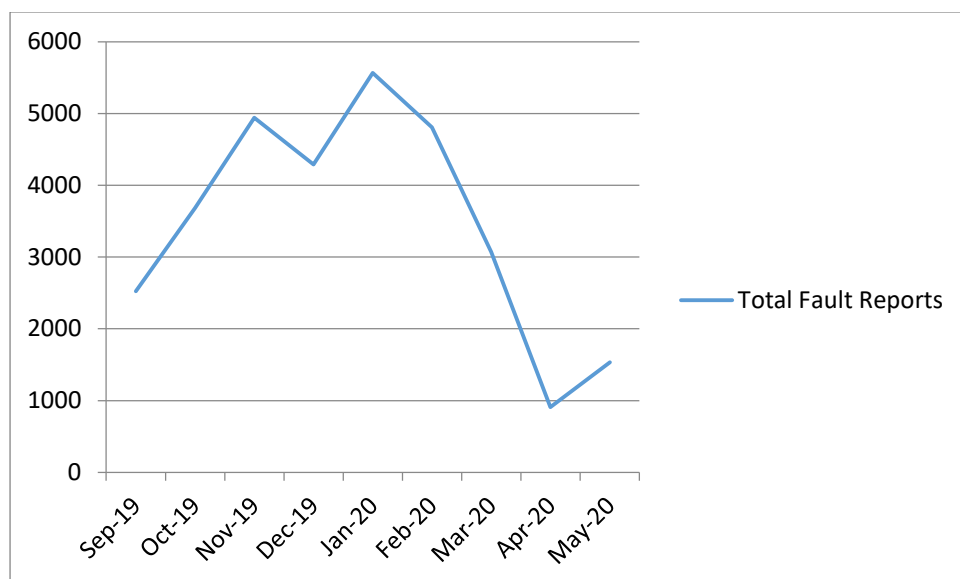
In December 2019 we updated our generic FixMyStreet responses. We moved to telling customers when they reported a fault that they would receive an update within 14 days. We also improved the quality of some of the responses to help customers understand why action hadn't happened immediately (Appendix E)

In the period September 2018-August 2019 88.5% of reports received a detailed update. In the period September 2019-January 2020 this had increased to 92%. Following the work outlined in 3.4 this further increased in February 2020-April 2020 94% of faults receiving a detailed update.

Personalised updates (Recommendations 1 and 4)

In February 2020 we started updating FixMyStreet with personalised responses when faults were not our responsibility or when we were not taking immediate action. Customers now receive a personalised and relevant response letting them know why we are not taking action. This can include who the fault should be reported to and if we have reported faults to a third party.

5.4 Adapting for Covid-19



The above graph shows the number of fault reports received before and during the Covid-19 pandemic.

To help manage expectation during the Covid-19 pandemic we have updated our FixMyStreet template responses (Appendix F)

5.5 Next Steps

Customer journey review (Recommendations 5 and 6)

An end to end process review of highways fault reporting is being undertaken. This on-going work includes capturing changes made possible by the new contract with Balfour Beatty.

Continuous monitoring (Recommendations 2 and 6)

More detailed reporting will be developed to assess how quickly we respond to fault reports. This will establish when we may be slower to respond to customers and enable us to assess why and improve in these areas.

Expanding FixMyStreet to other services

Work is being undertaken to look at expanding FixMyStreet to use as a fault reporting system for bus stops and rights of way.

6. Conclusion

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

The Lincolnshire Highways Alliance has been a successful highway service delivery model for the last 10 years. The three private sector partners have worked hard to support this success and to ensure the delivery of a high performing highways 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. They are also asked to consider and comment on the conclusion to the Lincolnshire Highways Alliance and its performance over the last 10 years.

7. Appendices

These are listed below and attached at the back of the report	
Appendix A	Major Highway Scheme Update Report June 2020
Appendix B	Lincolnshire Highways Alliance Performance Report Year 10 Quarter 4 January to March 2020
Appendix C	Highways and Transport Complaints and Compliments Report Quarter 4 2019/2020
Appendix D	Highways and Transport Compliments Report 2019/2020 - Annual Overview
Appendix E	How to use Confirm statuses
Appendix F	How to use Confirm statuses Covid 19

8. 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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Appendix A

Major Highways Scheme Update – June 2020

Lincoln Eastern Bypass

Work has continued on the construction of Lincoln Eastern Bypass. The Coronavirus Pandemic caused some initial delay as new working methods were introduced to ensure guidelines on social distancing were observed where possible. All operations have now recommenced but there will be additional cost pressures on the scheme which are currently being evaluated. The improved spring weather has allowed substantial progress to be made on completing the major earthworks. A new drainage sub-contractor has been engaged to improve progress on drainage installation. Specific details on progress include:

- Completed final carriageway surfacing and road markings for Sleaford Road roundabout
- Continued abutments and started fabrication of metal bridge deck for Greetwell footbridge
- Continued abutment works for South Delph footbridge
- Completed structural works for Lincoln Road underpass
- Continue drainage and fencing, and begin kerbing and ducting installation between Wragby Road to Greetwell Road
- Began pond drainage between Greetwell Road to Washingborough Road
- Began top soiling and preparing for seeding between Sleaford Road and Lincoln Road
- Fabricated permanent parapets for Hawthorn Road footbridge
- Continued abutments for Greetwell footbridge
- Completed the bridge deck pour for the River Witham Bridge
- Progress backfill and concrete string courses for River Witham Bridge
- Carry out finishing works for South Delph footbridge
- Complete abutment/wing wall works and commence concrete string courses for Bloxholm Lane footbridge

Grantham Southern Relief Road

Phase 1 from the B1174 running towards the A1 is already complete.

Phase 2 consists of tunnelling underneath the A1 while keeping the running lanes live to create a new grade separated junction with the A1 south west of Grantham. The main works commenced in September 2019 being constructed by Galliford Try. The Coronavirus Pandemic introduced some initial delay as new working methods were introduced to ensure guidelines on social distancing were observed where possible. All operations continued but there will be additional cost pressures on the scheme which are currently being evaluated. Detailed of work completed and in progress includes:

- Completed bored piling works to the western half of the new underpass
- Continued earthworks to the western and eastern roundabouts and slip roads, including lime modification

- Started drainage works for the eastern roundabouts
- Completed bored piling works and installed temporary sheet piling adjacent to the northbound A1
- Continued archaeological works for Phase Three east of the railway
- Carried out ground surveys and trial holes for Phase Three
- Complete pile cropping and commence reinforced concrete works to underpass
- Complete current phase of earthworks and top soiling
- Continue drainage works to the eastern roundabout and commence drainage to the western roundabout

Phase 3 will be the final phase of the project and is the largest and most complex to deliver. It consists of a five span viaduct carrying the road over the East Coast Mainline railway and the River Witham. The viaduct will be in excess of 10m above the River Witham. The phase is programmed to commence in spring 2021 and take approximately three years to complete. Galliford Try have been selected to provide the initial Early Contractor Involvement. Early land access agreements have been signed which allowed for enabling works to commence in February, including: vegetation clearance, ecological works, archaeological works, fencing and topsoil strip.

North Hykeham Relief Road

The Outline Business Case for the project was completed and the bid document was submitted to Midlands Connect in February. This bid has been prioritised by Midlands Connect and it has been confirmed that it has scored highly and was submitted to the DfT in July 2019. A number of positive meetings have taken place between LCC and the DfT and the assessment stage is nearing completion. The assessment will then be sent to ministers and the treasury for a decision, it is not known how long this will take.

Spalding Western Relief Road

Section 5 (Northern Connection) – In February 2018 SHDC in collaboration with LCC were successful in securing £12m from the HCA for delivering this section of the SWRR. Further discussions are taking place with Homes England to potentially secure additional funds. Works are planned to start late 2020 with the following activities currently taking place:

- Detailed design of Section 5A is now fixed after review culminating in sign off of Departures from Standards and Stage 2 Road Safety Audit.
- Detailed designs of Section 5B are progressing and due to be completed by the end of summer 2020.
- Structures continue to be a high priority in terms of the embankment and piling solutions.
- Archaeology will take place in July 2020 on site if possible due to COVID-19.

A46 Dunholme/Welton Roundabout Improvement

The A46 Dunholme/Welton roundabout improvement consists of constructing a roundabout and improving visibility at an existing 'T' junction. LCC was successful against the NPIF Tranche 2 bid for £2m. Planning approval was granted in February 2018 and detailed design is nearly complete. Legal orders were published in May 2019 and the project received two statutory and three non-statutory objections. Following extensive discussions all objections were removed and the Public Inquiry was cancelled. The DfT have subsequently confirmed the orders.

A target cost has recently been agreed with the contractor and works are planned to start July 2020.

A46 Lincoln Northern Roundabout Improvements

The A46/A158 Riseholme Road Roundabout project on Lincoln's Northern Bypass attracted SLGF to a value of £2.4m. The project entails enlarging the size of the roundabout and increasing the number of lanes both entering and exiting each leg of the roundabouts. This will reduce congestion at this pinch point and improve journey time reliability.

Works started in February 2020 but were suspended by Breheny due to Covid19 impact. Breheny returned to site in May with revised working practices to comply with social distancing guidelines where possible. The contractor is working in the northwest and southeast corners. They have installed street lights, drains, connections and manholes. The lower layers of road construction are also underway.

Rugby Club Junction, Sleaford

Works were due to start in late March; however the contractor suspended the commencement of any new projects and furloughed their staff. Since then however the contractor commenced the works on Wednesday 13 May with the works planned to take 5 months. There are risks surrounding the performance of utility providers, however the orders have been placed and discussions continue with them, including whether LCC's contractor can carry out the trenching and box construction on the utilities behalf.

Holdingham Roundabout, Sleaford

This project was originally to follow on from the Rugby Club, but this will put the earthworks into the autumn and winter months which presents too great a risk of delays and financial costs. The decision has been made to postpone the start of work until the middle of February 2021. Final detailed design work continues.

Corringham Road Junction, Gainsborough

Detailed design work continues on improving this junction to a traffic signal layout with two running lanes in either direction on Thorndike Way. The improvements will provide additional safety and capacity to accommodate predicted Local Plan growth in the area. Topographical and drainage surveys have been completed, as have 2D and 3D designs. The Traffic Signal and Street Lighting designs were completed in May.

Procurement of the works is ongoing with Balfour Beatty and Colas (delivering the traffic signal elements) with an expected start date in September 2020.

Roman Bank, Skegness

The detailed design is very well advanced with the project due to be released to tender via the Councils Select List Framework in June 2020. The planned start date of works is September 2020 with a programme duration estimated to be 7-8 months. Businesses have been engaged and the Chamber of Commerce have been consulted.

The project will be subject to a full closure, however, the actual works will be broken down into smaller pieces of work, so that no one business will be adversely affected for an extended period of time.

Lincolnshire Coastal Highway

Following the announcement of a Coastal Highway Budget allocation a programme of works are being developed over a number of years which will include new infrastructure and accelerated maintenance of the highway network in this area.

Lincoln Transport Strategy

The strategy was formally approved by the Executive on the 7th April 2020 and the project team are now finalising the technical documents, which will be complete by the end of June 2020.

Boston Distributor Road Scoping Bid

A project scoping report was produced by LCC and submitted to Matt Warman MP for lobbying to central government for funding to progress a Boston Distributor Road Outline Business Case. The DfT responded stating that there were insufficient funds at this time.

**Lincolnshire Highways Alliance
Performance Report
Year 10 Qtr 4 January to March 2020**

May 2020

Introduction

This report is prepared for the Highways Network Alliance Group (HNAG) by the Performance Working Group. It offers a summary of the results from each of the agreed KPIs and PIs.

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Highways Works Term Contract

Performance Summary

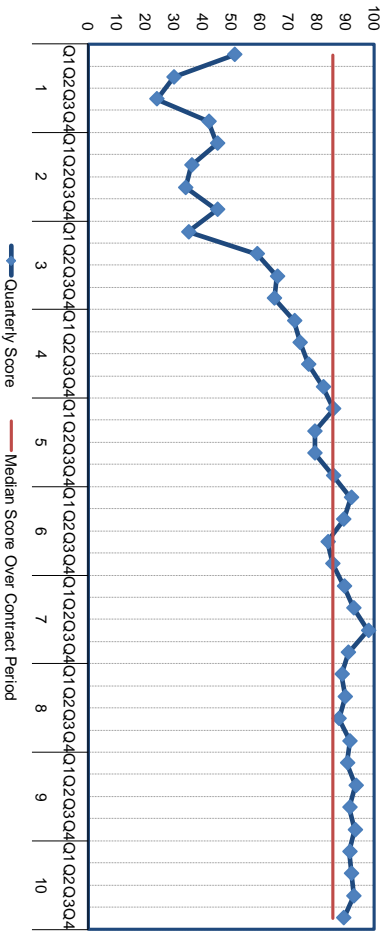
Indicator	Target	Current Quarter	Quarter Score	Last Quarter	Rolling Year Average	2 Year Trend	Notes
HWTC P11 Street lighting Standard	98.9%	90.70%	9.2 ↓	9.3	9.3		The score has decreased slightly from 9.3 to 9.4. During Q4 there were 1849 faults attended with an average repair time of 7.88 days.
HWTC P12 Response times for emergency works	99.5%	98.12%	6 ↓	8	7.0		Out of the 1387 emergency jobs over the quarter, 1361 achieved the required response rate.
HWTC P13 Tasks completed within timescale	97%	98.70%	10 ↔	10	10.0		76 out of 77 jobs were completed on time
HWTC P15 Acceptable site safety assessments	95%	100.00%	10 ↔	10	10.0		29 assessments over the pass year have passed out of 29 assessments. All assessments this quarter passed.
HWTC P17 Defect corrections requiring TMI	98%	99.92%	10 ↔	10	10.0		There were 3864 jobs this quarter, of which 3 was a defect requiring traffic management.
HWTC P18 % waste reused/recycled	90%	Est 95%	10 ↔	10	10.0		It is estimated that 95% of waste was reused/recycled
HWTC P19 Compliance with tendered Quality Statements	100%	79.16%	8 ↔	8	8.0		12 Quality statements have been selected to score this measure. After assessment it has been deemed that 9.5 are currently being achieved
HWTC P10 Quality assessment of workmanship	100%	90.00%	6 ↓	10	8.3		This quarter there was 60 tests of which 54 passed.
HWTC P11 Reduction in Carbon Emissions	100%	100%	10 ↔	10	10.0		This indicator continues to improve, showing that the Alliance fleet is continuing to reduce unnecessary mileage and journeys
HWTC P12 % task orders in compliance with TMA	95%	98.57%	10 ↔	10	10.0		Out of the 70 orders 69 had been assigned the correct notice.
HWTC P14 Reportable accidents under RIDDOR	0	0	0 ↑	-2	-1.0		There was no RIDDOR incident reported this quarter so the points score is -0.
HWTC P16 Service strikes	0	0	0.0 ↑	-0.5	-0.3		There was no service strikes this quarter. Each service strike equates to -½ point being removed from the total.

Total	89.2 ↓	92.8	91.3
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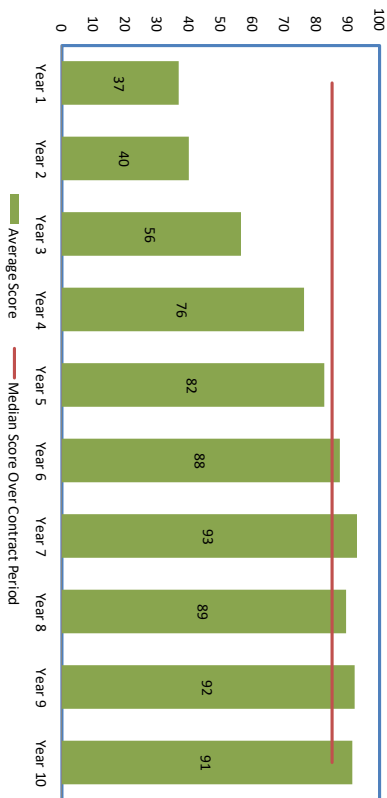
The score this quarter has decreased from 92.8 last quarter to 89.2. This is due to an decrease in quality assessment of workmanship passes.

Overall Summary

Highways Works Performance Scores Over The Contract Period (Median score = 86)



Yearly Average Highways Works Performance Scores

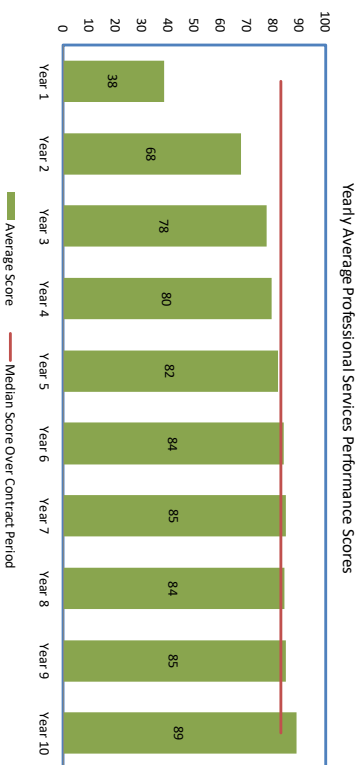
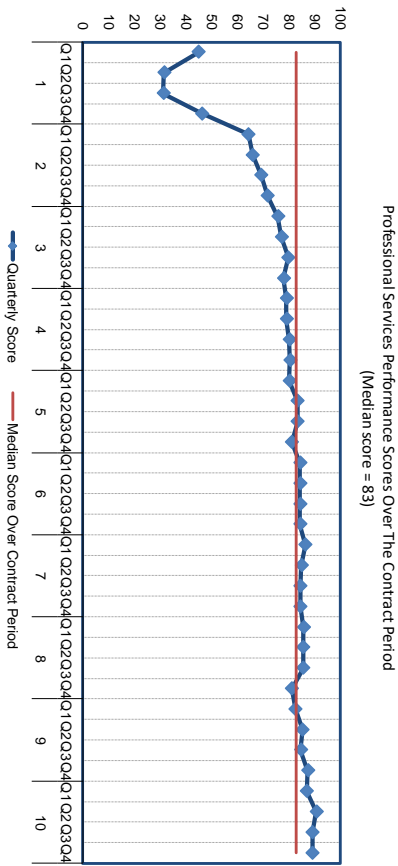


**Professional Services Contract
Performance Summary**

PSP	Metric	Target	Current Quarter Score	Quarter Score	Last Quarter	Rolling Year	
						Average	2 Year Trend
PSP P11	Client Satisfaction of Product	8.5	9.70	15.0	↔	15.0	14.8
PSP P12	Client Satisfaction of Service	8.3	9.60	15.0	↔	15.0	14.9
PSP P13	Compliance with tendered Quality Statements	95%	99.0%	9.9	↔	9.9	9.9
PSP P14	Predictability of Design Costs	Design Costs to be within 10% accuracy	82.67%	10.7	↓	12.6	12.1
PSP P15	Predictability of Works Costs	Works Costs to be within 10% accuracy	n/a	n/a			0.0
PSP P16	Predictability of Time for Design	Time for Design to be within 10% accuracy	87.69%	12.3	↔	12.3	12.3
PSP P17	Predictability of Time for Construction	Time for Works to be within 10% accuracy	81.80%	13.2	↓	13.3	12.7
PSP P18	% Compensation Events accepted/rejected within 2 weeks	90%	87.27%	8.0	↑	6.0	7.3
PSP P19	Date Forward Programme issued	Nov-19	Nov-19	5.0	↔	5.0	5.0

Total	89.1	↔	89.1	88.9
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Overall Summary
 Overall performance for Q4 is good at a total score of 89.1/100. This is TSP's second ever highest score which is a positive end to the partnership's ten-year contract.
 This follows a continued effort to improve input to P18 relating to compensation events. The underlying trend is again up on the previous year's average of 86.1, and last year's Q4 score of 87.3.

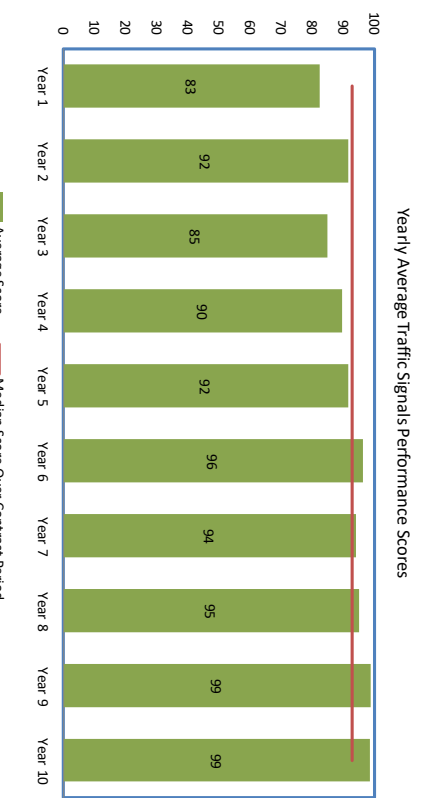
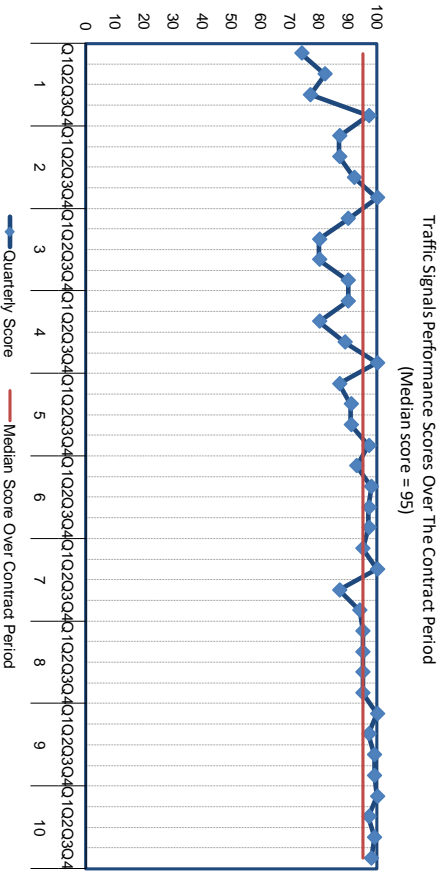


Traffic Signals Term Contract
Performance Summary

Performance Summary	Target	Current Quarter	Quarter Score	Last Quarter	Rolling Year		Comments for Quarter
					Average	2 Year Trend	
TSTC P11 10 Critical Contractors Quality Promises	100%	100%	5 ↔	5	5.0		All 10 quality promises are being met scoring 5 points for 100%.
TSTC P13 Acceptable Site Safety Assessments per annum	95%	100%	10 ↔	10	10.0		No joint inspections took place this quarter, so the measure has been deemed to be 100% compliant
TSTC P14 Weekly works planning & asset data supplied within timescales	99%	100%	10 ↔	10	10.0		Weekly works planning and asset data supplied within agreed timescales: 3/3 Inventory's received and 13/13 Whereabouts submitted. 13/13 Dashboard compliance checks carried out in Q1.
TSTC P15 Number of Faults Cleared within Contract Timescales	99%	99.54%	10 ↔	10	10.0		437 faults out of 439 faults received during Q4 have been cleared within the contract timescales.
TSTC P16 % Task Orders completed on time	99%	95.14%	9 ↓	10	9.8		98 / 103 task orders that have been received during Q1 have been completed within the contract timescales.
TSTC P17 % Task Orders completed free of remedial works	99%	100%	10 ↔	10	10.0		0 remedial have been reported for the task orders this quarter
TSTC P18 % faults resolved at the first visit.	99%	96.41%	9 ↔	9	8.8		403 out of 418 Standard faults & Emergency faults were resolved first time.
TSTC P19 % Task Orders carried out in compliance with TMA.	99%	100%	10 ↔	10	10.0		All task orders have been completed complying with TMA.
TSTC P10 % annual inspections completed per annum.	100%	100%	10 ↔	10	10.0		All remaining inspections were carried out during Quarter 4. All annual inspection took place during the year.
TSTC P11 Reduction in Carbon Emissions	<117 Tonnes CO2	On Target	10 ↔	10	10.0		Target is to reduce Carbon Emission by 5% from 123.77 Tonnes of CO2. This has been achieved significantly.
TSTC P12 % waste reused/recycled	100%	100%	5 ↔	5	5.0		94.23% Recycled materials & 5.77% recovered materials
TSTC P12 Reportable accidents under RIDDOR	0	0	0 ↔	0	0.0		Zero reportable incidents

Total	98.0 ↓	99.0	98.5
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Overall Summary
The overall score has decreased from last quarter to 98 points. Performance in this area is always very high.



Client Performance Summary

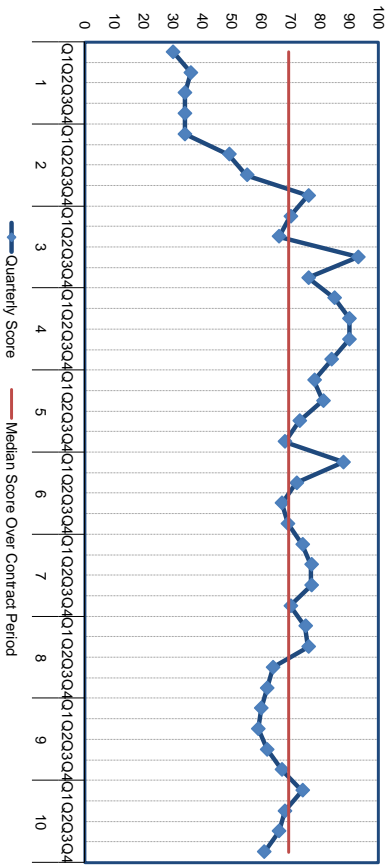
Client	Pain/Gain Results by Area	Target	Current Quarter	Quarter Score	Last Quarter	Rolling		Comments for Quarter
						Year Average	2 Year Trend	
Client P11		In Gain	Removed	n/a	n/a	0.0		This measure has been replaced by Client P17
Client P12	Date Forward Programme Issued	By Sept 19	Issued to Contractor	10 ↔	10	10.0		The Scheme Proposals for 2020/21 were issued by the Client to the new Contractor at the time of contract award. This was after the September target however due to contract changes this was unavoidable. Accordingly this measure scores 10 points. All budget and forecast data has been submitted on time.
Client P13	% variation from current programme spend profile	On time	On Time	20 ↔	20	20.0		Performance has changed slightly with a decrease in 'right first time' client task orders this quarter, with the number of rejected orders increasing from 0.66% last Quarter to 0.73% this Quarter. In real terms this means that 2 jobs were rejected out of 274 total jobs. The overall score has maintained at 19 points.
Client P14	% of LVs giving all info 8 weeks prior to start	100%	99.27%	19 ↔	19	18.8		So far £15,401,391 has been raised on Confirm with £1,478,547 compensation events against that target.
Client P15	Valuation of compensation events versus targets	<2% variation	9.79%	12 ↓	17	17.0		Out of 306 Compensation Events recorded 183 were responded to in the two week time frame. This has decreased so will still need to be monitored and data will be issued on Dashboards to inform all parties of this performance.
Client P16	% of CEs committed within timescale	98%	59.80%	0 ↔	0	0.0		Out of 15029 incoming enquiries only 11883 were actioned within appropriate time scales. The level has increased from last quarter but has scored no points. This will still need to be monitored to see if an improvement plan needs to be initiated.
Client P17	Client Response Times	100%	79.06%	0 ↔	0	1.5		

Total	61	↓	66	67.3
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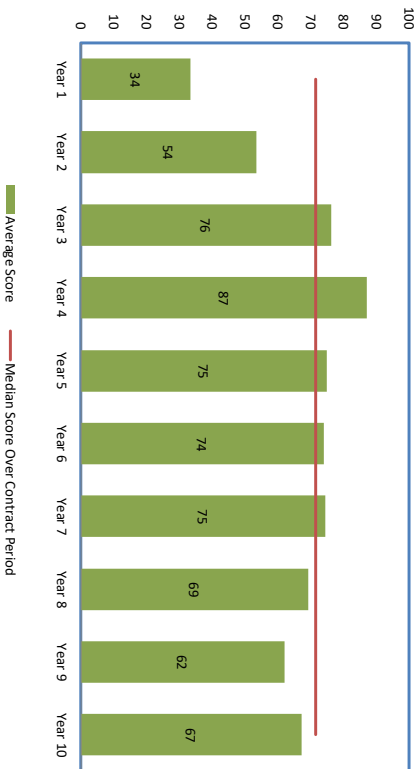
The Client score has decreased this quarter. This is due to an increase in the value of compensation events versus targets.

Overall Summary

Client Performance Scores Over The Contract Period
(Median score = 70)



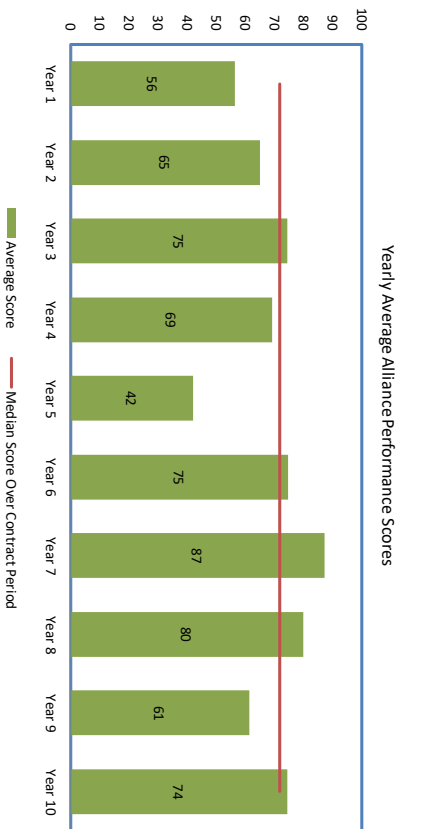
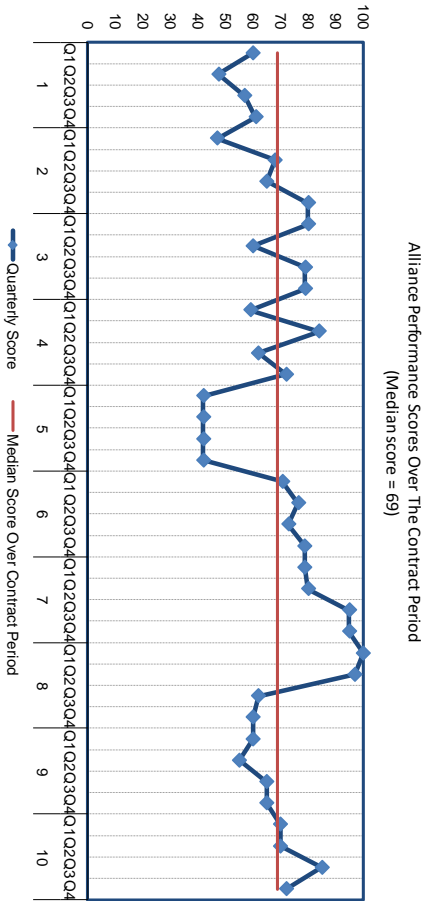
Yearly Average Client Performance Scores

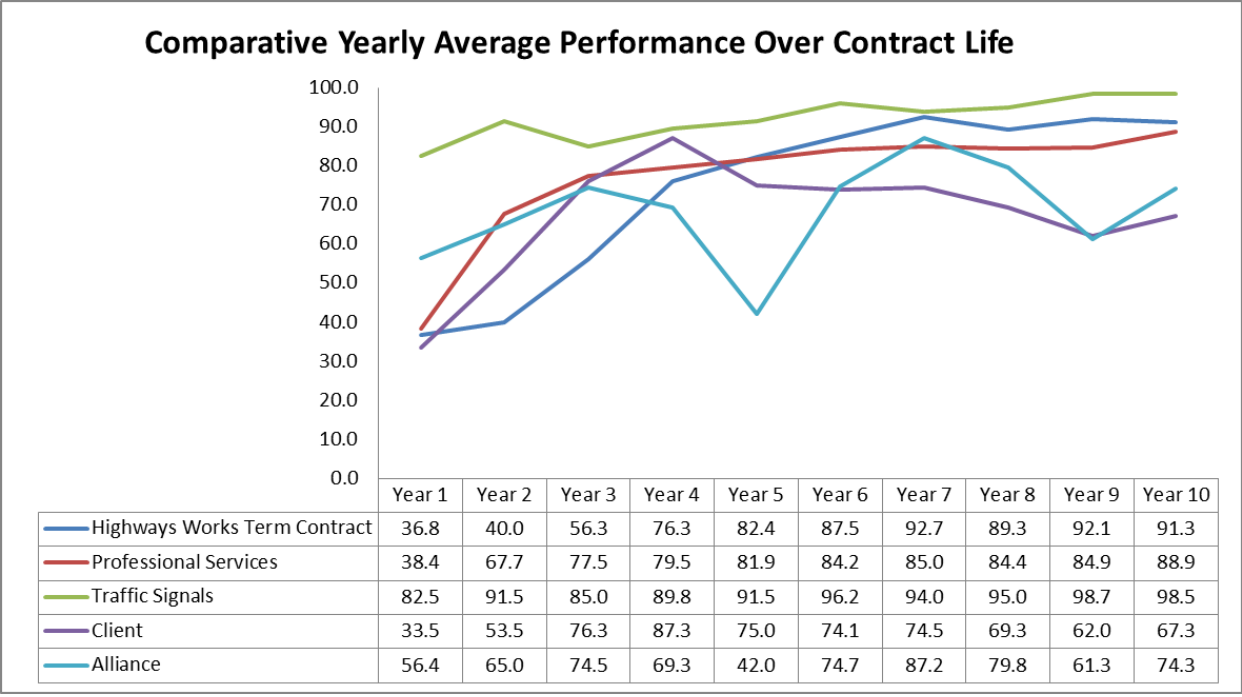


Alliance Performance Summary		Target	Current Quarter	Quarter Score	Last Quarter	Rolling Year Average	2 Year Trend	Comments for Quarter
Alliance KPI1	Net/Positive Press Coverage	95%	79.23%	7 ↓	15	18.0		This Quarter there was 15 positive, 88 neutral and 27 negatives stories. There were 130 stories in total.
Alliance KPI2	Public Satisfaction Survey	>0% improvement	5.00%	25 ↔	25	12.5		This is annual data, and the figure for 2019 was an increase of 5% in satisfaction. This result changes once per year in October.
Alliance KPI3	Tasks delivered against the agreed Client programme	95%	64.29%	5 ↓	10	8.8		There has been a decrease in the amount of jobs hitting their programmed targets. This has reduced the indicator score from 10 to a score of 5.
Alliance KPI4	Relationship scoring	>6.5 points	7.37	20 ↔	20	20.0		This Quarter the relationship score was 7.37 which means the indicator has decreased by 0.93 of a point. This did not impact on the overall score.
Alliance KPI6	Creation of an agreed programme	by 30th Nov	on Track	15 ↔	15	15.0		The programme was due to be finalised by Nov 2019 but did not take place until after the award of the new contract for 2020. Nevertheless the process is currently on track and the measure scores 15 points.

Total	72 ↓	85	74.3
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Overall Summary
 The score has decreased quarter from 85 points to 72 points. This is mainly due to an increase in negative press coverage, however we have also lost some points for an increase in jobs missing there programmed targets.





Conclusion

The Highway Works Term Contract score has decreased to 89.2 from last quarter's score of 92.8. This score is above the median average for the contract.

The Professional Service Contract score has maintained at 89.1. This is the joint second highest score that this area has achieved in the 10 years of contract.

The Traffic Signals Contract scored 98 this quarter decreasing from 99 last quarter. This area is consistently at a high level.

The Client score has decreased to 61 points this quarter from 66. Compensation Events being committed within timescales and enquiry response times are areas that requires improvement if the Client score is to increase significantly.

The Alliance Indicator score has decreased from 85 to 72 points this quarter. Mainly the alliance has dropped points from negative press coverage.

James Malpass
May 2020

Improvement Actions

Indicator No	Description	Action	Owner	Target Date
Client PI 6	CE's committed within Timescale	Assess all CE's committed by Officer to see if there is a pattern. Report information on Divisional Dashboard and to the monthly NDM's meeting. Monitor results for future Quarters as Confirm/Agresso shut down will effect CE commitment.	Network and Development Managers, TSP management and Divisional management.	Ongoing
Client PI 7	Client Response Times	This is a new measure that will need to be monitored to ensure improvement in future	Network and Development Managers, TSP management and Divisional management.	Ongoing

Highway Works Terms Contract (HWTC)– Performance Indicators

HWTC PI1 - Street Lighting service standard.

This indicator is designed to measure the percentage of streetlights working within Lincolnshire and is identified through night scouting regime and customer reported faults.

The method of assessment has been amended to suit the transformation project. Since 2016 due to ongoing funding cuts, there has been a project of conversion of the current infrastructure. This has include converting street lighting to LED lights, 'part-night' lighting and switching off of lights permanently as a way of reducing spending.

Further information can be found at : www.lincolnshire.gov.uk/transport-and-roads/major-projects/street-lighting-transformation-project

As such this indicator is measured by looking at the following elements

- a) Amount of conversions completed in line with project plan
- b) Delivery of daily whereabouts each working day
- c) % of Non-transformation and non-emergency jobs not requiring return visit
- d) % of Non-transformation and non-emergency jobs completed

HWTC PI2 - Compliance of response times in respect of emergency works

This indicator is designed to measure the percentage of emergencies responded to within given timescales.

This is identified by comparing the total number of emergencies attended within time, to the total number of emergencies reported and logged.

Points Scale	99.5 to 100% = 10
	98.5 to 99.5% = 8
	97.5 to 98.5% = 6
	96 to 97.5% = 4
	95 to 96% = 2
	<95% = 0

HWTC PI3 - Tasks completed with given timescale

This indicator is designed to measure the percentage work orders completed within agreed timescales.

This is identified through comparing the total amount of work orders completed within agreed timescales, to the total amount of work orders.

HWTC PI5 - Acceptable site safety assessment

This indicator is designed to measure the safety of site work. This is identified through Mouchel Inspections and Client H&S Inspections. Ratings are 1-5 where 1 and 2 is classed as not acceptable.

This indicator was revised in Year 6. Instead of looking at the Quarter average the indicator now looks at a Yearly average. This is because not enough assessments were being undertaken over the Quarter to give meaningful data.

The target is for 95% of assessments to be considered acceptable.

HWTC PI7 - Defect correction requiring traffic management.

This indicator is designed to measure the amount of remedial work carried out over a quarter, where defects have been found and need to be rectified.

This is identified by comparing the number of defect job types raised in quarter as a percentage of total number of orders.

HWTC PI 8 - % waste reused/recycled

This indicator is designed to measure the amount of waste that is reused/recycled compare to going to landfill.

The target for the indicator is that 90% of waste does not go to landfill, so that the environmental impact of the service is reduced.

HWTC PI 9 – Compliance with tendered Quality Statements

This indicator is designed to review delivery against a series of quality statements made during the tender for the contracts which are chosen each year by the performance group.

The statement currently used to monitor performance are : -

- Audits undertaken by competent, trained and qualified assessors will focus on compliance with legislation, policy, meeting contractual requirements and effectiveness and efficiency of key processes. Value from audits will be shared across the Alliance.
- Engage schools, colleges as part of Local Communities Investment Plan. Provide presentations to local schools about “stay safe – stay off site”, road safety and careers within construction industry
- Improve customer satisfaction and lower overall costs and improvements by measuring community response.
- To develop a Vehicle and Plant Asset Review
- Each area to have a Performance Improvement Plan
- “Drive Alive” training scheme to be initiated to drive down carbon emissions and teach methods of safe and economical driving which must be adhered to.
- Implement and improve the Alliance H&S Plan
- To develop a programme of inspections and audit.
- All Schemes to be financially closed out within 3 months.
- Involve subcontractors with improvement scheme.
- Produce an agreed programme of works .
- Alliance training to be delivered to all staff

HWTC PI10 - Quality assessment of workmanship

This indicator is designed to measure the compliance to agreed material standards as detailed within contract specification.

A number of sites are tested by Lincs Lab and reported compliance is used to equate the indicator score. Sites can be requested by Division for investigation, but the majority of sites tested, are randomly selected.

This is identified by comparing the total number of passed quality assessments, to the total number of assessments carried out to get a pass percentage.

Ideally the pass percentage should be 100%, so total points reduce for being below this; 1 point for every 3% below.

HWTC PI11 - Measure/reduce carbon over the whole fleet

This indicator is designed to monitor the amount of mileage each quarter to try to ensure that there is a reduction in our carbon emissions.

HWTC PI12 - % task orders in compliance with Traffic Management Act

This indicator is designed to measure the compliance with the Traffic Management Act regulations with regards to correct notice of works being produced.

All jobs with value that need a TMA notice are recorded over the Quarter and checked accordingly.

HWTC PI4 - Reportable accidents under RIDDOR

RIDDOR is the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

This indicator is designed to measure the number of RIDDOR reportable accidents. The objective of this indicator is to reduce the number of accidents.

This indicator does not provide points as ideally there will be no accidents/incidents. Instead points are lost from the total if any occur.

HWTC PI6 - Services Strikes

This indicator is designed to measure the number of statutory undertaker equipment strikes occurring during works on the Lincolnshire highway network. The objective of this indicator is to minimise the number of service strikes.

This indicator does not provide points as ideally there will be no strikes. Instead points are lost from the total if any occur.

Professional Services (PSP) – Performance Indicators

PSP PI1 – Client Satisfaction of Product

This indicator is designed to measure Client Satisfaction with finished Works.

The method of measuring this indicator is by recording client satisfaction on completion of design and completion of works based on responses to questionnaires that offers clients the opportunity to grade works based on their opinion on the end product..

Score		
Excellent	Totally satisfied. Excellent Service	10
Good	Demonstrates above average proficiency. Exceeds expectations.	8
Satisfied	Competent service. Meets expectations. Neither satisfied nor dissatisfied.	5
Less than Satisfied	Does not fail but service is basic.	3
Poor	Total failure. Totally dissatisfied	1

The total score is then averaged for all completed works for a quarter.

$$PI = \frac{\text{total score of questions answered.}}{\text{Number of questions answered.}}$$

PSP PI2 – Client Satisfaction of Service

This indicator is designed to measure Client Satisfaction with the provided service.

The method of measuring this indicator is by recording client satisfaction on completion of design and completion of works based on responses to questionnaires that offers clients the opportunity to grade works based on their opinion on the service provided.

Score		
Excellent	Totally satisfied. Excellent Service	10
Good	Demonstrates above average proficiency. Exceeds expectations.	8
Satisfied	Competent service. Meets expectations. Neither satisfied nor dissatisfied.	5
Less than Satisfied	Does not fail but service is basic.	3
Poor	Total failure. Totally dissatisfied	1

The total score is then averaged for all completed works for a quarter.

$$\text{PI} = \frac{\text{total score of questions answered.}}{\text{Number of questions answered.}}$$

PI3 – Compliance with tendered Quality Statements

This indicator is designed to review delivery against a series of quality statements made during the tender for the contracts which are chosen each year by the performance group.

PSP PI 4 - Predictability of Design Costs

This indicator is designed to measure Professional Services Design Costs compared to agreed fees. An agreed fee for design prior to commencement of work is compared to the Actual out-turn fee (this will include any additional fees).

Ideally the Actual out-turn fee will equal the agree fee or come under.

This indicator measures the percentage of construction works where the design costs ended up being above the agreed fee.

PSP PI 5 - Predictability of Works Costs – This measure will be removed

This indicator is designed to measure the estimated works costs against the Actual works cost. A figure is produced each quarter to show how accurate estimates were for a given quarter.

Ideally the costs of works will be less than or equal to the estimated amounts.

PSP PI 6 - Predictability of Time for Design

This indicator is designed to measure the time taken for Design work compared to agreed timescales for this process.

Each set of works has an agreed length of time for design. This is the length of time expended in providing the required deliverable(s) prior to commencement of construction.

The Agreed time to undertake the work and target delivery date is compared to the actual date the design work was completed.

This accuracy is used to give an interpretation of how much Design work has been completed on time, or going over schedule.

PSP PI 7 - Predictability of Time for Construction

This indicator is designed to compare the actual time taken to undertake Works compared to the estimated time for construction.

This measure gives an indication as to how accurate the design works were with regards to estimate timeframes.

PSP PI 8 - % of Compensation events committed within timescale

This indicator is designed to ensure compensation events are committed in a timely manner as they can delay works close down.

The method of measuring this indicator will be to take information from a scheduled Confirm report. The report will show the compensation events raised and committed within two weeks and over two weeks for each highways area and this will be shown as a percentage.

10% variation is allowable (90% accuracy) – there after points are lost.

>90%=10;

80-89%=8

70-79%=7;

60-69%=6

50-59%=5;

40-49%=4

30-39%=3;

20-29%=2

10-19%=1;

<10%=0

PSP PI 9 - Programme issued to Contractor

The Indicator is designed to allow sufficient time ahead of scheme commencement to ensure Early Contractor Involvement can be fully implemented and also encourage effective planning throughout the Alliance. It is also gives the contractor the opportunity to plan and control his resources

PSP are required to issue the Forward Programme to the Contractor by the end of November (annually).

Points are lost for being beyond this date.

Traffic Signals Term Contract (TSTC) – Performance Indicators

TSTC PI 1 - 10 Critical Contractors Quality Promises

This indicator is designed to measure to what extent the quality promises from the contract tender are being met

Analysis of actions by the term contractor in relation to the quality promises with 1 mark being given for each action achieved. Actions are:

1. Full attendance and participation at Alliance Meetings
2. Fully operational Lincolnshire depot and testing facility
3. Fully engaged in ECI in design process
4. Fully engaged in managing the programme
5. Full collaboration in Alliance projects
6. Full implementation of Alliance branding
7. Competency of staff
8. Full operation of target cost financial system
9. Full operation of an open book financial system
10. Fully compliant Fault Management System

A maximum score of 5 points is obtained by meeting all 10 promises.

TSTC PI 2 - Reportable accidents under RIDDOR

RIDDOR is the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

This indicator is designed to measure the number of RIDDOR reportable accidents. The objective of this indicator is to reduce the number of accidents.

This indicator does not provide points as ideally there will be no accidents/incidents. Instead points are lost from the total if any occur.

TSTC PI 3 - Acceptable Site Safety Assessments per annum

This indicator is designed to measure the safety of site work.

This indicator is designed to measure the safety of site work. This is identified through Mouchel Inspections and Client H&S Inspections.

Ratings are 1-5 where 1 and 2 is classed as not acceptable.

The target is for 95% of assessments to be considered acceptable.

TSTC PI 4 – Weekly works planning and asset data supplied within timescales

This indicator is designed to ensure that work is planned in advance.

TSTC PI 5 - Number of Faults Cleared within Contract Timescales

This indicator is designed to measure the ability to clear faults within the specified timescales and to minimise number of faults on the network.

When a fault is reported a timescale is allocated as to when the fault will be resolved.

The target is for 99% of faults to be cleared in agreed timescales and points are lost for being under this benchmark.

99 - 100% = 10

95 - 98% = 9

85 - 94% = 7

75 - 84% = 2

Less than 75% = 0

TSTC PI 6 % Task Orders completed on time

This indicator is designed to measure the amount of task orders completed on time that Lincolnshire County Council have specified a completion date for.

The target is for 99% of orders to be completed in agreed timescales and points are lost for being under this benchmark.

99 - 100% = 10

95 - 98% = 9

85 - 94% = 7

75 - 84% = 2

Less than 75% = 0

TSTC PI 7 - % Task Orders completed free of remedial works

This indicator is designed to measure the amount of tasks completed without the need to return for remedial works.

Ideally by monitoring this aspect, there will be an improvement in the percentage of task orders completed without the need to return for remedial works, ensuring efficiency of resources and network.

The target is for 99% of orders to not require remedial works. Points are lost for being under this benchmark.

99 - 100% = 10

95 - 98% = 9

85 - 94% = 7

75 - 84% = 2

Less than 75% = 0

TSTC PI 8 - % faults resolved at the first visit.

This indicator is designed to measure the amount of tasks that are resolved with the need for only one visit.

Ideally by measuring this aspect there will be an improvement in the percentage of faults resolved after just one visit, and in turn ensuring efficiency of resources and network.

The target is for 99% of tasks to be resolved in one visit. Points are lost for being under this benchmark.

99 - 100% = 10

95 - 98% = 9

85 - 94% = 7

75 - 84% = 2

Less than 75% = 0

TSTC PI 9 - % Task Orders carried out in compliance with TMA.

This indicator is designed to measure the compliance with the Traffic Management Act regulations with regards to correct notice of works being produced.

All jobs with value that need a TMA notice are recorded over the Quarter and checked accordingly.

The target is for 99% of tasks to be be compliant with the Traffic . Points are lost for being under this benchmark.

99 - 100% = 10

95 - 98% = 9

85 - 94% = 7

75 - 84% = 2

Less than 75% = 0

TSTC PI 10 - % annual inspections completed per annum.

This indicator is designed to measure the percentage of site inspections carried out each year.

There are 317 Sites in Lincolnshire per annum that require the annual inspections to be carried out.

Quarterly target inspection have been set at Q1-71, Q2-82, Q3-82 & Q4-82.

At the end of each quarter the target is compared to the actual amount of inspections that have taken place.

The target is for 95% of inspections to have taken place each quarter. Points are lost for being under this benchmark.

Points Scale	>95% = 10
	85% to 94% = 7
	75% to 84% = 2
	<75% = 0

TSTC PI 11- Reduction in Carbon Emissions

This indicator is designed to monitor the amount of Carbon Emissions produced each quarter to try to ensure that there is a reduction .

Benchmarking results have been established and emission have been targeted to be reduced by 5%

TSTC PI 12- % waste reused/recycled

This indicator is designed to measure the amount of waste that is reused/recycled compare to going to landfill.

The target for the indicator is that 90% of waste does not go to landfill, so that the environmental impact of the service is reduced.

Client - Performance Indicators

Client PI1- Pain/Gain Results by Area – This is to be removed

The Indicator is designed to show the changes in pain/gain in each year.

The method of measuring this indicator will be to take information from financial closed out schemes and will be reported as a percentage of pain/gain

After a recent review of financial information it has been assessed that Year 6 is around 2.5% in pain. This figure has been used to represent Year 7 as there are too few financially closed out jobs to make a reliable assessment.

Sliding scale = For every percentage point of pain 1 point is lost. For example if pain is predicted to be 4.65% then 4 points will be lost. The aim for this indicator is to reach parity or to be in gain.

Client PI 2 - Date Forward Programme issued

The Indicator is designed to allow sufficient time ahead of scheme commencement to ensure Early Contractor Involvement can be fully implemented and also encourage effective planning throughout the Alliance. It also gives the contractor the opportunity to plan and control his resources

An agreed Annual Plan allows for a co-ordinated programme of works across the alliance and efficient scheduling of works.

An Annual Plan should be submitted to the Service Manager for acceptance by 30th November each year for the follow year.

In order for this date to be achieved the Client is required to deliver a list of scheme proposals by 30th September each year.

By 30th Sept = 10
By 31st Oct = 7
By 30th Nov = 3
Later than Nov = 0

Client PI 3 - % variation from current programme spend profile

The Indicator is designed to encourage keeping the programme up to date and encourage endeavouring to stick with programme, giving all parties greater budget certainty.

5 points are awarded per Division (max score 20 points) for providing Budget forecast and outcome data to Contractor at Commercial Meeting. All Forecasts need to be submitted for Quarter 3.

This measure is set by Alliance agreement.

Client PI 4 - % of Jobs with Value giving all info 8 weeks prior to start

This indicator is designed to ensure that orders give the correct and required information. Correct information ensures the processes work as planned, avoids cost plus and builds confidence in LCC professionalism.

The method of measuring this indicator will be to take the scheduled report from Confirm which details all jobs rejected and displays the reasons for rejection. Each reason is checked and a count made of the number of jobs rejected for incomplete information.

The aim is to be 100% correct. 1 point is lost per percentage point.

Client PI 5 - Valuation of compensation events versus targets

This indicator is designed to ensure improving predictability of costs. Compensation events also disrupt programme delivery and get in the way of efficient planning.

The method of measuring this indicator will be to calculate the percentage value of compensations events against the total spend.

2% variation is allowable – after that 1 point is lost per percentage point of variation. For example if the variation was 4.25% then 2 points would be lost.

The target is set by Alliance agreement.

Client PI 6 - % of Compensation events committed within timescale

This indicator is designed to monitor the time taken by the Client to initially respond to incoming enquiries/fault received from members of the public.

Enquiries should not exceed prescribed amount of working days to move from initial status to the creation of a job, or a response to the public.

All members of the Client team will be expected to help works towards this target, and actively deal with enquires as they are received.

All enquires/faults are classed as either emergency or non-emergency when they are received. Emergency requests require a response within 24 hrs. Non-emergency requests require a response within 10 days.

A percentage is calculated based on what has achieved the appropriate level of response.

- 100% = 10
- >98% = 9
- >96% = 8
- >94% = 7

>92% = 6
>90% = 5
>88% = 4
>86% = 3
>84% = 2
>82% = 1
<80% = 0

Client PI 7 – Client Response Times

This indicator is designed to monitor the time taken by the Client to initially respond to incoming enquiries/fault received from members of the public.

Enquiries should not exceed prescribed amount of working days to move from initial status to the creation of a job, or a response to the public.

All members of the Client team will be expected to help works towards this target, and actively deal with enquires as they are received.

All enquires/faults are classed as either emergency or non-emergency when they are received.

Emergency requests require a response within 24 hrs.

Non-emergency requests require a response within 10 days.

A percentage is calculated based on what has achieved the appropriate level of response.

100% = 10
>98% = 9
>96% = 8
>94% = 7
>92% = 6
>90% = 5
>88% = 4
>86% = 3
>84% = 2
>82% = 1
<80% = 0

Alliance - Performance Indicators

Alliance PI 1 – Net/Positive Press Coverage

This indicator is designed to gauge the client / Public satisfaction with the service provided by the Alliance.

By capturing the positive press coverage of those areas impacted by the Highway Alliance, it is possible to target the areas which have significant impact on the perception of the Highway Service for all parties in the Alliance and gauge the positive impact the Highway Alliance is having for the people of Lincolnshire.

This measure is obtained by analysis of press coverage data provided by LCC Comms team. An agreed bespoke analysis tool has been developed to distinguish what LCC considered to be Positive, Neutral or Negative press coverage of the service provided.

The Target is for at least 95% positive or Neutral press coverage each quarter.

Points Scale	>95% = 25
	90% to 95% = 15
	85% to 90% = 10
	75% to 85% = 7
	65% to 75% = 4
	<65% = 0

Alliance PI 2 - Public Satisfaction Survey

This indicator is designed to measure public satisfaction in the condition of the highway.

Data is provided annually by National Highways & Transport Public Satisfaction Survey and is used to directly measure if there has been improvement in the perception of the people of Lincolnshire in their highway network.

This measure is designed to capture all elements of the work of the Alliance by using the Overall Satisfaction indicator.

Points are lost if there is a loss in public satisfaction from the previous year.

Points Scale	>0% improvement = 25
	-1% to -0.01% = 20
	-1.5% to -1.01% = 10
	-3% to -1.51% = 5
	<-3% = 0

Alliance PI 3 - Tasks delivered against agreed Client Programme

An Alliance works programme has been agreed by the Programme working group and the performance of the Alliance is measured by number of works completed against this agreed programme. Until this full programme is in place a combination of the individual programmes will be used each month.

To this end the programme must be agreed and a degree of ownership for each member of the Alliance and be kept up to date as the programme must be able to flex to the demands of the parties whilst still delivering planned works by the Alliance.

The performance measure is calculated by taking the number of jobs that have been planned for completion, and comparing this figure to the amount that have been notified as substantially complete / technically complete.

The monthly target has been set as 95% and points are lost for being below this percentage.

Points Scale	>95% = 15
	80% to 95% = 12
	65% to 80% = 10
	50% to 65% = 5
	<50% = 0

Alliance PI 4 - Relationships Scoring

This indicator is designed to gauge the relationships between the partners of the Alliance

Staffs are emailed on a quarterly basis and are asked to score the following out of 10 (10 = best, 1 = worst):

- Delivery: Consistency and Effective
- Systems and processes
- Continuous improvement
- Consistent communications and direction
- Challenge
- Reputation
- Alliance Behaviours

Returned scores are entered into excel spreadsheet to give average client score (Kier, TSP, Dynniq) an average partner score and an average Alliance score

Baseline scores are currently set as 6.5.

Points towards the monthly performance are lost for being below this baseline.

Points scale	>6.5=20
	6.25 to 6.49= 15
	6 to 6.24 = 10
	5.75 to 5.99 = 5
	<5.75 = 0

Alliance PI 5 - Defunct

This KPI is no longer measured.

Alliance PI 6 - Creation of an agreed programme

An agreed programme should be complete by 31st October each year for a co-ordinated programme of works across the Alliance and efficient scheduling of works.

Points are awarded for when this agreed programme has been finalised.

Points scale	30 th November = 15
	31 st December = 12
	31 st January = 10
	28 th February = 5
	Later than February = 0

Highways and Transport Complaints Report

Quarter 4;
2019/2020

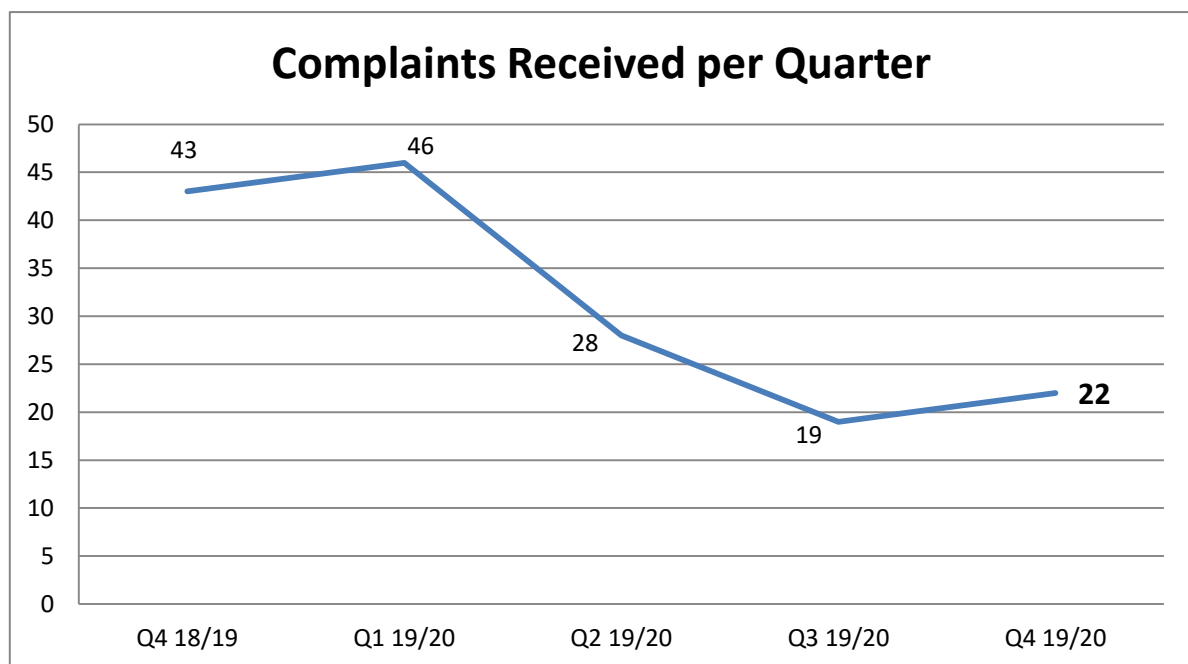
May 2020

Introduction

The following report is a summary of findings from the complaints raised in the fourth quarter of 2019/2020 for Highways and Transport. Details on any common themes within complaints and overall figures for numbers received and outcomes will be provided. This report will be incorporated into reports provided to the Audit Committee and CLT.

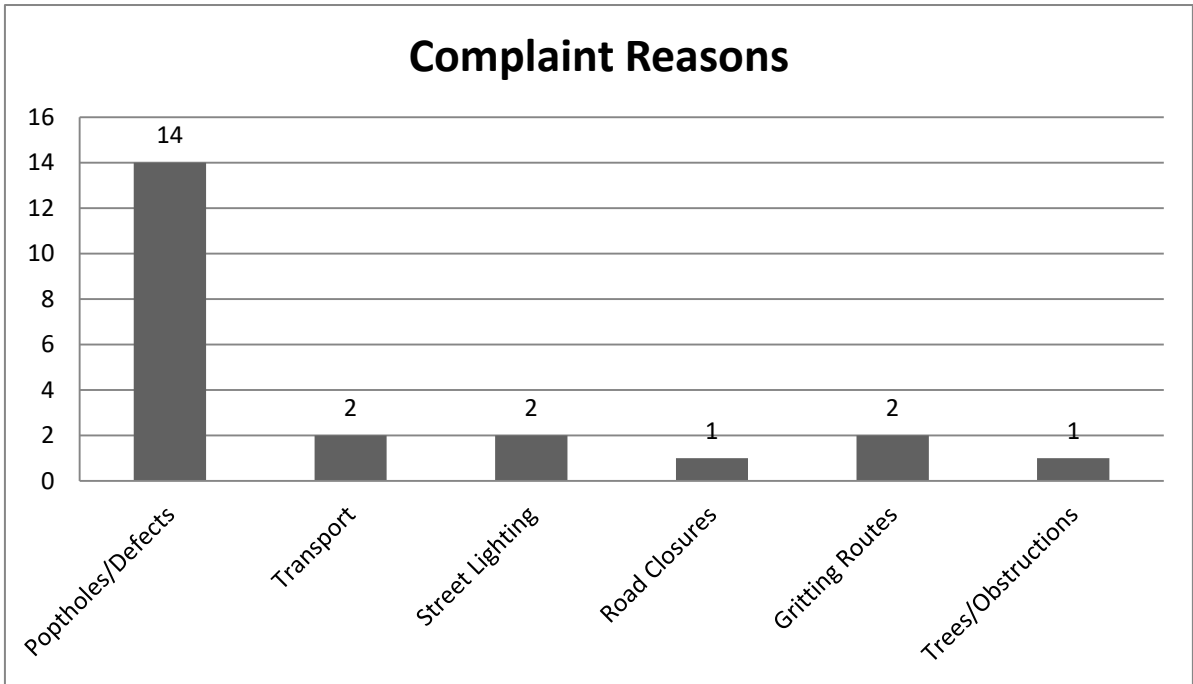
Q4 Overview

Highways and Transport received 91 contacts in the fourth quarter of 2019/2020, from individuals wishing to complain about various services. Out of these 91 contacts 22 entered the formal complaints process; the remaining 69 were resolved outside of this process in Early Resolution. This equates to 75.8% of all contacts made. Despite the significant increase in the number of contacts, the services ability to respond quickly and robustly has ensured a further increase in the number of contacts being resolved informally.



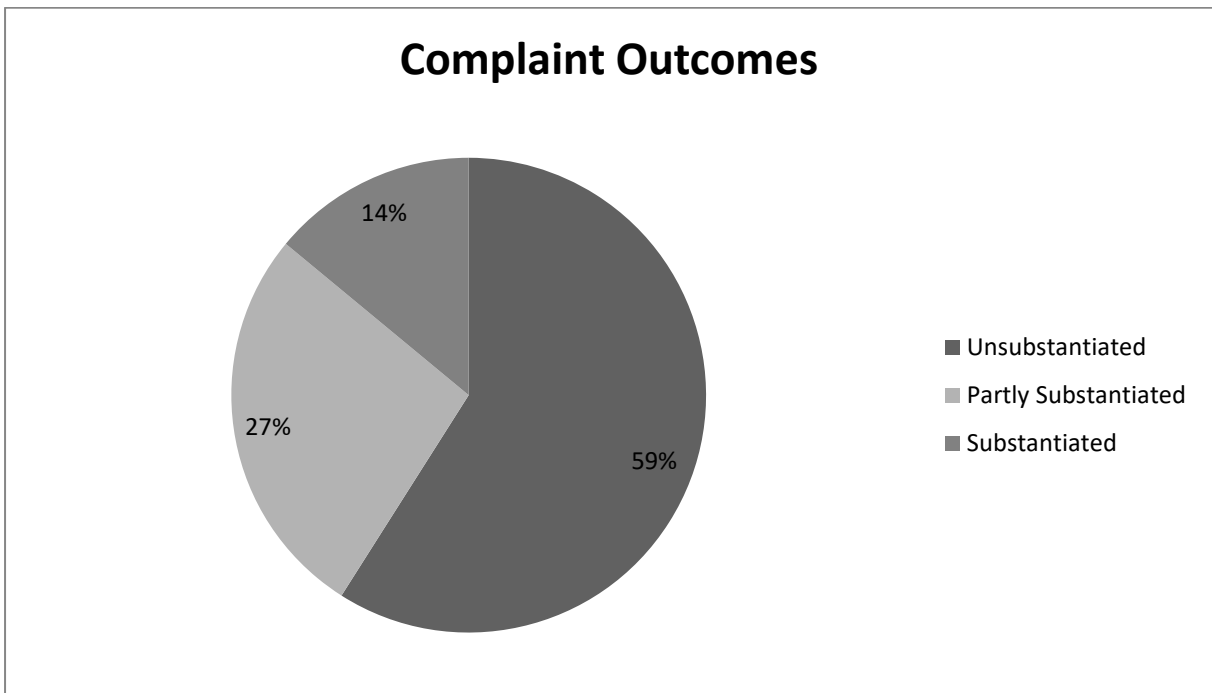
The fourth quarter saw no complaints escalate to the second stage of the complaints process. The additional support introduced to assist with responses from Fix My Street and the handling of contacts in order to achieve early resolution is a factor which has contributed significantly to these figures. This dedicated additional support has also meant a consistency in responses being clear and customer focussed. In addition to there being no cases escalated to the second stage, no cases were referred to the Local Government Ombudsman.

Complaints Raised were in relation to the following areas:



The main area remains Potholes and Defects. An increase of complaints is seen in this quarter for this area in comparison to quarter 3 where 6 complaints were received in regards to this. However majority of these cases were found to be unsubstantiated and therefore this increase should not be considered a reason for concern.

The following shows the outcome of complaints received in the fourth quarter;



Complaints which had an outcome of either partly or fully substantiated have been reviewed for any common trends. It should be noted that the number of complaints that had either of these outcomes was 9 in total. 6 complaints were found to be partly substantiated and 3 fully substantiated. 4 out of 9 of these were in relation to a lack of communication. Mainly this consisted of there being additional review of sites and issues required which was not communicated to the individual. There is no consistency in this being a particular team of the council and therefore wider guidance should be issued to all areas around the importance of updating customers in regards to the issues that they have raised.

2 of these complaints were regarding issues with transport providers. These issues have already been addressed by service and there have been no further reports in regards to these providers. 1 complaint partly upheld was in relation to correspondence received not being signed off appropriately i.e. inclusion of a named officer. This is an issue which has been noted in the past, particularly in the use of team email accounts and is already being addressed by service.

The remaining two were in relation to a delay in visiting a reported site and an incorrect site being visited despite clear location given. Both of these have been addressed by the relevant teams.

It is positive to note that none of the substantiated or partly substantiated complaints were in relation to delays in planned works.

Summary

The data presented is a positive reflection on the work the service has done. The addition of dedicated support staff to assist in the achievement of Early Resolution and customer focussed responses is reflected in the increase of cases resolved informally and the lack of cases being escalated to the next stage of the complaints process.

There remains very little that can be recommended in terms of improvements as a result of the complaints received. Service has shown its willingness to adapt processes to benefit customers, as is reflected in the figures reported and should continue with the good practices put in place.

Highways and Transport Compliments

2019/2020

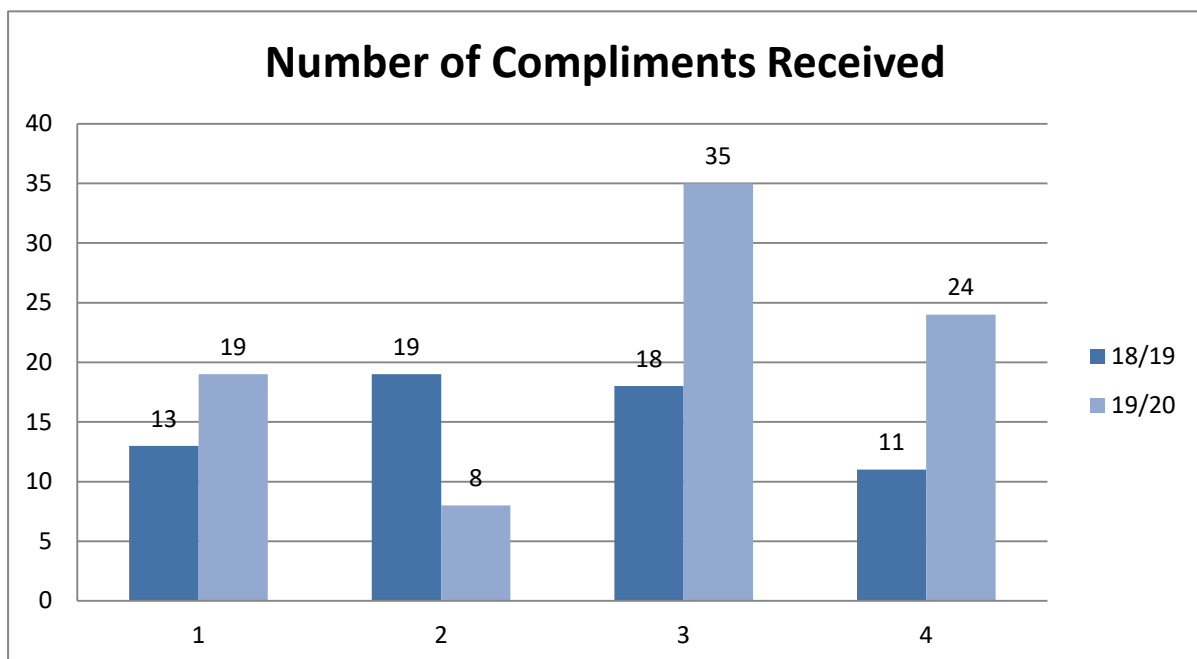
Annual Overview

Introduction

This report is to present the compliments that Highways and Transport services received in 2019/2020. In previous years this information has been presented alongside complaints data for the area. Large scale changes were introduced to this process and a corporate decision made to present this data separately. This report will provide an overview of which areas have received compliments and what these were in regards to.

Overview and Comparison to 18/19

This year saw a total of 86 compliments received for the area. This is a 40% increase on the previous year, with the last two quarters more than doubling the number received. The following shows the comparison to the previous year:



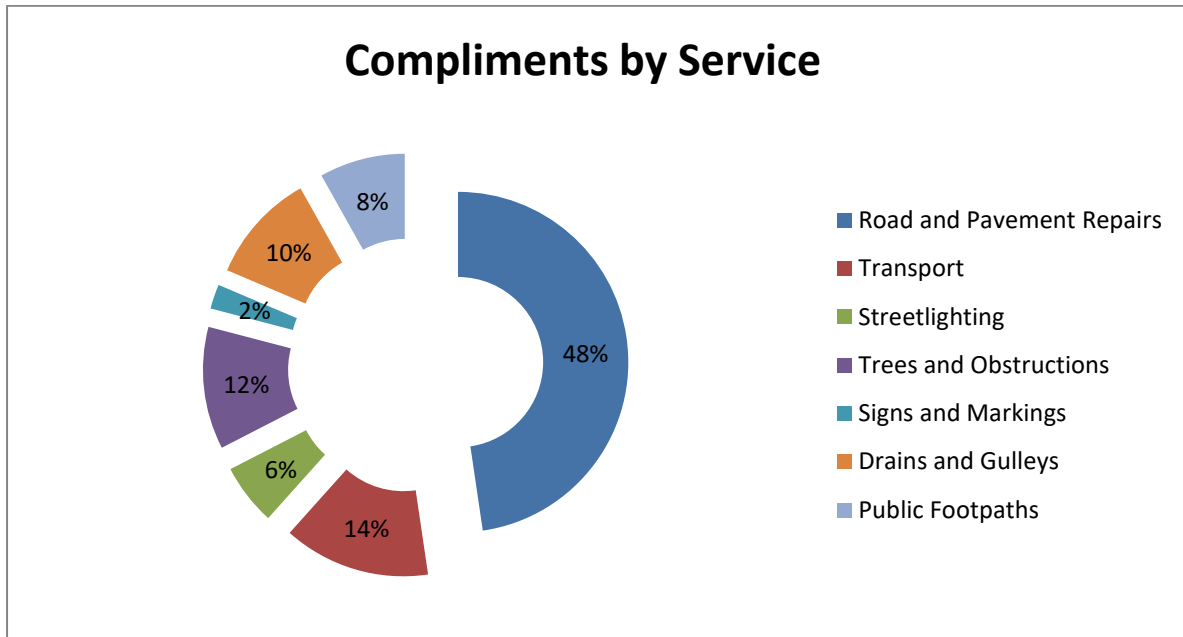
Although a drop in the number of compliments was seen in the 2nd quarter, the 3rd and 4th quarters were an increase on the first two. It should also be noted that in the last two quarters the service area received more compliments than complaints. This is extremely encouraging a reflection of the work that has been put in by the service to make themselves more approachable and user friendly.

"Will you thank your team for filling in the pot holes in Authorpe Lane, South Reston, at the Wagon & horses end of South Reston that goes to Authorpe. It was lovely this morning to see them thank you"
16/12/2019

"Work started and completed when you said it would with minimal disruption. It was good to see a team working hard and all knowing what they were doing.... A good coordinated team effort."
04/10/2019

Compliments by area

The following is a breakdown of the areas for which compliments were received:



Almost half of all compliments received were in regards to repairs completed, accounting for 41 of the 86 compliments received. This is a significant increase on the previous year which saw a total of 26 compliments received relating to this area.

The number of compliments received for transport services also increased 76% in comparison to the previous year.

"Fantastic support and training given."
19/11/2019

"Excellent service provided"
29/08/2019

"Thoroughly enjoyed the training yesterday, the day was absolutely brilliant "
17/04/2019

Conclusion

It is exceptional that the final two quarters saw more compliments received than complaints. Based on historic data available this has not been achieved in the past and the service should be commended for the work which has gone into achieving this.

A further report on compliments will be provided for scrutiny at the end of the second quarter.

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How to use Confirm Statuses

All emails are sent automatically when a status change is saved.

Confirm Status	How Used	Communication to Customer
0100 Enquiry Raised	When a fault is reported	Thank you for reporting this issue. A highways officer will investigate and provide an update within 14 days.
0105 Enquiry raised to be actioned within 5 hours	When an emergency traffic signals fault is reported	Thank you for reporting this issue. A highways officer will investigate and provide an update within 14 days.
0110 Enquiry raised to be actioned within 24 hours	When an emergency fault is reported	Thank you for reporting this issue. A highways officer will investigate and provide an update within 14 days.
0115 Third Party Responsibility	When a fault is not the responsibility of Lincolnshire County Council	Thank you for reporting a fault on the highway. Unfortunately, this issue cannot be dealt with by the county council as the asset concerned is the responsibility of a third party. You will need to report the fault directly to the organisation responsible. Contact details are available at https://www.lincolnshire.gov.uk/highways-contacts
0135 Immediate action – make safe	When a temp or permanent repair is being made within 24 hours of report	We are taking immediate action to make this fault safe. If subsequent work is required, this will be undertaken in accordance with our response times for fault reports which is available at https://www.lincolnshire.gov.uk/highways-faults . We will contact you again when an update is available.
0145 Insufficient information	When a fault cannot be found or assessed due to incomplete information	Unfortunately we have been unable to take action with this fault as there was insufficient information. Please report again with more information about the fault and location.
0150 Investigation required	When investigation is required	We need to investigate this report. We will contact you again when an update is available.
0155 Investigations ongoing	When investigation is in process	We have carried out an initial assessment, but a more detailed investigation is required. We will provide a further update when this has been completed.
0160 Assessed no action required	When you have investigated and the fault is highways responsibility but you are taking no action. Usually if the fault does not meet intervention criteria.	We have assessed the fault you reported and will not be taking any action at this time. We will continue to monitor this location as part of our safety inspection schedule. For information about our routine inspections and works programmes, please visit https://www.lincolnshire.gov.uk/highways-works-programmes
0165 Forward Prog Brief Submitted	When passed to your for inclusion in future programmes	This fault will be assessed for the possibility of future permanent works and prioritised according to our Highways Asset Management

		<p>Plan.</p> <p>Our programme of works is available at http://www.lincolnshire.gov.uk/highways-works-programmes and is updated every Autumn. All requests are prioritised within the available annual budget so works may not appear on the next programme.</p> <p>However, we will continue to monitor this location as part of our routine inspection schedule and issue temporary repairs, where necessary, in accordance with our response times for fault reports.</p>
0175 Enforcement	When we are enforcing an obstruction e.g. overhanging hedge, dangerous tree, goods in the highway, A boards	We are taking appropriate enforcement action. The enforcement process can sometimes take a long time to complete. Although you may not see any site changes quickly work will still be taking place behind the scenes. Thank you for your patience while this work takes place.
0180 Assessed – in cyclic prog	When a fault will be fixed on the next cyclic maintenance programme of grass cutting, weed spraying or gully cleansing	This fault will be fixed as part of our next cycle of works. We cut the grass three times a year and treat weeds twice a year between April and October. We clean highway drains once a year.
0200 Job raised	When a job is raised from a report or the report is attached to an existing raised job.	This report has been assessed and a job for repair has been raised. We will contact you again when a further update is available.
0230 Further work identified	When a job is moved to status 0415 'Inspected follow up required'	We're sorry, but after visiting site we were unable to resolve the issue immediately and further works are required. Thank you for your patience, we will contact you again when a further update is available.
0250 Job Committed	When a job is committed from a report or the report is attached to an existing committed job.	We have instructed our Alliance Partners to make a repair. We will contact you again when a further update is available.
0300 Job Complete	Automatic when a job attached to a report is completed.	We have completed repairs to this fault. Thank you for reporting a fault to Lincolnshire County Council

Appendix F

How to use Confirm Statuses

All emails are sent automatically when a status change is saved.

Confirm Status	How Used	Communication to Customer	Proposed Change – COVID-19	FixMyStreet State
0100 Enquiry Raised	When a fault is reported	Thank you for reporting this issue. A highways officer will investigate and provide an update within 14 days.	Thank you for reporting this issue. Due to the COVID-19 pandemic we may not be able to meet our usual response times. We are doing everything we can to maintain resource levels to provide your highways service. Thank you for your patience.	Open
0105 Enquiry raised to be actioned within 5 hours	When an emergency traffic signals fault is reported	Thank you for reporting this issue. A highways officer will investigate and provide an update within 14 days.	Thank you for reporting this issue. Due to the COVID-19 pandemic we may not be able to meet our usual response times. We are doing everything we can to maintain resource levels to provide your highways service. Thank you for your patience.	Open
0110 Enquiry raised to be actioned within 24 hours	When an emergency fault is reported	Thank you for reporting this issue. A highways officer will investigate and provide an update within 14 days.	Thank you for reporting this issue. Due to the COVID-19 pandemic we may not be able to meet our usual response times. We are doing everything we can to maintain resource levels to provide your highways service. Thank you for your patience.	Open
0115 Third Party Responsibility	When a fault is not the responsibility of Lincolnshire County Council	Update made on FixMyStreet by Business Support. Letting customers know what action has been taken and who is responsible.	N/A	Closed – Not responsible
0135 Immediate action – make safe	When a temp or permanent repair is being made within 24 hours of	We are taking immediate action to make this fault safe. If subsequent work is required, this will be undertaken. We will contact you again when an update is available.	N/A	

	report			
0145 Insufficient information	When a fault cannot be found or assessed due to incomplete information	Unfortunately we have been unable to take action with this fault as there was insufficient information. Please report again with more information about the fault and location.	N/A	Closed – No further action
0150 Investigation required	When investigation is required	We need to investigate this report. We will contact you again when an update is available.	We need to investigate this report. We will contact you again when an update is available. We are sorry that during the COVID-19 pandemic situation we may take longer to respond than normal. Thank you for your patience.	
0155 Investigations ongoing	When investigation is in process	We have carried out an initial assessment, but a more detailed investigation is required. We will provide a further update when this has been completed.	We have carried out an initial assessment, but a more detailed investigation is required. We will provide a further update when this has been completed. We are sorry that during the COVID-19 pandemic situation we may take longer to respond than normal. Thank you for your patience.	Open – In progress
0160 Assessed no action required	When you have investigated and the fault is highways responsibility but you are taking no action. Usually if the fault does not meet intervention criteria.	Bespoke response. Notes to provide thanks for raising the issue, and an apology an explanation as to why we won't be taking action at this time. Reference to our Asset Management Strategy and Highways Infrastructure Asset Management Plan etc.should be included when relevant to the reasons.	N/A	Closed – No further action

0165 Forward Prog Brief Submitted	When permanent repairs are programmed in the next 3 years	This fault will be assessed for the possibility of future permanent works and prioritised according to our Highways Asset Management Strategy. We will continue to monitor this location as part of our routine inspection schedule and issue temporary repairs, where necessary.	N/A	Closed – No further action
0175 Enforcement	When we are enforcing an obstruction e.g. overhanging hedge, dangerous tree, goods in the highway, A boards	We are taking appropriate enforcement action. The enforcement process can sometimes take a long time to complete. Although you may not see any site changes quickly work will still be taking place behind the scenes. Thank you for your patience while this work takes place.	N/A	Closed – No further action
0180 Assessed – in cyclic prog	When a fault will be fixed on the next cyclic maintenance programme of grass cutting, weed spraying or gully cleansing	This fault will be fixed as part of our next cycle of works. We cut the grass three times a year and treat weeds twice a year between April and October. We clean highway drains once a year.	N/A	Closed – Internal Referral
0200 Job raised	When a job is raised from a report or the report is	This report has been assessed and a job for repair has been raised. We will contact you again when a further update is available.	N/A	Open – In progress

	attached to an existing raised job which will be completed within 4 months			
0230 Further work identified	When a job is moved to status 0415 'Inspected follow up required'	We're sorry, but after visiting site we were unable to resolve the issue immediately and further works are required. Thank you for your patience, we will contact you again when a further update is available.	N/A	Open – In progress
0250 Job Committed	When a job is committed from a report or the report is attached to an existing committed job.	We have instructed our Alliance Partners to make a repair. We will contact you again when a further update is available.	Repairs are scheduled. Due to the COVID-19 pandemic, repairs may take longer than our usual response. Thank you for your patience.	Open – action scheduled
0300 Job Complete	Automatic when Kier complete a job attached to a report.	We have completed repairs to this fault. Thank you for reporting a fault to Lincolnshire County Council.	N/A	Fixed - Fixed

Open Report on behalf of Andrew Crookham, Executive Director of Resources

Report to:	Highways and Transport Scrutiny Committee
Date:	20 July 2020
Subject:	Highways and Transport Scrutiny Committee Work Programme

Summary:

This item enables the Committee to consider and comment on the content of its work programme to ensure that scrutiny activity is focused where it can be of greatest benefit. The work programme will be reviewed at each meeting of the Committee to ensure that its contents are still relevant and will add value to the work of the Council and partners.

Members are encouraged to highlight items that could be included for consideration in the work programme.

Actions Required:

Members of the Committee are invited to review and comment on the work programme and highlight any additional scrutiny activity which could be included for consideration in the work programme.

1. Background

Overview and Scrutiny should be positive, constructive, independent, fair and open. The scrutiny process should be challenging, as its aim is to identify areas for improvement. Scrutiny activity should be targeted, focused and timely and include issues of corporate and local importance, where scrutiny activity can influence and add value.

All members of overview and scrutiny committees are encouraged to bring forward important items of community interest to the committee whilst recognising that not all items will be taken up depending on available resource.

Members are encouraged to highlight items that could be included for consideration in the work programme.

2. Work Programme

20 JULY 2020		
Item	Contributor	
1	A631 Gainsborough Corringham Road Junction Improvement <i>Pre-Decision Scrutiny – Executive Councillor 22 -29 July 2020</i>	Karl Gibson, Senior Project Leader
2	Quarter 4 Performance Report (1 January to 31 March 2020)	Paul Rusted, Head of Highways Services

14 SEPTEMBER 2020		
Item	Contributor	
1	Winter Service Plan 2020/21	TBC Policy and Strategic Asset Manager
2	Civil Parking Enforcement Annual Report 2019 - 2020	Matt Jones, Parking Services Manager
3	Passenger Transport Update	Anita Ruffle, Head of Transport Services
5	Route and Place Based Transport Strategies Annual Report	Sam Edwards, Head of Highways Infrastructure
6	Highways Quarter 1 Performance Report (1 April to 30 June 2020)	Paul Rusted, Head of Highways Services

26 OCTOBER 2020		
Item	Contributor	
1	Rail in Lincolnshire – Engagement with Network Rail and Train Operating Companies	Strategic Transport Policy Manager; Network Rail, London North Eastern Railway Ltd (LNER) and East Midlands Railway (EMR)
2	Review of Highways Customer Engagement and Liaison Arrangements	Karen Cassar, Assistant Director – Highways Georgina Statham, Highways Liaison Manager
3	TransportConnect - Teckal Company Annual Report	Anita Ruffle, Head of Transport Services
4	Cycling and Walking Strategy	Philip Watt Project Officer

14 DECEMBER 2020		
Item		Contributor
1	Highways Quarter 2 Performance Report (1 July to 30 September 2020)	Paul Rusted, Head of Highways Services
2	Roadside Nature Reserves and Wildflower Planting Progress Report	TBC

25 JANUARY 2021		
Item		Contributor
1	Revenue and Capital Budget Proposals 2020/21 <i>Pre-Decision Scrutiny – Executive</i>	Karen Cassar, Assistant Director – Highways
2	Permit Scheme Annual Report 2018/19	Mick Phoenix, Network Management Commissioner; Mandi Robinson, Network Regulation Compliance Manager

08 MARCH 2021		
Item		Contributor
1	Highways Quarter 3 Performance Report (01 October to 31 December 2020)	Paul Rusted, Head of Highways Services
2	Street Lighting Update	John Monk, Group Manager Design Services
3	Highways Infrastructure Asset Management Plan 2021	TBC, Policy and Strategic Asset Manager

3. Conclusion

Members of the Committee are invited to review and comment on the work programme and highlight any additional scrutiny activity which could be included for consideration in the work programme.

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Forward Plan of Decisions relating to the Highways and Transport Scrutiny Committee

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 Daniel Steel, Scrutiny Officer, who can be contacted on 01522 552102 or by e-mail at daniel.steel@lincolnshire.gov.uk

Forward Plan of Decisions relating to the Highways and Transport Scrutiny Committee

DEC REF	MATTERS FOR DECISION	DATE OF DECISION	DECISION MAKER	PEOPLE/GROUPS CONSULTED PRIOR TO DECISION	DOCUMENTS TO BE SUBMITTED FOR DECISION	HOW AND WHEN TO COMMENT PRIOR TO THE DECISION BEING TAKEN	RESPONSIBLE PORTFOLIO HOLDER AND CHIEF OFFICER	KEY DECISION YES/NO	DIVISIONS AFFECTED
I020097	A52 Roman Bank, Skegness	Between 1 July 2020 and 13 July 2020	Leader of the Council (Executive Councillor: Resources and Communications)	Highway colleagues; utility companies; local businesses; local member; and the chamber of commerce	Report	Senior Project Leader Email: steve.brooks@lincolnshire.gov.uk	Executive Councillor: Highways, Transport and IT and Executive Director - Place	Yes	Skegness North; Skegness South
I020153 New!	A159 Scotter Primary Route Network	Between 13 July 2020 and 24 July 2020	Leader of the Council (Executive Councillor: Resources and Communications)	Highway colleagues and utility companies	Report	Senior Project Leader - Highways Infrastructure Email: steve.brooks@lincolnshire.gov.uk	Executive Councillor: Highways, Transport and IT and Executive Director - Place	Yes	Scotter Rural
I020154 New!	Boston Dock Road Highway Improvement	Between 13 July 2020 and 24 July 2020	Leader of the Council (Executive Councillor: Resources and Communications)	Highway colleagues and utility companies	Report	Senior Project Leader - Highways Infrastructure Email: steve.brooks@lincolnshire.gov.uk	Executive Councillor: Highways, Transport and IT and Executive Director - Place	Yes	Skirbeck
I020206 New!	A1031 Tetney Primary Route Network	Between 20 July 2020 and 3 August 2020	Leader of the Council (Executive Councillor: Resources and Communications)	Highways colleagues and utility companies	Report	Senior Project Leader Email: steve.brooks@lincolnshire.gov.uk	Executive Councillor: Highways, Transport and IT and Executive Director - Place	Yes	Saltfleet and the Cotes
I019974	A631 Gainsborough Corringham Road Junction Improvement	Between 22 July 2020 and 29 July 2020	Leader of the Council (Executive Councillor: Resources and Communications) Executive Councillor: Highways, Transport and IT	Highway colleagues; utility companies and Highways and Transport Scrutiny Committee	Report	Senior Project Leader Email: karl.gibson@lincolnshire.gov.uk	Executive Councillor: Highways, Transport and IT Leader of the Council (Executive Councillor: Resources and Communications) and Executive Director - Place	Yes	Scotter Rural